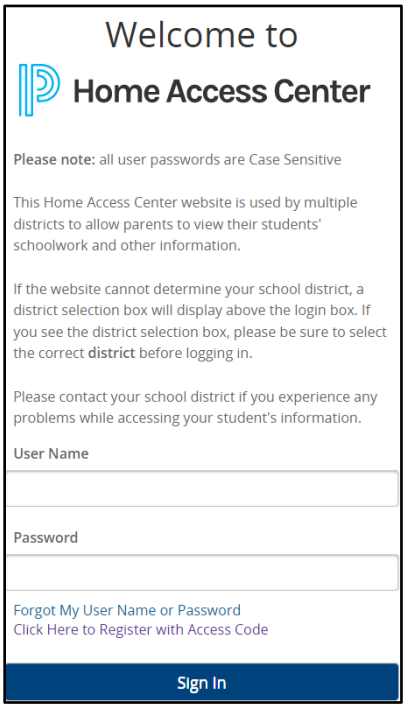
Home Access Center (HAC) – Instructions for Updating your Email and/or Phone Number(s):

The link to HAC can be found on the Springfield School District website - HAC page: www.ssdcougars.org/HAC

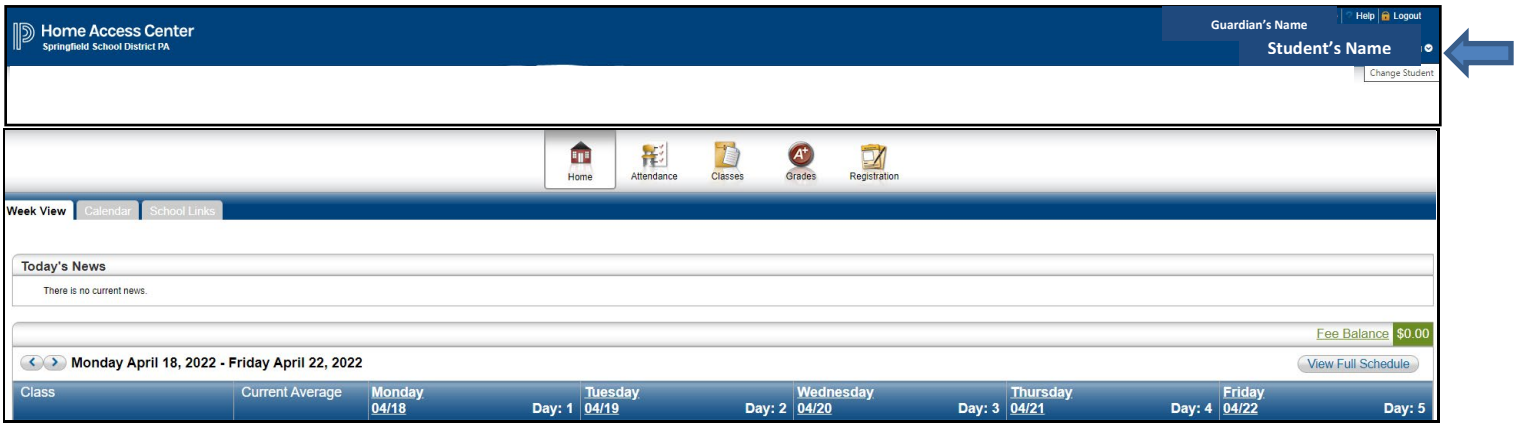
A. Login to Home Access Center (HAC):

1. Enter your User Name and Password
   (If you experience problems logging in and using the **Forgot My Username or Password** link, please submit a help request using the contact form: http://www.ssdcougars.org/HACContact.
2. Click **Sign In**.



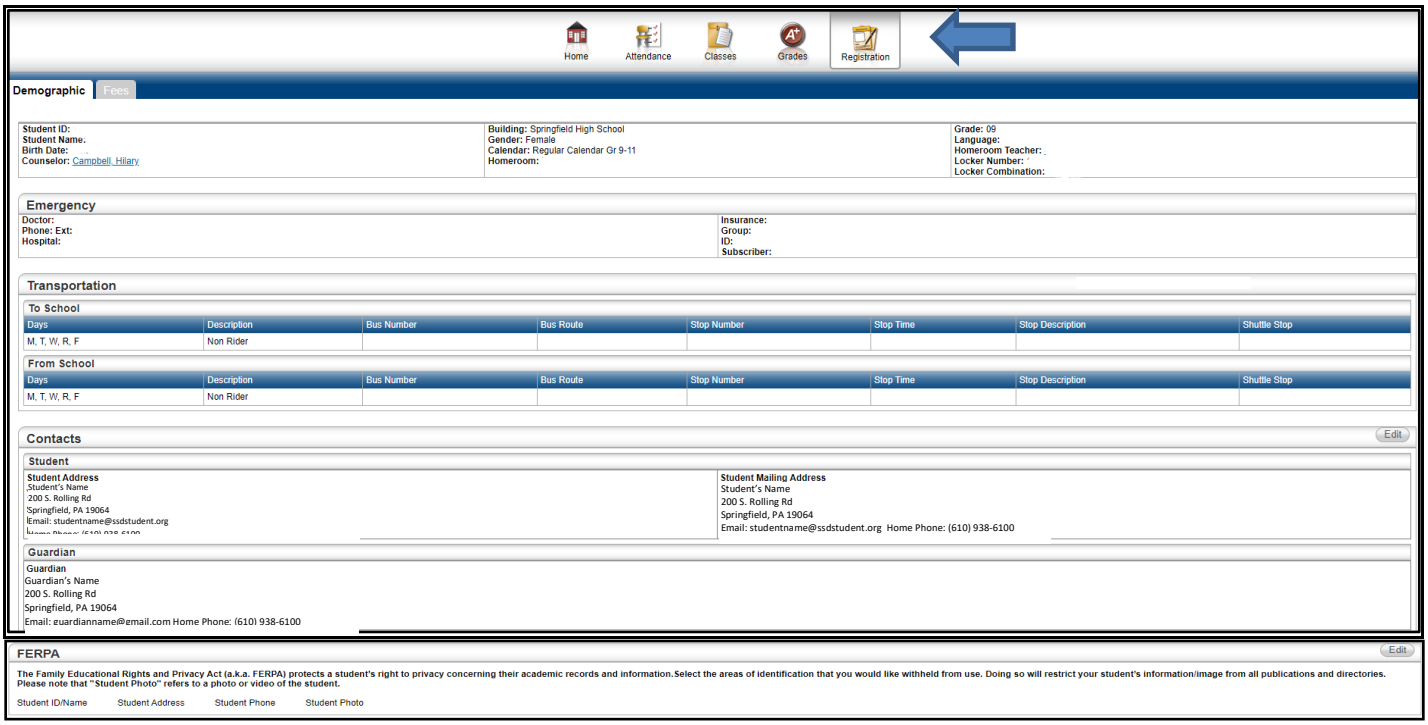
B. You will be directed to your child's home page.

1. If you are updating your email address or any phone number other than your primary phone, you only need to update one child's record. The information will carry over from one child to another.
2. If you are updating your primary phone number, you must update the primary phone for each child (both the student and guardian record). If you have multiple children attending a school in Springfield School District, click on your child's name in the top right corner to switch between children.



C. Email and Phone Number information can be found in the Contacts area on the Registration page

1. Select the **Registration** icon to view your contact information.
2. Click the **Edit** button in the Contacts section to update your email address and/or phone number(s).

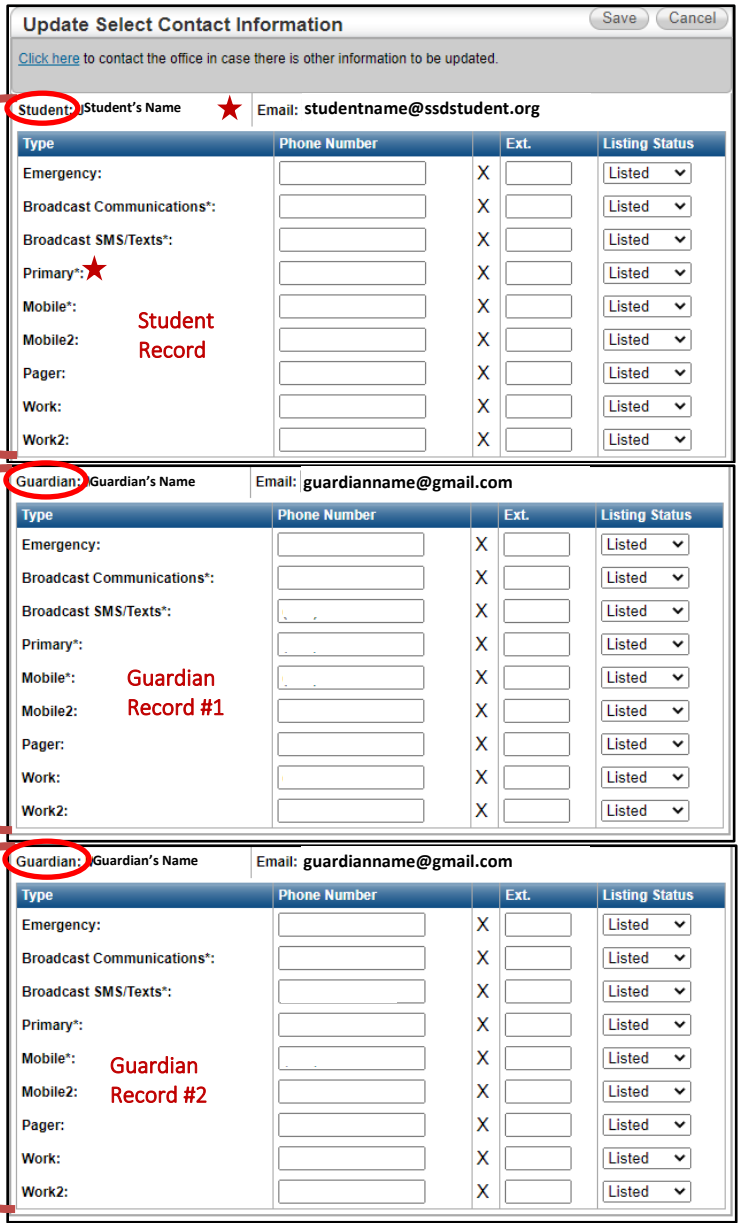


D. Email and Phone Number(s) Update:

If you have any problems updating the email or phone number(s), please contact the Central Registration Office (610-938-6000) or the School Building's Secretary/Guidance Office.

Each child has one student record and a record for each guardian.

1. **Student record**: should only store a Primary Phone number and Springfield SD generated email address. Please do not add any additional phone numbers to the student record section or change the email address listed.
2. **Guardian record**: each guardian is supplied with a user name and password to HAC. You will only have access to view/update your own guardian account information.



Explanation of Phone Number Types:

Primary*: Your primary phone number.
Your primary phone number is the number you wish to be used for contact. This could be a house phone number or your mobile number. If using your mobile number, please update the Primary and Mobile types on the Guardian record and the Primary only type on the Student record.

Mobile*: Your mobile phone number, if applicable.

Broadcast Communications*: An additional number to be called in emergency situations using the District Broadcast Communication System.

Broadcast SMS/Text*: A number to receive SMS/text messages using the District Broadcast Communication System. Text messages from the district come from the short code 67587. Opt-in is required to receive text messages.

Below are informational numbers that appear on your child's record (the numbers below will not be dialed using the District Broadcast Communication System):

Emergency: A notification of which phone number you would like called in an emergency situation with your individual child. *Important*: this number is not used for the District Broadcast Communication System.

Mobile 2: An additional cell phone number, if applicable.

Pager: Pager number.

Work: Work phone number.

Work 2: An additional work phone number, if applicable.

** Phone Types Primary*, Mobile*, Broadcast Communications*, and Broadcast SMS/Texts* are the only phone numbers pulled into our District Broadcast Communication System.*

E. Save and Logout

1. After all records are updated, click **Save**. Remember to update all children's record if this is a primary phone change.
2. Click **Logout** to close out of HAC.

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