

## How to Register with ParentMail by Email (as an existing user)

Welcome to your ParentMail account. We hope you're going to enjoy receiving your school communications online. Before doing anything else, you need to register your account – the good news is, this can be done in minutes.

Your school will send you an email registration link (if they have your email address in their ParentMail system).

If you have previously registered with ParentMail before, please follow these instructions to connect as an existing user.

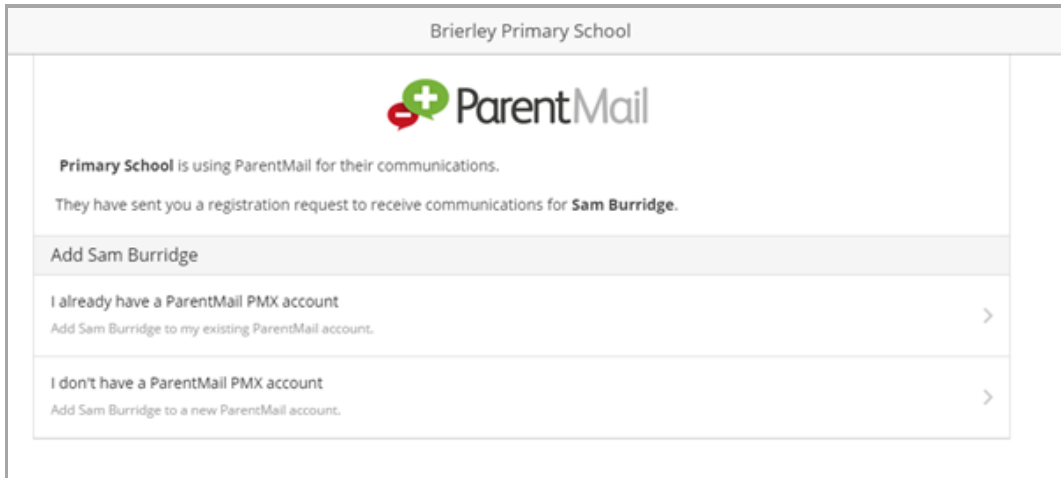
### Registering your Account

1. To register your account, click the **Manage Your Connections** button in the email message you received.

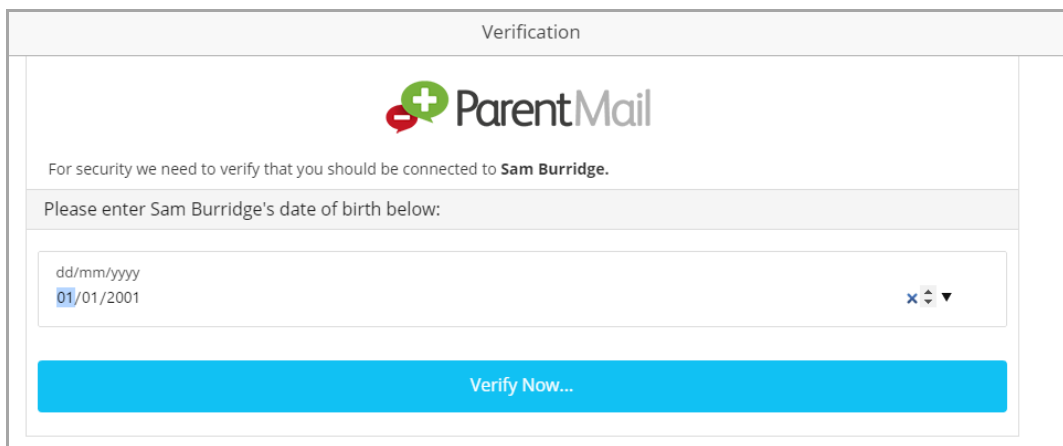


**Note:** If you haven't received the email from your school, please check your spam/junk folders. If you find the email in your spam/junk folder, please change your account settings to mark ParentMail as a safe sender. Please also add [info@parentmail.co.uk](mailto:info@parentmail.co.uk) to your contact address book to avoid missing out on future emails.

2. Select the **I already have a ParentMail PMX account** option.



3. Enter your child's date of birth in dd/mm/yyyy format then click the **Verify Now** button.

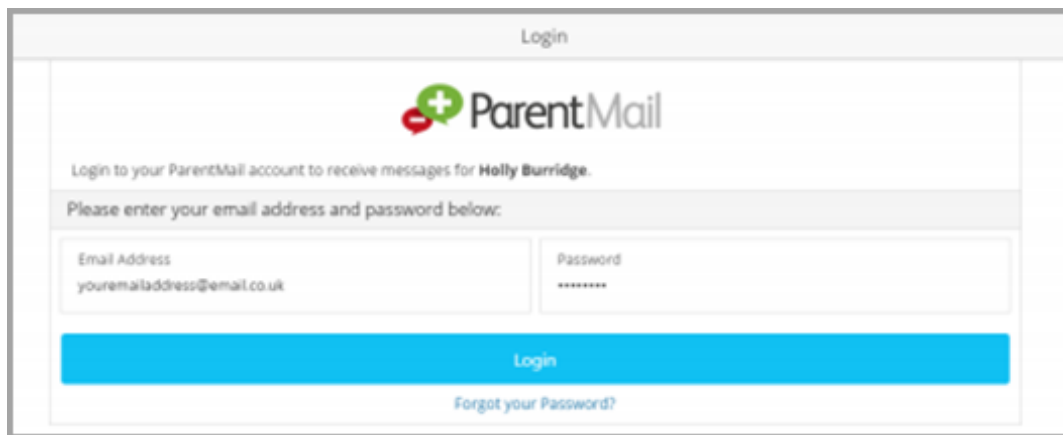


If you receive an error message regarding an invalid DOB, please try the following:

- Contact the school to check they hold the correct DOB for your child
  - Try registering using a different device from the current device you are using, e.g. laptop, iPad, phone.
  - Try registering using a different browser from the current browser you are using
4. Your login details page is displayed as shown in the following graphic. Enter the **Email address** and **Password** that you have previously registered with.

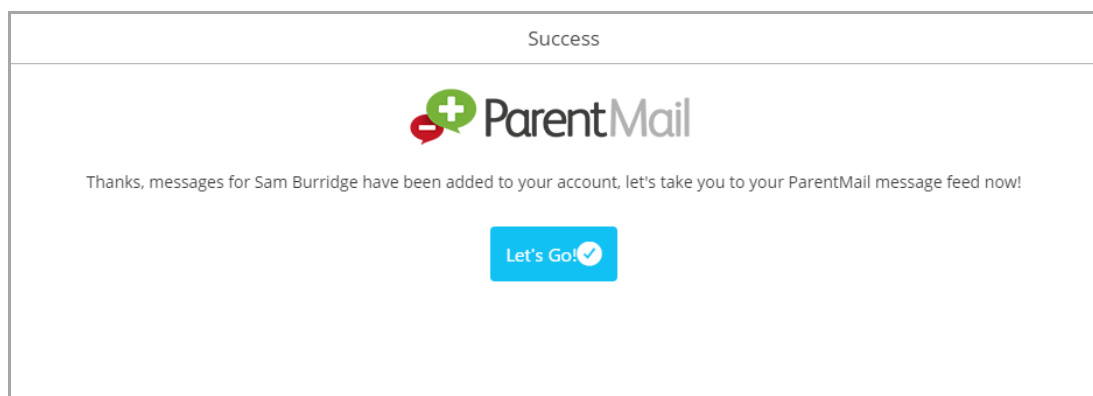


**Note:** If you have forgotten your password, click the **Forgot your Password?** link and a new window is displayed requesting you to enter your email address. You will then receive an email to your mailbox, allowing you to reset your password. After you have reset your password, return to the login details page, and continue to login.



The image shows the ParentMail login page. At the top, it says "Login" and features the ParentMail logo. Below the logo, it says "Login to your ParentMail account to receive messages for Holly Burrige." There is a prompt: "Please enter your email address and password below:". There are two input fields: "Email Address" with the placeholder "youremailaddress@email.co.uk" and "Password" with "\*\*\*\*\*". A blue "Login" button is at the bottom, and a link "Forgot your Password?" is below it.

5. Click the **Login** button. A success message is displayed confirming that the process is complete.



The image shows the ParentMail success page. At the top, it says "Success" and features the ParentMail logo. Below the logo, it says "Thanks, messages for Sam Burrige have been added to your account, let's take you to your ParentMail message feed now!". There is a blue button with a checkmark and the text "Let's Go!".

6. You have now completed the ParentMail account registration process and will now receive messages from your child's school relating to all your children who attend. Click the **Let's Go** button to launch ParentMail and start managing your account.

## Downloading the ParentMail App

If you have an Android or Apple device, you can download the free ParentMail app to manage your account on the go.



IOS Device



Android Device

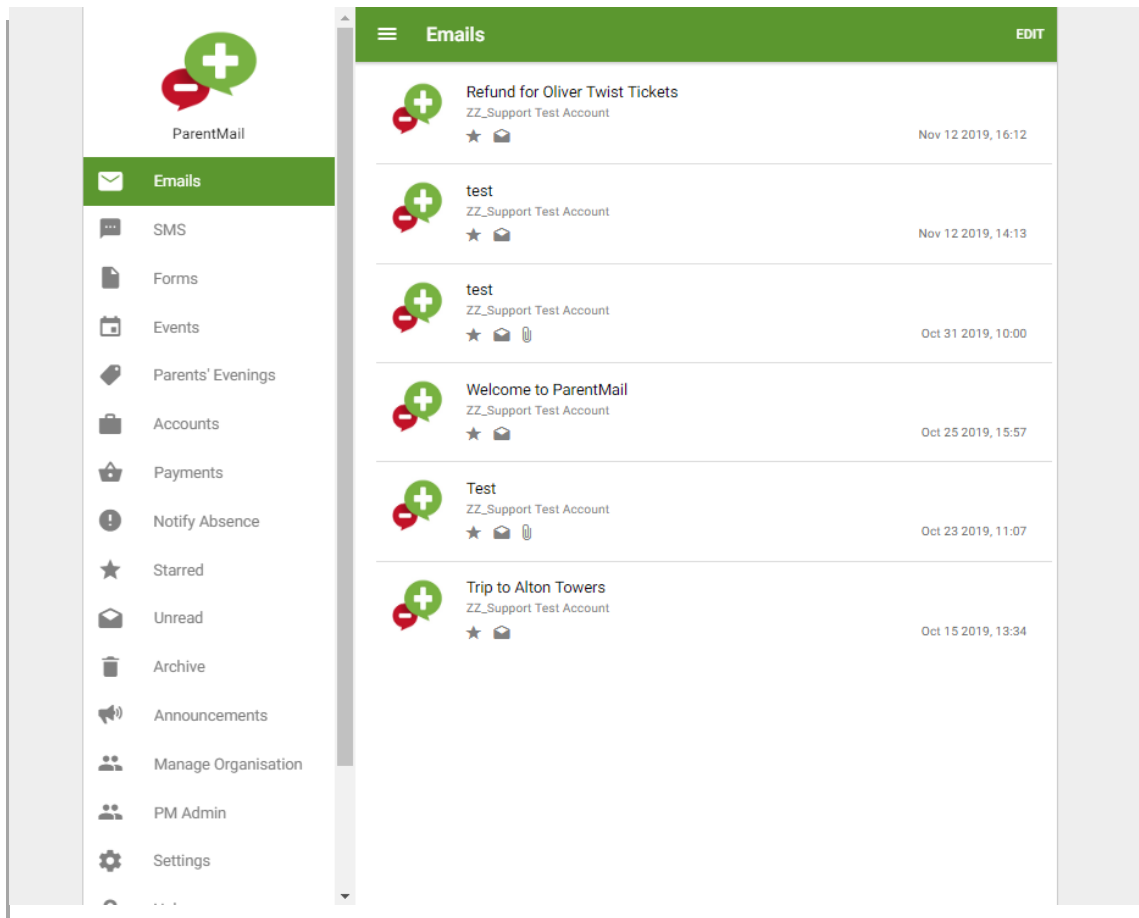
## Logging into your ParentMail Account

You can log into your ParentMail account on any device with an internet browser, by entering the following address:

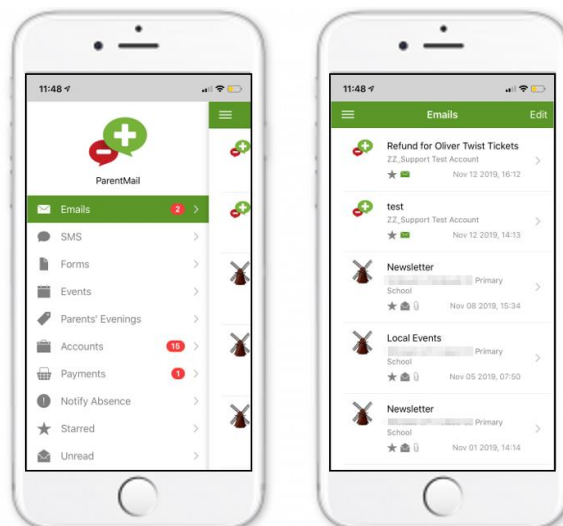
<https://pmx.parentmail.co.uk/>

Once logged in, your view of ParentMail (referred to as a feed) will appear similar to the following graphics:

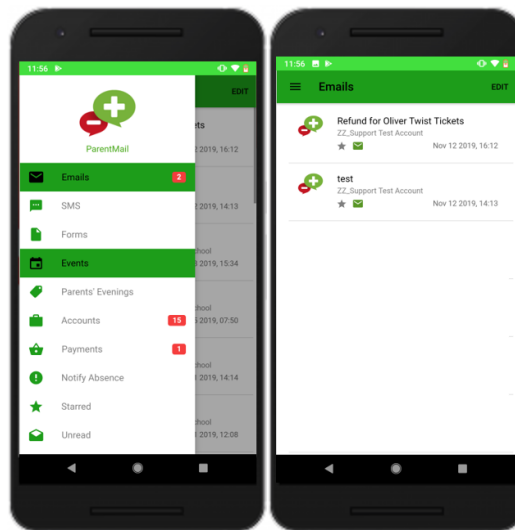
## Desktop device



## IOS Device



## Android device:



Don't worry if you can't see any messages straight away, your school may not have sent you messages yet. When messages do start to appear, you will notice notification badges appearing adjacent to the appropriate menu option.



## Providing Feedback on our Documentation

If you have any feedback, comments or suggestions regarding our documentation, please email:



[documentation-parentmail@iris.co.uk](mailto:documentation-parentmail@iris.co.uk)

DOCUMENT REFERENCE	DESCRIPTION
TM-100619-CUS-E6-V6-1.0	Initial release