Welcome Pack

To help you understand the benefits of IRIS ParentMail, the following details provide you with some getting started tips.

Getting Registered

Registering with IRIS ParentMail allows you to download the free IRIS ParentMail App and have a single account to view communications sent from a school, club, or any other organisation you are registered with . It is the best way to make sure you never miss any important messages from a school, club, or any other organisation you are registered with and means you can receive information as soon as it is sent.

If the school, club, or organisation you are registered with are using online payments, forms, events, or parents' evenings through IRIS ParentMail, you can access them from your account, which makes managing messages simpler. The registration link is sent either by email, text message, or both by the organisation you are registered with. For more information, go to Register Your Account.

If you have not received your registration link, check your email junk or spam folder for **info@parentmail.co.uk**. Contact the organisation you are registered with if you have still not received a link and they can resend the link for you.

If you have already registered an IRIS ParentMail account with another student, you do not need to register again, and you are automatically linked to any additional students.

Benefits

The following are benefits of downloading and using the IRIS ParentMail app:

- Receive messages instantly
- View all messages on one screen
- Complete forms and surveys
- Make online payments, top-up account balances, and receive payment reminders and alerts
- Book parents' evening appointments as soon as they are made available
- Receive in-app notifications
- Report student absences

If you are unable to view a feature in the IRIS ParentMail App, the school, club, or organisation you are linked to may not have purchased the feature.

Download the Free IRIS ParentMail App

1. To download the App, go to either the App Store (iOS users) or the Google Play Store (Android users), search for **IRIS ParentMail**, then download and install.

2. When the app has been installed, log in using the details created during the registration of your account. Your email address is your user login.

If you have forgotten your IRIS ParentMail password, you can reset it. For more information, go to Your Account.

Frequently Asked Questions

Why is my registration link asking me to connect to a different school, club, or organisation?

If you have students at more than one school, club, or organisation that invite you to use IRIS ParentMail, all you can register for are displayed. If you have any concerns, contact the school, club, or organisation that sent you the IRIS ParentMail invite.

Why has my registration link expired?

The expired registration link message is displayed if you have already registered for an IRIS ParentMail account. Go to the IRIS ParentMail Login page or download the free IRIS ParentMail App, then log in with the email address and password you created when you registered.

Where can I view details of students I am responsible for?

The school, club, or organisation you are registered with should automatically connect your account to all students you are responsible for when they added your details to IRIS ParentMail. When you have registered, you can view the details for students you have been linked to in your account.

Where can I get help?

Visit our IRIS ParentMail Help Site, or select **Help** in IRIS ParentMail. The help is categorised by topic to help you find the information you need.

What happens if I don't want to register?

If you do not register for IRIS ParentMail, you will still receive messages from the school, club, or organisation you are registered with in the usual way. However if the school, club, or organisation you are registered with has online payments, parents' evenings, events, or forms, you will be unable to make payments, book appointments, or complete forms online without having an account. We recommend you register to make sure all messages sent by the organisation you are registered with are delivered to one account.

Is IRIS ParentMail GDPR compliant?

Under GDPR regulations, educational organisations have a legal obligation to communicate information about a student to all persons responsible for their care therefore no additional consent is required to use IRIS ParentMail for this purpose. If you do have

concerns about your data and how it is used, please visit our website to view our [Data Protection and Privacy Policies](#) .

How do I delete my account?

You can unsubscribe or delete your IRIS ParentMail account at any time. You can cancel this request within 7 days, after which your account is permanently deleted. For more information, go to [Your Account Details](#).