I want YOU for the Skyward Customer Forum!

My name is Bob Jung and I want to invite you to join me in the new Skyward Customer Forum.

Skyward has launched a new Skyward Customer Forum and we are committed to making it into a resource for Skyward users and Skyward employees alike to share their "Skyward knowledge" with one another. We hear great ideas from our customers all the time and the networking and sharing of all those great ideas that takes place at User Groups is a tremendous benefit for all attendees.

Instead of getting together only once a year to share those great ideas, we want to make it a year round activity. The new Skyward Forum will allow you to share information and training documents with one another, to brainstorm better ways of using the system and to get your general Skyward questions answered. While not a replacement for Service Calls your participation in the forum will help us build a network of Skyward users who can help one another out with information, share training documents or brainstorm new ideas.

In my days in Customer Service, I never failed to learn something from each training session that I conducted that I could then use to make the next one better. Whether it was a question on a process or a district had a unique way of handling a specific circumstance there was always something that helped make me better at my job. That is our goal for the Forum, to share ideas to help each of us do our job better.

Both myself and a variety of other Skyward employees from virtually every corner of Skyward will be playing an active role on the forum. We will be posting information about new features and events, sharing best practices we learn about, and contributing to the discussions wherever we can.

It's not about us, it's about you.

The intent of the forum is to provide our customers with a central area to share information. While we create the software, you are the ones who use it.   Just like your ideas help make the software better through the RFE process it is your ideas and your participation that will make the Forum successful.

Let us know about the great ideas you come up with.   Who knows maybe your idea will be the spark for someone else to come up with a new idea of his or her own. I think most of us can remember the tagline from the BASF commercials – *We don't make the products you buy, we make the products you buy better*. I think that sums up what your input means to Skyward. You might not program the software but your contributions make the Skyward software better.

What will I find?

The Forum currently has a variety of topics available for you to view and participate in. Current categories include:

1. **Student Management Suite**
2. **Finance**
3. **Human Resources**
4. **System Administration**
5. **Skyward General Discussions**
6. **IT Services**
7. **State Specific topics area**

We will be expanding these categories as we identify specific areas or modules that can split off to their own topic.

What can I do?

The short answer is you can start and participate in discussions regarding Skyward's Software and Services with Skyward employees and other customers. We want you to share your experiences with and knowledge of Skyward.

You will find:

1. **Polls**
2. **New Feature discussions**
3. **User Group/iCon Session ideas**
4. **Contests where Forum participants vote on the winner (Think Skyward Idol without the bad singing)**
5. **Best Practices**
6. **New Technology discussions**

Who can join?

The Forum is only for Skyward customers and employees. To take part in the Skyward Forum you will need to register using your school email address.   (We may add an area for our partner vendors in the future but want to get your feedback first.)

How Do I find it?

You can access the Forum by doing one of the following.

1. **From within your Skyward Software** - Click on the help button to access the SkyDoc documentation screen. At the top of the screen is a tab labeled Skyward Forums.

   Click on that tab to be taken to the Forum.   This will take you to the login screen where you can either login to your account or sign up for an account.

2. **From the Skyward website** – www.skyward.com – Click on the Skyward Forums icon in the upper right corner of the Skyward website to be taken to the Forum. This will take you to the login screen where you can either login to your account or sign up for an account.

3. **Direct access.** Click on this link or enter copy and paste it into your browser. http://forum.skyward.com/. This will take you to the login screen where you can either login to your account or sign up for an account.

Join the Forums today

I hope you will take advantage of this new resource as I am committed to making sure that you can't remember how you ever lived without it. Please join me in the Forum today.

If you have any questions regarding the Forum, please email me at [Bobj @skyward.com](mailto:Bobj@skyward.com)