

Create your parent account

Use the link <https://www.ugdsb.ca/parents/connected/> to navigate to the website for your child's school. At the top of the main page look for the Parent Portal link. Click on this link.

1. Click on the **Create Account** button:



User name:

Password:

If you have forgotten your password, click here to [request a password change](#)

If you do not have a parent account, please click Create Account to get started

If you have registered but did not receive an activation email, click here to [resend](#)

2. You will need to enter the following information:
 - a. Parent first name
 - b. Parent Last last name
 - c. Parent email address on file with the school (enter this email address twice)
 - d. Create a password (password must be 8 characters long, contain at least 1 digit and at least 1 capital letter)
3. With all the above information filled in, click **Create Account**. An activation email will automatically be sent to the email address you provided. A new window will appear with the message:

An activation email has been sent to the email address specified.
Please click the link in the email message to activate your account.

OK

4. Check your email inbox for an email from noreply-MWAccount@ugdsb.on.ca.

The email will include a link with the text: **‘Thanks for registering. Please [click here](#) to activate your account’**. When you click on the link you will receive a message saying your account has been activated



Your account has been activated! Please proceed by using the links listed below and logging in with the credentials you set up.

École Arbour Vista Public School

[/viewer/Login/Login.aspx?LoginType=P](#)

Elementary Remote School

<https://mwweb.ugdsb.on.ca/ERS/Maplewood/connectEd/viewer/Login.aspx?LoginType=P>

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A link to your child's school will appear in the message. If you have children attending other schools, you will see links to their schools as well, provided the email address at each school is the same. We recommend that you bookmark this link.

Troubleshooting:

1. You did not receive an activation email:

- a. check your junk mailbox
- b. return to the Parent Portal and click on the link **‘resend activation email’**. Enter in the email address you used to create the account and click on the **Resend Email** button. You will get the message:

An activation email has been sent to the email address specified.
Please click the link in the email message to activate your account.

OK

If you get the following message below, your account has been activated. You should be able to login to your account.

Failed to send activation email:

An account with the provided email has already been activated.

A blue rectangular button with the text "OK" in white, centered within the button.

2. 'Your account has been activated' message does not include a link to your child's school.

The email address you used to register is not on file with any of our schools. Please refer to the email sent to your child's UGCloud account on Wednesday, June 9 titled: Parent email information

3. 'Your account has been activated' message does not include a link to all of your childrens' schools.

The email address used to register your Parent Portal account is not on record at the missing school. Contact the school to have your email address changed to match your email for the Parent Portal. Please refer to the email sent to your child's UGCloud account on Wednesday, June 9 titled: Parent email information

4. Forgot your password:

Go to the school's Parent portal and click on the link '**requesting a password change**'. You will be prompted for your Username and E-Mail Address, for both of these fields use the email address you entered when you created your account.

Click on the **Next** button to continue. If you have a password retrieval question you will need to provide the correct answer to continue. **If you cannot remember the answer you will need to contact the school to let them know.**

