

 =Warning  =Timesaver  =Note

## About Parent Access


The process for parents to activate their accounts and reset their passwords has been simplified. This document will describe how to do the following:

- Activate an account using the information in the Welcome email
- Activate an account if a Welcome email was not received
- Reset the password if forgotten

## 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. Parents 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**. The parent now has access to HCPSS Connect.

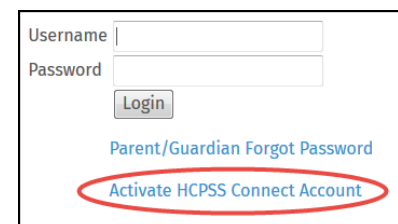


A screenshot of the HCPSS Connect login form. It features two input fields: 'Username' and 'Password'. Below the 'Password' field is a 'Login' button.

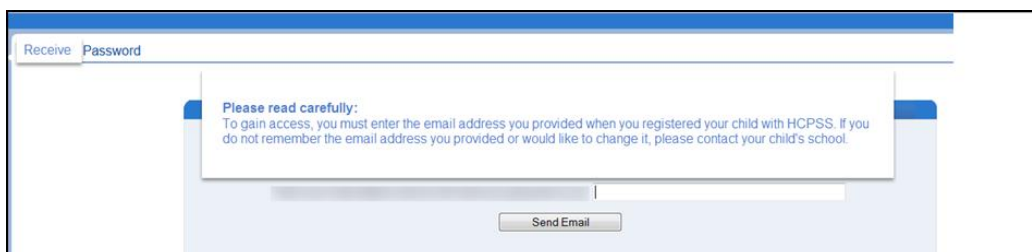
## Activate Account Without Using Welcome Email

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

1. On the HCPSS Connect website, click the **HCPSS Connect Login** button.
2. Click the **Activate HCPSS Connect Account** link.
3. Review the **Privacy Statement** and click the **I Accept** button.
4. Enter the email address used at the time of registration.



A screenshot of the HCPSS Connect login form. It features two input fields: 'Username' and 'Password'. Below the 'Password' field is a 'Login' button. Below the 'Login' button are two links: 'Parent/Guardian Forgot Password' and 'Activate HCPSS Connect Account'. The 'Activate HCPSS Connect Account' link is circled in red.



A screenshot of the 'Receive Password' form. It features a 'Send Email' button. Above the button is a message that reads: '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.'

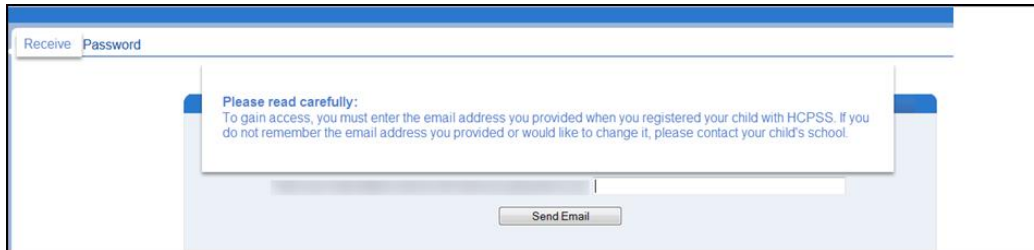
5. Click the **Send Email** button.

The parent will receive an email with a temporary password and a link to login. The parent will click on that link and use the email address used at the time of registration and the temporary email to gain access. The parent now has access to HCPSS Connect.

## Parent Forgot Password

If parents forget their passwords, they can have HCPSS Connect email them a temporary password.

1. On the HCPSS Connect website, click the **HCPSS Connect Login** button.
2. Click the **Parent/Guardian Forgot Password** link.
3. Review the **Privacy Statement** and click the **I Accept** button.
4. Enter the email address used at the time of registration.



5. Click the **Send Email** button.

The parent will receive an email with a temporary password and a link to login. The parent will click on that link and use the email address used at the time of registration and the temporary email to gain access. The parent now has access to HCPSS Connect.

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