

# Irving Independent School District

## Help, I forgot my password or username!


Here are steps to recover your HAC password or username if you forget it:

1. Go to the HAC website: <https://www.irvingisd.net/hac>

2. Click on Login

A dark blue rounded rectangular button with the word "LOGIN" in white capital letters.

3. Then click the link for **FORGOT MY USERNAME OR PASSWORD** link.

Welcome to  
 Home Access Center

User Name

Password

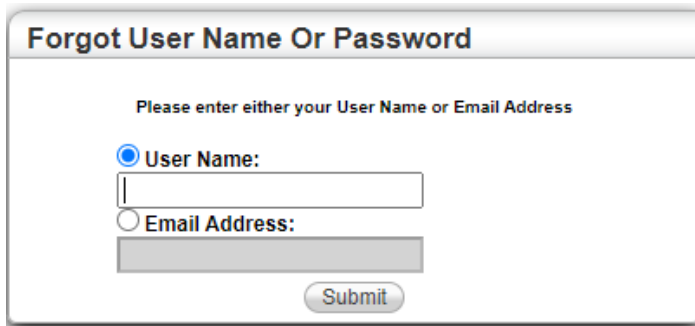
[Forgot My User Name or Password](#)

[Click Here to Register for HAC](#)

[Click Here to Register with Access Code](#)

A dark blue rectangular button with the text "Sign In" in white.

4. Either enter your USERNAME or your EMAIL ADDRESS and HAC will send you instructions on re-setting your account:
- 5.

A screenshot of a web form titled "Forgot User Name Or Password". The form has a header "Please enter either your User Name or Email Address". Below this, there are two radio button options: "User Name:" (selected) and "Email Address:". Each option has a corresponding text input field. At the bottom of the form is a "Submit" button.

**Forgot User Name Or Password**

Please enter either your User Name or Email Address

User Name:

Email Address:

6. Follow the steps in the email from HAC.

NOTE: If you never receive an email from HAC (Home Access Center), then your email address may be wrong in the Irving ISD student data system, or you have not set the challenge questions and answers when you created the account. You will have to go to your child's school and have a school staff member verify you from your photo ID then reset your password, lookup your username, and/or double-check your correct email address.