

Why is it important that I register on ParentMail?

There are lots of benefits to registering with ParentMail:

- Access ParentMail with your own login and have access to your own personal feed – away from a busy, email inbox.
- Have all your school communications delivered to one place, so you can find them quickly and easily.
- Update your own contact information within your account without having to go to the school office to update your details.
- Download the free ParentMail App, which means you can pick up all your important school messages on the go.
- If your school is using Payments, Forms, Meetings and Events, Parents Evening Manager or Online Absence Reporting you will have full access to these applications from within one place as well.

How do I register on ParentMail?

Your school will send you a registration invitation either by email or text. Once you have received this, you simply follow the steps to set up your account. We have recently improved the registration process to make it as simple as possible for parents. If you get stuck, please follow our guides:

How long does it take to register?

You can register your ParentMail account in less than 5 minutes. We've put together some simple steps to help you through the process but for the majority of parents, it's a very straightforward process.

How do I connect to more than one child at my school?

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.

If you have children at other schools using ParentMail, you will receive an email from them asking you to "Manage your connections" where you will simply need to connect to the new school. Again, if you have multiple children at this school you will only need to connect once.

Once I have registered, how long is my data kept for?

Once you have registered, your data is retained for as long as you are using ParentMail. If you are not connected to any schools and inactive for 30 days, your account and data will automatically be deleted. In addition, you can choose to delete your own account at any time which will take effect after 7 days.

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.



In order to download the PMX App you will need iOS 7.0 or higher.

- iOS 7 is only available on 4s onwards. (4s, 5, 5s, 5c, 6 & 6+) not compatible with (3G, 3GS)
- iPad – second generation onwards. Including mini will work.
- iPod touch – fifth generation onwards will work.
- iPhone 4 can have iOS 7 however it will be incredibly slow.

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 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 your school for a registration link.

What are Guided Tours?

Receiving messages through your ParentMail account should be fairly straightforward, however we understand that, particularly for those parents who are not overly familiar with technology, your parent feed could look a bit daunting. To support you with this, as well as the parent help site, we have added interactive guided tours to help you understand how to use your account and each of the applications.

The 'Guided Tours' can only be used on a computer – so if you are using the ParentMail App or a tablet, you will not be able to view them.

If you are on a computer, you will be able to see the Guided Tours by clicking on the orange button in the toolbar at the top of your parent feed:



The main benefit of the Guided Tours is that rather than call in to your school office or to ParentMail, you can simply complete whatever it is you need to do by following an interactive step by step guide – saving you a huge amount of time. You can replay the Guided Tours at any time, which means if you forget how to do something, you can easily remind yourself by clicking the orange button at the top of your ParentMail account and selecting the Guided Tour you would like to play.