My Account

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.