Parent Welcome Pack

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

Getting Registered

Registering on ParentMail allows you to download the mobile App and have a single account to store all your important school communications. It's the best way to ensure you never miss any important messages from school and 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 all through your ParentMail account, which makes managing all these things much simpler!

Shortly, you'll be sent a registration message either by email and/or text by your school which will look like this:

Not received your registration link? Please check your email junk/spam folder. 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 and will automatically connect with the new starter.

How to Register:

1) Click on the link (within the text message) or 'Register'/'Manage my Connection' (within the email).
2a) If you have **never had** a ParentMail account, click 'I don't have a ParentMail PMX account'
* 2b) If you **already have** a ParentMail account with another school, click 'I already have a ParentMail PMX account'

3) Enter your child's date of birth.

* You can now login with your existing login credentials and look forward to receiving communications straight to your account.

New ParentMail users, please follow the instructions below:

4) Create your password – **this must be 8 characters long with at least one number.**

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.

Go to either the App Store (iPhone users) or the Google Play Store (Android Users) and search for ***'ParentMail'***

Once you have downloaded the App, you can log in using the details created during Registration. *Please note that your email address will be your user login.*

Forgotten your ParentMail password? Click on the Forgotten Password link and enter your email address. You will then receive an email to reset the password.

ParentMail

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 pmx.parentmail.co.uk, or download our free parent 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 of your children when they set up your ParentMail account, so all you need to do is register and you will be connected to all your children at the same school.
The account will be empty until the school send messages out and this will be when you see the child the message relates to.

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 on 'Help' and it will open the Help Site which 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 will be unable to view/complete it online without having an account. We highly recommend you register to ensure all your school communications are delivered into 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**. Confirm with your password. You will be able to cancel this request within 7 days, after which it will be permanently deleted.