

## **ESchoolPlus Home Access Center Password Change FAQ**

Home Access Center Passwords have been modified to be “hashed” in all cases with the most recent eSchoolPlus upgrade. The following provides details on some of the most frequently asked questions on the topic. Please also refer to the documents that will be posed to the Schoology group “eSchoolPlus Tips, Techniques & Help” (\*coming soon) for more details on what the new process will look like for schools, students, and parents.

### **What has changed?**

To secure Home Access Center passwords, in accordance with best practices and PowerSchool policy, PowerSchool has changed the existing 2-way encryption to a one-way salted hashed algorithm. This means that you will no longer be able to see or access HAC passwords.

### **I don't like that I can't see the passwords. Is there any way to see them again?**

No. The vendor decided to add this feature to make student data more secure. They are following industry standards.

### **What does this mean?**

This means that there will no longer be a way, either within the software or through a back-end tool, to view, print or export a user's Home Access Center password in clear text. The security resource previously used to allow users to access passwords in clear text will no longer provide that access.

### **If I am a parent/student who already has a password, do I need to do anything?**

No. Parent and student passwords will be hashed as part of the upgrade process, but they can continue to use the same credentials (login ID and password) to access Home Access Center.

### **I am a user who can impersonate parents and students in Home Access Center. Will I still be able to do that?**

Yes. That functionality remains the same.

### **I typically provide an export to other 3<sup>rd</sup> party vendors to print letters, etc. How will I provide that after this change?**

Providing credentials in clear text form from eSchoolPlus to other vendors places your users' data at risk and will no longer be supported.

### **How will my process change for parents/students who self-register?**

After entering their initial information, the parent/student will receive an email as before. This email will contain a URL as before but will also now include a one-time use access code. After clicking the link in the email, they can either type or cut and paste the access code and enter the birthdate their registered student to proceed with registration. Assuming the access code and birthdate match, the user will then be directed to a page to specify their actual password (and challenge question). The most important thing for this to work for parents is that the e-mail for the parent is kept up to date in eSchool by the building. When the parent tries to register, an e-mail will be sent to the email address on file in eSchoolPLUS.

### **Why do parents need to specify a birthdate to complete the registration process?**

By entering the birthdate, they are providing an additional layer of security to ensure they are who they say they are. By not doing so, someone who simply intercepts the email or paper copy with the URL and access code could register as the parent and gain access to the student's data.

**How will my process change for parents/students who use the “Forgot Password” link on the Home Access Center login page change?**

To the user, this process will remain the same. They will click the “Forgot Password” link and enter their information. An e-mail will be sent to the email on file in eSchool for that user. The email will contain a URL to complete the process. That URL will direct the user to the challenge questions page and, once valid responses are provided, will take them to the “change password” page. It is important for the email to be kept up to date by the building in order for this process to work properly.

**I don’t have email addresses for all my parents and students. Will email addresses be required now?**

No. This is not a required field in eSchool, but it is encouraged. By collecting and having the correct email on file, a parent or student can self-register and recover from a forgotten password without requiring assistance from your building staff. It would also be a good idea to encourage your parents to login to HAC to keep their phone numbers and e-mails up to date.

**We use the Family App in addition to HAC. Will that change?**

The same credentials for eSchoolPlus HAC will continue to be used in the Family App after the update.

**I used to look up passwords in eSchoolPLUS to impersonate users in the Family App. How will I impersonate users in the Family App after this change?**

This process will no longer be possible.