

## **Parent's Evening – Notes and Guidance**

### **I Have More Than One Child in the School - but cannot see them all on my account.**

You should have received one email per child you have in school. Your account must be accessed via each email using the same password you set up on the original account. All children should then be visible on the account dashboard.

### **I Have Not Received the First Email asking me to Setup the Original Account.**

This happens mostly on Hotmail Accounts and sometimes due to human error when data is entered. The latter is easily corrected with a quick phone call to the office to check your records.

If you have not received an email it is suggested that you put the email address we are sending our requests from - **support.jw@junipereducation.org** into your Safe Senders list on your email account.

For Hotmail Accounts the process is :

1. Sign in to your account and navigate to your Outlook Inbox.
2. Click the gear icon located at the upper-right side of the page.
3. Select More mail settings.
4. Under Preventing junk email, click Safe and blocked senders.
5. Click Safe senders.

### **When I Login My Password/Account Name is not Recognised**

Please type your account name ie your email in manually.

### **Where Do I Login To My Account**

Please go onto the school website and look under Parents/Parent's Evening