

HAC TIP - FAQ regarding HAC

This information is intended for FCPS employees only

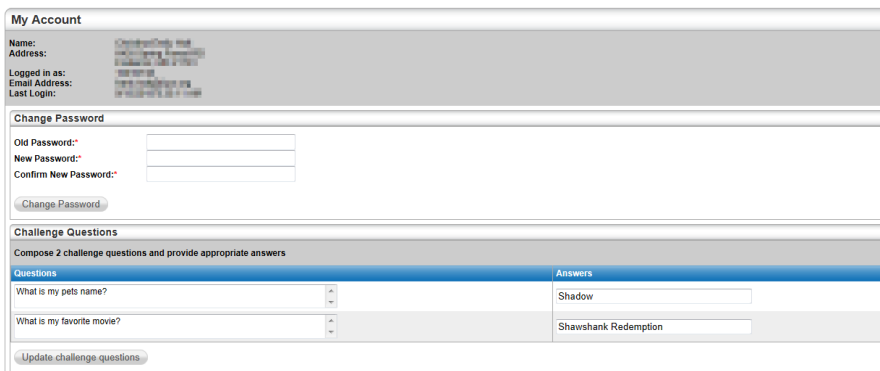
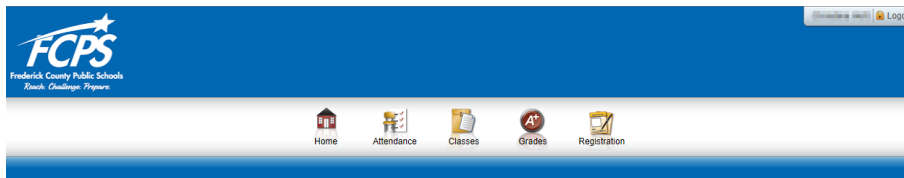
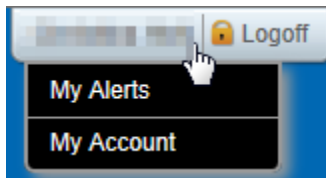
Questions from Parents

Q: How do I login to Grades online (HAC)?

A: Go to www.fcps.org and click on Grades Online or type in your browser, <http://hac.fcps.org> .

Q: How do I change my password?

A: From your HAC homepage, click on your Student's name and select My Account.

A screenshot of the 'My Account' page. It shows user information: Name, Address, Logged in as, Email Address, and Last Login. Below this is a 'Change Password' section with three input fields for 'Old Password', 'New Password', and 'Confirm New Password', and a 'Change Password' button. Underneath is a 'Challenge Questions' section with the instruction 'Compose 2 challenge questions and provide appropriate answers'. It contains a table with two columns: 'Questions' and 'Answers'.

Questions	Answers
What is my pets name?	Shadow
What is my favorite movie?	Shawshank Redemption

At the bottom of the table is an 'Update challenge questions' button.

Q: Who does my child contact if he/she forgets their password?

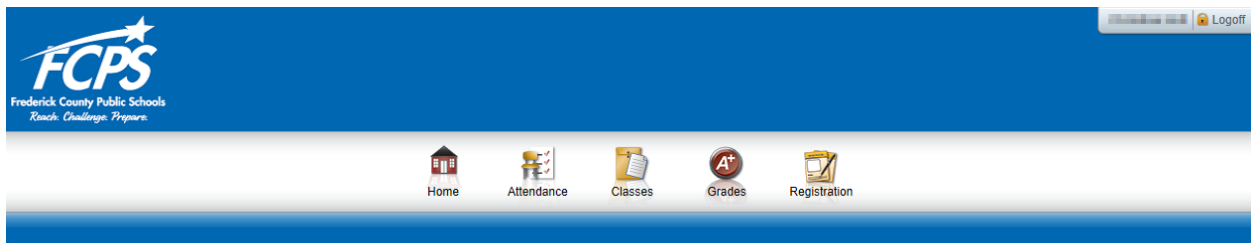
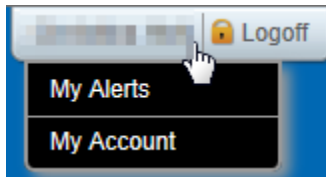
A: Your student's teacher has your student's HAC login and password as well as the Front Office Staff.

Q: Who do I contact if I do not have an email in the FCPS system?

A: Contact your school to have that information updated in the system.

Q: How do I set up alerts to receive emails?

A: From your HAC homepage, click on your Student's name and Select My Alerts.



My Alerts		
Alert Type	Receive Alert	Alert Details
Course Average	<input checked="" type="checkbox"/>	If my student receives a course average below 100 % or above %.
Classwork	<input checked="" type="checkbox"/>	If my student receives an assignment average below 100 % or above %.

Q: I have three students, how come I can see two students when I login? I'd like to see all of my students with one login? Is this possible?

A: Yes, this is possible. As a system, we have not been an advocate of linking contacts. We have said DO NOT LINK students. In this case, for a parent to see all three students, the students need to be linked. To link the students, delete the contact of the student that is NOT linked with the other two and select the parent from the list. NOTE: If more than one school is affected, be sure to let the other school know that you are linking your students together.

Q: I'm trying to view the full view on the grades page, but I'm only seeing the term grade.

A: Try switching internet browser. This behavior has been noted in IE, Chrome displayed the full view.

Questions from Administrative Staff

Q: How do I find a password for a student?

A: From eSchoolPlus, search for the student. Go to Demographic > Address> General Tab.

The screenshot shows the 'General' tab of a student's profile in eSchoolPlus. The tabs at the top are Student, General (selected), Mailing Address, Physical Address, Phone, and Contact Links. The form contains the following fields and options:

- Salutation: [Empty text box]
- Language of Correspondence: EN [Dropdown arrow] English Use Language For Mailing
- Employer Name: [Empty text box]
- Email Address: [Redacted text box] Use Email For Mailings
- Login ID: [Redacted text box] [Impersonate \(HAC\)](#)
- Password: [Redacted text box] Password last changed: 7/13/2015 1:48:03 PM
- Last Login Date: 9/15/2015 8:03:51 AM
- Change password on next login:

Q: How do I find a password for a Guardian?

A: From eSchoolPlus, search for the student. Go to Demographic> Contacts>Select Guardian>General Tab

Q: Can I run a Master list of HAC passwords?

A: Yes, go to ReportNet > Grade Book > HAC Master Password List

Q: How can I see what the parent sees in HAC?

A: Pull up the Student or Parent in eSchool, go to the General Tab, Click on Impersonate HAC.

Q: If I can't answer the parent's questions about HAC, what should I do?

A: Contact the eSchool Help desk. They will assist you and then you can relay the information to the parent. Do not give the eSchool Help desk number out to parents.