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About Parent Access

This document describes how parents activate their accounts if they registered at the school using paper forms and reset passwords. If the parent registered online, the account is already created.

Activate Account Using Welcome Email

When new parents are added to the student information system, they will receive an email welcoming them to HCPSS and with instructions to activate an HCPSS Connect account. This email also contains a temporary password. You can activate an HCPSS Connect account using these steps.

1. On the HCPSS Connect website, click the **HCPSS Connect Login** button.
2. Enter the email address used at the time of registration and the temporary password received in the Welcome email.
3. Click **Login**. You now have access to HCPSS Connect.

A screenshot of the HCPSS Connect login page. It features two input fields: 'Username' and 'Password'. Below the 'Password' field is a 'Login' button.

Activate Account Without Using Welcome Email

If you do not receive a Welcome email because the email may have been blocked by a spam blocker or if you have been with HCPSS but have not yet activated an account, you can activate an HCPSS Connect account using these steps.

1. In the HCPSS Connect website, click the **HCPSS Connect Login** button.
2. Click the **Parent/Guardian Activate Account/ Forgot Password** link.
3. Enter the email address used at the time of registration.

A screenshot of the HCPSS Connect login page. It features two input fields: 'Username' and 'Password'. Below the 'Password' field is a 'Login' button. A red oval highlights a link below the 'Login' button that reads 'Parent/Guardian Activate Account/Forgot Password'.

A screenshot of an email received from HCPSS. The email body contains the following text: 'Please read carefully: To gain access, you must enter the email address you provided when you registered your child with HCPSS. If you do not remember the email address you provided or would like to change it, please contact your child's school.' Below the text is a 'Send Email' button.

4. Click the **Send Email** button. You will receive an email with a link to login.
5. Click on that link and enter the **First Name** and **Last Name** you used during registration. Enter a **New Password** and **Confirm New Password**.
6. Click **Change Password**. You now have access to HCPSS Connect.

A screenshot of the 'Change Password' form. It includes the following fields: 'User Name' (with a dropdown menu showing '@yahoo.com'), 'First Name' (with 'Jane' entered), 'Last Name' (with 'Smith' entered), 'New Password' (with a masked field of dots), and 'Confirm New Password' (with a masked field of dots). A 'Change Password' button is located at the bottom.

Parent Forgot Password

If you forget your password, you can request a new password.

1. On the HCPSS Connect website, click the **HCPSS Connect Login** button.
2. Click the **Parent/Guardian Activate Account/ Forgot Password** link.
3. Enter the email address used at the time of registration.

4. Click the **Send Email** button. An email with a link to create a new password will be sent to the email you entered.
5. Click on the link to access the new password screen.



NOTE: The name listed at the beginning of the email is the name listed in the student information system. This is the name that you should enter when creating a new password.

6. Enter your **First Name** and **Last Name** in the fields provided. The name used can be found in the email you received.
7. Enter your new password in the **New Password** and **Confirm New Password** fields.
8. Click the **Change Password** button. You will receive a confirmation that your password has been changed. This message will also provide a link to the login page. You can now login using your new password.

If you experience any issues, please submit your issue using the Help feature on the HCPSS Connect page at: <http://www.hcpss.org/connect>.