

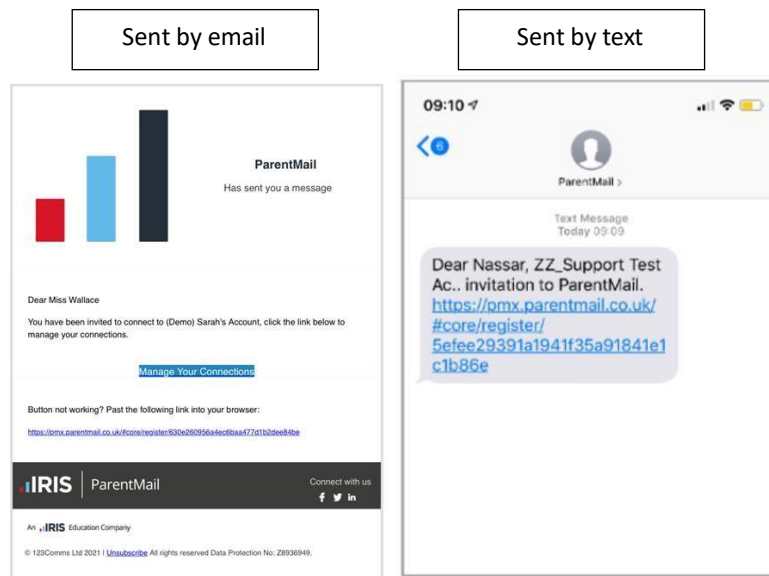
## Parent Welcome Pack

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.

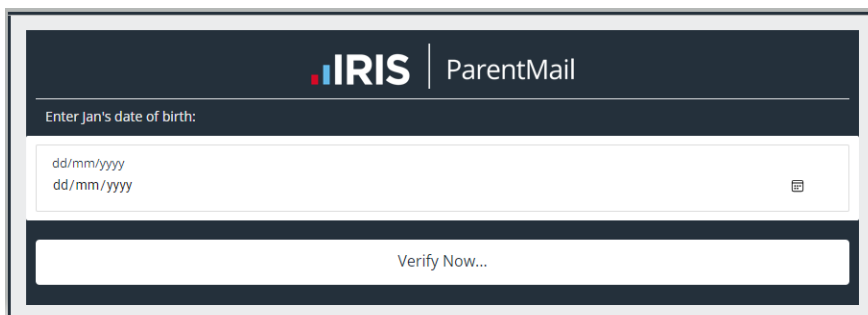


**Please note:** If you have not received your registration link, please check your email junk/spam folder for [info@parentmail.co.uk](mailto:info@parentmail.co.uk). Please contact your school directly if you have still not received it.

**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.

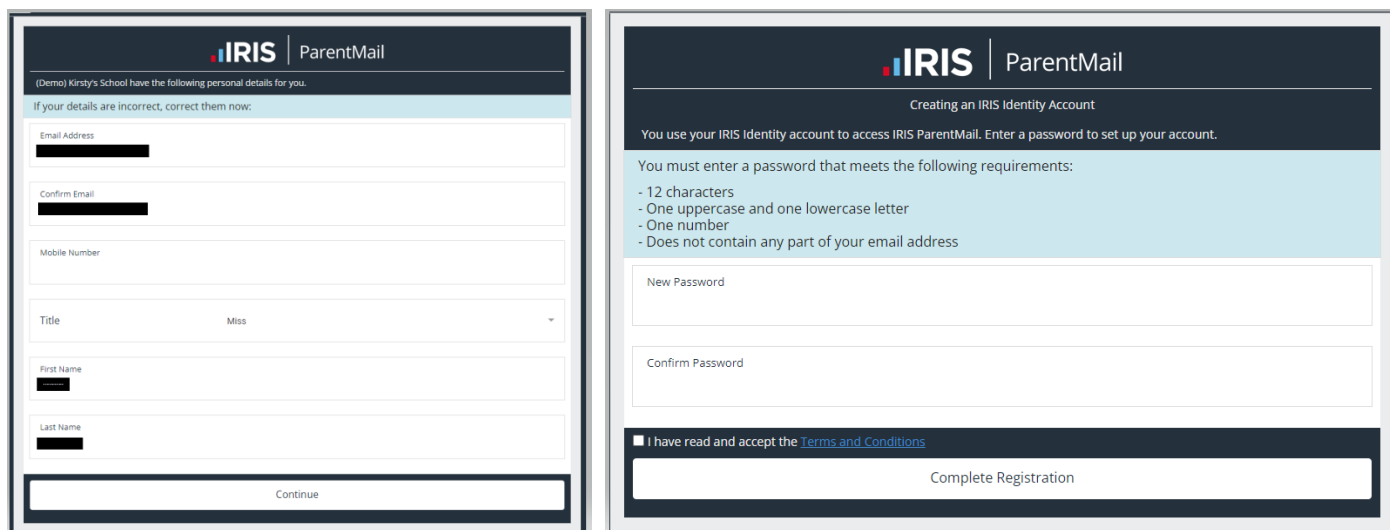
### How to Register

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 with the IRIS ParentMail logo at the top. Below the logo, there is a text input field labeled 'Enter Jan's date of birth:' with a date picker icon. The input field contains the text 'dd/mm/yyyy'. Below the input field is a large white button with the text 'Verify Now...'.

- If you selected the **'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. Then, on the next screen, enter a password to create your IRIS Identity Account, ensuring the password meets the requirements listed.



The first screenshot shows the registration form with the following fields: Email Address, Confirm Email, Mobile Number, Title (with a dropdown menu showing 'Miss'), First Name, and Last Name. A 'Continue' button is at the bottom.

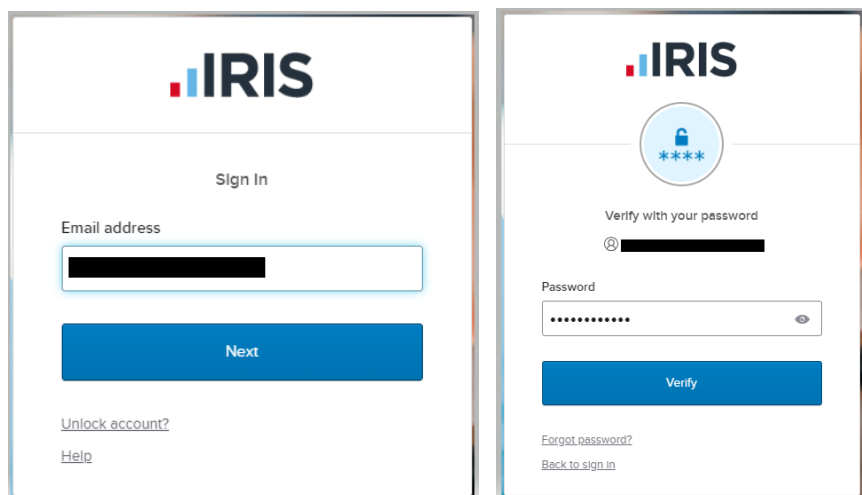
The second screenshot is titled 'Creating an IRIS Identity Account'. It instructs the user to enter a password that meets the following requirements:
 

- 12 characters
- One uppercase and one lowercase letter
- One number
- Does not contain any part of your email address

 There are input fields for 'New Password' and 'Confirm Password'. At the bottom, there is a checkbox for 'I have read and accept the Terms and Conditions' and a 'Complete Registration' button.

Re-enter your password and click the **Complete Registration** button. You must also read and accept the terms and conditions.

- If you selected the **'I already have an account'** option, enter the email address you are already registered with and click Continue. You will then be taken to the IRIS Identity login screen to enter your existing login credentials to complete the registration, as shown in the graphics below.



The first screenshot is the 'Sign In' screen. It features the IRIS logo at the top, the text 'Sign In', an 'Email address' input field, and a blue 'Next' button. There are links for 'Unlock account?' and 'Help' at the bottom.

The second screenshot is the 'Verify with your password' screen. It features the IRIS logo at the top, a lock icon with '\*\*\*\*' below it, the text 'Verify with your password', a password input field with a visibility toggle, and a blue 'Verify' button. There are links for 'Forgot password?' and 'Back to sign in' at the bottom.

**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 **IRIS ParentMail** and start the download.
2. Once you have downloaded the IRIS 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 **Forgot Password** link on the IRIS Identity page and enter your email address. You will then receive a verification email.

## FAQ's

### **Why do I see another school/organisation when following the registration link?**

If you have been added to another school/organisation previously with the same contact details that the new school holds, you will see both/all organisations listed when following the registration link for the new school/organisation. You can complete the registration in any order you wish. If you have any concerns, please contact the organisation directly.

### **Why has my registration link expired?**

You are receiving this message because you have already registered. Please go to [pmx.parentmail.co.uk](https://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.iris.co.uk/assets/Uploads/Home/IRIS-Group-Privacy-Policy.pdf>

### **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.