

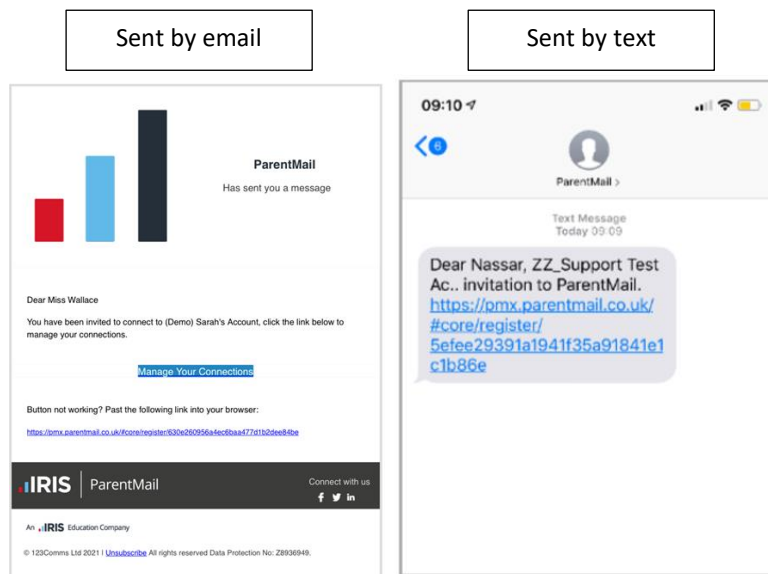
Parent Welcome Pack

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

Getting Registered

Registering on IRIS 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 IRIS ParentMail, you can access it all through your IRIS ParentMail account, which makes managing all these things much simpler!

The registration link is sent either by email and/or text by your school.

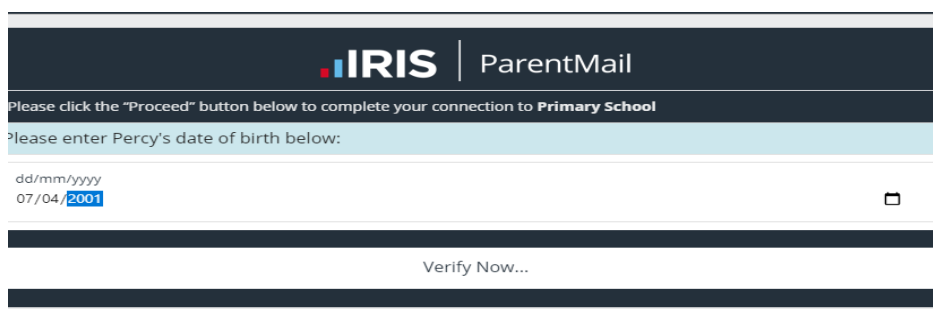


Please note: If you have not received your registration link, please check your email junk/spam folder for info@parentmail.co.uk. Please contact your school directly if you have still not received it.

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



The screenshot shows the registration form. At the top is the IRIS ParentMail logo. Below it, a message says 'Please click the "Proceed" button below to complete your connection to Primary School'. Then, it asks 'Please enter Percy's date of birth below:' followed by a date input field showing 'dd/mm/yyyy' and '07/04/2001'. At the bottom is a 'Verify Now...' button.

4. If you selected '**I already have an 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 '**I don't have an 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.



The registration form for IRIS ParentMail is displayed within a dark-themed header. Below the header, a message states: "Thanks, that date of birth matched our records. Finally we just want to check we have the correct details **for you**. Please take a look over these and change anything that's incorrect." This is followed by a light blue section titled "Please verify your details below:". This section contains input fields for "Email Address", "Confirm Email", and "Mobile Number" in the first row, and a "Title" dropdown menu, "First Name", and "Last Name" in the second row. Below this is another light blue section titled "Please enter a password below:" with "New Password" and "Confirm Password" input fields. At the bottom, there is a checkbox labeled "I have read and accept the [Terms and Conditions](#)" and a large white button labeled "Complete Registration".

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 IRIS ParentMail App for FREE to:

- Receive school messages instantly – **perfect for busy parents.**
- See all school communications on one easy feed – **so messages don't get buried in a busy email inbox.**
- Complete forms, permissions and surveys wherever you are in the world.
- Make online payments or top up dinner money – **or receive reminders and alerts.**
- Book parents' evening as soon as you receive it – **making the process quick and easy.**
- Receive in app notifications – **so you will 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 IRIS 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 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 IRIS ParentMail account, all you need to do is register and you will be connected to all your children at the same school. Your IRIS 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 IRIS 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 IRIS 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 IRIS 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 IRIS ParentMail. To delete your account, login to IRIS 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.