HWDSB

Information and Instructional Technology

Temporary Parent Portal Password Reset by School

If you have asked your child's school to reset your password to the Parent Portal, your account is active. Please note the following steps:

1. Log in to your account at https://ps.hwdsb.on.ca/public/home.html
2. Enter your username _____
3. Enter your temporary password which has been reset to **hwdsb2020**
4. Click on Sign In.

HAMILTON-WENTWORTH DISTRICT SCHOOL BOARD

PowerSchool SIS

Student and Parent Sign In

Select Language	English
Username	
Password	

Forgot Username or Password?

Sign In

If you are experiencing trouble with the Parent Portal, please use the common concern's guide below to help direct you in the next steps to take.

Common Concerns:

- **Not all children showing on Parent Portal:** If the system is not showing all your children enrolled, note that staff are working quickly to add students to family accounts. When the information is complete, you will receive a confirmation email when this connection is made.
- **System does not recognize your email address:** Please contact your school via phone or email for assistance.
- **Activating passwords:** Error codes on password page when trying to retrieve your password, or wait time on the password more than 10 minutes could indicate there is no email in the system, or the email is incorrect. Please contact your school via phone or email for assistance.

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5. You will now be on the screen below.

6. The temporary password (hwdsb2020) must be changed. Your new password needs to be something completely new. Your new password must be: at least eight characters long, contain at least one uppercase and one lowercase letter, contain at least one letter and one number, and contain at least one special character.

After this change is made, the system will log you directly into the portal.

Note: Please do not download any APP. Use a web browser to access this system.