



Carroll County Public Schools Home Access Center FAQs & Troubleshooting Guide

General Questions

What is Home Access Center?

Home Access Center is Carroll County Public Schools' parent portal. It allows parents/guardians to login and view information pertaining to their child. The Home Access Center is provided for the express use of the parents of Carroll County Public School District students to assist in the communication of important educational information. The goal of the Home Access Center is to assist you in effectively communicating with the teachers, staff, and administration about your student.

Who can login to Home Access Center?

Only students in grades 6 through 12, parents and legal guardians will be provided with a Home Access Center account. Parents can each have their own user name and password. They do not need to share an account. If both parents provided the same email address on the emergency card, then they will have one login to Home Access Center using that email address as their user name.

How do I get to the Home Access Center?

Go to the Carroll County Public Schools' website at www.carrollk12.org and clicking the Home Access Center link located in the 'Quick Links' section.

What are the Minimum Software & Hardware Requirements for the Home Access Center?

The minimum requirements for a home PC to connect to the HAC are:

- Recently released version of Internet Explorer, Chrome, Safari or Firefox
- Cookies must be enabled on your browser
- Pop Up Blocker must be disabled on your browser
- Internet access, preferably something high speed such as DSL or Cable. Home Access will work on a dial-up connection, but it will be slower.

Getting Logged In

What is my username?

Your user name is the email address where you receive the school Blackboard Connect messages. This is the same email address you provided to the school on your student's emergency card.

Once you log in for the first time, you will be prompted to set up security ('challenge') questions for password retrieval purposes.

I've entered my email address to Request a password and I received an error stating the email address I provided was not valid. I know this is the email address I provided on the emergency card.

The Home Access Center will search for the email address exactly as you entered it so double check what you have entered and make sure there are no typos. It should be a valid email address with the @ symbol and the domain (.com, .net, .org, etc.).

The Request Password system will make sure that the email address is entered into our Student Information System and belongs to a parent/guardian who has an active student in Carroll County Public Schools. The Home Access Center is only available to parents and legal guardians. If you are a step-parent and do not have legal custody of the child, then you will not be able to logon to the Home Access Center.

If you are certain you entered your email address correctly and you are the parent or legal guardian of an actively enrolled student, then you will need to contact your child's school to ensure the email address is correct. Please send a letter with your correct/current email address into the school with your child as they are required to have the request in writing.

I've entered my email address to request a password. The site stated it was successful, but I never received an email message to that account.

First of all make sure the message was not accidentally delivered to your junk mail. If it was delivered there, please make sure you add donotreply@carrollk12.org to your 'safe sender' list. We also suggest adding the carrollk12.org domain to your safe senders list so that other emails from CCPS, like the Blackboard Connect messages, do not get delivered to your junk mail. Delivery time is dependent upon your Internet Service Provider's mail system so we cannot guarantee delivery time.

If you have confirmed the message was not delivered to junk mail and you have waited at least an hour for the message to appear in your inbox, then go back to the site and click the button to request a password again. If you still do not receive the email after the second attempt, then please send an email to mystudent@carrollk12.org. Make sure you include your name in the email message, the email address you are entering in the Request Password process, your student's name, and the school where they attend (one student will be sufficient).

I don't have an email address. How can I get a Home Access Center login?

Unfortunately, you must have an email address in order to have a Home Access Center account. You can setup a free email account online through a variety of websites.

I just setup an email account. How do I get Home Access Center access now?

Notify one of the school(s) where your child(ren) attend that you now have an email account. Schools need to receive this information in writing. Once the school adds your email address to your record, it will transfer to your other student's accounts as well even if they are in different buildings. Approximately 24 hours after the school adds your email address you will be able to use the Home Access Center 'request password' link by entering your new email address.

How do I update my email address?

If you have changed your email address, you must notify your child's school so they can update the system and your Home Access Center account. To do this follow the steps noted in the question above this one.

I've answered the challenge questions about my student, but I got them wrong. What do I do now?

You will need to go back to the Home Access Center login page (link off the CCPS website) and click 'Request Password' and go through the process again.

I clicked the link in the email, but never was able to finish the password request page. I came back to my email later and clicked the link and now it won't work.

For your security, that link can only be clicked one time and then it expires. You will need to go back to the Home Access Center login page (from the CCPS website at www.carrollk12.org) and click 'Request Password' or 'Forgot Password' and go through the process again.

General Questions

Are there any settings I should check in my web browser to make sure everything works properly in Home Access Center?

Yes. You need to enable cookies and pop-ups for this site to work properly. See your browser's online help system for instructions on enabling cookies and disabling the pop-up blocker.

After I login, how do I change my Home Access Center password?

Click on your name in the top right corner of the screen and select 'My Account'. Enter your old (current) password and enter the new password that you want to use in both the New Password and Confirm New Password fields.

Your new password must be at least 8 characters and it is case sensitive. We recommend choosing a password that contains a mix of both letters and numbers with one symbol. To keep your password secure, it should not be something easily guessed, such as your child's nickname or birth date. Click 'Change Password' when you are finished and your password will be updated.

Cookies must be enabled in order for the new password to be saved. See your browser's online help system for instructions on enabling cookies.

When I first logged in the system selected a student for me. How do I select one of my other students?

Click on 'Change Student' in the top right corner of the screen.

I was able to login, but I do not see all of my children on Home Access Center. How do I get access to my other children?

You will only see those students whom you are identified as the parent/legal guardian. If you are a step-parent and do not have legal custody of the child, then you will not be able to see his/her information. If you are not able to see students whom you are the parent/legal guardian for, then please send us an email at mystudent@carrollk12.org. Make sure you include the following information:

- Your first and last name
- The email address you use to login to Home Access Center
- The names of the students who you cannot see as well as their school and grade level

I am seeing children that don't belong to me listed in the 'My Students' area of the Home Access Center. Who should I notify?

Please send us an email at mystudent@carrollk12.org. Make sure you include the following information:

- Your first and last name
- The email address you use to login to Home Access Center
- The names of the student(s) who you do not belong to you

When I look at my high school student I see a Transcript tab on the Grades screen; however, I don't see that tab for my middle school student.

The Home Access Center will contain different information depending on the grade level of your student. The transcript tab is not available for middle school students. It will be available once that student is promoted to high school.

What should I do if I see incorrect information on any of the pages in Home Access Center?

If you see any incorrect information displaying for your student(s) in Home Access Center, please notify the school where your student attends. Make sure you tell them exactly where you see the incorrect information and what the correct information should be. In some cases this might require that you provide the correct information in writing to the school, in other situations an email may suffice.

How do I print the information I see in Home Access Center?

You can print from Home Access Center the same way you would print from any website. If you are using Internet Explorer, go to File, Print in the top menu.

I clicked on the teacher's name in the Home Access Center and I got an error. It tried to open a default mail client. What does that mean and how can I email my student's teacher from this site?

Home Access Center is designed so you can click the teacher's name and it will open your default mail client (like Outlook or Outlook Express) and start a new email message with that teacher's email address already in the 'To' line. If you don't have email software installed on your computer, you might get an error message or your computer might try to set one up for you.

If an email client is not setup, then you can hover your mouse pointer over the teacher's name and his/her email address will display in the bottom left corner of your browser (i.e., <mailto: johndoe@carrollk12.org>). If that doesn't work and you are using Internet Explorer, right click on the teacher's name and click on 'Properties'. A gray window will pop-up and you should see the teacher's email address next to the text 'mail to'. You will need to then go to the website where you normally read/send email messages and type in the teacher's email address in the 'To' line of a new email message.

I'm looking at my child's attendance page and I see some days are highlighted with a color. I see the key above that shows me what the color means, but how do I get more information about the absence?

If you hover over the absence date, the details of that day's absence will pop up.

How do I log out of Home Access Center?

Click on 'Logoff' in the top right corner. You will be logged out of Home Access Center. You can also log out by closing all of your browser windows. *Please note – the site will automatically log you off after approximately 20 minutes of inactivity.*

Do I have to have a high-speed Internet connection to use the Home Access Center?

No, a Dial-Up connection will work fine but the pages will load slower. Please be patient and the information will eventually be displayed.

When I go to the Classes -> Classwork page I don't see all the detailed calculations for my student's grade. How can I get the details to display?

Click on 'Full View' in the top right corner. The page will redisplay with all the calculations showing, just like it did in the older version.

I see a little 'text bubble' on the screen near the score for an assignment, but I can't click on it. How do I access these comments?

Hover over the comment bubble icon to see the notes left by the teacher.