

Parent Portal Setup Instructions

Visit <https://ps.hwdsb.on.ca/public/>

- Make sure you are on the *Sign In* tab
- **You do not need to click Create Account. Accounts have been created for you using the contact information you provided to the school.**
- Click the link *Forgot Username or Password?*



The screenshot shows the PowerSchool SIS login page. At the top is the PowerSchool SIS logo. Below it is the heading 'Student and Parent Sign In'. There are two tabs: 'Sign In' (selected) and 'Create Account'. Below the tabs are two input fields: 'Username' and 'Password'. A link 'Forgot Username or Password?' is located below the password field. A 'Sign In' button is at the bottom right.

Make sure you are on the *Forgot Password* tab



The screenshot shows the 'Recover Account Sign In Information' page. At the top is the PowerSchool SIS logo. Below it is the heading 'Recover Account Sign In Information'. There are two tabs: 'Forgot Password?' (selected) and 'Forgot Username?'. Below the tabs is a paragraph: 'Parents, to recover your password, provide the information below. Students need to contact the school directly.' Below this are two input fields: 'Parent Username' and 'Parent Email Address'. An 'Enter' button is at the bottom right. At the bottom of the page is a disclaimer: 'If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues.'

Your username is the email address that your child's school has on file for you, without the email extension. If your email address is **jd@e@gmail.com**, your username would be **jd@e**.

- Parent email address is the full email address that is on file with the school (e.x. **jd@e@gmail.com**)
- Click *Enter*
- Check your email inbox for an email from **info@hwdsb.on.ca** (make sure to check your junk mail)
- If you do not receive the "Reset your Password" email, please contact your school to verify the information on your student's profile.
- Follow the instructions to reset the password.
- Sign back in to the Parent Portal at <http://ps.hwdsb.on.ca/public> and enter the username and password you just created. This should give you access to the Parent Portal.

If you are still receiving an error message, please contact your school as there may be an issue with either the email address or the setup in the student profile. If they are unable to fix the issue, the school staff can contact the IT Department for assistance.

[List of schools and contact information](#)