

SCHOOLMONEY

Parent Login Tips

This tips sheet guides you through the steps to take if you cannot log into the SchoolMoney system. Usually when this happens, it is because you are receiving the message Invalid Login Details.

1. Make sure you are selecting the **SchoolMoney Parent** Login option when signing in. If you are being asked for a username and password, you have selected the incorrect login option.
2. If you have updated your mobile number recently and not informed school then you will need to advise the school office as the information is based on what school currently holds. The password will then be resent to you shortly.
3. Enter the exact password information which has been sent to you, all in lowercase. Some phone/devices can automatically capitalise the first letter in a new box so watch out for this.
4. Make sure you are entering your child's first name only
5. Make sure you do not autocomplete any of the details. You need to type in all details from scratch.
6. Clear your history/cache from the device you are using (search how to do this on the internet it will give you instructions for your particular device/browser)
7. Try a different device/browser.
8. Make sure you don't keep the website up in the background on your phone. Close all browsers/apps/webpages that are open and make sure you are going through to the website fresh each time instead of just selecting a page that is already open.
10. If you get a different error message or are still struggling after going through the above steps, please screenshot the login page and send it to the school office via email and we will pass it on to Eduspot to investigate the problem.