



Open Access Resource Centre

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Charitable BN: 888182334RR0001

September 11, 2026

Update to AAC Device Set-Up Through OARC

We would like to inform you of a change to our AAC device setup process. Effective immediately, OARC will no longer be able to create Gmail or Dropbox accounts on behalf of clients for device backup purposes.

This change is necessary because Google has implemented increasingly strict anti-abuse and account verification measures. Creating multiple accounts from the same network and phone numbers can trigger security restrictions, resulting in account creation blocks. In addition, Google limits the number of accounts that can be verified using a single phone number.

As part of our commitment to moving devices to clients as quickly as possible and avoiding further delays to an already lengthy wait list, Gmail and Dropbox will be loaded on the device prior to pick up from OARC and ready for setup.

The current clinician will be responsible for creating the Gmail and Dropbox accounts and logging into the applications using the credentials they create for the client. OARC has provided step-by-step instructions found below, for setting up the accounts and connecting them to the AAC device for backup purposes.

If you would like OARC to retain the account information to facilitate future device replacements or backup restoration, please email the Gmail and Dropbox login credentials to applications@oarc.ca. Maintaining this information allows us to more efficiently support families if a replacement device is required in the future.

Thank you for your understanding and cooperation. If you have any questions, please do not hesitate to contact us.

Sincerely,

Mary-Alex Willer
Executive Director

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OARC AAC Google Account and Dropbox Set-Up



Google Account Set-Up

1. Open Gmail and select Create Account
2. Select For personal use
3. Enter the child's first name and last name
4. Enter the child's date of birth and select appropriate gender
 - a. Year of birth: 1995
5. Select or create desired Gmail address
6. Create password for account
 - a. Optional password template:
 - i. First 3 letters of first name + birth year + first 2 letters of last name
 - ii. Capitalize first letter of the first name
 - iii. Example: John Smith born in 2001 becomes Joh2001sm
7. Review and accept required terms and conditions
8. Once the Gmail has been successfully created
 - a. Open Gmail settings
 - b. Locate email notifications and turn off

Dropbox Set-Up

1. Open Dropbox and sign in using newly created Gmail account
2. Complete any verification steps required
3. Confirm Dropbox has been successfully connected and is accessible

Backup Apps Using Dropbox

Once Dropbox has been set-up, connect each applicable application to Dropbox to ensure backups are enabled

1. Go to settings
2. Locate backup and select Dropbox as backup location
3. Authorize Dropbox if prompted
4. Repeat these steps for each application requiring a Dropbox backup