

CSISD Home Access Center: User Guide



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The Home Access Center is an online information system that allows parents, guardians, or and secondary students access to view student information such as:

- Daily summary of Attendance, Schedule, and Classwork
- Set grade notifications
- Class schedules
- Class assignments and grades
- Attendance records
- Progress reports
- Report cards

New Account Login Information:

How do I create a HAC account?

To create a HAC account, you must be listed as the student's guardian in the school records, provide a current email address and home address. If you need to be designated as a guardian please contact the registrar at your child's school before registering for a HAC account. To register for a login account for the Home Access Center, click the "**Click here to register for HAC**" at the bottom of the [login page](#) and follow instructions on the screen.

- Usernames are NOT case-sensitive, but passwords are.
- Students can see only their own information.
- You can change your own password. Click on your name in the upper right corner and choose My Account. You will need to enter your old password and then your new password twice.

A screenshot of the Home Access Center login interface. At the top left is a lock icon followed by the word "Login". Below this is the instruction "Please enter your account information for Home Access Center." There are two input fields: "User Name:" and "Password:". Below the password field are two links: "Forgot My Username or Password" and "Click Here to Register for HAC". A green arrow points to the "Click Here to Register for HAC" link. At the bottom right is a "Login" button.

CSISD allows parents/guardians to register for a username and password online. However, if unable to register online for a username and password please contact your child's campus or email grades@csisd.org. When emailing be sure to include the student name, school ID number, name of the campus, and a parent email address to which the account is attached.

Home Access Center FAQ:

Do I need a valid email address to sign up for HAC?

Yes. All HAC users must have a valid email address listed on their contact record at the school order to register for an account. If you do not have an email address, you can create one by using any free source such as Yahoo or Gmail. Email addresses for each contact on the account must be unique in order for Forgot Password to work.

What are challenge questions?

The first time that you log into the system, you will be prompted to enter two challenge questions and answers. You only have to provide these challenge questions and answers once. The prompt boxes for these questions and answers are 'free text' fields, so you will choose your own question and answer. Once you have provided the initial challenge questions and answers, you will be logged into the system. You can always update your challenge questions by selecting the **My Profile** option and update your responses.

Do my child and I have the same login?

Parents and students have separate logins. The login information does NOT change from one year to the next. If you lose your information, contact your school office or email grades@csisd.org.

I have more than one student in the district. Can I use one account to access all my students?

Yes, one HAC account may be set up to access multiple students. Parents/guardians should see a list of all of their children and can choose which one to view by clicking the Change Student button in the upper right. If you don't have that button, please contact grades@csisd.org to get this fixed. When emailing you must include the names and ID's of all of your students.

How do I change my password?

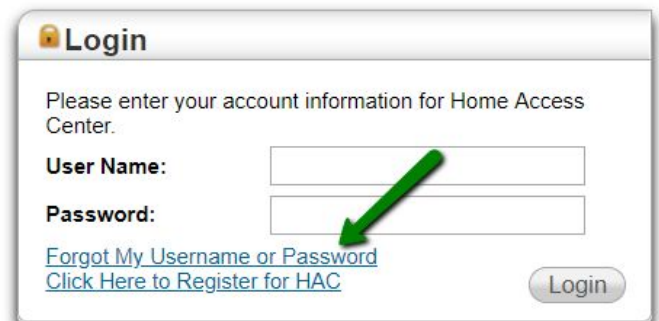
If you wish to change your password, place your cursor over your name in the top right of the web page and then click on **My Account** and follow the prompts.

How do I change my challenge questions?

The challenge questions allow you to reset your password and/or username if you have forgotten that information. To update your challenge questions and answers, place your cursor over your name in the top right of the web page and click on My Account.

I forgot my password. What should I do?

You may retrieve your password by visiting the Home Access Center login page and clicking on the forgotten password link. Email addresses for each contact on the account must be unique in order for Forgot Password to work.



Login

Please enter your account information for Home Access Center.

User Name:

Password:

[Forgot My Username or Password](#)
[Click Here to Register for HAC](#)

Login

I've forgotten my password and tried to retrieve it but never received an email. What should I do?

Verify the email is not in your spam or junk folder. If you still cannot locate it, your email address may be incorrect in HAC. Please send an email to grades@csisd.org for assistance. NOTE: Email addresses for each contact on the account must be unique in order for Forgot Password to work.

What if I have a question about my child's grades or assignments?

Please contact your child's teacher directly. You can email teachers by clicking the teacher's hyperlinked name in Home Access Center. Grades that appear on HAC are as current as the teacher's gradebook. Please allow adequate time for teachers to grade papers and enter the grades into the system.

Can I get alerts on grades, discipline, and attendance?

Yes. To set up event alerts, place your cursor over your name in the top right of the web page and click on **My Alerts**. Detailed information below.

Why do some classes have many assignments listed in the grade book and others do not?

No two courses are alike. The volume of assignments/tests and the speed at which they are corrected and entered will vary from course to course and teacher to teacher.

What should I do if an assignment is listed as missing?

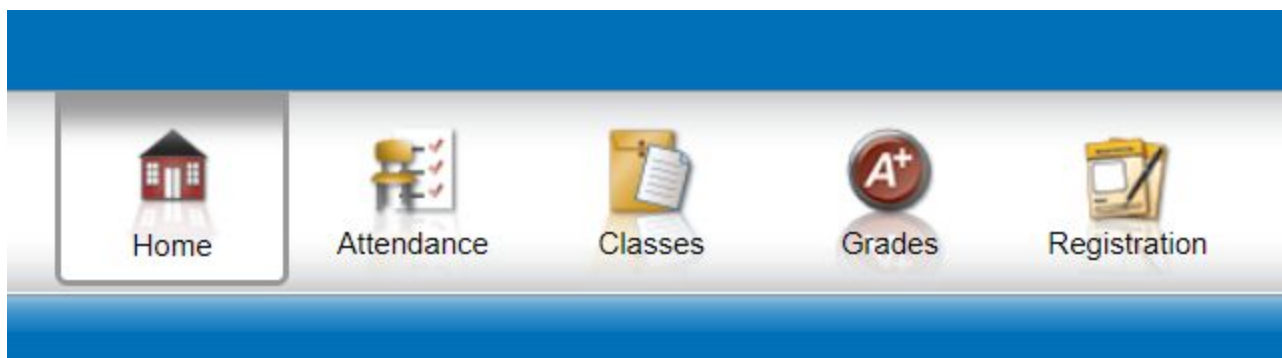
Discuss the missing assignment with your child. Once an assignment is turned in, it could be several days before a teacher corrects the work and records the mark in the grade book. If an assignment that your child has turned in is listed as missing, and several days have passed since it was turned in, have your child ask the teacher about the status of the assignment. If these steps do not resolve your concern, contact the teacher directly.

What should I do if my child disputes an assignment/test score as listed in grade book?

Discuss the concern with your child. Have your child work with the teacher to clear up the mark in question. Ask to see the graded assignment. If these steps do not resolve your concern, contact the teacher directly.

When can I expect to see the average for each six weeks? The average should be displayed the day that the report cards are distributed; however, progress can be monitored throughout the six/nine weeks.

Navigating HAC:

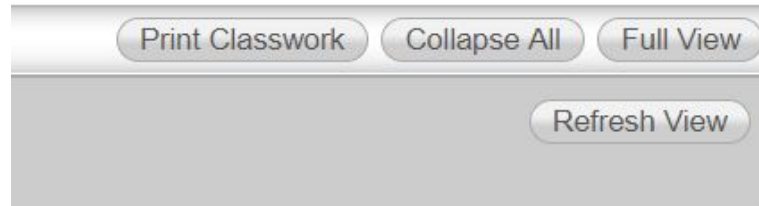


HOME: This is the screen you will see when logging in that includes the calendar. The calendar you see when first logged into HAC is the Week View and shows assignments on the date they are due. Teachers may also add "Events" as reminders. Hovering over an assignment will give you additional details.

ATTENDANCE: Any date that has any absence code marked will be highlighted in color. Hover

over it to see the Code marked for that date. If the information you see on HAC differs from the information you know to be correct, please contact the school office.

CLASSES: All assignments show for each class are listed on this screen. Click on the Full View button in the top right corner to see more information. The grades you see on the Classes screen are “live” from the teacher's grade book and will typically match what you see on the report card. At the end of each marking period, the grades are finalized and then the Report Card is shown on HAC.



GRADES: Progress Report, Report Card, and Test Scores can be found on this screen. The progress reports and report cards are only for the current year.

REGISTRATION: On this screen is all of the registration information for your child including parent/guardian information and emergency contacts. To change any information on this screen please see the front office staff at your child's school.

Email Alerts:

Parents can now subscribe to email alerts from Home Access Center for Attendance and Course Averages. Parents MUST “opt-in” to receive these updates from HAC. This is a great way to track grades without having to log into HAC!

- [Log into Home Access Center.](#)
- Click the **Classes** icon at the top

A screenshot of an email alert subscription form. It features two rows of text, each starting with a checkbox. The first row reads: "Alert me if my student receives a course average below [input field] % or above [input field] %." The second row reads: "Alert me if my student receives an assignment average below [input field] % or above [input field] %." The input fields are empty text boxes.

- Click the checkbox in front of "Alert me if my student receives an assignment below __% or above __%." Put a number in one blank or the other. DO NOT put a number in both blanks or you will receive no alerts at all. You will receive an email each day at 7pm if there is anything in the system that fits your request.

- Click the checkbox in front of "*Alert me if my student receives an assignment average below ___% or above ___%*". Put a number in one blank or the other. DO NOT put a number in both blanks or you will receive no alerts at all. You will receive an email each day at 7pm if there is anything in the system that fits your request.

You can also see the Alerts by clicking on your name in the upper right corner and choosing "**My Alerts.**"

