



January 17, 2023

Dear UCDSB Parents and Guardians,

We know that some parents and guardians received excessive notifications via email, phone/voice and text/SMS regarding the recent bus cancellation and the We All Belong Survey in mid-December, in ways that were not expected or selected.

We recognize that this amount of messaging can be both overwhelming and frustrating. We are actively investigating what caused this technical error with the system.

Please note that when the system is working properly, **the default is to send one message/update per student, per communication type that is selected** (phone/voice, email, text/SMS). For example, if you have three children linked to your My Family Room account, and you have selected both voice and SMS for bus cancellation notices, you will receive three phone calls and three text messages when a bus cancellation notice is sent.

While we work to resolve the problem, parents and guardians are encouraged to check their message settings in My Family Room to ensure that once the issue is fixed, messages are being received in the preferred manner.

Currently, updating your My Family Room profile and message settings cannot be done from the mobile app. You must log in to your account through a web browser.

Here is information on how to review and edit your contact preferences: [How to Change Contact Preferences](#)

You can update your settings here: <https://myfamilyroom.ca/Account/Login>

We appreciate your patience and apologize for the inconvenience this has caused.

Thank you,
Upper Canada District School Board