Signing into ParentConnect

Welcome to ParentConnect, an online information portal that allows you to monitor your child's school records and attendance, and update demographic information, emergency and out of province contacts. The system can be accessed from anywhere you have Internet access.

ParentConnect will allow you to review your child's:

- Student schedules – what courses your child is taking and when
- Attendance – in real-time for the current day and previous days and years
- Report card marks, interim marks and comments, where appropriate
- History of final grades and transcripts for all previous years while in the Division
- Demographics – address, guardian & emergency contact information, bussing route
- School calendar
- Parent teacher interview times
- Student fees and textbook tracking (location dependent)
- Course assignments (location dependent)
- Student individual education plan (IEP) documents
- Next year course selections (location dependent)
- Send messages to a single teacher or all teacher that teach your child at once
- Print your child's schedule, transcript, attendance, report cards and student profile information
- Update the guardian information (ex. phone numbers ,employer name, email)
- Update emergency contact information (ex. emergency contact, doctor, dentist)

Accessing ParentConnect

1. Open your web browser (ex. Internet Explorer, Firefox, Chrome, Safari, Edge) and go to the district website.
2. Find the ParentConnect link.
3. Use your email account as defined on the student's record.

**We suggest you bookmark the ParentConnect page and add it to your *Favourites* for quicker access in the future. **

Common problems when trying to sign in:
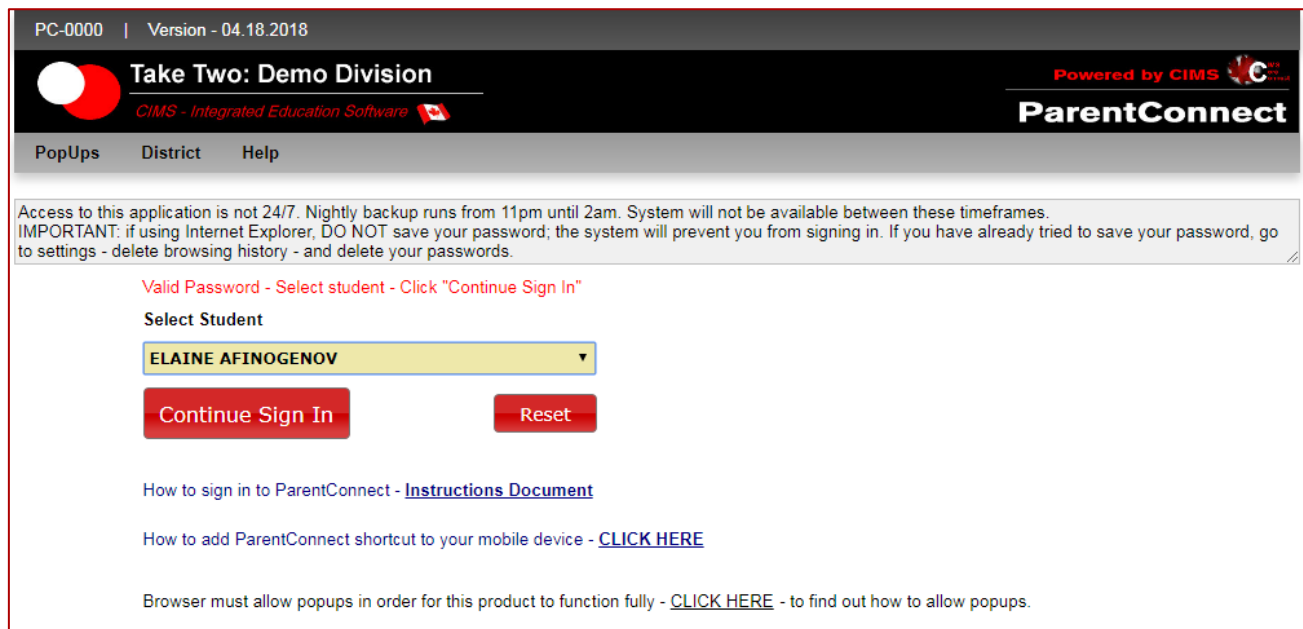
- Entering a wrong email address: this may be due to you accidently typing it in wrong or perhaps the school accidently entered it wrong in the student system; if this happens please check with the school to ensure the email against your name is correct.
- Caps lock is on.

Other Important Notes:

- You must be authorized in order to utilize this web product.
- Parent/Guardians must register at the location(s) of their children.
- Guardian(s) living with the child all sharing the same address will receive one ID.
- If additional guardian(s) live at alternate addresses, they have a separate ID (differentiated initially by the postal code).
- It is critical to change your password upon initially signing in. This will make your identity unique and prevent others from gaining access.

Access by Email:

- Enter the email address as defined on your child's student record, and then select the child you wish to access from the '***Select a Student'*** drop down box, and enter your personal password for that child. Click '***Continue Sign In.***'

Forgot Your Password?

- If you have already been on the system and just forgot your password, you can ask the system to email you the password. Passwords are sent to the parent email addresses defined on the child's student record. To have the password emailed to you, click on the '***Forgot My Password***' link.
- A popup screen will be displayed. In order to get the popup to display on your screen, your browser must allow popups (instructions on how to turn off the popup blocker for your particular browser can be found by clicking on the POPUP tab at the top left of the signon screen).

Get Initial Password:

- If you have never signed on before and do not know your password, you can ask the system to email you the password. Passwords are sent to the parent email addresses defined on the child's student record. To have the password emailed to you, click on the '**Get Initial Password**' link.

How to Add ParentConnect to Your Mobile Device:

- Full instructions (step by step instructions with pictures) can be found on the sign on screen below '**Get Initial Password**'.
    1. Launch your browser
    2. Navigate to the web page you want to pin to your home screen
    3. Tap the share button on your browser's toolbar (rectangle with the arrow pointing upwards)
    4. Click to add (pin) this to your home screen
    5. Enter a name for the shortcut
    6. Tap to **Add to Home Screen**

Changing Your Password:

- We recommend that you change your password when you first sign in AND on a regular basis; do NOT share this password with your child as your account has the authority to update many demographic and attendance details, including contact information.
- To change your password once you have signed in:
    1. Click on the '***Manage Password***' tab in the top right toolbar
    2. Enter the current password into the OLD password field
    3. Enter your NEW password using the rules indicated on the screen
    4. Re-enter the password on the next line
    5. Click on the ***'Save'*** button and wait for a change confirmation message
    6. Close the window