



ParentMail FAQs

What do I have to do?

The school will text the primary mobile numbers we have on record against your child with a special text message. Follow the link in the text and you will be guided through the process of setting up an account and 'claim' your child or children. It is very important that you register with both a current mobile number and an email address which you check regularly. Your text code is only valid for 7 days.

This account is your account, it is up to you to maintain the numbers and email address details. If you do change your contact details please also inform the school so we can ensure your child's records are up to date and we can contact you directly should the need arise. Once registered, your account can be accessed at <https://pmx.parentmail.co.uk/>.

Are you going to stop sending out paper letters?

We hope that we can register as many parents as possible and intend to only send paper letters to those who do not have regular access to email. All letters sent via ParentMail will also be uploaded to the [school website](#).

Does it cost me anything to use ParentMail?

No. All costs are met by the school however if you opt to receive text message prompts about Parentmail emails then you will be charged for the message. We do not recommend you opt in to this option.

I just registered but I can't see any messages!

ParentMail is a messaging system not a bulletin board. You need to be a registered member when we send the message in order to receive it. If you just registered you will get all future messages but can't see any previous ones.

I have more than one child but only seem to be getting messages for one

Some letters are general messages to the whole school, when these letters go out we tick a box on ParentMail which says "only send one per family", we do this so you will not receive exactly the same message two or three times in the space of a few seconds!

My child said that some children got paper letters given out today but they didn't get one

In most cases these children will just be receiving a paper copy of a ParentMail, they could also have been letters only meant for a specific group of children. If you think you have missed a letter please check the the [school website](#) or write a note in the contact book.

Other parents have received text messages from ParentMail but I haven't!

Messages and Letters will only be sent to the parents of children who it applies to directly, for example a Year 2 trip reminder will only go to Year 2 children. Registration text messages will be sent enmass to unregistered parents at regular intervals. If you do not receive one then please write a note in your child's contact book to confirm your contact details with the school office. If you have registered and there is a message sent by ParentMail to parents that you did not get please log in to your account and check your contact details there before checking with school.

Other parents have received emails from ParentMail but I haven't!

If you have registered and there is a message sent by ParentMail to parents that you did not get please log in to your account and check your contact details there before checking with school. Also check your email account's junk folder to ensure the messages are not in there.

I would prefer to have paper letters

We know that some parents and carers may not have access to email at home and would prefer paper letters. If so, please contact the school office requesting that you do not receive further messages from us asking you to sign up. We would still encourage you to sign up to ParentMail for text messages.