



WELCOME TO MHHS!

We are so happy to have you here as our newest Viking!

COMMON QUESTIONS ASKED AT REGISTRATION

1. How do I get a locker?

See Lauren Bradley, Teachers Secretary, in the front office to request a locker

2. How do I learn about clubs and sports?

Go to <https://mhhs.hcpss.org> -->student life

3. How do I activate my Canvas account?

Beginning August 10, parents/guardians with students new to HCPSS and whose registration has been finalized were/are being emailed student account credentials, which will be used to log in to HCPSS computers and applications. If you have a child new to the school system and did not receive and/or cannot locate the email in the junk/spam folder of the email account you used during registration, you can use the [Forgot Password or Username](#) button on the hcpss.me student landing page to retrieve both your child's username and password. [Account Self Service directions](#) are posted online.

4. What is CANVAS?

Canvas** is a learning management system that allows students to receive notifications, up to date grades, submit work and interact with their teachers and other students. Parents can also access Canvas to view their Student's assignments and grades. For Canvas tips for parents, please see *Tips for Parents* below.

5. What is SYNERGY?

Synergy** is the HCPSS student information system that maintains all student records, grades, coursework, family file, email, etc.

6. What is NAVIANCE?

Naviance** is a digital tool that provides career assessment, college planning tools, and a college and career readiness curriculum.

7. How do I get text message alerts?

If you wish to opt-in for text message alerts text YES to the number 67587. This only needs to be done once and will rollover year to year.

**Your active directory login (username and password) is the same for CANVAS, SYNERGY and NAVIANCE.*

***Signing on to <https://hcpss.me> takes you to all the HCPSS digital tools in one location.*



TIPS FOR PARENTS

1. Receiving email messages from MHHS

You are automatically subscribed to MHHS' email messages based on your child's enrollment information. Please allow 48 hours after enrollment to receive your first email (during the school year). If after several days you are not receiving emails, send an email to webmaster@hcpss.org for assistance. Please be sure to include your student's name and the email address you believe is in our system to aid in the troubleshooting.

2. How do I get a HCPSS Connect/Family Connect Account?

When new parents are added to the student information system, they will receive an email welcoming them to HCPSS with instructions to activate an HCPSS Connect account. This email also contains a temporary password. You can [activate an HCPSS Connect account](#) using these steps.

1. On the HCPSS Connect website, click the HCPSS Connect Login button.
2. Enter the email address used at the time of registration and the temporary password received in the Welcome email.
3. Click Login. You now have access to HCPSS Connect.

3. What is the Family File?

Family File is the database that contains all of your family information from our systems and is located inside your HCPSS Connect account. This needs to be updated every year to ensure the information we have on file is accurate. To access the Family File you need to log into your [HCPSS Connect/Family Connect](#) account. See tip number 2 above.

4. First time Parental log in for Canvas and Synergy

- To access Canvas and/or Synergy go to <https://hcpss.me> and click on the appropriate icon.
- If a first time user, click on "Account Activation and Forgot Password".
- On the next window enter the email address you provided at the time of registration.
- Click "send email".
- An email will be sent to you with a link to set up your password. Once set up, go back to the log in screen to log in and access your Student's information

5. Resetting a parent password for Canvas and Synergy

Go to hcpss.me and scroll down until you see "Forgot Password or Username"

6. Canvas Parent Resources:

Below is a list of topics that will help you use Canvas to observe your student's classes. When you finish viewing each link, you will have mastered the Canvas basics and be ready to navigate smoothly within your student's courses.

- Navigating A Course - <https://community.canvaslms.com/docs/DOC-10906-4144724122>
- Updating Notification Settings - <https://community.canvaslms.com/docs/DOC-10910-4144710318>
- Viewing Grades - <https://hcpss.instructure.com/courses/9495/pages/parents-viewing-grades>
- Checking Calendars - <https://community.canvaslms.com/docs/DOC-10908-4144715705>

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