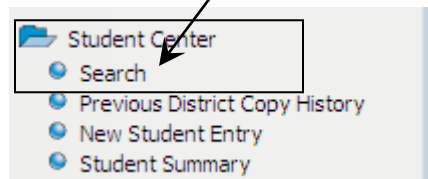


This is a step by step guide on how to maintain and troubleshoot your Home Access Center Accounts.

Step 1: Locate the student whose contact needs assistance

To do this, go to the Student Center folder and click on it to expand it. The first link underneath it is the Search link. Click on it.



That will take you to the Quick Search screen (as shown below). Type in part or all of the student's last name in the Last Name field. Then verify your building is correct and your statuses are correct before clicking the Search button.

A screenshot of the "Student Search" screen. The page has a blue header with "Student Search" and "2008/09". Below the header is a "Search" button. There are two tabs: "Quick Search" (selected) and "Advanced Search". The "Quick Search" section contains several fields: "Last Name:", "First Name:", "Middle Name:", "Student ID:", "Gender:" (with radio buttons for "Any", "Female", "Male"), "Building:" (with a dropdown menu showing "330390" and "Christiana High School"), "Grade:" (with a dropdown menu), and "Counselor:" (with a dropdown menu). The "Current Status:" field has a dropdown menu with options: "Pre-Registered", "Active", "Inactive", and "Graduated". A "Search" button is at the bottom. Annotations include: a box pointing to the "Last Name:" field with the text "Type in part or all of Last Name here."; a box pointing to the "Current Status:" dropdown with the text "Select all statuses to pull up all students, not just active."; and a box pointing to the "Search" button with the text "Click Search to pull up student list meeting the criteria entered.".

From the Student list display, click on the link to the student's name. This will take you to the Student Summary screen. Continued on next page...

Step 2: Select the Contact under the Contact Information Section

From the Student Summary page, click on the Contacts name underneath the Contact Information section. As shown below.

Student Summary

ID: Building: Grade: 10

Registration Information

Status: Active	Calendar: Regular Calendar	Age: 17
Gender: Male	House/Team:	Birthdate: 3/31/1991
Counselor:	Sec. Homeroom:	Language:
Homeroom:	Sec. HRM Teacher:	Nick Name:
HRM Teacher:		

District Registration Information

Family/Census #:	Res. District: Christina
Alt. Building:	Alt. District:

Contact Information

Priority	Name	Type	Address	Phone Number(s)	E-Mail Address
N/A	Darius Percy Jones	Student Mailing Address	22 STEPHANIE Drive BEAR, DE 19701	Cell: Emergency: Home:	N/A
N/A	Darius Percy Jones	Student Physical Address	22 STEPHANIE Drive BEAR, DE 19701	Cell: Emergency: Home:	N/A
1	Shawnda Jones	Guardian	22 STEPHANIE Drive BEAR, DE 19701	Home:	N/A

Click the link to the contact name

Clicking the contact link will take you to the Contact Detail screen (shown on next page). It will default you to the Student/Contact Relationship tab. There are three important fields on this screen. They are:

- 1. Contact Type:** the contact must be listed as **Guardian** or they will not be able to access the Home Access Center. *(Can't be Other Contact or Emergency Contact)*
- 2. Web Access:** This box must be checked in order for the Contact to be able to log into the Home Access Center.
- 3. General Tab:** this tab contains their Login ID field and their password field.

See next page for screenshot and diagrams...

Screenshot of Contact Detail screen. Highlighted are the key areas of concern.

Contact Detail
ID: 068394 Building: Christiana High School Grade: 10

Save Search List Contact List New

Contact Type:* G - Guardian
Title: [dropdown]
First Name:* Shawnda
Middle Name: [text]
Last Name:* Jones
Generation: [dropdown]

Student/Contact Relationship | General | Address | Phone | Contact Links

Relationship: M Mother Living With
Notes: [text area]

Web Access: This user can access student information over the World Wide Web

Print Flags: Registration Labels IPR Letters
 Attendance Notifications Report Cards
 Discipline Letters Medical Letters
 Schedules Student Fees

9/8/2008 4:11:08 PM DONALDSONJ

Callouts:
- Contact Type **MUST** be listed as **Guardian**
- **General Tab** contains the Login ID and Password fields.
- Web Access box **MUST** be checked.

Once you've verified that they are listed as Guardian in Contact Type, and have the Web Access box checked, you can click on the General tab. See below.

Student/Contact Relationship | General | Address | Phone | Contact Links

Salutation: [text]
Home Language: [dropdown]
Language of Correspondence: [dropdown]
Employer Name: [text]
Email Address: [text] Use Email for mailings
Login ID: Jones.S6
Password: A password has been defined for this student. To change it, enter a new password. [text]
Last Login Date: [text]
Education Level: [dropdown]

Save Search List Contact List New

Callouts:
- If the login was created with the utility, it would already be listed (as shown). If not, you can set the login ID manually by typing it in.
- Password is not viewable, so you can reset it by typing a new one here. **Password must be at least 8 characters long.**

STEP 3: Some Important Information regarding Login IDs and Passwords

1. Login ID should follow the naming convention of Last name followed by a period followed by First Initial (no spaces in between). For example John Smith would be Smith.j. Common last names may require you to add a number to the end of the login. For instance, there are four John Smith's as contacts. The first John Smith would be Smith.j. The second John Smith would be Smith.j1. The third John Smith would be Smith.j2 and the fourth John Smith would be Smith.j3 and so on.
2. Passwords must be at least eight (8) characters long.
3. Login IDs and Passwords **ARE NOT** CASE SENSITIVE. So even if you put the login or password in all caps, it does not require it to be entered in all caps to log in.
4. If siblings aren't both linked to the parent's login, double check that the Web Access box is checked for the contact on **BOTH** students. If they still can't see both students it's likely that the contact was entered twice and the first is linked to one student and the second is linked to the other sibling. The only way to correct this error is to remove the contact on one of the siblings and re-add using the first siblings contact, not the duplicate. You can verify by the phone numbers listed on each duplicate contact. If you have issues with this, please enter a ticket, and then you can contact Laura Lewonas via email.
5. The Home Access Center link is: <https://hac.doe.k12.de.us/>
6. The Home Access Center is accessible from any computer in the world with an Internet Connection.
7. In order for parents to view assignments in the Home Access Center, teachers **must** check the **Publish Items** and **Publish Scores** boxes for **EVERY** assignment entered. See below



The screenshot shows a web interface with a navigation bar containing 'Categories', 'Assessments', 'IPR Averages', 'Report Card Averages', and 'Attachments'. Below the navigation bar is a table of assignments. The table has columns for 'Date Assigned', 'Date Due', 'Category', 'Extra Credit', 'Description', 'Points', 'Weight', 'Files', 'Publish Items', and 'Publish Scores'. The 'Publish Items' and 'Publish Scores' columns are highlighted with a red box. The table contains several rows of assignments, each with a 'Publish Items' and 'Publish Scores' checkbox. The 'Publish Items' and 'Publish Scores' checkboxes are checked, and the 'Publish Items' and 'Publish Scores' columns are highlighted with a red box. Below the table is a 'More...' button and a 'Copy' button.

Date Assigned	Date Due	Category	Extra Credit	Description	Points	Weight	Files	Publish Items	Publish Scores
08/27/2008	08/27/2008	Homework	Not Extra Credit	Parent Letter	20	1.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
09/04/2008	09/04/2008	Homework	Not Extra Credit	AP 2003 Practice-Alg I	20	1.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
09/04/2008	09/04/2008	Class Participation	Not Extra Credit	Participation 9/4	20	1.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
09/12/2008	09/12/2008	Class Participation	Not Extra Credit	Participation 9/12	20	1.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
09/16/2008	09/16/2008	Tests	Not Extra Credit	Chapter 1 Test	-0	1.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
09/18/2008	09/18/2008	Class Participation	Not Extra Credit	Participation 9/18	20	1.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Class Participation	Not Extra Credit	More...		1.00		<input type="checkbox"/>	<input type="checkbox"/>

Teachers can click the Edit All Assessments button to quickly check off the Publish boxes for each assignment. Once saved, the boxes become green check marks to indicate they were published.