	Technology Services Customer Care Center	SOP #	TS -CCC-010
		Revision #	
		Implementation Date	7/1/15
Page #	1 of 2	Last Reviewed/Update Date	7/08/15
SOP Owner	Arlicia Netto	Approval	J. Miller
SOP Name	Supporting the Home Access Center (HAC)		

Standard Operating Procedure


1. Purpose

To assist callers needing assistance with accessing the Home Access Center (HAC) for student information.

2. Process

Provide parents with assistance in accessing the Home Access Center

	Step	Responsibility
1	HAC (Parent Login) Procedure Ask if parent calling has their parent login and password issued by the school. If no, direct them to www.cfisd.net ->Parents & Students->Academics and click the Home Access Center – Grades link. Under Need help?, have them click the Request for Home Access Center link to get the form to request a login ID and password. Have them submit the form to their child's campus. If they have children at multiple schools, they will need to submit a form to each school.	CCC Analyst
2	If the parent has an urgent need to check grades and is concerned about the wait time in getting their own parent password, let them know the student should be able to log in with their current network login and password and to ask the student for that information. Do not give out student login or password information.	CCC Analyst
3	If they do have a parent login and password but it is not working, verify the parent is typing in the password in all capital letters. Have parents try switching O/O, 5/S, L/I, etc.	CCC Analyst

	Technology Services Customer Care Center	SOP #	TS -CCC-010
		Revision #	
		Implementation Date	7/1/15
Page #	2 of 2	Last Reviewed/Update Date	7/08/15
SOP Owner	Arlicia Netto	Approval	J. Miller
SOP Name	Supporting the Home Access Center (HAC)		

4	If parent login ID is correct and they still can't get in, ask for the password and try logging in for them. Don't tell the parent you are logging in to the child's account, tell them you are trying to validate the password.	CCC Analyst
5	If still unsuccessful, put all information in a ticket and send to Jennifer Miller. Make sure to get the student name/number and a parent callback phone number.	CCC Analyst
6	Do not put the login/password in the main body of the iSupport ticket. Put it in the assignee section for security reasons.	CCC Analyst
7	If parents are calling with the student's HAC login and password and it is not working, ask them to check with their child for login/pw information. Then give them the information to get their own login and password.	CCC Analyst
8	<p>HAC (Student Login) Procedure</p> <p>If a student is not able to log into HAC, verify they can log into the computer. If yes, go to Eschool Plus and look up the student. Click on the student's name and on the student tab, verify there is a check in the box that says This student can access his/her information over the World Wide Web.</p>	CCC Analyst
9	If there is no check, refer them to the school Registrar. If there is a check and the student still can't login, log all information on an iSupport ticket and escalate to Rodney White.	CCC Analyst