

Home Access Center HAC FAQ

How do I begin using HAC?

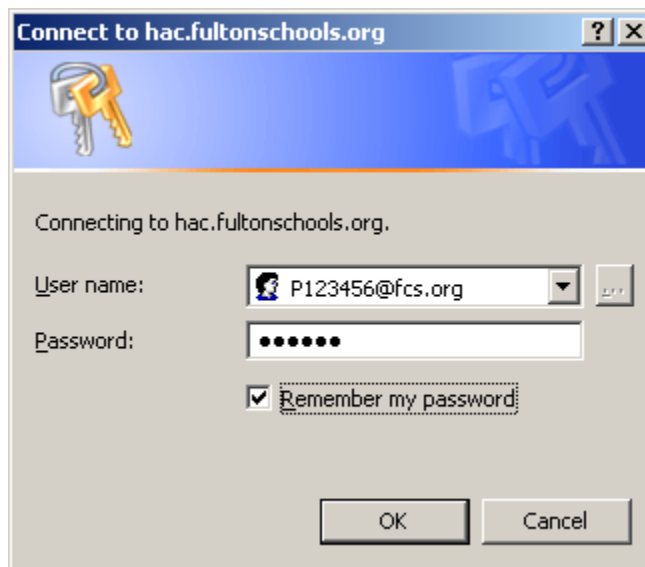
Stop by the school with your photo ID and get your logon and password. Visit the school webpage and under Parent Links, choose Parent Portal (www.haynesbridge.com). You can also go directly from the Fulton County Web page.

What do I do if I have lost or forgotten my password?

Contact the school via email at haynesbridge@fultonschools.org. Include your name as well as your student's name and the logon you are using. If you do not have the logon, the county is requesting you come to the school with your photo ID to claim your logon.

I have tried logging in with what I think is the right logon and password but it is telling me my credentials are suspect or that HAC is not currently working.

- Don't forget the logon AND password are case sensitive.
- Be sure you have put the @fcs.org after your logon ID as part of your logon ID. (ie. P2895143@fcs.org)
- When this window pops up – try putting a check in the “remember my password” field.



If you have Internet Explorer, be sure to refer to the Internet Explorer Settings available [here](#). On the PC platform, you want to use Internet Explorer 7 or above ONLY. On the MAC platform you must use Firefox (Safari will not work.) If you follow all of these browser tips and it still does not work, try clearing temporary internet files, closing the browser (a must) and then trying again.

Email the school if you still cannot make it work – make sure you tell us

Student Name	Parent Name	Logon being used	Password being used
Platform (Windows or MAC)		Browser being used	

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I have more than one student in the district; can their information be linked and accessed under one logon?

Yes - all of the siblings can be linked to a single account. We will need the names, birthdates, schools attended and grades for all students and it may take up to 48 hours to have the students connected to the single account. A new account (logon and password) will be created to access the accounts.

I am not seeing the grades for my student's quarter-long connections class.

Click on Classwork and at the top of the page you will need to change your settings to match what is shown below. Classwork should be All Classes and Report Card Run should be All Runs. Click Refresh View.



Why do we have to email the school with problems and not drop by or call?

The parent liaison is often dealing with parents, student or teachers in the front office and cannot make the time needed to stop and research the problem. Also, there are times when the problem you are addressing needs attention from the school technology specialist or county personnel.

What else should I know?

- Contact your student's teachers about grading information.
- Be sure the school has your most current email address as well as phone numbers.
- Occasionally, HAC is taken offline. Generally there is a message on the Portal/HAC county page if this is the case.