



## 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 that 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. The **mobile number, email address and child's name must match those that the account was set up with.** If you are unsure which mobile number and/or email address was used to create the account, please contact Mrs Meaden in the school office who will be able to help you.
3. If you **cannot remember your password**, please notify the school office and Mrs Meaden will reset the password for you. This needs to be entered exactly as it has been sent, all in lowercase. Some devices can automatically capitalise the first letter in a new box so please watch out for this.
4. **Please do not autocomplete any of the details.** All details must be typed in from scratch.

### If you are still struggling ...

1. Clear your history/cache from the device you are using (instructions on how to do this for your device/browser can be found on the internet).
2. Try a different device/browser.
3. If the website is up in the background on your device, close all browsers/apps/webpages that are open and open the website again. Open it fresh each time.

### Different error message? ...

If you are getting a different error message or are still struggling after going through the above steps, please take a screenshot of the login page (or problem page) and send it across to Mrs Meaden.

### And finally ...

**Don't struggle alone!** Contact Mrs Meaden, she can help take you through the steps alongside you.

Contact Mrs Meaden at: [office@bleasby.notts.sch.uk](mailto:office@bleasby.notts.sch.uk) or on telephone number 01636 830203