

Home Access Center – Frequently Asked Questions (FAQ)

1. When I log into HAC the screens look different, has something changed?

Springfield School District upgraded (7/2014) to the latest version of HAC, version 3.1. Instructions to navigate HAC can be found on the HAC webpage (www.ssdcougars.org/HAC).

2. 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 email the following information to parentportal@ssdcougars.org: Child's Name, Grade Level, Birthdate and HR (if you have multiple students enrolled, information is only required for one student for identification purposes).

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

After logging into HAC, hover over your name in the top right hand 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.

4. 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.

Top Record = Student record – must contain the student's Springfield SD email account.

Check your Junk 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.

5. 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 (<http://www.ssdcougars.org/HAC>).

6. 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 'Continue'.

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

The current certified browser versions for Home Access Center v3.1 include: Internet Explorer 9, 10, or 11, Firefox – current release plus 4 prior versions, Safari 5.1.7, and Chrome – current release plus 4 prior versions.

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. When I go to make an online payment, it states “No items are currently available for purchase in this category”, what do I do next?



Some online payments can be made directly through Home Access Center (HAC). If you receive this message and are in the PaySchools system (as shown above), please exit the system and log into HAC.

10. When making an online payment for student fees, I click the “Make Online Payment” button but nothing happens. I do not see a new window or “Pay Now” button, what do I need to do?

It may be that your browser is blocking pop-ups. In your browser settings, turn off your Pop-Up Blocker.

11. When making an online payment for student fees, I do not see the fees tab after clicking the “Registration” icon, what do I need to do?

There could be one of two reasons the Fees tab is not displaying for your child:

a. Online payments are only available to parent/guardians. Students do not have the ability to make payments through HAC. If your user id (not your password) is in the format 10000####, this is a student account. If you do not know your parent login, visit the HAC webpage for instructions to obtain your username and password <http://www.ssdcougars.org/HAC>.

b. Fees are student specific. If you have more than one child attached to your account, be sure to select the student with the fees. Use the “Change Student” button in the top right hand corner to switch between children.

12. I am unable to make an online payment from my phone or tablet, what do I need to do?

Online payments must be made from a computer.

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

At this time Springfield School District does not provide an app for Home Access Center (HAC). Please be aware that there are other providers who market apps, such as easyHAC, which have no affiliation with SunGard or 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 or SunGard's data security policies, procedures, and technology.

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