

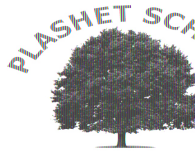


# How to use ParentMail

Our online payment service

# Contact Details

You have kindly submitted contact information for us to use when we need to contact you. It is **vital** that should any information change, you inform us immediately. This includes a change of address, phone number or email address.



Our new IRIS ParentMail payment system is **not** the same as the communication email we use: ([parentmail@plashet.newham.sch.uk](mailto:parentmail@plashet.newham.sch.uk)) from Plashet School.

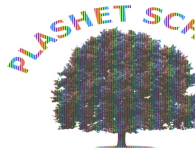
Please remember this inbox is not monitored, any questions should be directed to [info@plashet.newham.sch.uk](mailto:info@plashet.newham.sch.uk)

# What is ParentMail?

IRIS ParentMail is our online payment system for on site catering, trips and visits and equipment purchase.

We are a **cashless** site, therefore it is important that you set up your account before the academic year (2022-23) begins.

If your daughter is in receipt of Free School Meals, she will still have an IRIS ParentMail account and use her card in school.



## **Parents/carers have two options:**

1. You already have an existing account from Primary School or a son/daughter at a different Secondary School, please go to Slide 8;
2. They have not got an account, please go to Slide 7.



Working together to promote & celebrate achievement

## Plashet School

Has sent you a message

Dear [REDACTED]

Plashet School has added you to ParentMail.

Click the link below to register for your ParentMail account.

Register

Button not working? Past the following link into your browser:

<https://pmx.parentmail.co.uk/#core/register/1549e2a6cfff68b2e27fd33ae5ed0cf>

IRIS | ParentMail

Connect with us



Plashet parents/carers will receive an invitation to set up an account from [info@parentmail.co.uk](mailto:info@parentmail.co.uk)

You should click on 'Register'.



Working together to promote & celebrate achievement

# **I don't have an account...**

Click on 'I don't have an ParentMail PMX account'

Enter your child's date of birth by either typing in the field or use the arrow on far right to select the date from the calendar. Click 'Verify now'.

Check the details are correct.

Enter a password. Make sure you can remember this password.

Click 'Complete Registration'.

# If you have an existing account ...

You will receive an email from [info@parentmail.co.uk](mailto:info@parentmail.co.uk) asking you to 'Manage Your Connections' - please click on the button in the email.

Click 'I already have a ParentMail PMX account' .

Please enter your child's date of birth by either typing in the field or use the arrow on far right to select the date from the calendar. Please click 'Verify now'.

Please enter your existing details - e.g. the email address and password you already have for IRIS ParentMail.

Please click 'Complete Registration'.



# Frequently Asked Questions

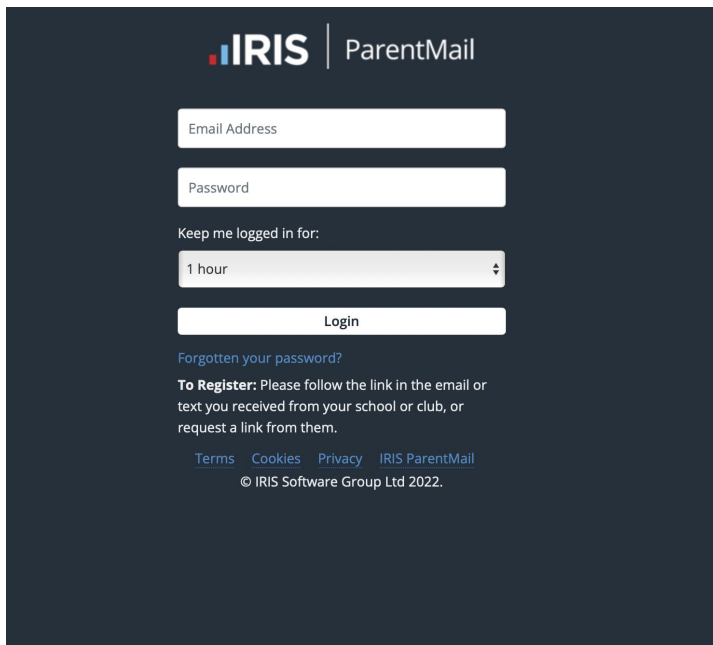
## **I cannot remember the IRIS ParentMail website...**

Search 'IRIS ParentMail login' in your usual search engine or click on:

<https://pmx.parentmail.co.uk/#core/login>

# Frequently Asked Questions

## What does the IRIS ParentMail website look like?



The screenshot shows the IRIS ParentMail login interface on a dark blue background. At the top, the IRIS logo (a stylized 'i' with three vertical bars) is followed by the text 'IRIS | ParentMail'. Below this, there are two white input fields: 'Email Address' and 'Password'. Under the password field, there is a label 'Keep me logged in for:' followed by a dropdown menu currently set to '1 hour'. A white 'Login' button is positioned below the dropdown. Further down, there is a link 'Forgotten your password?'. Below that, a 'To Register:' section provides instructions: 'Please follow the link in the email or text you received from your school or club, or request a link from them.' At the bottom, there are links for 'Terms', 'Cookies', 'Privacy', and 'IRIS ParentMail', followed by the copyright notice '© IRIS Software Group Ltd 2022.'

# Frequently Asked Questions

**I cannot remember my password, how do I change it?**

Click on the  
'Forgotten your  
password?' link  
here...



IRIS | ParentMail

Email Address

Password

Keep me logged in for:

1 hour

Login

[Forgotten your password?](#)

**To Register:** Please follow the link in the email or text you received from your school or club, or request a link from them.

[Terms](#) [Cookies](#) [Privacy](#) IRIS ParentMail

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# Frequently Asked Questions

**Can anyone at Plashet School manage my account?** Unfortunately, we do not manage the service, however you can contact us on [cashless@plashet.newham.sch.uk](mailto:cashless@plashet.newham.sch.uk) with your daughter's name and form group, along with your name, mobile number and relationship to the child. We will then contact you with a solution if we can help.

**Will the invitation email expire?** Yes, that is why it is important that you enter [info@parentmail.co.uk](mailto:info@parentmail.co.uk) on your safe list, or check your junk mail regularly.

**Can I use an app?** Yes, you can either download the Apple or Android app from the relevant App Store.

**What will the service be used for?** We no longer accept cash in school, so all payments will be made via ParentMail.



# Frequently Asked Questions

## My daughter has an item to pay, where would I find it?

Click on the 'Payments - Shop' section to find items to purchase...

