



## Carroll County Public Schools Home Access Center FAQs & Troubleshooting Guide

### General Questions

#### What is Home Access Center?

Home Access Center is Carroll County Public Schools' parent portal. It allows parents/guardians to login and view information pertaining to their child. The Home Access Center is provided for the express use of the parents of Carroll County Public School District students to assist in the communication of important educational information. The goal of the Home Access Center is to assist you in effectively communicating with the teachers, staff, and administration about your student.

#### Who can login to Home Access Center?

Only students in grades 6 through 12, parents and legal guardians will be provided with a Home Access Center account. Parents can each have their own username and password. They do not need to share an account.

#### How do I get to the Home Access Center?

Go to the Carroll County Public Schools' website at [www.carrollk12.org](http://www.carrollk12.org) and click on the magnifying glass near the top right portion of the page. Use the keyword Home Access Center to search. You can also go to Academics -> [Student and Family Resources](#) on our website. Home Access Center is listed under Web Apps on that page.

#### Is there a mobile friendly version of Home Access Center?

You can access Home Access Center from your phone using your preferred browser, however, the experience will not be the same as it is from a computer. If you want to access it from your phone we recommend you download the eSchoolPLUS Family App from the App Store or Google Play. Note – you must already have an account established within Home Access Center before using the mobile app.



eSchoolPLUS Family

PowerSchool Group LLC Education

Everyone

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## Getting Logged In

### How do I get an account?

If you are a student an account is already setup for you. The username and password will be the same one you use to login to the computers at school. This is known as your Active Directory username and password.

For parents, after your student is registered in our Student Information System an overnight process will run that will send you an email from [donotreply@carrollk12.org](mailto:donotreply@carrollk12.org) containing directions for getting logged in. If you did not receive the email or would like it sent to you again please contact your child's school or complete the [Family Support Web Form](#) and ask us to re-send that email to you.

### Can you outline the registration process for parents?

The email you receive will contain a link and will also list your name, city and zip code, exactly as it appears in our student information system. Click the link, preferably from a computer, not a mobile device. You will be prompted to enter your first name, last name, city and zip code. You must enter this information exactly as it appeared in the email that was sent to you.

After you complete the information on that web form and click submit another email will be sent to you. That email will contain an 8 character access code and another link for you click on. Click that link, enter the access code and the birthdate for one of your students.

If successful you will be prompted to identify a username for your account and a password. The password must be at least 8 characters long and must contain at least three of the following character types: upper case letters, lower case letters, numbers, or special characters.

You will then be required to create three password recovery questions and answers. These will be used in the event you forget your password. The questions you create here will be asked of you and, if you answer correctly, you will be able to recover your password and get logged in on your own.

### I'm trying to get registered, but it is not accepting my student's birthdate.

The birthdate must be entered in the format of MM/DD/YYYY. If you are entering the birthdate in that format and it still is not working, then it is possible the school has the incorrect birthdate entered. Please contact them to ask them to research this.

### The school sent me the initial registration email, but I have not received it.

First check your junk/spam folder to be sure it wasn't accidentally delivered there. The email would be from [donotreply@carrollk12.org](mailto:donotreply@carrollk12.org) If it is not there then it is possible your email client blocked the email from ever being delivered. Please complete the [Family Support Web Form](#) asking us to resend the initial registration email to you again. It will be sent from [appsupport@carrollk12.org](mailto:appsupport@carrollk12.org) instead of [donotreply@carrollk12.org](mailto:donotreply@carrollk12.org).

**I don't have an email address. How can I get a Home Access Center login?**

Unfortunately, you must have an email address in order to have a Home Access Center account. You can setup a free email account online through a variety of websites.

**I just setup an email account. How do I get Home Access Center access now?**

Please let the school know that you now have an email address and ask them to send the initial registration email. They will update your record in our Student Information System and then send you the registration email.

**How do I update my email address?**

If you have changed your email address, you must notify your child's school so they can update the Student Information System and your Home Access Center account. Once the school updates your email address, it will transfer to your other student's accounts as well even if they are in different buildings. Your new email address will be reflected in your Home Access account the next day.

**Other Questions****Are there any settings I should check in my web browser to make sure everything works properly in Home Access Center?**

Yes. You need to enable cookies and pop-ups for this site to work properly. See your browser's online help for instructions on enabling cookies and disabling the pop-up blocker.

**After I login, how do I change my Home Access Center password?**

Click on your name in the top right corner of the screen and select 'My Account'. Enter your old (current) password and enter the new password that you want to use in both the New Password and Confirm New Password fields.

Your new password must be at least 8 characters and it is case sensitive. We recommend choosing a password that contains a mix of both letters and numbers with one symbol. To keep your password secure, it should not be something easily guessed, such as your child's name (Preferred Name if applicable) or birth date. Click 'Change Password' when you are finished and your password will be updated.

Cookies must be enabled in order for the new password to be saved. See your browser's online help system for instructions on enabling cookies.

**When I first logged in the system selected a student for me. How do I select one of my other students?**

Click on the student's name in the top right corner to select a different student.

**I was able to login, but I do not see all of my children on Home Access Center. How do I get access to my other children?**

You will only see those students whom you are identified as the parent/legal guardian. If you are a step-parent and do not have legal custody of the child, then you will not be able to see his/her information. If you are not able to see students whom you are the parent/legal guardian for, please complete the [Family Support Web Form](#). Be sure to note which student(s) you do not have access to in Home Access Center.

**I am seeing children that don't belong to me listed in the 'My Students' area of the Home Access Center. Who should I notify?**

Please complete the [Family Support Web Form](#). Be sure to note the name(s) of the student(s) you are seeing in your account.

**When I look at my high school student I see a Transcript tab on the Grades screen; however, I don't see that tab for my middle school student.**

The Home Access Center will contain different information depending on the grade level of your student. The transcript tab is not available for middle school students. It will be available once that student is promoted to high school.

**What should I do if I see incorrect information on any of the pages in Home Access Center?**

If you see any incorrect information displaying for your student(s) in Home Access Center, please notify the school where your student attends. Make sure you tell them exactly where you see the incorrect information and what the correct information should be. In some cases this might require that you provide the correct information in writing to the school, in other situations an email may suffice.

**How do I print the information I see in Home Access Center?**

You can print from Home Access Center the same way you would print from any website. If you are using Internet Explorer, go to File, Print in the top menu. The Classwork page does have a print button you can use.

**I clicked on the teacher's name in the Home Access Center and I got an error. It tried to open a default mail client. What does that mean and how can I email my student's teacher from this site?**

Home Access Center is designed so you can click the teacher's name and it will open your default mail client (like Outlook or Outlook Express) and start a new email message with that teacher's email address already in the 'To' line. If you don't have email software installed on your computer, you might get an error message or your computer might try to set one up for you.

If an email client is not setup, then you can hover your mouse pointer over the teacher's name and his/her email address will display in the bottom left corner of your browser (i.e., mailto: johndoe@carrollk12.org). If that doesn't work and you are using Internet Explorer, right click on the

teacher's name and click on 'Properties'. A gray window will pop-up and you should see the teacher's email address next to the text 'mail to'. You will need to then go to the website where you normally read/send email messages and type in the teacher's email address in the 'To' line of a new email message.

**I'm looking at my child's attendance page and I see some days are highlighted with a color. I see the key above that shows me what the color means, but how do I get more information about the absence?**

If you hover over the absence date, the details of that day's absence will pop up.

**How do I log out of Home Access Center?**

Click on 'Logout' in the top right corner. You will be logged out of Home Access Center. You can also log out by closing all of your browser windows. The site will automatically log you off after approximately 20 minutes of inactivity.

**Do I have to have a high-speed Internet connection to use the Home Access Center?**

No, a Dial-Up connection will work fine but the pages will load slower. Please be patient and the information will eventually be displayed.

**When I go to the Classes -> Classwork page I don't see all the detailed calculations for my student's grade. How can I get the details to display?**

Click on 'Full View' in the top right corner. The page will redisplay with all the calculations showing, just like it did in the older version.

**I see a little 'text bubble' on the screen near the score for an assignment, but I can't click on it. How do I access these comments?**

Hover over the comment bubble icon to see the notes left by the teacher.