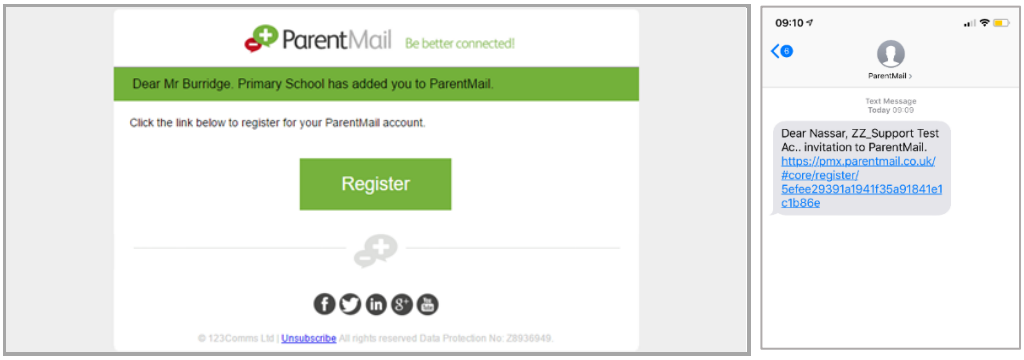
Parent Welcome Pack

This pack is to help you understand the benefits of ParentMail and to provide you with some tips on getting started.

Getting Registered

Registering on ParentMail allows you to download the free ParentMail App and have a single account to view communications sent from all schools you are registered with. It's the best way to ensure you never miss any important messages from a school and this means you can receive information in the palm of your hand, as soon as it's sent! If your school is using **Online Payments**, **Forms**, **Meetings and Events**, or **Parents Evening Manager** through ParentMail, you can access it from your ParentMail account, which makes managing communications much simpler!

The registration link sent either by email and/or text by your school is displayed as the following graphic:

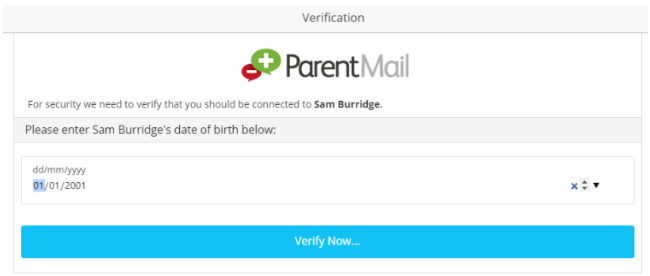


Please note: If you have not received your registration link, please check your email junk/spam folder for info@parentmail.co.uk. Please contact your school directly if you have still not received it.

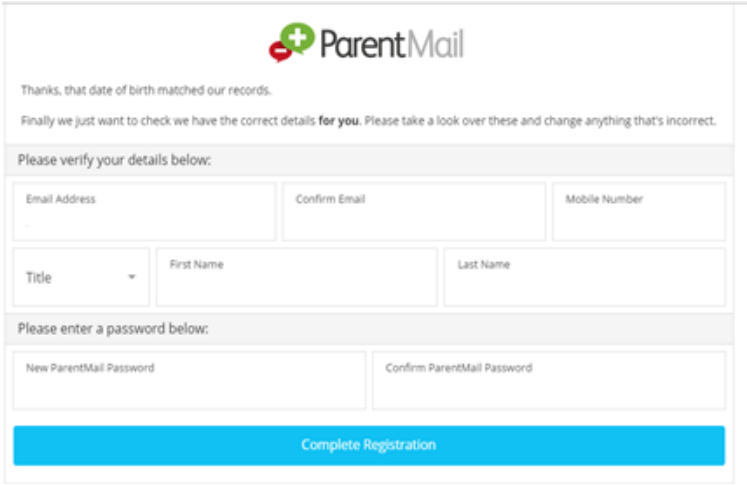
Please note: If you already have a registered ParentMail account with another child at this school, you do not need to register again, and you will automatically connect with the new starter.

How to Register

1. If you have received an SMS registration link, click the hyperlink. If you have received an Email registration link, click the **Register** or **Manage my Connection** button.
2. The registration page is displayed for you to select from the following two options.
    a. If you do not have a ParentMail account, click the **I don't have a ParentMail PMX account** option.
    b. If you have registered a ParentMail account previously, click the **I already have a ParentMail PMX account** option.
3. Enter the date of birth for the child displayed and click the **Verify Now…** button, as shown in the following graphic.



4. If you selected the **I already have a ParentMail PMX account** option, you can now login with your existing login credentials and look forward to receiving communications straight to your account.
5. If you selected the **I don't have a ParentMail PMX account** option, please follow the instructions below to register your account. Enter your Email Address, Confirm Email, Mobile Number, Title, First Name, and Last Name as shown in the following graphic.



6. Then enter a password of your choice. **Please note**: The password must be 8 characters long with at least one number.
7. Re-enter your password and click the **Complete Registration** button.

Next… Download the FREE ParentMail App to:

- Receive school messages instantly – **perfect for busy parents.**
- See all school communications on one easy feed – **so they don't get buried in a busy email inbox.**
- Complete forms, permissions and surveys wherever they are in the world – **improving school responses.**
- Make online payments or top up dinner money – **or receive reminders and alerts.**
- Book parents' evening as soon as they receive it – **making the process quick and easy.**
- Receive in app notifications – **so they'll never miss a school message again!**
- Record Absences **– saving you time in the morning!**

Please note: Your school will need to purchase the relevant packages to enable you to use these in-App features.

1. To download the App, go to either the App Store (iOS users) or the Google Play Store (Android users) and search for **ParentMail** and start the download.
2. Once you have downloaded the ParentMail App, you can login by using the details created during the registration of your account. **Please note:** Your email address is your user login.

If you have forgotten your ParentMail password, click the **Forgotten Password** link on the **Home** page and enter your email address. You will then receive an email to reset the password.

FAQ's

Why is my registration link asking me to connect to a different school?

Registration links are sent in order. If you have been invited to connect to a different school/organisation previously, you will need to complete that registration first. You will then be able to click on the link again to see the invite to your new school. Please contact the school if you have any concerns.

Why has my registration link expired?

You are receiving this message because you have already registered. Please go to https://pmx.parentmail.co.uk or download the free ParentMail App and login with the email address and password that you created when registering.

Where can I see my children?

Your school will have connected your account to both or all your children when they set up your ParentMail account, all you need to do is register and you are connected to all your children at the same school. Your ParentMail account will be empty until the school sends messages regarding your child.

Where can I get help?

We have an extensive parent help site (https://www.parentmail.co.uk/help/parenthelp/). Once you have logged into ParentMail, click the **Help** button and the helpsite is displayed. The helpsite is split into different topics for you to navigate through.

What if I don't want to register?

If you do not register, you will still receive emails to your email account, however if your school offers online payments, parents' evening manager, events or forms, you are unable to view/complete it online without having an account. We highly recommend you register to ensure all your school communications are delivered to one account, helping you to easily keep track of all your school needs.

Is ParentMail GDPR compliant?

Under GDPR regulations, schools have legal basis to provide education and communicate information about children's education to their parents and therefore no additional consent is required to use ParentMail for this purpose. However, if you do have concerns about your data being used, please refer to our data protection overview to read more on what data we take and how this is used. Please find our privacy policy here: https://www.parentmail.co.uk/gdpr/

How do I delete my account?

You can unsubscribe or delete your account at any time with ParentMail. To delete your account, login to ParentMail and go to **Settings > Delete Account**. Enter your password and confirm you wish to delete your account. You will be able to cancel this request within 7 days, after which it will be permanently deleted.