

HCSS Product Suite Guidance Notes



About these Guidance Notes

Welcome to the Access Product Suite Guidance Notes!

We want to let you know that over the next few months we have some exciting new developments planned which will transform the way that the HCSS Suite of products works. We'll be keeping you up to date every step of the way.

The first phase of this development will be included as part of the release of the software due this week.

During the Autumn term we will be implementing a new single sign on function that will let you implement more rigorous password procedures and allow access to more products and services.

As you know each user requires a unique email address and since many of our users have been using our software for a number of years we thought we'd take the opportunity to make sure we had your latest (and correct) email address ahead of any changes.

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Guidance Notes

These Guidance Notes provide detailed instructions of the steps that are required

Guidance Notes

Updating your Email Address

Your correct email address is required for exciting changes due to take place in the Autumn Term

[Read more about this feature](#)

Guidance Notes Detailed Instructions

Guidance Notes

Updating your email address

When you log on you will be presented with the screen below:

Email and Organisation Confirmation

⚠ We are currently in the process of updating our security policies across our systems. As part of this review we are asking all customers to provide a valid email address in preparation for us updating our login policy in the autumn term. Please continue to use your existing username and password to login to HCSS, but more importantly ensure you provide a current email address below.

We will then send you an email to the address you provide and ask you to confirm by clicking a link that this email address is active and personal to you.

Email Address

Organisation

Please select from the dropdown box below the organisation which you feel is most appropriate to you:

You will need to enter your current email address and select the most relevant organisation from the drop down list.

The organisations are below:

- Single Academy Trust
- Part of a Multi Academy Trust – School User
- Part of Multi Academy Trust – Trust User
- Maintained School (not an Academy)
- Local Authority User
- Reseller / Support Organisation
- Other

Once you are happy you should click on Submit.

An email will then be sent to the address you provided to ask you to confirm that the email address is active and personal to you by clicking on a link.

Dear Jane,

Thank you for providing an updated email address.

As part of our security review we are asking all customers to provide a valid email address in preparation for us updating our login policy in the autumn term.

Please click the button below to validate that the email address provided is active.

[Confirm your email address](#)

Please note that this will not change your current sign in details until we notify you, in the Autumn term.

If you require technical support, please reference our [Customer Portal](#) in the first instance.

Kind Regards
HCSS Software Support

After you have done this you need take no further action and can **carry on using your existing logon and password** until we let you know.

How to Contact Us

For further information related to this release or how to upgrade please use the following contacts:

Your Account Manager or Customer Success Manager

Support department

- Support Portal <https://access-support.force.com/Support/s/>
- Tel 0845 340 4547

General Website:

<https://www.theaccessgroup.com/>