

School Money

Parent Login Tips

1. Make sure that you are selecting the [SchoolMoney Parent Login](#) option when signing in. If you are being asked for a username and password, you have selected the incorrect login option.
2. Check that the mobile number and email address you have in [SchoolMoney](#) is the same as the school hold. It is the email address and mobile number that receives your notifications of a payment item that is available.
3. If you are entering the incorrect password, it needs to be entered exactly how you have set it up. Some phone/devices can automatically capitalise the first letter in a new box so please watch out for this.
4. Make sure you are entering your child's first name **only** exactly as it is entered in [SchoolMoney](#). For example Samantha not Sammy. Try both options if unsure.
5. Make sure that you are not autocompleting any of the details. You need to type in all details from scratch.
6. Please clear your history/cache from the device you are using (if you search how to do this on the internet it will give instructions for your device/browser)
7. Try a different device/browser.
8. Make sure that you are not keeping the website up in the background on your phone. Close all browsers/apps/webpages that are open and make sure you are going through to the website fresh each time instead of just selecting a page that is already open.
9. If you have forgotten your password, please ask the school office to reset it. A link will be sent out, please keep the password safe so that you can remember it.
10. If you are still struggling, come into the office and try alongside a member of staff. Please arrange a time with the office if you wish to do this.
11. If you are getting a different error message or are still struggling after going through the above steps, please take a screenshot of the login page and send it across to support@schoolmoney.co.uk