



### Parent has tried to reset their own password but have been unable to

If parents try to reset their SchoolPing password but it doesn't recognise their email address, it will be because they haven't verified their email address. They will need to contact you to ask for a new password.

To give a parent a new password, please follow these steps:

- Select the 'Admin' tab from along the top menu in SchoolPing
- Under the number 1 where it says 'Create parental accounts' use the drop-down menu and select 'Manage Accounts' From the Accounts tab, open the relevant folders until you find the user account that you want to edit. Alternatively, you can search for the parent using the 'Search by Name' option (Please only search by first name or surname)
- Click on the pencil icon opposite the contact name to edit user details.
- Enter a new password in the 'Password' field and then confirm the password in the 'Confirm Password' field.
- Click the 'Save changes' button once finished.

Once the you have given the parent their new password and they have got logged back in, they should go into the SchoolPing app and open up the menu and select 'Settings'. Then they need to select 'My Account' from the menu and resend the verification email. They will then need to find the verification email in their email inbox and click the link to verify their account. Please note they will need to enter their SchoolPing password. This will be the password they have chosen (rather than the temporary one the school gave them when they asked for a new password).

### Parent has forgotten their 4-digit inactivity lockout code

If a parent has set an inactivity lockout on your app, then the 4-digit passcode only applies to the existing app installation on the device. Therefore, if a parent has forgotten your passcode, they will just need to uninstall and then re-install the SchoolPing app to reset it.

### Parent cannot log in using their email address

If a parent reports that they cannot log in to their SchoolPing app using their email address because it is not recognising it, this will be because they haven't verified that email address. The parent will need to log in to SchoolPing with their username (rather than email address) and then open the SchoolPing menu and select 'Settings'. Then select 'My Account' from the menu and resend the verification email. They will then need to find the verification email in their email inbox and click the link to verify their account.

### Parent has reported that they are not receiving notifications for SchoolPing messages

All users logged into the SchoolPing app should expect to receive an immediate notification for every message received.

The underlying cause of notification issues can vary depending on device hardware, operating system version and user defined preferences.

For guidance on how to help parents who are not receiving notifications, please visit the SchoolPing help centre and click on 'Troubleshooting' under the 'SchoolPing General Guidance' heading.

## How can parents receive messages from two different schools?

Parents can receive SchoolPing messages, and see the school calendar, from different schools on the same app.

To enable this functionality, they must verify the same email address in each school they are linked to.

Once their email address has been verified for each school, a 'Switch school' toggle will be enabled within the app which will allow them to switch between their children's schools. A notification will appear on their mobile device, regardless of which school they are logged into.

If they have already verified different emails for each of their accounts, they will need to log in to one of their accounts and then open the SchoolPing menu and select 'Settings'. Then select 'My Account' from the menu and change the email address to match the verified email address for their other account.