

HAC Parent/Guardian Access

Home Access Center (HAC) is part of Eschool and allows parents to view student information such as registration, attendance, and state test score reports (ELPAC and CAASPP) that LEAs are required to share with families. Parents self-register on the District website, which matches them to their student in Eschool. The site also provides guides and information on logging in and troubleshooting HAC account issues. www.cvesd.org/parents/home-access-center

If the parent/guardian is still having issues (section I), a school-site secretary can verify that they are using the correct information to register (section II) and update if needed (section III). If issues persist after their information is verified, please [submit a ticket on their behalf to District IT \(link\)](#) and include child's ID number, parent name, city, zip, email and contact phone number.

COMMON ISSUES:

Registration successful, but they didn't receive an email:

If they have already **registered at any point in the past, they will not receive an additional email**, even if they register again. They should click the "Login to HAC" link on the webpage and select "Forgot my username and password". If that doesn't work, verify their information or check the CVHAC010 report for an existing account.

If they have never registered in the past and registration was successful, but they still aren't receiving an email, verify their information.

Registration failed – "Contact information could not be found"

The information they are entering does not match a contact record for any student in Eschool, verify their information.

They registered before, but forgot my username/password

If they've already created an account but **forgot their username/password**, they should click the "Log In to HAC" link on the website and select "forgot my username or password". If they are still not receiving an email, verify their information.

SECTION I: HAC Success vs. Failure

Success –The information entered exactly matches that of an existing contact for a student in Eschool

Home Access Center User Registration

Welcome to the Chula Vista Elementary School District Home Access Center. Please be sure to review the Privacy Policy and Terms of Use regarding the appropriate use of this system.

If you have received this email in error, please disregard and delete.

Thank you for registering. A message has been sent to the email address the district has on record. Please follow the instructions in the email to complete the registration process and log in to the system.

Failure – "Contact information could not be found". The information entered does not exactly match that of an existing contact for a student in Eschool.

Home Access Center User Registration

First Name:*

Last Name:*

City:*

Zip Code:*

Contact information could not be found using the contact information provided. Please try again or contact your district for assistance.

SECTION II A: Verify Parent/Guardian Information

Search for the child in Eschool and find the contact for the person trying to register. Verify that the first name, last name, city and zip code on that person’s contact card match exactly what they are entering in registration. Confirm that they are checking the same email address we have on file.

Menu

123456

Jane Perez

ID 123456

Grade

Status

Student Summary

Country of OriginUS - United States of America

Citizen Status

Contacts

First & Last

Gabriel Perez

Email on File

gabbyp1985@msn.com

Cell Phone 1

(619) 555-1234

Home

(619) 425-9600

Work

Address

3030 Plaza Bonita Road

National City CA 91950

SECTION II B: Existing HAC Account Report

If the parent’s information matches, and they still aren’t getting an email, check the [CVHAC010 report in Eschool Reports Center \(link\)](#) to verify if an account already exists

Home > eSchoolPlus Reports Center > Home Access Center > cvhac010 Guardian Registration Information

BuildingCasillasGradePreschool (K-3),Preschool 1 (K-2),Pr

15 of 21

100%

perez

Find | Next

Chula Vista Elementary School District

Home Access Center Guardian Registration Information

8/7/2024

Student ID	Student Name	Guardian Name	Guardian Email	Guardian City	Guardian Zip	Guardian HAC Login ID
123456	Perez, Jane	Perez, Gabriel	gabbyp1985@msn.com	National City	91950	gabbyperez
789100	Peterson, Jeff	Peterson, Brad	petersonclan@hotmail.com	Bonita	91902	Peteandpete

SECTION III: Updating Contact Information in Eschool

To update the contact information for the parent/guardian in Eschool.

- 1. Choose Menu > Registration > [Student] Student Summary
- 2. Search for the student under “Search Criteria” and click their name in the “Search Results”
- 3. On their record, navigate to contacts and click the lightning bolt.

Contacts

- 4. On the next page, select the appropriate contact from the list of available contacts
- 5. On the next page, edit the information desired and click the save icon when completed.

- 6. Have the parent try HAC registration again with the updated information

SECTION III: Detailed | Updating Contact Information in Eschool

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Menu

Quick Search

Registration

Entry & Reports

Student

Student Summary

Student Demographic

Academic

Addresses

Contacts

Emergency

Enrollment Online Forms

Entry/Withdrawal

Personal

2

Student Search

Simple

Advanced

Search Criteria

Simple Search Criteria

Last Name

perez

First Name

jane

Middle Name

Student ID

Gender

List Field Selection

Actions

#

Area

1

Search Results

Jump to

Perez - Perez

Student Name

Student ID

Building

Perez, Jane

123456

6 - Casillas

3

Contacts

Gabriel Perez

Guardian - living with

4

Contact List

Contact List

Name

Type

Gabriel Perez

G - Guardian

5

Contact

Name

Contact Type

G - Guardian

Title

MR - Mr

First Name

Gabriel

Middle Name

Last Name

Perez

Generation

General

Email and Login

Email Address

gabbyp1985@msn.com

Use Email for Mailing

Login ID

Global ID

Password

Password Last Changed

Last Login Date

Change Password on Next Login

Student/Contact Relationship

Phone

Addresses

Mailing Address

Apt

3030

Prefix

Plaza Bonita

Rd

CA

91950

National City

Development

Verify Date

07/11/2017

Delivery Point

Transportation

Transport to School

Transport from School

Geo Code Information

Plan Area Number

2600

Home Building Type

P - Primary Building of Residence

save