



## Welcome to IRIS ParentMail

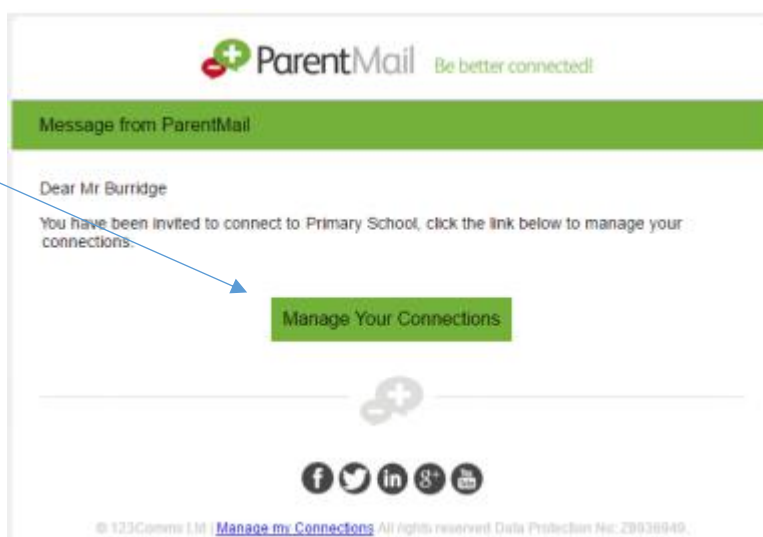
IRIS ParentMail is our school's primary communication system. It's the best way to receive important school messages, complete online forms, make payments for trips/events and book the school's breakfast and afterschool club. This guide will walk you through how to get started.

- **Benefits:**

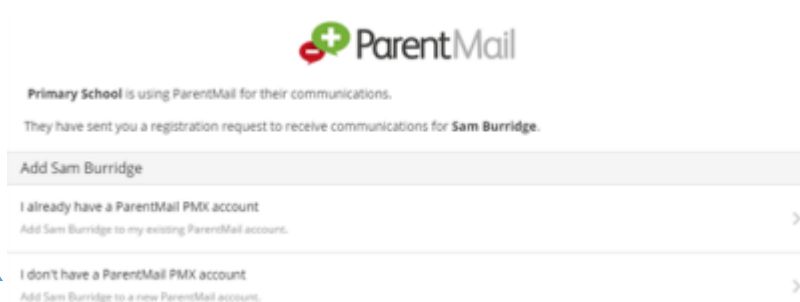
- Receiving instant messages and alerts directly to your phone.
- Having a single feed for all school communications.
- Making online payments for school needs.
- Accessing forms and permissions online.

## Step 1: Registration

1. **Receive your invitation:** You will receive a registration link via email or text message from the school. Please check your spam or junk folder if you don't see it. Click '**Manage Your Connections.**'



2. **Complete your registration:** Select "I don't have an account,"



Please note, if you have previously used ParentMail at another school, please select "I already have an account" and log in with your existing credentials.

Please note, you may need to enter your child's date of birth as a security measure. Enter your child's date of birth by either typing in the field, or use the arrow on the far right to select from the calendar.

Create a new password and agree to the terms and conditions to complete registration. Please note: *The password must be 8 characters long with at least one number.* Click the Complete Registration button.

# Success!

You have created your ParentMail account! You will now receive messages from Brunswick House Primary school. If you have more than one child at the school, you will receive messages for both/all! Click 'Let's Go!' to visit your ParentMail feed and to start managing your account.

3. **Download the app:** We encourage you to download the free ParentMail app from the App Store or Google Play Store for easy access. Use your registered email address and the password you created during registration to log in.

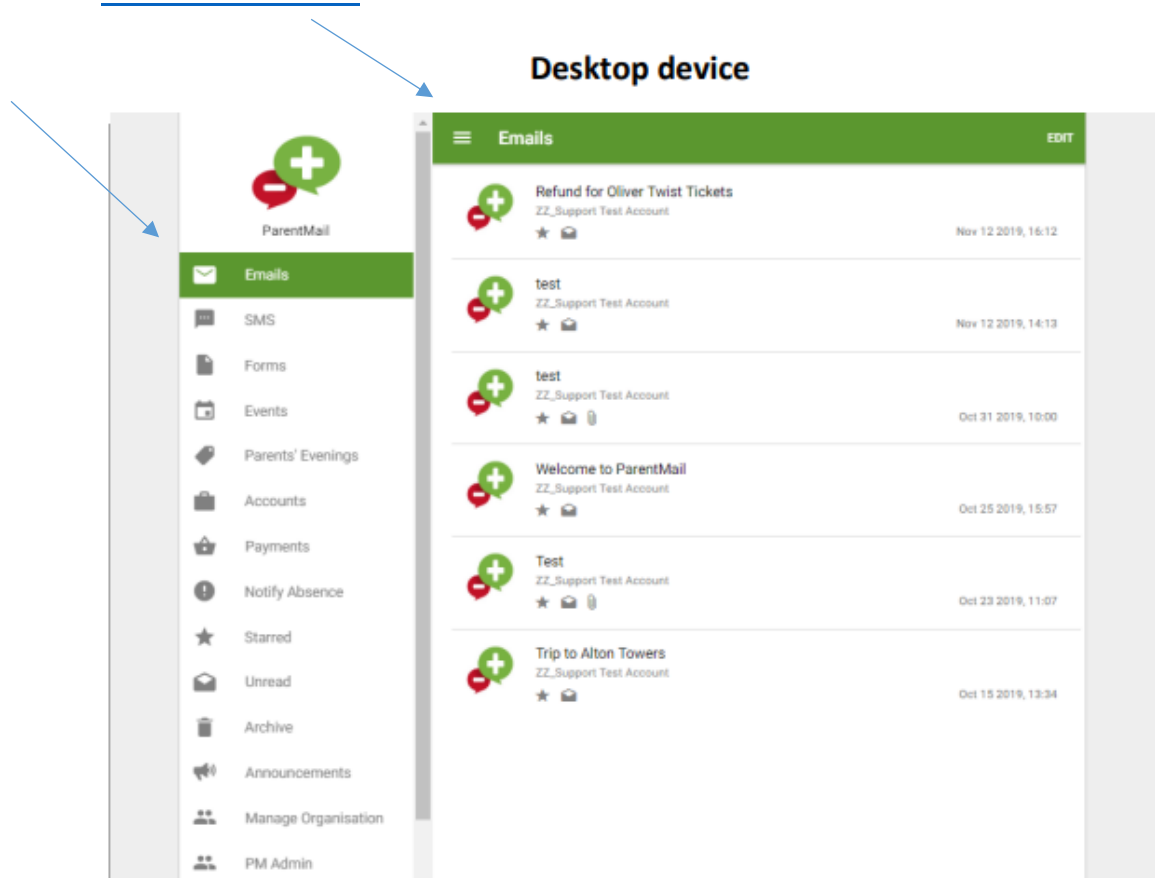


## Step 2: Log in and manage your account

- **How to log in:** You can log in via the app or the web portal ([pmx.parentmail.co.uk](http://pmx.parentmail.co.uk)) using your email address and created password.
- **How to reset a password:** If you forget or would like to change your password, please put in your e-mail and click the "Forgot your Password?" link on the login page.
- **How to update personal details:** Go to "Account" section to update contact information.

## Step 4: How to Access Messages/Make payments and Give Permissions

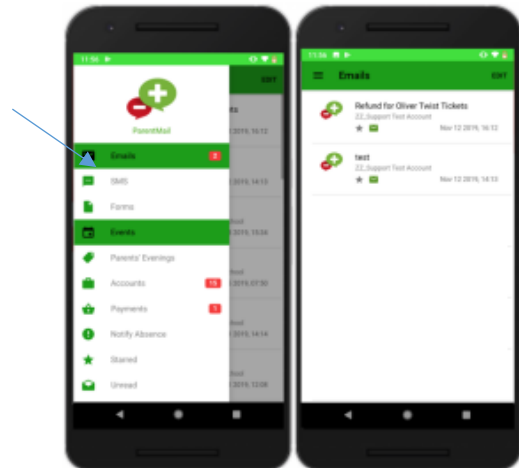
- **Communications:** You will receive school messages in a single feed but please note that you cannot directly reply to messages. You will be able to contact the school via e-mail e.g. via [office@brunswick-house.kent.sch.uk](mailto:office@brunswick-house.kent.sch.uk), [absence@brunswick-house.kent.sch.uk](mailto:absence@brunswick-house.kent.sch.uk)



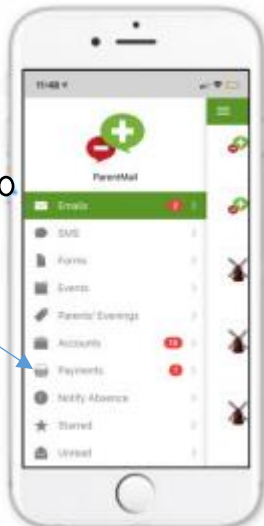
IOS Device



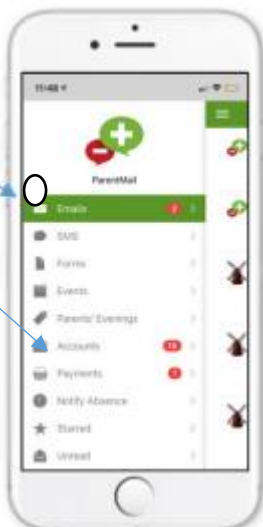
Android device:



## • Online payments:

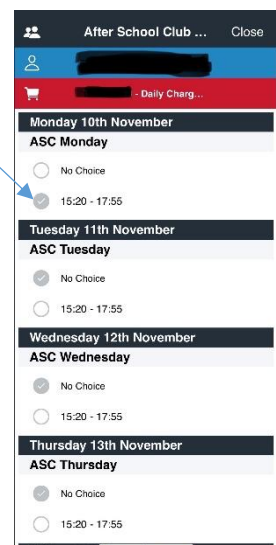


1. **Paying for Trips/Events** – Please **click on payments** or school **shop** to find payments for school trips/events. Click on the relevant item, add to basket and checkout.



2. **Booking and Paying for Breakfast Club and Afterschool Club** - **Click on Accounts**, select either breakfast club or afterschool club. Select the date you would like to make the booking, then click the times of the club (don't select no choice as this will not make a booking). Add it to basket and check out. Continue to payment and make payment to secure your booking.

- If using childcare vouchers, please note you must still go through this process and check-out.
- Bookings for a set day must be made by midnight on the day before the desired booking.



- **Forms and permissions:** Permissions for school trips/events will come through via e-mails from Iris ParentMail with a highlighted link to a Google Form. This will need to be completed to provide your consent.

## [Help and FAQs](#)

### **How do I change my email in ParentMail?**

1. Log into your [ParentMail](#) account using your current email.
2. Click on your name in the top toolbar.
3. Select Personal Details and update your email.

*Please Note: Your email address is your username for logging in.*

### **Why am I not receiving messages from the school?**

1. **Check Your ParentMail Account:**
  - Log in to your [ParentMail](#) account or the PMX App.
  - If you see messages there, the issue may be with your personal email provider.
2. **Check Your Email Spam/Junk Folder:**
  - Add the following [ParentMail](#) addresses to your contacts:
    - **info@parentmail.co.uk**
    - **messages@parentmail.co.uk**

### **Why am I only receiving messages for one of my children?**

- [ParentMail](#) sends some messages per family rather than per child.
- If you're missing messages specific to a child, contact the school via [office@brunswick-house.kent.sch.uk](mailto:office@brunswick-house.kent.sch.uk) to ensure you are correctly linked to all your children.

### **I've just registered, but I can't see any messages?**

- [ParentMail](#) only shows messages sent in the last 7 days prior to registration.

### **I can't see an item that I need to pay for?**

- Your child may not have been invited to pay for that item.
- The payment window may have expired.

### **I have children at different schools. Do I need multiple accounts?**

- No. If other schools use [ParentMail](#) and have the same email address on file, you can receive all messages in one account.
- When you receive an invitation from a new school, simply log in and approve the connection.

**Need More Help?** - For additional guidance, visit the [ParentMail Help Portal](#)