



**schoolmoney**

## Parent Login Tips

This tips sheets guides you through the steps to take if you are contacted by parents who say that they cannot log into the **SchoolMoney** system. Usually when this happens, it is because they are receiving the message Invalid Login Details.

1. Make sure that the parents are selecting the **SchoolMoney Parent Login** option when signing in. If they are being asked for a username and password, they have selected the incorrect login option.
2. Check that the mobile number and email address you have in **SchoolMoney** Admin/Students is the same as what they are putting in. We advise that you check our system not just your MIS, as they could be different. Make sure that you double check the spelling of the email and watch out for duplicate letters.
3. Resend the password to the parent and advise them that it needs to be entered exactly how you have sent it, all in lowercase. Some phone/devices can automatically capitalise the first letter in a new box so advise the parents to watch out for this. If they have reset their password, send them the reset link again and ask them to write down the password so that they remember it.
4. Make sure they are entering their child's first name only exactly as it is entered in **SchoolMoney**.
5. If they are still struggling, get them into the office and do it alongside them. This way you can see if they are entering anything incorrectly
6. Make sure that the parent isn't autocompleting any of the details. The parent needs to type in all details from scratch.
7. Ask the parent to clear their history/cache from the device they are using (if they search how to do this on the internet it will give them instructions for their device/browser)
8. Ask the parent to try a different device/browser.
9. Make sure that the parent isn't keeping the website up in the background on their phone. Advise them to close all browsers/apps/webpages that are open and make sure they are going through to the website fresh each time instead of just selecting a page that is already open.
10. If the parent is getting a different error message or they are still struggling after going through the above steps, please get them to screenshot the login page and send it across to [support@schoolmoney.co.uk](mailto:support@schoolmoney.co.uk)