Home Access Center (HAC)
Account Registration Instructions

Accessing Home Access Center (HAC) for the first time (applies to new users and existing Parent Assistant (PA) users):

1. **If you have a current PA account**, you can use the same Username and Password to login to HAC. Enter your Username and Password at the new HAC website: http://parents.stjohns.k12.fl.us/hac

2. **How to get a Home Access Center account (for new users who do not have a Parent Assistant (PA) account)**:
   a. Please visit your child's school and provide them with a valid email address. A photo ID is required for positive identification of a parent or guardian.
   b. Parents/Guardians can then register online:
      i. http://parents.stjohns.k12.fl.us/hac
      ii. At the Home Access Center Login screen, click "here" below the statement, "If you do not have a username and password…."
      iii. At the Home Access Center User Registration:
         1. Enter your First name, Last name, City and Zip Code as it appears in eSchoolPlus
            a. Standard City spellings include: Saint Augustine, East Palatka, Ponte Vedra, Ponte Vedra Beach, Elkton, Jacksonville, Saint Johns, Hastings and Fruit Cove
         2. Then click the Register button
         3. (next screen) Then create your Username (using your email address)
         4. Then create two challenge questions (something detailed only you would know) (Example: What was your first car?)
         5. Review and accept the Terms of Use and Privacy Policy
         6. Click the Finish button
      iv. Click the link in your HAC email to create your HAC password
      v. A webpage will load with your challenge questions. After you answer your challenge questions, you will then be able to create your password, (please use at least eight characters including a number or special character)
      vi. You can now login to HAC using your new Username and Password

3. **If you have forgotten your Password:**
   a. On the login screen, click the "forgot my username or password" link
   b. At the Forgotten Username or Password screen, enter your email address on file
   c. Then click the "submit" button
   d. An email will be sent to you with a web link to a HAC challenge question
   e. After you answer the challenge questions correctly, you will be able to view your Username or reset your password. (You cannot change your Username once set)

4. **If you have trouble creating a HAC user account, please visit your child's school.**