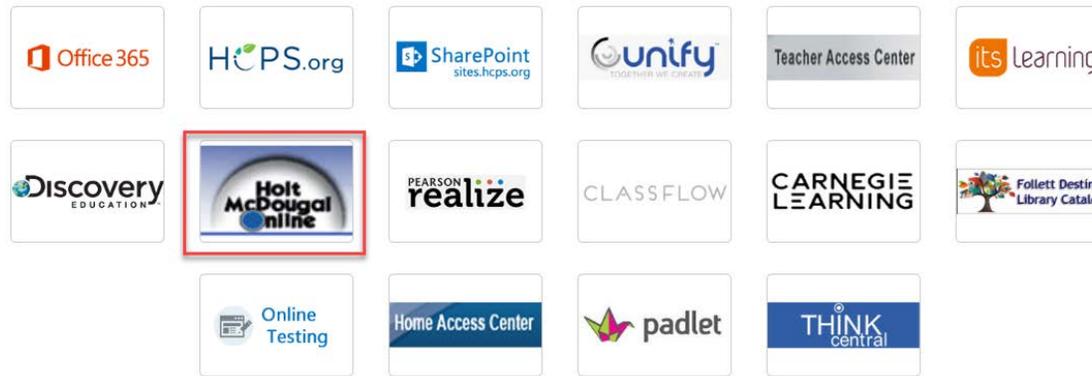


HMH Collections Troubleshooting for Students

From Chrome, access HMH from start.hcps.org:



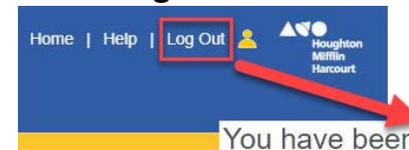
Contact your Language Arts teacher and ask that s/he ensure they have associated the Collections text with your class



Pull the menu arrow down from the Science text to see the Collections text



1. Select **Log Out** and close the browser



You have been successfully logged out.

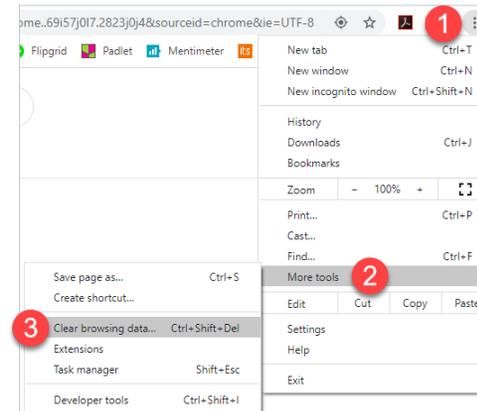
Thank you for using our products.

2. Use a **different** internet browser (ie. Edge, Safari)

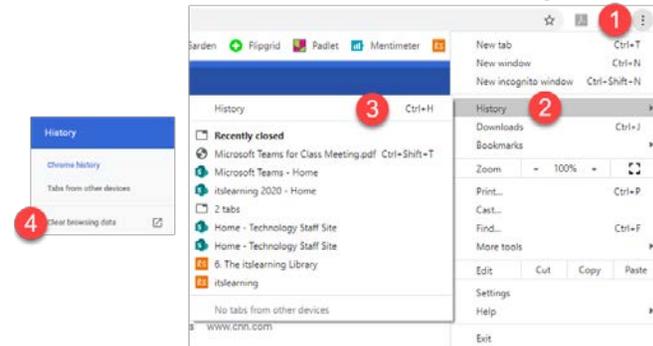
If these troubleshooting strategies do not fix the problem, **contact HMH directly:**

1. **Email:** techsupport@hnhco.com
Include in your email: Harford County Public Schools, MD, School, and teacher
2. **web support:**
HMHco.force.com/customercase
(pick technical support)
3. **call:** 800-323-9239 Option 1

3. Clear the Internet browser's cache



4. Clear the internet browser's History



5. Use an incognito window

