

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 your new school. Please contact the school if you have any concerns.

Where can I see my children?

Your school will have connected your account to both or all your 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?

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

What if I don't want to register?

If you do not register, you will still receive emails to your email account, however if your 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 register to ensure all your school communications are delivered to one account, helping you to easily keep track of all school communications.

Is ParentMail GDPR compliant?

Under GDPR regulations, schools have legal basis to provide education and communicate 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 data we take and how this is used. Please find our privacy policy here: <https://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 on info@hendonschool.co.uk or 0208 202 9004. We are happy to help.