

Welcome Pack

To help you understand the benefits of IRIS ParentMail the following details provide you with some tips on getting started.

Getting Registered

Registering on IRIS ParentMail allows you to download the free IRIS ParentMail App and have a single account to view communications sent from any organisation you are registered with. It is the best way to make sure you never miss any important messages from an organisation and means you can receive information easily, as soon as it is sent.

If the organisation is using Online Payments, Forms, Events, or Parents' Evening Manager through IRIS ParentMail, you can access it from your account, which makes managing messages simpler. The registration link is sent either by email and / or text message by the organisation. For more information, go to [Register Your Account](#).

If you have not received your registration link, check your email junk / spam folder for info@parentmail.co.uk. Contact the organisation if you have still not received a link and they can resend the link for you.

If you have already registered an IRIS ParentMail account with another student, you do not need to register again, and you are automatically linked to any additional students.

Download the Free IRIS ParentMail App

The following are benefits of downloading and using the IRIS ParentMail app.

- Receive messages instantly
- View all messages on one easy feed
- Complete forms and surveys
- Make online payments, top up account balances, and receive payment reminders and alerts
- Book parents' evening appointments as soon as they are made available
- Receive in app notifications
- Report student absences

If you are unable to view a feature in the IRIS ParentMail App, the organisation you are linked to may not have purchased the feature.

1. To download the App, go to either the App Store (iOS users) or the Google Play Store (Android users), search for IRIS ParentMail, then download.
2. When the app has been downloaded, login using the details created during the registration of your account. Your email address is your user login.

If you have forgotten your IRIS ParentMail password, you can reset your password. For more information, go to [Your Account](#).

Frequently Asked Questions

Why is my registration link asking me to connect to a different organisation?

If you have been invited to register for IRIS ParentMail previously from another organisation, you need to complete that registration first. You are then able to select the link in the invitation from the other organisation to view the invite and connect to the organisation. If you have any concerns, contact the organisation that sent you the IRIS ParentMail invite.

Why has my registration link expired?

The expired registration link message is displayed if you have already registered for an IRIS ParentMail account. Go to the [IRIS ParentMail Login](#) page or download the free IRIS ParentMail App, then login with the email address and password you created when you registered.

Where can I view details of students, I am responsible for?

Your organisation should automatically connect your account to all students you are responsible for when they added your details on IRIS ParentMail. When you have registered, you can view the details for students you have been linked to in your account.

Where can I get help?

Visit our [IRIS ParentMail Help Site](#), or select Help in IRIS ParentMail. The help is categorised by topic to help you find the information you need.

What happens if I don't want to register?

If you do not register for IRIS ParentMail, you still receive messages from the organisation in the usual way, however if the organisation has online payments, parents' evening manager, events, or forms, you are unable to make payments, book appointments, or complete forms online without having an account. We recommend you register to make sure all messages sent by the organisation are delivered to one account.

Is IRIS ParentMail GDPR compliant?

Under GDPR regulations, educational organisations have a legal obligation to communicate information about a student to a person responsible for their care therefore no additional consent is required to use IRIS ParentMail for this purpose. If you do have concerns about your data and how it is used, please visit our website to view our [Data Protection and Privacy Policies](#).

How do I delete my account?

You can unsubscribe or delete your IRIS ParentMail account at any time. You can cancel this request within 7 days, after which your account is permanently deleted. For more information, go to [Your Account Details](#).