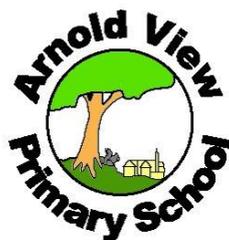


Arnold View Primary School



Living, Learning & Achieving Together

Head Teacher Mrs Denise Bryant
Gedling Road, Arnold, Nottingham. NG5 6NW
Tel: (0115) 956 0967 Fax: (0115) 956 1104
E Mail: office@arnoldview.notts.sch.uk
Web site: www.arnoldview.notts.sch.uk

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Dear Parents / Carers

PARENTMAIL

Please see frequently asked questions regarding Parentmail.

I am receiving emails to the feed but not into my inbox?

This could be down to the security on your inbox and it may be that emails are being blocked. Please log in directly to your Inbox and check Junk/Spam and if the problem persists please contact your Email provider. In addition please add this email address info@parentmail.co.uk to your contact favourites or approved sender list.

I have registered but now I cannot log in?

Please ensure you are at the correct ParentMail website to which you have registered, if it seems frozen at the login page, you may have private browsing enabled.

When I access the website I do not see a login box, all I see is the background?

This is usually down to Cookies being disabled or you are accessing ParentMail in Private Browsing, please Allow Cookies and this should resolve your issue. If the problem persists please ensure your Browser is up to date.

I have received an email but when I click the link, I get 'page cannot be displayed'?

This problem may be due to the inbox you are using. To solve this, forward the email to another inbox you have and retry the link. For example (If you are using @parentmail.co.uk forward the email to a different @domain) or you can log directly into your ParentMail as this prompt is letting you know you have a new message in your Feed.

I have registered but when I log in all I see is that I have no APP's?

This is a very rare query, if you come across this please contact the school as they will need to grant you a permission to be able to view your emails. They can do this by finding you under user's then selecting Actions and Permissions.

I am using an iPad/Tablet/Phone and am having trouble accessing the site?

This is due to the compatibility of the browser on your device, ensure the browser you are using is up to date or please go to page 1 of the guide to download from the links provided.

Why is there an option to login through Facebook?

You can now log in to your ParentMail account using your Facebook login – this will make the login process much quicker and mean that parents only have to remember 1 username and password.



How do I add my partner to ParentMail?

If you want to add another parent or partner to your child's ParentMail account, you will need to contact your school who will need to add them as a user and connect them to your child's account.

Which devices can I use ParentMail on?

ParentMail will work on mobile phones, tablets and computers. If you are using a mobile or tablet, the simplest way to use ParentMail is to create a shortcut on your desktop.

Can I link more than one school?

Yes, as long as they are using ParentMail. Each school will send you a registration email, just click the link and follow the instructions and you will automatically be linked to your new school.

Why can't I open PDF attachments?

Please make sure you have Adobe Reader installed on your computer, you can download it free from <http://get.adobe.com/uk/reader>

How can I see previous messages sent to me?

On the message feed screen scroll down the page to see previous messages that have been sent to you.

We hope that this information will be useful, however, should you need any further assistance regarding your Parentmail account please speak to the school office.

Yours sincerely

Mrs J Harmon
Administrative Assistant

