

Home Access Center User's Guide

Requests for logins or for resetting passwords should be made by **a parent** to:

jfiorini@bernardsboe.com or mvitiello@bernardsboe.com

After a password is reset please allow two hours for it to be activated in the Home Access Center.

If you experience difficulty with your password please be aware that logins and passwords are case-sensitive. Please distinguish between the letter I and the number 1, the letter O and zero.

You might occasionally encounter a message "invalid username or password" although you are indeed using valid login information. This is due to the database refresh process, which runs every two hours beginning at 6:20 AM. While that process is running the system is unable to read the table that contains usernames and passwords. Please try again in 15 minutes.

You may encounter a Security Alert message such as "Information you exchange with this site cannot be viewed or changed by others. However, there is a problem with the site's security certificate. The security certificate has expired or is not yet valid. Do you want to proceed?" Click "Yes " and you can proceed to login.

Acceptable web browsers for Home Access Center:

Internet Explorer 5.5 or higher

Netscape Navigator 6.0 or higher

Firefox 1.0 or higher

Safari 1.0 or higher

If corrections/updates are required for your student's demographic information please notify mvitiello@bernardsboe.com