HOME ACCESS CENTER
FAQ

Q: Why did I see my students Social Security Number when I first logged in?
A: The Personal section was initially provided to the authenticated account (not viewable by anyone other than the parent/guardian). Due to parental concerns, the Personal section has been removed.

Q: Why do I see another student listed in my account?
A: If you are listed as an emergency contact for a student, you will see the name of that student, but you do not have access to the student's information.

Q: How do I get all my students on one account?
A: If your students do not automatically appear linked on one account, contact HomeAccessCenter@hcps.org and provide the student ID numbers and names of the students to be linked.

Q: Why can't I change my contact information in HAC? Why do I have to call the school?
A: Contact record changes must be made at the school to ensure all programs connected to your student are updated. Schools are responsible for maintaining student information. Following this process ensures the updated information is accurate and programmatically shared with other systems, such as Blackboard Connect5, used to communicate with families throughout the school year.

Q: I've sent emails to HomeAccessCenter@hcps.org and have not received a response.
A: The Technology Office is working through the email messages and hope to have messages addressed within 2-business days.

Q: Should I be able to see my Prekindergarten and Kindergarten students in HAC? I can see my other students, but not my Kindergarten student.
A: If your registration information has not been entered into our system, you will not see your Prekindergarten or Kindergarten student in HAC. Once your school has had an opportunity to enter that information, it will be visible in HAC.

Q: Is there an App for HAC?
A: There is not a mobile app for HAC.

Q: Will students be able to access their grades via HAC?
A: Notification will be provided to secondary school students, via their HCPS email account, when they can access their information.

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