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## Using Home Access Center




Home Access Center is a browser-based student information system that allows you to view student registration, report card, attendance, discipline, transcript, success plan, course request, classwork, and scheduling information as it is entered in the school district's database. Guardians or students can use Home Access Center to view student information.


### Home Access Center Menu

The menu options in the Home Access Center banner provide access to HAC's main pages. Clicking an icon displays a page with related tabs, each of which is a self-contained page of information on your student. For example, the  Grades option displays a page with tabs on IPRs, Report Cards, and other subjects associated with grading. Clicking a tab displays the page indicated. Most HAC pages also include links that when clicked, display a window with additional details.

The following pages can be accessed using the menu options in the HAC banner.

	
<b>Home</b>	
Week View	Displays a student's attendance, scheduling, assignment, and discipline information for the current week. Previous and future weeks can also be displayed. Links are provided for viewing details on individual courses, accessing student fee information, and emailing teachers.
Calendar	Displays a month-view of the student's attendance, scheduling, assignment, and discipline information, as well as activities and events. Checkboxes are provided for configuring the type of information that displays, while buttons are included for changing the calendar to a daily or week view. Previous and future months can also be displayed.
School Links	Displays links that can be created in the HAC building configuration to enable access to other resources within or outside the district.
	
<b>Attendance</b>	
Month View	Displays a month-view of the student's attendance that can be toggled to access all months within the current school year. A color legend identifies the type of attendance displayed. Place the mouse pointer over a day to view more detailed information on absences and tardies.
	
<b>Classes</b>	
Classwork	<p>Displays course assignments, including the dates assigned, due dates, categories, potential points, and scores for the Gradebook assignments available in a class. When assignments are ordered by class, class average information is shown below the student's list of assignments.</p> <p>Teachers can select whether an assignment and its score should be published for HAC. However, unpublished assignments may be included in the student's averages for a course.</p>
Schedule	Displays the student's schedule for the entire year. Dropped courses may also be displayed. You can also select to display the list of requests for the next school year in a separate section at the bottom of the page. Links are provided for viewing detailed course information and sending emails to teachers.

Requests	Displays subject areas or departments for the building, depending on the building configuration, and allows guardians and students to select courses as requests for the next school year. A separate section lists the student's graduation requirements to assist with the requests if requests are entered by subject area. The credits for requested courses are tracked and can be compared against the required credits.
 <b>Grades</b>	
Interim Progress Report	Displays the student's most recent interim progress report, including courses, marks, and comments for an IPR run based on information in the IPR data warehouse. If comments were entered for the student, a comment legend displays below the course information. In addition, you can select to view any previous IPR run for the current year for which the data warehouse is available.
Report Cards	Displays information from the student's most recent report card run. The page lists marks, comments, and absences related to the student's courses or competencies.  Additional information can include the sum of earned credits for the report card run, class rank, and current, semester, and cumulative credits and GPAs. If comments were entered for the student, a comment legend appears below the report card information. In addition, you can select to view any previous report card run for the current year for which the data warehouse is available.
Transcript	Displays the student's transcript information based on the Transcript data warehouse. If your district has defined multiple views for transcripts to group courses differently (Yearly, Term, Report Card Run, or Subject Area), you can select the view to display.  The following items also can display, depending on how the view is set up: sum of credits for the course group, GPA for the course group, and the GPA and class rank for the selected GPA type.
Student Data Exchange	Provides access to Student Data Exchange.
Test Scores	Displays all standardized test scores stored for the student in the eSchoolPLUS Test Center.
 <b>Student Support</b>	
Discipline	Displays all discipline incidents involving the student. The information includes the type of incident, category, location, date and time, and the student's role, such as offender, victim, or witness. Additional information on the incident can be viewed by clicking a link to display a popup window.
 <b>Registration</b>	
Demographic	Displays the student's basic demographic information, including date of birth, gender, grade, building, house/team, and counselor. Additional information may also display, such as contact information, student and guardian addresses and phone numbers, medical emergency information, transportation to and from school, and sensitive information from the Personal page.
Update Registration	Displays update forms guardians can use to change the student's information, depending on whether your district uses Enrollment Online.

Fees	Allows guardians and students to view student fees and balances. The payment information shown is generated in eSchoolPLUS.
 <p data-bbox="207 443 375 474"><b>User Options</b></p>	
My Alerts	Allows guardians and students to subscribe to alerts for sending emails on attendance, discipline, course averages, classwork, interim progress reports, and report cards.
My Account	Allows guardians and students to change their HAC passwords and modify the challenge questions that are asked when users forget their passwords.
UserVoice	Allows guardians and students to submit suggestions for improving HAC.
Logoff	Closes the current HAC session, and returns you to the Log On page.
Change Student	Allows guardians who have two or more students to display a pop-up window for selecting another student.

## View another student

If you are a guardian for multiple students, you can quickly change the student you are viewing.

1. In the Home Access Center banner, click **Change Student**.
2. On the Choose Your Student pop-up, select the student to display.
3. Click **Submit**.



## Attendance Month View Page

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The Attendance Month View page enables you to view your student's attendance during any month in the current school year. If your student was absent or tardy on a date, the day will display with a colored background. The Color Legend below the month indicates the type of attendance each color represents.

To display the Month View page, click  **Attendance** on the HAC menu.

### Change months

- To navigate from month to month in the current school year, use the **<<** **>>** arrows at the top left and right of the calendar.

### View attendance details

- To view details for a date when your student was absent or tardy, move your pointer over the day. A tooltip displays the type of attendance entered by the office or teacher for the periods affected.

### Subscribe to attendance email alerts

- To subscribe to email alerts on attendance, check the "Alert me..." box above the month.
- To select the types of attendance to receive alerts for, click the "Limit Alerts..." link. In the Attendance Alerts window, check the boxes for the attendance of interest to you, then click **Save**.

If you do not select the types of attendance, you will receive alerts for all attendance regarding your student.




## Calendar Page




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The Calendar page provides a month view of the following information on your student:




- Class Assignments
- Class Events
- Activity Events

To display the Calendar page, click  **Home** on the HAC menu, then click the **Calendar** tab.

### Customize calendar information

- To hide or display the Filter pane, click the  Filter icon.
- To include or exclude information on the calendar, check or uncheck the appropriate boxes in the Filter pane on the left.
- To collapse the pane's Filters, Calendars, or Values section, click the section's  down symbol. To expand a collapsed section, click the section's  up symbol.

### Change calendar views

- To display other months, use the  arrows to navigate forward or backward a month at a time.
- To display the week view for the current week, click **Week**. To display other weeks in the calendar's week view, use the  arrows to navigate forward or backward a week at a time.
- To display the day view for the current day, click **Day**. To display other days, use the  arrows to navigate forward or backward a day at a time.
- To return to the current month, week, or day in the above views, click **Today**.

## Classwork Page

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Use the Classwork page to view your student's assignments for classes. This page only includes assignments and scores that teachers have selected to publish.

To display the Classwork page, click  **Classes** on the HAC menu.

### Quick View versus Full View

Two views have been provided for assignments. You can switch your view by clicking the appropriate button:

- **Quick View** - Displays basic assignment information to help you get an at-a-glance view of upcoming assignments and how your student scored on completed assignments.
- **Full View** - Displays additional fields related to averaging assignment scores so you can see more detail about your student's average for the class.

### View assignments by class

1. If you have an option to select Course or Competency Groups, select Course.
2. In the Show field, select (All Classes) or a specific class.
3. In the Report Card Run field, select the report card run to display.
4. In the Order by field, select Class.
5. Click **Refresh View**.

### View assignments for competencies

1. If you have an option to select Course or Competency Groups, select Competency Groups.
2. In the Show field, select (All Classes) or a specific competency group.
3. In the Report Card Run field, select the report card run to display.
4. In the Order by field, select Class.
5. Click **Refresh View**.

### View assignments by due date

1. In the Order by field, select Date Due.
2. Click **Refresh View**.

### View course detail

- Click the link in the course header for the course you want to view. The pop-up displays the course code, name, building, department, teacher, room, periods, days, and marking periods. The link only displays if you have selected to order assignments by Class.

### View course attachments

- Click the link in the course header for the course you want to view. The pop-up includes a link to any attachments the teacher may have added for the course.

### View assignment detail

- Click the assignment link for the assignment you want to view. The pop-up displays the course, assignment description, category, date assigned, date due, points, weight, and extra credit information for the assignment. In addition, this pop-up include any attachments the teacher may have added for the assignment and the rubric used to grade the assignment, if appropriate.



## Subscribe to classwork email alerts

- To subscribe to an email alert based on either the assignment average or class average, check the appropriate "Alert me..." box above the classwork detail.
- To receive alerts for averages below a certain percentage, enter the number (1-150) next to "below." For example, if you want alerts for averages below 70%, enter 70.
- To receive alerts for averages above a certain percentage, enter the number (1-150) next to "above." For example, if you want alerts for averages above 90%, enter 90.
- Leaving both fields blank allows you to receive alerts for all courses or assignments, regardless of their averages.




## Course Requests Page

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Use the Course Requests page to enter scheduling requests for the next school year. Requests are entered by selecting from a list of courses available for a subject area or course department. You'll see either subject areas or departments for the building you'll attend next year.

To display the Course Requests page, click  **Classes** on the HAC menu, then click the **Requests** tab.

### Review teacher course recommendations

1. On the Career Plan page, click **Requests** for your student's next grade and school year.
2. In the Course Requests section, review the list of requests. If the  Teacher Recommendation icon displays next to a course, then this course was requested based on a teacher's recommendation for your child.

### Enter requests for a department

1. On the Course Requests page, click **Edit** for the department to display the Select A Course pop-up.
2. To request a course, check its Request box.
3. Repeat Step 2 for all requests you want to add for the department.
4. To remove a request, remove the check from its Request box.
5. To save request changes for the department, click **Save** at the top of the page. The pop-up closes and the requests you selected will be displayed below the department heading on the Course Requests page.
6. Repeat Steps 1-5 to add requests for other department.

### Enter requests for a subject area

1. On the Course Requests page, click **Edit** for the subject area to display the Select A Course pop-up.
2. To request a course, check its Request box.
3. Repeat Step 2 for all requests you want to add for the subject area.
4. To remove a request, remove the check from its Request box.
5. To save request changes for the subject area, click **Save** at the top of the page. The pop-up closes and the requests you selected will be displayed below the subject area heading on the Course Requests page.
6. Repeat Steps 1-5 to add requests for other subject areas.

### Enter alternate requests


1. On the Course Requests page, click **Edit** to display the Select A Course pop-up.
2. To request an alternate course, check its Request box.
3. In the Alternate field, select whether this is an alternate for any course or for a specific course.
  - To enter an alternate request that should be scheduled if any regular request cannot be scheduled, select *Alternate to Any Course*.
  - To enter an alternate request for a specific course request, select *Alternate to this Course*, and then select the course for which you are entering the alternate.
4. Repeat Steps 2-3 to add another alternate request.
5. To save request changes, click **Save** at the top of the page. The pop-up closes and the requests you selected will be displayed on the Course Requests page.

## Use graduation requirements to guide requests

- You may find it helpful to review the graduation requirements for your student before selecting courses for next year. To display the student's requirements, click + to expand the Graduation Subject Area Requirements section below the list of subject area requests.

This section does not display if requests are selected by department.

## Check prerequisites for a request

- When you click **Edit** on the Course Requests page to request courses, you'll see a list of courses that your student can request for the subject/department. If the  Incomplete Prerequisite symbol displays for a course, the course has a prerequisite that your student has not completed.

To see the prerequisite, check its Request box. A warning message displays at the top of the pop-up showing the selected course and its prerequisite. If you want to continue to request the course, click **Save**. In most cases, we recommend that you remove the checkmark from the course's Request box and select the prerequisite course instead.

## Display a list of next year requests

- Use the Schedule page to display and print a list of the courses requested for the next year. To access this page from the Course Request page, click the Schedule tab. The student's next year requests display below the student's schedule for this year.



## Demographic Page

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The Demographic page includes the following sections listing information on your student:

- **Demographic** - Basic data, such as the student's name, birth date, counselor, building, gender, grade, language, and homeroom teacher.
- **Emergency** - Information for use in medical emergencies, such as physician's name and phone number, preferred hospital, and health insurance data.
- **Personal** - Sensitive information, including Social Security number, ethnicity, meal status, and classification.
- **Transportation** - Information on the student's transportation arrangements to and from school.
- **Contacts** - Student and guardian information, including addresses and phone numbers.
- **FERPA** - A list showing the student's settings regarding the release of information under the Family Educational Rights and Privacy Act (FERPA).

To display the Demographic page, click  **Registration** on the HAC menu.

### Update emergency information

- To update the Emergency section, click **Edit**. Add to or change the information displayed in the Update Emergency Information window, then click **Save**.

### Update contact information

- To update the Contacts section, click **Edit**. Add to or change the email and phone information displayed in the Update Contact Information window, then click **Save**.

### Update FERPA settings

- To update the FERPA section, click **Edit**. Check or uncheck the boxes in the Update FERPA Information window as needed, then click **Save**. When a FERPA box is checked, the student information indicated cannot be released.

## Discipline Page

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The Discipline page lists discipline incidents involving your student as an offender, victim, or witness. Incidents are listed from newest to oldest. The Discipline page's Incident and Role columns display links you can click for additional details on an incident.

To display the Discipline page, click  **Student Support** on the HAC menu.

### Display discipline incidents

- In the View Discipline by Year field:

To display all incidents from all years, select All Years

or

To limit the display of incidents to the current year, select Current Year Only.

### View discipline incidents

- To view additional information on an incident, click its Incident link to display the Discipline Incident Detail window.

### View discipline incident role details

- To view additional information on your student's role as an offender, victim, or witness, click the incident's Incident Role link to display the appropriate detail window.

### Subscribe to discipline email alerts

- To subscribe to email alerts on discipline, check the "Alert me..." box above the list.
- To select the types of discipline incidents you would like to receive alerts for, click the "Limit Alerts..." link. In the Discipline Alerts window, check the boxes for the incidents of interest, then click **Save**. If you do not select any box, you will receive alerts for all incidents involving your student.

## Fees Page

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The Fees page displays billing and payment information on your student's school-related fees. The page lists individual line items showing each type of fee and its respective balance, as well as the total outstanding balance from all fees.

To display the Student Fees page, click  **Registration** on the HAC menu, then click the **Fees** tab.

### Customize the fees display

- To limit or expand the list of fees, use the fields above the list. For example, to display all fees regardless of payments or dates, select --Any Date-- in the Date field, --View All-- in the Payment Status field, and --Any Year-- in the Issued Field.

### View details on payments

- To view details on payments, click the **View Payments** button to display the Payment Information window. The window lists payment dates, payment types, reference numbers, comments, and payment amounts.


### Pay fees online

- To access FrontStream, a third-party service that processes online fee payments, click **Make Online Payment**. Follow the instructions for processing your payments, then click **Return to Fees** in HAC to display the Fees page.

## Interim Progress Report Page

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The Interim Progress Report page displays your student's most recent Interim Progress Report (IPR), if available. The report includes the student's courses and descriptions, class periods, teachers, rooms, interim progress marks, and comment codes. The legend at the bottom of the page provides a key to the comments entered for your student.

To display the Interim Progress Report page, click  **Grades** on the HAC menu.

### View IPR details

- To view additional details on a course, click its description link to display the Home Access Course window.

### View previous IPRs

- To display an IPR from an earlier period, select the period in the View the Interim Progress Report for Reporting Period field. This field displays only if another IPR is available.

### Subscribe to IPR alerts

- To subscribe to IPR email alerts, check the "Alert me..." box above the course listing. The emails include courses, interim progress marks, teachers' names and comments, and other information from the student's IPR.

## PerformancePLUS Page

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The PerformancePLUS page provides access to the PerformancePLUS system for your student.

To display the PerformancePLUS page, click  **Grades** on the HAC menu, then click the **PerformancePLUS** tab.

### Accessing PerformancePLUS for your student

Clicking the PerformancePLUS tab displays Performance PLUS in a separate window. However, if your HAC ID and password do not match your login for PerformancePLUS, please refer to the next section.

Once the PerformancePLUS window displays, you can access your student's PerformancePLUS information. If you are the guardian for more than one student, you can also select another student.

### Synchronizing your HAC and PerformancePLUS credentials

When you click the PerformancePLUS tab and your HAC ID does not match your PerformancePLUS login ID, the Remote Application Login form displays. Complete the following fields to synchronize your HAC and PerformancePLUS accounts:

- Remote application login ID - Enter your PerformancePLUS username.
- Password - Enter your PerformancePLUS password.

You will immediately be logged in. You will not need to perform this step the next time you access PerformancePLUS through HAC.



## Report Card Page

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The Report Card page displays your student's most recent report card, if available. The report includes the student's courses and descriptions, class periods, teachers, rooms, credits attempted and earned, rank information, attendance, grades, and comment codes. A grading scale is provided to explain certain marks, while the legend at the bottom of the page provides a key to the comments your student has received.

To display the Report Card page, click  **Grades** on the HAC menu, then click the **Report Card** tab.

### View report card details

- To view additional details on a course, click its description link to display the Home Access Course window.
- If a mark displays as a link, click the link to display the Classwork window. The window lists assignment dates, scores, points for classwork, and classwork average information.

### View previous report cards

- To display a report card from an earlier period, select the period in the View the Report Card for Reporting Period field. This field displays only if another report card is available.

### Print report cards

- To print a copy of the student's report card, click **Print**.

### Subscribe to report card alerts

- To subscribe to report card email alerts, check the "Alert me..." box above the course listing. The alerts include courses, grades, credits, teachers' names and comments, and other information from the student's report card.

## Schedule Page

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The Schedule page displays your student's schedule for the current school year. Classes that your student has dropped display at the bottom of the list with a Dropped status. This page also displays a list of the course requests for the next school year.

To display the Schedule page, click  **Classes** on the HAC menu, then click the **Schedule** tab.

## School Links Page

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The School Links page displays links to other resources offered by your student's building.

To display the School Links page, click  **Home** on the HAC menu, then click the **School Links** tab.


### Access a linked resource

- To access a resource listed on the page, click its link.

## Special Needs Page

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The Special Needs page provides access to your student's IEP (Individualized Education Plan) documents.

To display the Special Needs page, click  **Student Support** on the HAC menu, then click the **Special Needs** tab. Note that if a student does not have an IEP, the Special Needs tab does not display.

### Accessing IEP information for your student

The Special Needs page may display the following buttons for accessing your student's IEP information.


- View Evaluation Report
- View Gifted IEP
- View IEP
- View Meeting Invitation
- View Progress Report
- View 504 Plan

Clicking a button displays a PDF file of the related IEPPLUS document. If a particular document is not available for your student, the corresponding button does not display.

## Test Scores Page

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The Test Scores page displays your student's standardized test scores. For each test, the listing includes the test, test date, subtests, and scores, as well as the grade and age of your student at the time the test was taken.

To display the Test Scores page, click  **Grades** on the HAC menu, then click the **Test Scores** tab.

## Transcript Page

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The Transcript page displays your student's academic information from the current and previous years, such as courses, credits, grades, and GPAs. The page also displays personal information, including the student's address, phone number, and birth date. You can choose from several views for grouping a transcript's courses, including Year, Term, Subject Area, and Report Card Run.

To display the Transcript page, click  **Grades** on the HAC menu, then click the **Transcript** tab.


## Week View Page

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The Week View page displays the following information for your student:

- Scheduling
- Assignments
- Course Averages
- Attendance
- Discipline Incidents


You can view information for the current week, as well as previous and future weeks in the current school year. In addition, you can use the page's links to access detailed information on these records.

To display the Week View page, click  **Home** on the HAC menu.

### View class schedules

- To view your student's class schedule for a specific day of the week, click the day's link above its column. For example, to display Monday's classes on the Schedule window, click Monday. The window lists periods, times, courses, teachers, and rooms.
- To view your student's complete schedule, click **View Full Schedule** to display the Schedule page. Besides the schedule of all courses in the current school year, the page lists requests for the next school year. For more information, refer to the Schedule Page topic.

### View other weeks

- To display the week view for other weeks, use the  arrows to navigate forward or backward a week at a time. To return to the current week, click **Today**.

### Display coursework for an average

- To display assignments and scores associated with an average, click the average's hyperlink.

### View course details

- To view additional details on a course, click its description link to display the Course window. The window lists the course, building, department, teacher, room, class periods, days, and marking periods.

### Display detail for discipline alerts

- If a discipline incident involving your student is recorded during the current week, an alert link displays at the top left of the page. To view details on the incident, click the link to display the Discipline page. Look for incidents that occurred in the current week, then click the appropriate Incident link to display the Discipline Incident Detail window.

### Display fee balances

- To display HAC's Fees page, click the Fee Balance link at the top right of the page. The Fees page lists transaction dates, fee descriptions and amounts, payments/refunds/credits, fee balances, and the student's total balance due. For more information, refer to the Fees Page topic.

## Update Registration Page

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You can use this page to access Enrollment Online to update your student's registration information. The page can display the following links for displaying a form:

**New** - Clicking the link displays a new form for updating your student's information. Use this link if you have never submitted an Enrollment Online form or the last form you submitted has been processed by the school's Registrar.

**Edit** - Clicking the link displays a form that you previously started or submitted, but has not been processed by the school's Registrar. In this case, you can add to or change the form's information.

**View** - Clicking the link displays a form that you previously submitted and has been processed by the school's Registrar. In this case, you can only view the form's information.

To display the Update Registration page, click  **Registration** on the HAC menu, then click the **Update Registration** tab.

### Start a new update form

To start a new form, click the New link in the Update Registration page.

### Update an existing form

To update a form that has not been submitted or processed, click Edit in the Update Registration page. If you are still working on a form, its status will be Saved, but not submitted, while a form you submitted that has not been processed will have a status of Submitted.

### View a processed form

To view a form that has been processed by the school's registrar, click View in the Update Registration page. A form you submitted that has been processed by the registrar will have a status of Pending, Accepted, or Denied.



## UserVoice

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UserVoice enables you to submit ideas to the full community of Home Access Center (HAC) users for developing new software features. You can also vote for proposals submitted by other guardians and students, both in your district and elsewhere. Voting in UserVoice helps prioritize suggestions for improving HAC, which in turn enables SunGard to determine the enhancements users would most like to see.

The rules on voting are simple. Guardians and their students share a total of 10 votes. You may apply up to three votes in favor of any given proposal, or you may spread your support around by using just one vote per idea. The choice is yours.

Once an idea is accepted by SunGard's Product Management, all votes assigned to the proposal will be returned to users for voting on other ideas.

Besides being able to propose and vote for ideas in UserVoice, you can:

- Post comments in response to the ideas submitted.
- Change your votes, either to support new ideas or in response to feedback from other users.
- Update your profile to receive email notifications.
- Connect to the SunGard K-12 Education website to learn more about SunGard's K-12 solutions.

**Prerequisite:** You must have an email address stored in *eSchoolPLUS* to access UserVoice. If not, contact your district.

1. Click the **UserVoice** icon at the top of any HAC page.
2. In the UserVoice page, click the Take me to UserVoice link.
3. In UserVoice, use the links and buttons to post and vote on ideas, enter comments, update your profile, and perform other functions.
4. Click Sign out in the upper right-hand corner of any page to exit UserVoice, then click **OK** to close the browser session.

## My Account

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Use the My Account option to view your account data. Your account data includes your user name, address, email address, and the last date and time that you accessed Home Access Center.

Additionally, you may be able to change your password and enter challenge questions to be used if you forget your username or password.

To display this page, move your pointer over your user name in the Home Access Center banner. Then, select **My Account**.

## Register online for a HAC Account

To use this option, the school district must have your email address.

1. Navigate to the Home Access Center Log On page for the school district.
2. Click the **Click Here to Register for HAC** link (located to the left of the **Login** button).
3. On the Home Access Center User Registration page, select a district if the Select a District field displays.
4. Enter your First Name, Last Name, City, and Zip Code from your mailing address.
5. Click **Register**.
6. If there are multiple students or contacts who have the same information as what you entered, you will be asked to enter your email address. Enter the email address and click **Register**.
7. If the system finds a matching record, the Home Access Center User Registration page displays. Enter a username and challenge questions and answers that can be used should you forget your login information, then click **Finish**.  
  
If the username is not already taken, the system automatically sends an email containing a link for you to create a password to the email address that the district has on file for you.
8. In the email you receive from the district, click the Create your Home Access Center password link. The Challenge Questions page displays in your browser. Answer the challenge questions, then click **Continue**.
9. In the Change Password section of the My Account page, note the password requirements, if any, listed directly above the New Password field. Enter a password in the New Password and Confirm New Password fields, then click **Continue**.

## What are challenge questions?

Challenge questions are used to verify your account information if you need to reset your password. The Log On page has a Forgot My Username or Password link. When you click the link, an email including a link to reset your password will be sent to the email address provided to the school district. When you click the link in the email, you will be prompted to answer your challenge questions.

## Create challenge questions

The first time you log into HAC, you will be asked to enter challenge questions and answers. You may also be asked to create challenge questions the first time you log in if your school district has just implemented challenge questions.

1. In a Question field, enter the text for the question you want to answer.
2. In the Answer field, enter the text for your answer. If you use any capital letters, they will not be required when you answer a question later, for example, with the name of a pet or school.
3. Repeat steps 1-2 until you have entered all questions and answers.
4. Click **Continue to Home Access Center**.

## Change your challenge questions

1. Log on to Home Access Center.
2. Move the pointer over your user name in the banner. Then, click **My Account**.
3. In the Challenge Questions section of the My Account page, make changes to your questions and answers as needed.
4. Click **Update Challenge Questions**.

## Change your password

The following procedure describes how to change your password in Home Access Center.

1. Log on to Home Access Center.
2. Move the pointer over your user name in the banner. Then, click **My Account**.
3. In the Change Password section of the My Account page, enter your current password in the Old Password field.
4. In the New Password field, enter your desired password. A black dot displays in place of each character you type.

**Recommendation:** Use a mix of character types - upper and lower case letters, numbers, and symbols. To keep your password secure, do not use something easy to guess, such as your child's nickname or birth date.

5. In the Confirm New Password field, enter your new password again. A black dot will display in place of each character you type.
6. Click **Change Password**. Your password will be updated and the following message displays above the password fields: Your password has been changed successfully.

## Forgot your user name or password

The Log On page includes a Forgot My Username or Password link that you can click if you need to reset your password. When you click this link, the Forgot Username or Password page displays, allowing you to request to reset your login information.

To reset your login information, you will be required to answer challenge questions. If you have not previously defined challenge questions for Home Access Center, you need to contact your school district to reset your password.

1. On the Forgot Username or Password page, enter either:
  - Your Home Access Center username.
  - or
  - The email address you supplied to your school district in your contact information.
2. Click **Submit**.
3. Check your email for a "Reset your Home Access Center password" message from the district. If you do not receive an email, contact your school district.
4. In the Reset your Home Access Center password email, click the Reset your Home Access Center password link.
5. On the Challenge Questions page, answer the challenge questions to restore access to Home Access Center.
6. Click **Continue**.
7. If you answered the challenge question(s) correctly, the My Account page displays. If you do not answer the challenge questions correctly, you may try again or contact your school district for assistance.

If you also forgot your username, refer to the Logged in as field on the My Account page.

8. In the Change Passwords section of the My Account page, enter the new password for your Home Access Center account login, confirm the new password, then click **Continue to Home Access Center**.

**Recommendation:** Use a mix of character types - upper and lower case letters, numbers, and symbols. To keep your password secure, do not use something easy to guess, such as your child's nickname or birth date.



## My Alerts

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Use the My Alerts option to access and change settings for the types of email alerts you would like to receive for your student.

To display this page, move your pointer over your user name in the Home Access Center banner, then select **My Alerts**.

### Subscribe to HAC Alerts

The My Alerts page includes checkboxes for the following types of alerts. If you are a guardian who can access multiple students in HAC, a separate set of boxes displays for each student. Checking a box enables the type of alert indicated.

- **Attendance** - Allows email alerts to be sent when absence, tardy, and attendance codes are entered for your student. You can limit the alerts to certain codes. When the Attendance box is checked, its description becomes a link. Click the link to display a window listing the available codes. To receive all alerts, leave the Any box checked. To select individual codes, uncheck the Any box, check the boxes for the codes you want, then click **Save**.
- **Course Average** - Allows email alerts to be sent on your student's course averages. To limit the alerts to averages outside a range, enter the bottom of the range in the *below* field - for example, 75 for averages less than 75 - and the top of the range in the *above* field - for example, 89 for averages of 90 or greater. Enter whole numbers; decimals are not allowed. To enable alerts for all averages regardless of their level, leave the two fields blank.
- **Discipline** - Allows email alerts to be sent when your student is involved in a discipline incident. You can limit the alerts to certain types of incidents. When the box is checked, its description becomes a link. Click the link to display a window listing the available discipline codes. To receive all alerts, leave the Any box checked. To select specific codes, uncheck the Any box, check the boxes for the codes you want, then click **Save**.
- **Classwork** - Allows email alerts to be sent on averages for class assignments. To limit the alerts to averages outside a range, enter the bottom of the range in the *below* field - for example, 75 for averages less than 75 - and the top of the range in the *above* field - for example, 89 for averages of 90 or greater. Enter whole numbers; decimals are not allowed. To display averages for all assignments regardless of their level, leave the two fields blank.
- **Interim Progress** - Allows you to receive alerts when Interim Progress Reports become available.
- **Immunization** - Allows you to receive alerts when immunizations for your student are required.
- **Report Card** - Allows you to receive alerts when Report Cards become available.

**Note:** When you leave the My Alerts page, all of your entries are saved automatically.