



HOME ACCESS CENTER (HAC)

FAQ

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: 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: I've requested a password reset but have not received an email message.

A: Password reset requests are automatically emailed to the contact email address on record. The automated response may take up to 1 hour. Check your email junk/spam folders in case the message was diverted. If you do not receive an automated response, email HomeAccessCenter@hcps.org for assistance. Please include your first/last name and the student name/ID number.

Q: Should I be able to see my Prekindergarten and Kindergarten students in HAC? I can see my other students, but not my Prekindergarten/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: Will students be able to access their grades via HAC?

A: Yes, students (grades 3 through 12) and parents can access a student's course/assignment scores and report card marks via HAC.

Q: Is there an iOS or Android application for HAC?

A: There is no mobile device application for HAC.