

## **My child's login details are incorrect, or they don't work**

Try typing the username and password very carefully noting capitals etc in the password.

Make sure there are no odd spaces at the beginning or end of the username/password if you copied and pasted it.

If you have two or more children, check whether the problem affects one or both of them.

If you still have problems, then email: [support@stmarysbeverley.eriding.net](mailto:support@stmarysbeverley.eriding.net) including:

Your child(s)' name, class.

The username and password they have brought home.

A picture of the screen you are seeing, or at least the error screen that is shown.

As you can imagine the school IT support has a lot to manage at the moment so please be patient when you write in; we will get back to you as quickly as we can but it might take some time.

Don't worry though, the school and the teachers understand there will be teething troubles and your child won't lose out or be left behind!