

# FAQ's

## **When I click on my registration link, I am told that the link has expired, can you send me a new one?**

You are receiving this message because you have already registered. All you need to do is go to [pmx.parentmail.co.uk](http://pmx.parentmail.co.uk), or download our free parent App and login with the email address and password that you created when registering.

## **I have forgotten my login/password, can you reset my account?**

Your login is the email address to which you receive ParentMail messages. If you can't remember your password, please visit [pmx.parentmail.co.uk](http://pmx.parentmail.co.uk) and click 'Forgotten your Password?' You will be asked to input your email address before pressing confirm. If successful, you will get a message saying "Good news – A password reset link has been sent to you via email". If you do not receive this confirmation message, the email address you entered is not registered, please check for typing errors and if correct – contact the school office for a registration link.

## **I have not received a link to register, can you send me one?**

Please check the junk and spam folders in your email account. If you can't find your link, contact the school office and we will check that we hold the correct contact details for you. We can then re-send your link. Please note that ParentMail are not able to resend registration links.

## **When I try to register I get a message stating that I have no connections; what does this mean?**

This means that your parent account is not connected to your child/ren. Please contact the school office and ask us to connect you.



## Have you registered?

**You can:**



- ✓ Receive messages on your computer, mobile or tablet
- ✓ See all your messages in one handy, uncluttered feed
- ✓ Link to other schools or clubs that also use ParentMail
- ✓ Authorise trips or permissions online

**Registering is really easy...**

# Registration

## Email Registration:

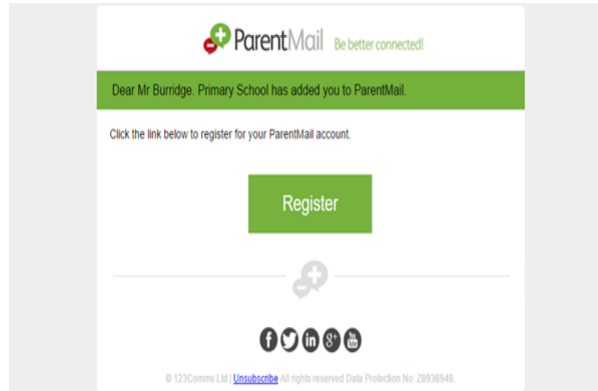
### How to register with ParentMail for the first time via email

We will send you an email registration link as long as we have your email address. If you haven't registered with ParentMail before, please follow the instructions below to register as a new user.

You will receive an email which looks like this:

Click 'Register'.

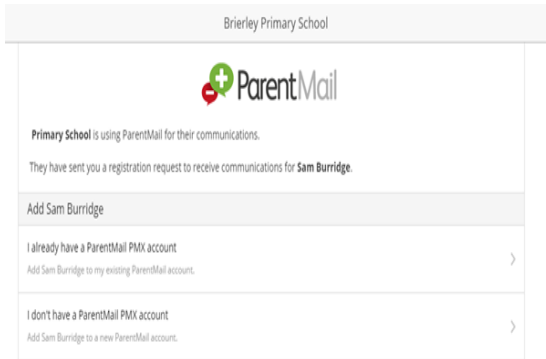
Once you have clicked 'Register', the below window will appear –



Click 'I don't have a ParentMail PMX account'.

Enter your child's date of birth by either typing in the field, or use the arrow on the far right to select from the calendar. Once you have entered the date of birth, click 'Verify Now...'

If you already have a ParentMail account with another school, please contact the school office.



Check your details are correct. You can edit any incorrect details in the fields. Please also enter a password.

Now click 'Complete Registration'.

Success! You have created your ParentMail account!

You will now receive messages from us. If you have more than one child at the school, you will receive messages for both/all!

Click 'Let's Go!' to visit your ParentMail feed and to start managing your account.

# Benefits of the App

## What are the benefits of the ParentMail App?

The ParentMail App is the only App that will bring together information from multiple schools and clubs and allow parents to read and respond from one account – which means school messages won't get lost in a busy email inbox.

- See all school communications on one easy feed – **so they don't get buried in a busy email inbox.**
- Receive school messages instantly – **perfect for busy parents.**
- Complete forms, permissions and surveys wherever they are in the world – **easy to fill in and send back in minutes.**
- Make online payments - **or receive reminders and alerts.**
- Receive in app notifications - **so you'll never miss a school message again!**

## How do I download the App?

The App is available for Android 4.4 devices and above and Apple iOS 8 and above devices.

To download the App, simply visit the App store on your phone, and search "ParentMail" or click on the buttons below.

Please note, you must be registered to use the ParentMail App – you can register on a browser from the email or text registration invitation you have been sent.

