

Top Ten Things to Know About Home Access Center (HAC)

1. **Account Types:** A Guardian HAC account is issued to each family. The guardian that maintains the same address as the student will have the ability to update student information (phone numbers, contact info, email address, etc.), and enter course requests at the middle school level (6th and 7th grades only). The guardian account provides access to all students with one login.
2. Each student is issued an individual account with limited functionality.
3. **Login Credentials:** If this is your first time logging in to HAC and you don't know your credentials, please email tech support for your login at hac@parklandsd.org. Login and password information will not be shared over the telephone.
4. **Password Resets:** The "Don't know my password" link will only work if the challenge question had previously been entered in HAC. The password reset email takes over an hour to appear.
5. **Teacher Communications:** The email address stored in the "Guardian" type record will be used by teachers as the primary email when teachers use email to communicate to parents. At this time, only one email address can be entered. The parent/guardian that prefers to receive the teacher emails should enter their email address in the Guardian account.
6. **Updating Registration Information:** Parents can update email addresses and phone numbers.
7. **Alert Notices:** HAC alerts for attendance and classwork at the secondary schools can only be sent to the "guardian" email address.
8. **Attendance Questions:** For elementary students, contact the school office. For middle school students, contact the student activities office. For high school students, contact the attendance office.
9. **HAC Availability:** Report card information is unavailable at the time school staff are entering report card grades. HAC is unavailable during the summertime while student schedules and teaching assignments are being finalized.
10. **Home Access Center can be viewed by the following browsers:**
 - Internet Explorer - 11 (not in compatibility view)
 - Microsoft Edge
 - Firefox - current release plus four prior versions
 - Safari - current release plus one prior version
 - Chrome - current release plus four prior versions

Some modules such as "Student Information Update" are not supported on smart phones or tablet devices.

Please submit all questions about Home Access Center to hac@parklandsd.org.