

### ***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, as long as they have a valid email or phone number listed in their account information.

### ***How do I update my account information?***

You can update your account information by clicking on the "*Click here to reset your password*" link located at the login page of the my.Hacc portal. You may also go directly to the update your account information portal, <https://accounts.hacc.edu/verify>. For more information on how to update your account information, please [click here](#).

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

If you do not remember your password, 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 forgot password portal, <https://accounts.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 a valid email or phone number listed in your account information. If you have a valid email or phone number listed in your account information, you can select which method you would like to use to verify your identity and reset your password using the verification code provided by that method.

If you have NOT updated your account information, you can do it so by clicking on the "*Click here to reset your password*" link located at the login page of the my.Hacc portal or you may go directly to the update your account information portal, <https://accounts.hacc.edu/verify>. **Once you update your account information, it will take up to 48 hours for the information to be updated in the system and become available to you as one of the verification methods.** To have your password changed before the update takes place, please contact the Support Center for assistance.

Users are allowed to send 3 verifications via text or phone call per day and unlimited via email. The restriction is only because of costs. After 3 verifications via text/phone call, those options are removed until the next calendar day.

### ***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.

