

## How to Register with ParentMail by SMS (for the First Time)

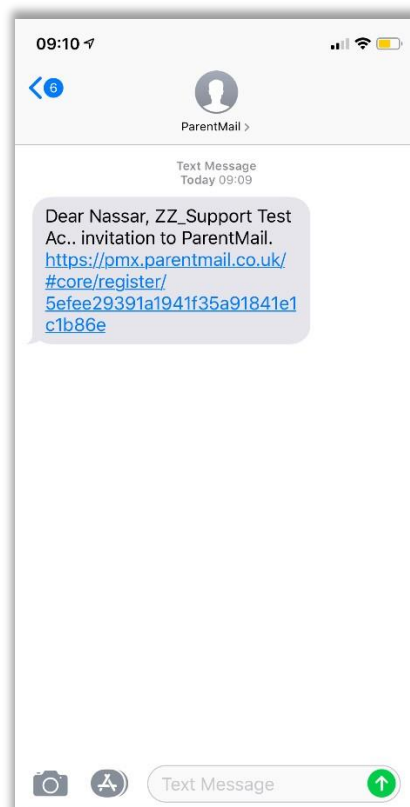
Welcome to your ParentMail account. We hope you're going to enjoy receiving Greenbank's communications online. Before doing anything else, you need to register your account – the good news is, this can be done in minutes.

Greenbank will send you an SMS registration link (if they have your mobile number in their ParentMail system).

If you haven't registered with ParentMail before, please follow these instructions to register as a new user.

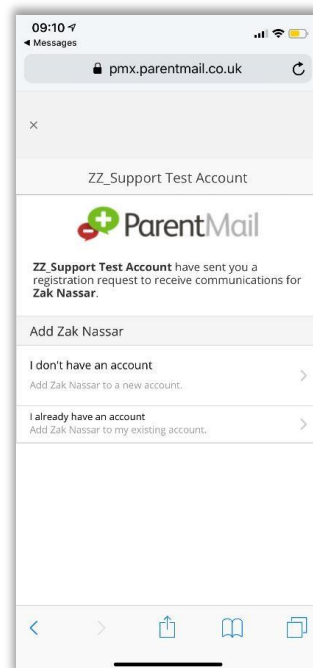
### Registering your Account

1. To register your account, click the **registration link** in the text message you received.

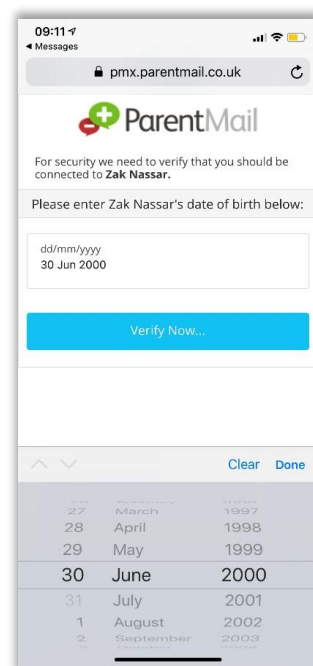


**Note:** If you haven't received the SMS from Greenbank, please note it may take a couple of minutes before the SMS arrives. However, if after a few minutes you still haven't received the SMS, please check with Greenbank directly to ensure they hold the correct mobile number for you.

2. Select the **I don't have a ParentMail PMX account** option.



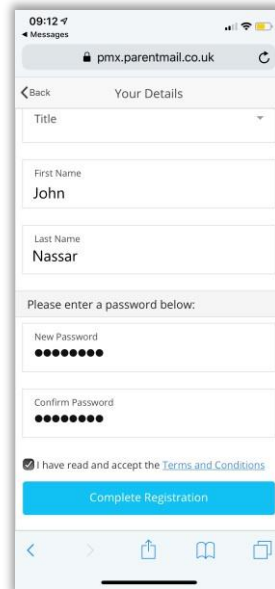
3. Enter your child's date of birth in dd/mm/yyyy format, then click the **Verify Now** button.



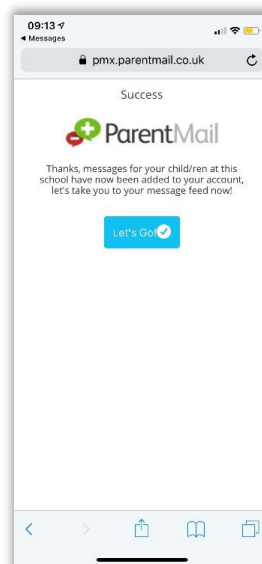
If you receive an error message regarding an invalid DOB, please try the following:

- ✦ Contact Greenbank to check they hold the correct DOB for your child.
  - ✦ Try registering using a different device from the current device you are using, e.g. laptop or iPad.
  - ✦ Try registering using a different browser from the current browser you are using.
4. Your details are then displayed. Check these details are correct and make any corrections necessary.

- Enter a new password in the **New ParentMail Password** field then enter the same password in the **Confirm ParentMail** password field. The password must be a minimum of 8 characters and must contain at least 1 number.



- Click the **Complete Registration** button. A success message is displayed confirming that the process is complete.



- You have now completed the ParentMail account registration process and will now receive messages from Greenbank relating to all your children who attend. Click the **Let's Go** button to launch ParentMail and start managing your account.

## Downloading the ParentMail App

If you have an Android or Apple device, you can download the free ParentMail app to manage your account on the go.



IOS Device



Android Device

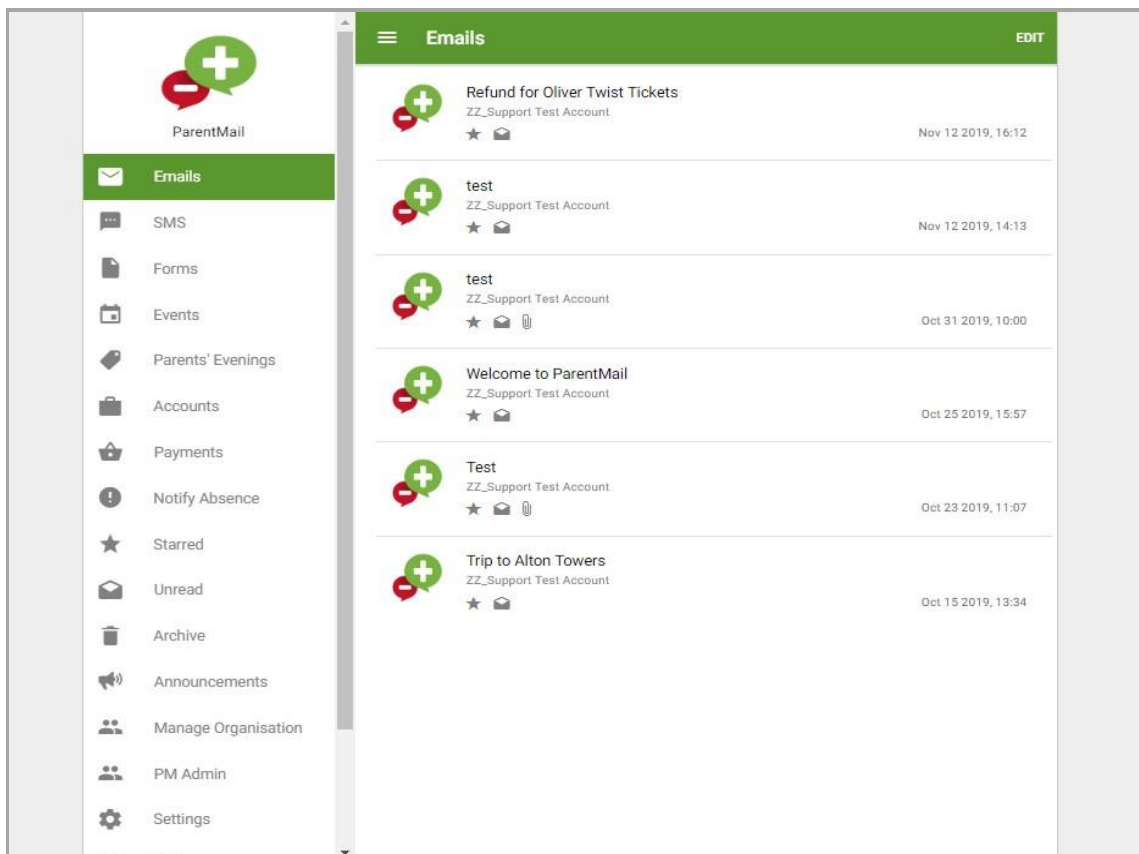
## Logging into your ParentMail Account

You can log into your ParentMail account on any device with an internet browser, by entering the following address:

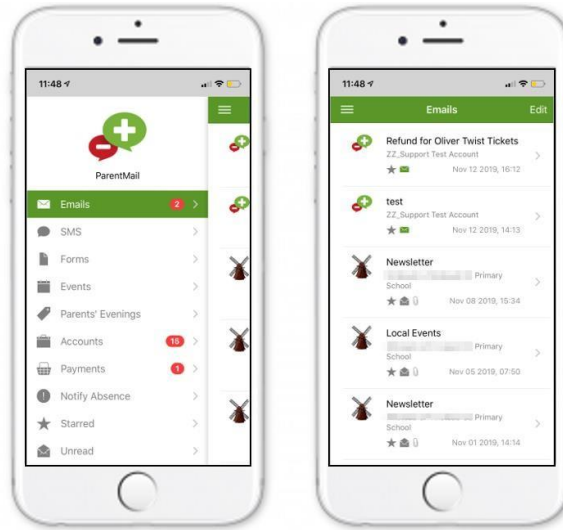
<https://pmx.parentmail.co.uk/>

Once logged in, your view of ParentMail (referred to as a feed) will appear similar to the following graphics:

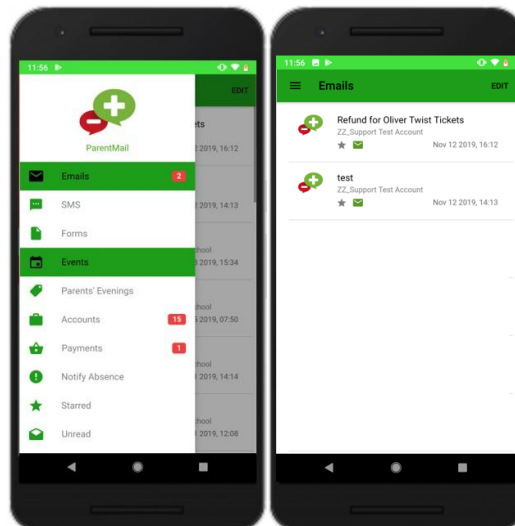
### Desktop device



### IOS Device



### Android device:



Don't worry if you can't see any messages straight away, your school may not have sent you messages yet. When messages do start to appear, you will notice notification badges appearing adjacent to the appropriate menu option.



## Providing Feedback on our Documentation

If you have any feedback, comments or suggestions regarding our documentation, please email:



[documentation-parentmail@iris.co.uk](mailto:documentation-parentmail@iris.co.uk)

DOCUMENT REFERENCE	DESCRIPTION
TM-100619-CUS-E6-V6-1.0	Initial release