

Home Access Center – Frequently Asked Questions (FAQ)

1. I can't remember my login or password, what do I need to do?

Use the **Forgot My Username or Password** link to obtain your username or password. If you continue to experience problems logging into HAC, please complete the following form: <http://www.ssdcougars.org/HACContact>. If you have multiple students enrolled, information is only required for one student for identification purposes.

2. I receive an error message when I try to access HAC, what should I do? (Sample: "XML not found for your district. Check to see if you are ASP site hosting mode in Home Access \ Web config file")

First try to log into HAC directly from the School District's website. If you are able to log in successfully then it is most likely an issue with your shortcut and/or favorite setup. The web address or URL should be set to <http://sprhomeaccess.spihost.com>. The best method to access HAC is through the District's Home Access Center page at <http://www.ssdcougars.org/HAC>.

3. When I log into HAC it asks for security questions and answers. What should I do?

Security questions and answers have been added to better assist with obtaining forgotten usernames and passwords. Add two security questions that only you will know the answer. Supply the answers and click **Update challenge questions**.

4. HAC does not seem to be working on my computer, what web browsers are compatible?

The current certified browser versions for Home Access Center include Edge – current release plus 1 prior version, Firefox – current release plus 4 prior versions, Safari – current release plus 1 prior version, and Chrome – current release plus 4 prior versions.

5. I have set up a mobile phone number to receive text messages from the district but am not receiving the text message. What do I need to do?

Please be sure you have a valid mobile number listed under the Broadcast SMS/Texts field phone type for your account. You should receive an opt-in message that you must reply "OPT-IN". The district's short code is 67587. If you do not receive an opt-in message, create a new text to 67587 with OPT-IN in the message.

6. I used to receive email messages from the district but now I am not receiving them. What should I do?

It is possible that your email address was blocked due to a spam complaint or invalid attempts. Please email the parent portal contact form: <http://www.ssdcougars.org/HACContact> and include the email address not receiving district messages. Springfield School District clears out all blocked email addresses at the start of the school year.

Gmail Account holders – check your promotions/spam folder

7. I am not receiving teacher email messages. What should I do?

It is possible that your email address was added to a blocked list through our gradebook service provider. Please email the parent portal contact form: <http://www.ssdcougars.org/HACContact> and include the email address not receiving teacher email messages.

8. The grades and assignments listed in HAC are not up to date?

The teacher is most likely still updating grades and assignments. Please contact the teacher directly using the email links in HAC.

9. How can I see more grade detail of my child's classwork in HAC?

*When looking at your child's classwork on the **Classes** page in HAC, click the **Full View** button at the top right of the window. This view will show additional information such as the weight of the assignment, the percentage earned and totals by assignment category.*

10. How do I set up email alerts for attendance and grades?

*After logging into HAC, hover over your name in the top right corner. This will display the option for **My Alerts**. The **My Alerts** page will allow you to set preferences for each child. Email messages are sent daily at 3:00 pm from parentportal@ssdcougars.org.*

Grade related issues should be directed to the teacher and attendance related issues should be directed to the building attendance office.

11. I have set up email alerts but am not receiving the email at the end of the day. What do I need to do?

*Please be sure there is a valid email address stored in your record. Once you have logged into HAC, click the **Registration** icon on the top menu. Click **Edit** in the Contact Information section to add a valid email address to your record only.*

**The top record displayed is the Student record – please do not change any information on this record. Please change only your Guardian record.*

**Check your Junk/Spam mail folder for messages from parentportal@ssdcougars.org. You may need to unblock messages received from parentportal@ssdcougars.org. Contact your email provider for instructions.*

12. My child has requested his courses for next year. Where can I see what was selected?

*To see course requests, select the **Classes** page in HAC then select the **Schedule** tab. Course requests appear at the bottom of the window.*

13. Where do I go to make an online payment?

*Springfield SD uses **PaySchools Central** to pay activity fees, class fees and technology fees. You must register an account with PaySchools Central at www.payschoolscentral.com. You can also find a link in HAC, click on the **Home** icon then select the **School Links** tab or district website. Meal Payments, however, are made in **My School Bucks** using either the link on the **School Links** tab in HAC or through our district website.*

14. When I try to view my student fees, I do not see the fees on the Fees tab after clicking the Registration icon. What do I need to do?

Fees are student specific. If you have more than one child attached to your account, be sure to select the student with the fees. Click on your child's name at the top right corner or use the arrow to the right of your child's name. Select the correct child.

15. Is there an app for Home Access Center (HAC)?

Springfield School District does provide a family app for Home Access Center (HAC): eSchoolPLUS Family. The family app is closed down during the summer months.

At this time, the mobile alerts for grade/attendance notifications are not functional.



Please be aware that there are other providers who market apps, such as easyHAC, which have no affiliation with Springfield School District. Any credentials/information provided to the third party is at the user's own risk and would not be protected by SSD's data security policies, procedures, and technology.

CONFIDENTIAL NOTICE

Notice: This document contains information confidential and proprietary to Springfield School District. The information may not be used, disclosed, or reproduced without the prior written authorization of Springfield School District and those so authorized may only use the information for the purpose of evaluation consistent with authorization. Reproduction of any section of this document must include this legend. Thank you.