

You are receiving these instructions because you have indicated you require assistance with the Parent Portal.

**Please make sure to follow each step and do not skip ahead. If you skip ahead or try to access in another way it will reset the process and you will not be able to gain access until your password has been reset again at our end.**

Information you need to access the Password reset, which will then lead you to the Parent Portal.

username :                       
(temporary) password : **hwdsb2022**

Please click on the link [www.hwdsb.on.ca/parent](http://www.hwdsb.on.ca/parent)

### 1. From here you will click on Parent Portal Log-in

The screenshot shows the HWDSB Parent Portal website. The top navigation bar includes the HWDSB logo, 'Translate', 'Contact', and a search box. Below the navigation bar are links for 'Kindergarten', 'Elementary', 'Secondary', 'Adult Learning', 'Community', and 'About HWDSB'. The main content area is titled 'Parent Portal' and 'Parent'. It features a welcome message and a prominent 'Parent Portal LOG-IN' button circled in yellow. Other options include 'Parent Portal Support', 'Trouble Logging In?', and 'Temporary password resets'. A footer note states: 'In Parent Portal, you can connect to your child's school online, anytime, anywhere. Available on mobile devices. We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking "Accept" you can...

### 2. **DO NOT CLICK FORGOT USERNAME OR PASSWORD?**

You will enter the above information username:                      and temp  
pswd: **hwdsb2022**

### 3. then click Sign in



4. You will then see this page. You need to enter the temp password as your Current Password **hwdsb2022**

2Enter your new password x2, remember to follow what is indicated in the blue box or your password will not work.

Click Enter and you should now have access to the Parent Portal

If you are still not able to access the parent portal, please contact the school by reply to this email or phone.