



## Parent Login Tips

The following tips may be helpful to guide you through the steps to take if you are struggling to log into the SchoolMoney website.

1. Make sure you are selecting the [SchoolMoney Parent Login](#) option when signing into the website.
2. Has school got your most up to date mobile number and email address?
3. Request a reset password and enter it exactly – all in lowercase. Some phones/devices can automatically capitalise the first letter in a new box so watch out for this.
4. If your child's preferred name is different to their forename please enter the forename i.e. if your child is known as Jimmy but James is the legal name then James should be entered if that is what school were initially advised as forename.
5. Do not autocomplete any of the details – enter all details from scratch.
6. Clear your history/cache from the device you are using (if you 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. 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.
9. If you are getting a different error message or still struggling after going through the above steps please screenshot the login page and send it in an email to school so that we can request support from [eduspot](#).