

# How to Set Up a New SchoolMessenger Account

## IMPORTANT UPDATE

This year, we have updated our Student Information System to Aspen, which offers an improved database system for our school board.

**All parents and guardians new to HWCDSB** who will be reporting their child's absences through the SchoolMessenger website ([go.schoolmessenger.ca](http://go.schoolmessenger.ca)) or mobile app are required to sign up to **create a new account**.

**NOTE:** Parents and guardians who have existing accounts through SchoolMessenger are not required to set up a new account in order to report absences this school year.

## Instructions

It is recommended to use a desktop/laptop computer to create a new account on SchoolMessenger. Follow the instructions below to create a new account:

1. Using an internet browser, visit <http://go.schoolmessenger.ca> and click **SIGN UP** on the menu in the upper right-hand corner.
2. Enter your email address (the same email address that you provided to your child(ren)'s school).
3. Enter a password. Your password must contain the following:
  - One or more lowercase letters
  - One or more uppercase letters
  - One or more numbers
  - Must be at least 6 characters
4. Make sure your location is set to Canada
5. Click **Sign Up**  
After you sign up, an email will be sent to the email address you provided. Click on the link in the email in order to activate your account. Your new SchoolMessenger account will then be created and will be ready for use.

**NOTE:** Parents and guardians may continue to use the phone number **(1-833-275-6703)** to report their child(ren)'s absences.