HMH Collections Troubleshooting for Students

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

1. Select Log Out and close the browser
2. Use a different internet browser (ie. Edge, Safari)

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

1. **Email:** techsupport@hmhco.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**