

HENDON SCHOOL

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'Learning Together Across the World'

PARENT MAIL INFORMATON

We want to make our school communications informative, convenient, and easy to manage for our parents and we use ParentMail to make online payments (for lunch, trips and events) and to keep you updated about meetings, events and achievements and detentions. We can also let you know quickly if there are changes to the school day, for example if the school is closed because of snow or in the case of a whole school emergency.

Registering on Parent Mail also allows you to download the free ParentMail App, and have a single account to view communications sent from all schools you are registered with. It's the best way to ensure you never miss any important messages from Hendon School and this means you can receive information in the palm of your hand, as soon as it is sent!

The registration link sent to either by email and/or text by the school. If you have not received your registration link, please contact Hendon School directly on info@hendonschool.co.uk

Please note: If you already have a registered ParentMail account with another child at school, you do not need to register again, and you will automatically connect with the new starter.

How to register:

1. If you have received an SMS registration link, click the hyperlink. If you have received an email registration link, click the **Register** or **Manage My Connection** button.
2. The registration page is displayed for you to select from the following two options.
 - a) If you do not have a ParentMail account, click the I don't have a **ParentMail PMX account** option.
 - b) If you have registered a ParentMail account previously, click the **I already have a ParentMail PMX account** option.
3. Enter the date of birth for the child displayed and click the **Verify Now**.
4. If you selected the **I already have a ParentMail PMX account** option, you can now login with your existing credentials and look forward to receiving communications straight to your account.
5. If you selected the **I don't have a ParentMail PMX account** option, please follow the instructions below to register your account. Enter your email address, confirm email. Enter your mobile number, Title, First Name and last name as shown in the following graphic.
6. Enter a password of your choice. **Please note:** The password must contain 8 characters with at least one number.
7. Re-enter your password and click the **Complete Registration** button.

To download the App, go to either the App store (iOS users) or Google play Store (Android users) and search **ParentMail** and start download. Once you have downloaded the ParentMail App, you can login by using the details created during the registration of your account. Please note: your email address is your user login.

FAQ'S

Why is my registration link asking me to connect to a different school?

Registration links are sent in order. If you have been invited to connect to a different school/organisation previously, you will need to complete that registration first. You will then be able to click on the link again to see the invite to our school. Please contact the school if you have any concerns.

Where can I see my Child?

Your School will have connected your account to both or all children when they set up your ParentMail account, all you need to do is register and you are connected to all your children at the same school. Your ParentMail account will be empty until the school sends the first message regarding your child.

Can I get help from ParentMail?

ParentMail have an extensive parent mail help site (<https://www.parentmail.co.uk/help/parenthelp/>). Once you have logged into ParentMail, click the **Help** button and the help site is displayed. The help site is split into different topics for you to navigate through.

What if I don't want to register?

If you do not want to register, you still receive emails to your email account, however if the school offers online payments, parents evening manager, events or forms, you will be unable to view/complete it online without having an account. We highly recommend you registering to ensure all your school communications are delivered to one account, helping you to easily keep track of all school communication.

Is ParentMail GDPR compliant?

Under GDPR regulations, schools have a legal basis to provide education and communication information about children's education to their parents and therefore no additional consent is required to use ParentMail for this purpose. However, if you do have concerns about your data being used, please refer to our data protection overview to read more on what we take and how this is used. Please find our policy here: www.parentmail.co.uk/gdpr/

How do I delete my account?

You can unsubscribe or delete your account at any time with ParentMail. To delete your account, login to ParentMail and go to **Settings > Delete Account**. Enter your password and confirm you wish to delete your account. You will be able to cancel this request within 7 days, after which it will be permanently deleted.

How can I get more help?

If you are experiencing any difficulties, please contact the reception at Hendon School via email info@hendonschool.co.uk or call 0208 202 9004. We are happy to help.