Home Access Center - Frequently Asked Questions

This document was created to help answer questions about Home Access Center, the district’s one-stop parent portal. If you have any further questions, please do not hesitate to call the office at your child’s campus.

How do I create a HAC account?
To create a HAC account, you must be designated as the student’s guardian and you must provide a current email address. For Spanish speakers, you are able to have your HAC account displayed in Spanish if you designated your language of correspondence as Spanish during enrollment. If you need to be designated as a guardian, change or update your email address, or change your language of correspondence, please contact the registrar’s office at your child’s school to make these changes before proceeding to create a HAC account.
To register a new HAC account, you will navigate to the district’s home page at http://www.humbleisd.net/parents. There you will find links to instructions describing how to create a HAC Account.

I’ve followed the instructions, but I’m still having trouble. Who can help me?
Every campus has support staff that is trained to assist parents with HAC questions. Please contact your child’s school and ask for assistance with Home Access Center. They will answer any and all questions or direct you to the appropriate person.

I’ve enrolled my new-to-district student using the district online enrollment process. I had to create an account for this process. Is that my HAC account?
No. The HAC account is separate from the new to district Online Enrollment account. To register a new HAC account, you will navigate to the district’s home page at http://www.humbleisd.net/parents. There you will find links to instructions describing how to create a HAC Account.

Do I have to have a valid email address to sign up for HAC?
Yes. All HAC users must have a valid email address in order to register for an account. If you do not have an email address, you can create one by using any free source like Yahoo or Gmail. To create a Gmail account, go to www.google.com and click on the Gmail link, then choose “Create an Account.”

I have more than one email account. Can all of them be listed in eSchool?
No. There is only one field in eSchool for contact email. That email address also becomes an active email link for teachers within Teacher Access Center. If more than one email address is entered, the system links the two as one big email address which makes the address invalid.

I have more than one student in the district. Can I use one account to access all my students?
Yes, one HAC account may be set up to access multiple students. Contact the school registrar to have multiple students “linked” to your account.

I need to create a password. What format should I use?
Passwords for HAC must be at least 8 characters long. Passwords are case sensitive.
I was asked to change my password. Why?
The new version does provide an enhanced level of security. This means that you may be asked to change your password if your original password does not meet the new password criteria standards. Passwords are case sensitive and must be at least 8 characters in length.

You will also be prompted to create two challenge security questions that will allow you to retrieve a forgotten password without having to contact your child’s school.

I’ve forgotten my password or I’ve been locked out of my account. What should I do?
If you enter the incorrect password more than 5 times in one day the system will lock you out, but only for 1 minute. You will receive an error message indicating the following, “You have entered an invalid username or password, or your account is currently locked out.” If your account is locked out it will automatically unlock after 1 minute. When the account unlocks after 1 minute, you can use the recovery link on the HAC login screen to recover your username or password. The system will send you an email with a link that states:

“Dear Username, You are receiving this email because you requested to retrieve your Home Access Center login information. If you did not make this request, please contact your school district. To reset your password, click the link below:”

When you click on the link in the email you will be asked to answer one of your challenge questions. You must answer correctly to be able to change your password.

If you still have trouble changing your password, please contact the Registrar at your child’s school for further assistance.

I’ve forgotten my password and tried to retrieve it but never received an email. What should I do?
Verify the email is not in your spam or junk folder. If you still cannot locate it, your email address may be incorrect in HAC. Please contact the Registrar at your child’s school for further assistance.

My neighbor is listed as an emergency contact on my student’s record. Will she/he be able to see my child’s information in HAC?
Only contacts that are listed as “guardian” in the contact record will be able to access student information through a HAC account.

If you need to change registration information (address, emergency contacts, etc) during the school year please contact the Registrar at your child’s school.