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About Parent Access

This document describes how parents activate their accounts and reset passwords.

- Activate an account using the information in the Welcome email
- Activate an account if a Welcome email was not received
- Parent Forgot Password

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 has access to HCPSS Connect.

Username
Password

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 the you have been with HCPSS but has not yet activated an account, you 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.

Username
Password

[Parent/Guardian Forgot Password](#)
[Activate HCPSS Connect Account](#)

Receive Password

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.

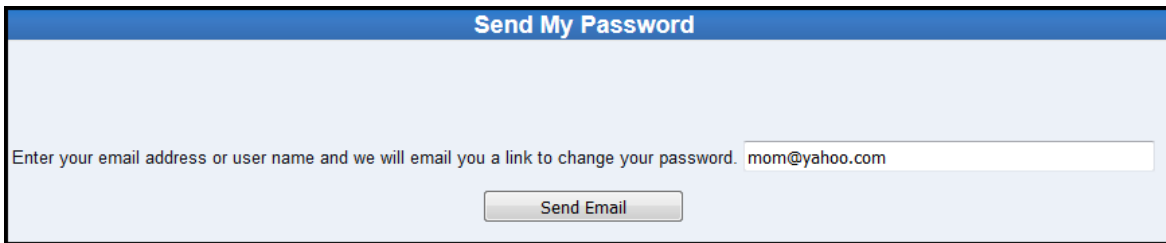
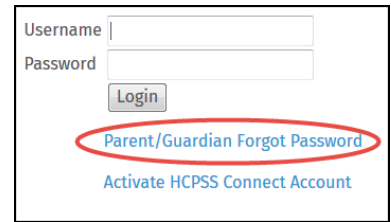
5. Click the **Send Email** button.

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

Parent Forgot Password

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

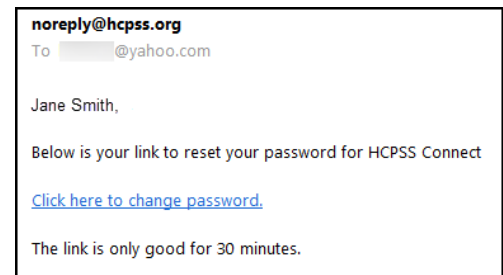
1. On the HCPSS Connect website, click the **HCPSS Connect Login** button.
2. Click the **Parent/Guardian Forgot Password** link.
3. Enter the email address used at the time of registration.



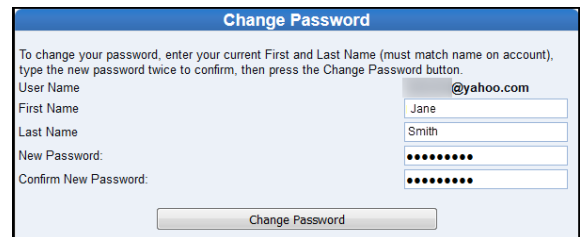
4. Click the **Send Email** button. An email with a link to create a new password will be sent to the email you entered.
5. Click on the link to access the new password screen.



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>.

