

Troubleshooting eSchoolPLUS Family App

- **Double-check your HAC credentials** (especially for new families to our district)
 - Please first confirm your username and password by logging in directly to the [Home Access Center](#) website.
 - If you cannot log into the HAC website, please contact your child's school to confirm your account details.
- **Check your phone's software version**
 - For **iPhone** Users Only
 - Is your iPhone running iOS version 7.1 or higher?
 - For **Android** Users only
 - Is your phone running Android 4.0.3 or higher?
- **Reinstall the app**
 - If the app doesn't work at first, or suddenly stops working, please the app from your phone and download a fresh copy from your app store.

If you have checked everything above, unfortunately the school district has very limited ability to diagnose technical issues with the eSchoolPLUS Family App. The following options are available:

- You may continue to use the [Home Access Center](#) website on a computer to view your students.
- You may also use [Home Access Center](#) website on your phone web browser.
 - On an iPhone, you can save the [Home Access Center](#) website address as a bookmark in Safari, or as a [website icon on your home screen](#).
- If you still wish to use eSchoolPLUS Family app (and are not in too big a hurry), it is possible to open a support case with our software vendor to see if they can diagnose the issue.
 - If you are willing to participate in that process, please contact your school and ask them to open an eSchoolPLUS Family App web ticket with the following information. Providing these details up front will allow the vendor to investigate the issue without bothering you directly.
 - Your HAC username
 - The 6 digit student ID for the child you're attempting to see in Family app
 - What type of device are you using to access Family (iPhone/iPad/Android)?
 - What version of iPhone/ iOS or Android you are using?
 - Are you receiving a specific error message when trying to log in? If so, what is it?
 - Which general troubleshooting steps have you taken so far, such as
 - Resetting your password
 - Reinstalling the family app?
 - Are you willing to allow eSchoolPLUS support to set a new password on your HAC account as part of the diagnostic process (yes/no)