

### ***What is the my.Hacc Portal?***

The my.Hacc portal is a web service environment that displays information, services, and tools to every campus stakeholder, students, faculty, and staff. It provides links to all college information in one convenient and easy to use web portal.

### ***What is my my.Hacc login?***

**HACC Students:** Login with your Hawkmail prefix.

Example: Student Name: John A. Doe

Hawkmail Address: jad1234@hawkmail.hacc.edu

Username: jad1234

**HACC Employees:** Login with Network Username.

Employee Name: John A. Doe

Username: jadoe

### ***What is my Hawkmail email address?***

If you do not know your Hawkmail address please call 1-800-ABC-HACC, select your campus, option 2.

### ***When will my my.Hacc account expire?***

my.Hacc passwords will expire every **140 days**. Starting 30 days before passwords expire, a banner will appear at the top of the user's my.Hacc window reminding them how many days they have left before their passwords expire. This banner also provides a link to where users can change their password, providing that they have setup their security questions.

### ***How do I setup my security questions?***

You can set up your security questions by clicking on the Set/Update my Security Questions link located at the login page of the my.Hacc portal. You may also go directly to the password registration portal, <https://passwordregistration.hacc.edu> (you must use Internet Explorer for this process). For more information on how to setup your security questions, please [click here](#).

### ***How do I reset my my.Hacc password?***

If you do not remember your password or just would like to change it, you may click on the Forgot Password? link located at the login page of the my.Hacc portal. You may also go directly to the password reset portal, <http://passwordreset.hacc.edu>. For more information on how to reset your password, please [click here](#).

Please remember you can only use the self-service password reset portal if you have already setup your security questions. If you have setup your security questions and you answer them correctly, they will allow you to reset your own password.

If you have NOT set up (or does not remember) the answers to your security questions, you will have to contact the Support Center for assistance.

If you incorrectly answers your security questions 3 times in a row, your account will automatically lock. If you wait 15 minutes, it will automatically unlock and you can try to re-answer your security questions again.

***What accounts are reset when I reset my my.Hacc account?***

If a user resets their my.Hacc password, it will reset their password for D2L, Hawkmail, HACC printing system and other systems that are using single-sign on through the my.Hacc portal. The passwords should sync right away but there could take up to 5 minutes to synchronize with some systems.