

SunGard eSchoolPLUS+ Home Access Center Frequently Asked Questions (FAQ)

- What is Home Access Center?
 - *Home Access Center is a web-based portal for parents and guardians of Springfield Public School students to view student information online.*
- What information is available?
 - *The information available may include today's attendance, monthly attendance, weekly classwork, classwork for the quarter, grades, test scores and transportation details. Note that not all students will have every item, depending upon the grade level, curriculum, and other factors.*
- How do I get this information?
 - *Viewing the information requires using a computer with an Internet connection and web-browser (such as Internet Explorer)*
- Is my child's information secure?
 - *Yes. Users are required to enter a unique User ID and Password to logon to the system, and the information is encrypted when delivered using the Secure Socket Layer connection.*
- How do I get my User ID and Password?
 - *These can be obtained at the school with proper identification. Access is only available to parents or legal guardians of the student.*
- How do I connect to Home Access Center?
 - *Use the following Web address: <https://spsHomeAccess.sps.k12.mo.us/homeaccess/>*
- Can I change my Password?
 - *Yes. Users can modify their Password after logging on to Home Access Center. Click on the [My Profile](#) link and follow the prompts.*
- I have more than one student in the District. Must I have multiple separate accounts?
 - *No, if the students are linked, only one account is needed. However, this requires consistent information for the guardian of the students. The account cannot have two different names or addresses. Contact the school office staff about having the students linked to a single user account.*
- Can I look at information for a prior school year?
 - *No. Home Access Center provides student information for the current school year.*
- How do learn more about how to use Home Access Center?
 - *Detailed instructions are on available on the Springfield Public School website. Look under the **Families** menu for **Sungard's eSchoolPLUS**, then select Home Access Center under the Technology Links area*