HCPS Technology Access at Home – Personal Device

Elementary Students

**Primary Students**
K – 2

What is my child’s login at home?

Username = StudentID@student.hcps.org
(Sample) 123456@student.hcps.org

Password = HCPS Network Password
Current password used this summer or last year.
Students new to HCPS, passwords will be provided by the school

**Intermediate Students**
3 – 5

What is my child’s login at home?

Username = firstnamelastname@student.hcps.org
(Sample) aaronburr@student.hcps.org

Password = HCPS Network Password
Current password used this summer or last year.
Students new to HCPS, passwords will be provided by the school

Login Support

Complete the Technical Support Form to receive help with HCPS usernames and/or passwords
How may my child access school resources from home?

K - 2

3 - 5

start.hcps.org

Select the Student Resource tile you need

[Images of various educational resources]

Students will be prompted to login with HCPS 365 credentials.

Enter password

K – 2

Username = StudentID@student.hcps.org

HCPS Network Password

3 - 5

Username = Username@student.hcps.org

HCPS Network Password

Note: the HAC username / password will be unique to what the parent will set up. (See last page of document)
## FAQ

<table>
<thead>
<tr>
<th><strong>What software or Chrome extensions (Chromebook) might support my learning?</strong></th>
<th>Any HCPS student may download and install Office 365 applications on up to 5 devices for free. Installation of these applications is not required. Access <a href="#">install directions</a>. The <a href="#">Office 365 extension</a> can be added to the Chrome browser. Students will use their HCPS username and password (see Pg. 1) to sign in with their school account.</th>
</tr>
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<tbody>
<tr>
<td><strong>How do I self-report my attendance?</strong></td>
<td><img src="#" alt="QR Code for Text Directions" /> Text Directions</td>
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<tr>
<td><strong>How do I find my classes and content provided by my teachers?</strong></td>
<td><img src="#" alt="QR Code for Video Directions" /> Video Directions</td>
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<tr>
<td><strong>How do I navigate a series of resources in itslearning?</strong></td>
<td><img src="#" alt="QR Code for Video Directions" /> Video Directions</td>
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<td><strong>How do I get into a live, virtual instruction, Teams meeting?</strong></td>
<td><strong>Access through Internet browser</strong> (Microsoft Teams app is not installed on device) <img src="#" alt="QR Code for Text Directions" /> Text Directions <img src="#" alt="QR Code for Video Directions" /> Video Directions</td>
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<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
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<tr>
<td>How do I answer an itslearning Assignment?</td>
<td>Video Directions</td>
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<tr>
<td>Can I use a tablet or smartphone to access instructional content and virtual instruction?</td>
<td>It is not recommended that students use iPhones, Android phones or tablets, or Kindles, due to the limitations of the Chrome browser from these devices. iPads should only be used when the iOS is at least 10.0 to access the Microsoft Teams app and when the Chrome browser is available to access itslearning. Some features may be limited on an iPad.</td>
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<td>I am sharing a device with a family member that is also an HCPS student. Are there any troubleshooting tips if we struggle to switch between accounts?</td>
<td>Multiple HCPS Students Accessing itslearning on a Shared Device</td>
</tr>
<tr>
<td>Who can help me if I need support accessing HCPS technology resources?</td>
<td>Family Technology Support for Virtual Learning</td>
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<tr>
<td><strong>Call-in support</strong> – 410-809-6336 between the hours of 7:00 a.m. - 12:00 p.m. on days when school is in session</td>
<td></td>
</tr>
<tr>
<td>Email – <a href="mailto:technicalquestions@hcps.org">technicalquestions@hcps.org</a></td>
<td></td>
</tr>
<tr>
<td>Help Form – <a href="http://hcps.org/helpform">hcps.org/helpform</a></td>
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</tbody>
</table>
Will I need to access HAC to see my child’s grades or progress?

Yes

If this is your first child, you will create an account with HAC.

hac.hcps.org/HomeAccess

If you already have an account with HAC, because you have another child in the system, you may select Change Student to see grades:

What if I do not see my second child’s name?

Contact HomeAccessCenter@hcps.org to have your second child’s school registration information linked with any other children you have in the system.

Provide your child’s:
- Name
- School ID
- Grade
- School