



Accessing Home Access Center (HAC) for the first time (applies to new users and existing Parent Assistant (PA) users):

- If you have a current PA account, you can use the same Username and Password to login to HAC. Enter your Username and Password at the new HAC website: http://parents.stjohns.k12.fl.us/hac
- 2. How to get a Home Access Center account (for new users who do not have a Parent Assistant (PA) account):
 - a. Please visit your child's school and provide them with a valid email address. A photo ID is required for positive identification of a parent or guardian.
 - b. Parents/Guardians can then register online:
 - i. http://parents.stjohns.k12.fl.us/hac
 - ii. At the Home Access Center Login screen, click "here" below the statement, "If you do not have a username and password...."
 - iii. At the Home Access Center User Registration:
 - 1. Enter your First name, Last name, City and Zip Code as it appears in eSchoolPlus
 - a. Standard City spellings include: Saint Augustine, East Palatka, Ponte Vedra, Ponte Vedra Beach, Elkton, Jacksonville, Saint Johns, Hastings and Fruit Cove
 - 2. Then click the Register button
 - 3. (next screen) Then create your Username (using your email address)
 - 4. Then create two challenge questions (something detailed only you would know) (Example: What was your first car?)
 - 5. Review and accept the Terms of Use and Privacy Policy
 - 6. Click the Finish button
 - iv. Click the link in your HAC email to create your HAC password
 - v. A webpage will load with your challenge questions. After you answer your challenge questions, you will then be able to create your password, (please use at least eight characters including a number or special character)
 - vi. You can now login to HAC using your new Username and Password
- 3. If you have forgotten your Password:
 - a. On the login screen, click the "forgot my username or password" link
 - b. At the Forgotten Username or Password screen, enter your email address on file
 - c. Then click the "submit" button
 - d. An email will be sent to you with a web link to a HAC challenge question
 - e. After you answer the challenge questions correctly, you will be able to view your Username or reset your password. (You cannot change your Username once set)
- 4. If you have trouble creating a HAC user account, please visit your child's school.