

Home Access Center (HAC) Parent Login Issues

As the district continues its information push to encourage parents to create and utilize their Home Access Center (HAC) account and Data & Information Services begins automating the HAC account creation process, campuses may receive more HAC-related calls than usual. Below are some basic troubleshooting steps to assist parents that are unable to self-recover their account information (also outlined below).

Important Notes:

- **Only guardians** are eligible to have HAC accounts
- **Nightly emails** are sent for HAC account activation to guardians that:
 - Have **active students** in the district
 - Have a valid **email address** in eSchoolPlus
 - Do not have a **current login ID**
 - Have not **previously been sent an activation email**

Self-Recovery

If a guardian has forgotten their username and/or password, they can recover this information from the HAC homepage. Full instructions are here: https://www.killeenisd.org/hac_recovery

Assisted Recovery

If the guardian is having issues with self-recovery, use the following steps to verify and update their HAC access.

1. Verify the contact is a **valid guardian**.
 - a. **Search for the student** in eSchoolPlus. Search by name or ID in the search field in the header.



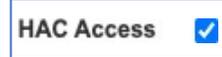
- b. On the Student Summary page, scroll to the **Contacts** panel. Click on the name of the guardian.



- c. Verify the Contact Type is '**G – Guardian**'. If the contact is not a guardian, they will need to provide the campus with documentation verifying guardianship prior to making this change in eSchoolPlus.

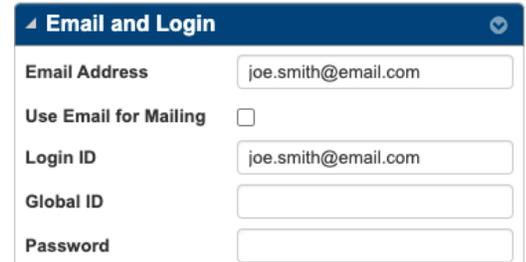
2. If they are a guardian, verify the following:

a. Verify the **HAC Access checkbox** is checked. Check this and save the page if unchecked.



HAC Access

b. Verify the guardian has an **email address** on file. If they do not have an email address, they will need to provide and verify this information with the campus in order to have it updated.



← Email and Login

Email Address

Use Email for Mailing

Login ID

Global ID

Password

c. Verify they have a **login ID**. If they do not have an existing login ID, they should be able to register for a new account. Full instructions are here: https://www.killeenisd.org/hac_register

3. If they are unable to register on their own, you can manually add their login ID and password.

Note: The password field will appear blank even if a password has been defined.

a. Use their **email address** as their login ID.

Note: If you get an error stating that their ID is already in use, then (1) the guardian has two separate contact records or (2) the email is being used by two different guardians. If two guardians are sharing an email address, you can create a different login (the login can be anything...we only suggest using the email address for simplicity). If the guardian actually has two separate contact records, linking the contacts will fix the issue. Ensure that the contact that remains after the linking is the one with the existing login. If you are not familiar with this process, contact Data & Information Services or submit a help desk ticket.

b. Enter a **temporary password** (the 'Change Password on Next Login' checkbox will automatically check after you enter the password). The password must be at least 8 numbers/characters.

c. Click the **Save** (floppy disk) icon.

Note: When saving a new password, a message will display indicating that a password has been defined. The message is in a red box, which looks like an error, but isn't.

4. If they have a login ID but have not been able to self-recover their password, you can also just **reset their password** using steps above.

Sample Parent Email

KILLEEN INDEPENDENT SCHOOL DISTRICT

Home Access Center

To: [REDACTED]

Welcome to Killeen ISD,

Your child(ren) is enrolled at the campus listed below for the 2021-2022 school year. We are excited for the school year to begin on Monday, August 16, 2021.

The Enrollment Building may not reflect pending transfer requests or program placements, to include special education, bilingual, STEM, and ECHS buildings.

Child Name	Enrollment Building
[REDACTED]	[REDACTED]

Home Access Center (HAC) opens a consistent avenue for parent/teacher communication, providing you with relevant and timely information about your child's grades, progress report, report card, schedules, STAAR test scores, important dates and other important information related to the education of your child.

We have created a HAC account for you, simply activate it by clicking this link:

<https://esphac.killeenisd.org/HomeAccess/Account/LogOn?logonType=RegisterAccessCode> and using the temporary password provided here:

Temporary Password: hXm4fK

Once the HAC account has been activated, please visit Home Access Center located on the Parents and Students page of the KISD website <https://www.killeenisd.org> or directly at <https://esphac.killeenisd.org/HomeAccess>

The Home Access Center portal is offered as an additional line of communication with your school and should not be considered the only form of communication.

HAC is optimized for use with latest versions of all modern web browsers (Chrome, Safari, Firefox, Edge) and supports up to two prior versions. It is recommended to disable pop-up blockers and to allow cookies when using HAC.

Note: Do not reply to this message. It is sent from an unmonitored account. For assistance with Home Access Center please visit <https://www.killeenisd.org/hac>