HCPSS Connect

Parent Access Instructions

❗ *=Warning* 🕐 *=Timesaver* ✉ *=Note*

About Parent Access

The process for parents to activate their accounts and reset their passwords has been simplified. This document will describe how to do the following:

- Activate an account using the information in the Welcome email
- Activate an account if a Welcome email was not received
- Reset the password if forgotten

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. Parents 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**. The parent now has access to HCPSS Connect.

Activate Account Without Using Welcome Email

If the parent does not receive a Welcome email because the email may have been blocked by a spam blocker or if the parent has been with HCPSS but has not yet activated an account, that parent 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.

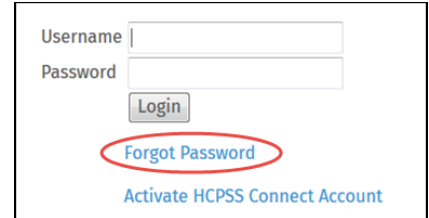4. Enter the email address used at the time of registration.

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

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

Parent Forgot Password

If parents forget their passwords, they can have HCPSS Connect email them a temporary password.

1. On the HCPSS Connect website, click the **HCPSS Connect Login** button.

2. Click the **Forgot Password** link.

3. Review the **Privacy Statement** and click the **I Accept** button.

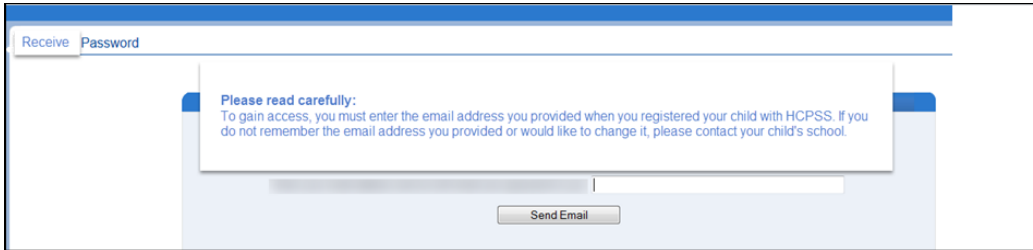4. Enter the email address used at the time of registration.

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

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