

# HCPS Technology Access at Home – Personal Device

## Secondary Students

### Middle School Students

6 – 8

### High School Students

9 – 12

Note **Grade 6** Office 365 Registration and Security Questions Requirement (page 2)



**What is my login at home?**  
via Office 365 credentials



Username = **firstnamelastname@student.hcps.org**  
(Sample) aaronburr@student.hcps.org

Password = **Current HCPS Password**  
*Current password used this summer or last year. Students new to HCPS, passwords will be provided by the school*

### Login Support

Complete the [Technical Support Form](#) to receive help with HCPS usernames and/or passwords

### Can I change my password at home?

Yes



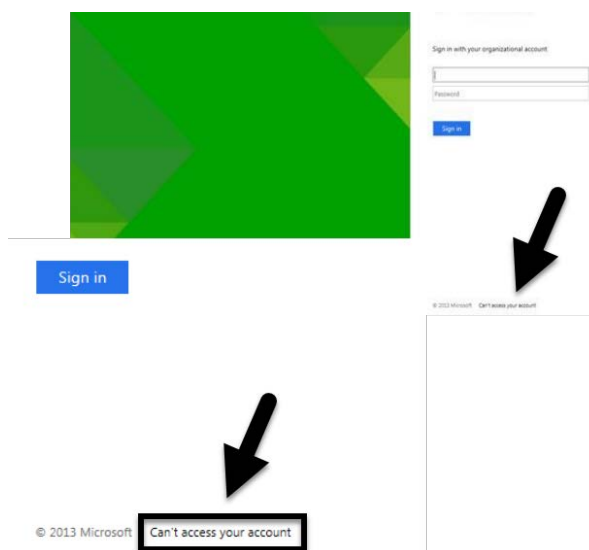
## You can reset your password at home by using Reset Password Utility

BEFORE you can use the Reset Password Utility, you must have registered your account (See **Grade 6**)

1. From Start.hcps.org click the Office 365 tile.



2. Click **Can't access your account.**
3. Enter your 365 username ID \_\_\_\_\_@student.hcps.org
4. Follow the next few steps and enter a new password twice, following HCPS password criteria.
5. If you need support in resetting your password, contact [technicalquestions@hcps.org](mailto:technicalquestions@hcps.org)



## Grade 6 students will register their account upon entry to Grade 6

The first time Grade 6 students go to Office 365 in school, they will be prompted to register their account by entering security information:



1. **REQUIRED:** Students enter three security question answers:

Tips:

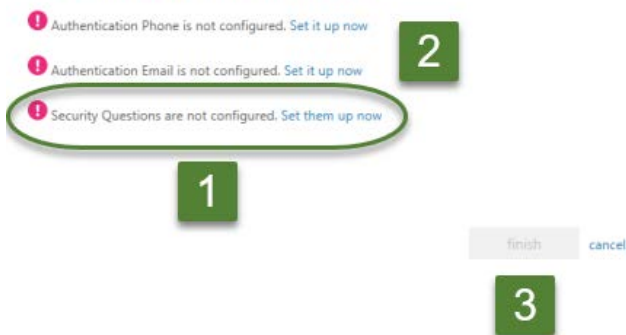
- Use all lowercase letters.
- Choose easy to spell answers.

Favorite thing to eat?  
**hors d'oeuvres**  
(NOT a good choice.)

2. **OPTIONAL:** Students enter YOUR cell phone number, OR personal email if you have one.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you secure. You'll need to set up at least 1 of the options below.

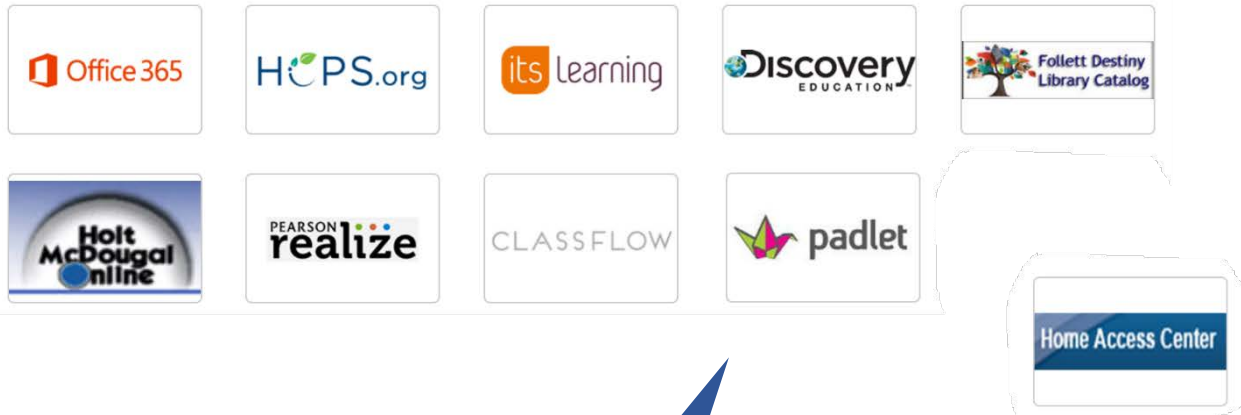


**\*\*Complete the [Technical Support Form](#) to receive help with HCPS usernames and/or passwords**

## What is the best way to access school resources from home?

[start.hcps.org](http://start.hcps.org)

Select the Student Resource tile you need



Note: the HAC username / password will be unique to what the parent and student will set up. **(See last page of document)**

Students will be prompted to login with HCPS 365 credentials.










**6 - 12**

Username = Username@student.hcps.org

HCPS Network Password

## FAQ

<p><b>What software or Chrome extensions (Chromebook) might support my learning?</b></p>	<p>Any HCPS student may download and install Office 365 applications on up to 5 devices for free. Installation of these applications is not required. Access <a href="#">install directions</a>.</p> <p>The <a href="#">Office 365 extension</a> can be added to the Chrome browser. Students will use their HCPS username and password (see Pg. 1) to sign in with their school account.</p>
<p><b>How do I self-report my attendance?</b></p>	 <p><a href="#">Text Directions</a></p>
<p><b>How do I find my classes and content provided by my teachers? How do I navigate a series of resources in itslearning?</b></p>	 <p><a href="#">Video Directions</a></p>
<p><b>How do I get into a live, virtual instruction, Teams meeting?</b></p> <p><i>**Note: If prompted to sign-in, use student HCPS login (see Pg. 1)</i></p>	<p><b>Access through Internet browser</b> (Microsoft Teams app is not installed on device)</p>  <p><a href="#">Text Directions</a></p>  <p><a href="#">Video Directions</a></p>

	<p style="text-align: center;"><b>Access through installed Microsoft Teams App</b></p> <div style="text-align: center;">  <p><a href="#">Text Directions</a></p>  <p><a href="#">Video Directions</a></p> </div>
<p><b>How do I answer an itslearning Assignment?</b></p>	<div style="text-align: center;">  <p><a href="#">Video Directions</a></p> </div>
<p><b>Can I use a tablet or smartphone to access instructional content and virtual instruction?</b></p>	<p>It is not recommended that students use iPhones, Android phones or tablets, or Kindles, due to the limitations of the Chrome browser from these devices. iPads should only be used when the iOS is at least 10.0 to access the Microsoft Teams app and when the Chrome browser is available to access itslearning. Some features may be limited on an iPad.</p>
<p><b>I am sharing a device with a family member that is also an HCPS student. Are there any troubleshooting tips if we struggle to switch between accounts?</b></p>	<p style="text-align: center;"><a href="#">Multiple HCPS Students Accessing itslearning on a Shared Device</a></p>
	<p style="text-align: center;"><a href="#">HMH Collections Troubleshooting for Students</a></p>

<p><b>I am having trouble accessing my digital text through HMM. Are there any troubleshooting suggestions?</b></p>	
<p><b>Who can help me if I need support accessing HCPS technology resources?</b></p>	<p style="text-align: center;"><b>Family Technology Support for Virtual Learning</b></p> <p><b>Call-in support</b> – 410-809-6336 between the hours of 7:00 a.m. - 12:00 p.m. on days when school is in session</p> <p><b>Email</b> – <a href="mailto:technicalquestions@hcps.org">technicalquestions@hcps.org</a></p> <p><b>Help Form</b> – <a href="https://hcps.org/helpform">hcps.org/helpform</a></p>

## Home Access Center (HAC)

### Students

6 - 12

**Can I access HAC on my own to see my grades or progress?**

Yes

Log in with your network credentials  
(NOT your 365 credentials)

[hac.hcps.org/HomeAccess](http://hac.hcps.org/HomeAccess)

Username  
(no added @student.hcps.org)  
+  
HCPS Network password

### Parents

6 – 12

**Will I need to access HAC to see my child's grades or progress?**

Yes

If this is your **first child** to enter HCPS, you **will create an account** with HAC.

[hac.hcps.org/HomeAccess](http://hac.hcps.org/HomeAccess)

If you already have an account with HAC, because you have another child in the system, you may select **Change Student** to see grades:

**What if I do not see my second child's name?**

Contact [HomeAccessCenter@hcps.org](mailto:HomeAccessCenter@hcps.org) to have your second child's school registration information linked with any other children you have in the system.

Provide your child's:

Name  
School ID  
Grade  
School

