

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

1. **Account Types:** Each Guardian has access to a HAC account.
2. Each secondary student is issued an individual account with limited functionality.
3. **Login Credentials:** If this is the first-time logging into HAC, you will need to create an account:
 - Go to: <https://pldhomeaccess.spihost.com>
 - Click the link called Click Here to Register for HAC
 - Enter your first and last name, city, and zip code
 - An email will be sent which contains a registration link, an access code and further instructions.
 - For support please email: hac@parklandsd.org
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. For support please email: hac@parklandsd.org
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.
6. **Updating Registration Information:** Parents can update their phone numbers. Each Guardian can only view their personal contact information.
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.
10. **Home Access Center can be viewed by the following browsers:**
 - Microsoft Edge
 - Firefox - current release plus four prior versions
 - Safari - current release plus one prior version
 - Chrome - current release plus four prior versions

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