



## Townfield Primary School Transition to Rainbow Education Multi Academy Trust



All parents/carers **MUST** re-register their School Spider log in (app) after 16<sup>th</sup> November 2021 following our transition into a Multi Academy Trust

This is a simple task and will only take a few minutes, however if you don't re-register your app you will not receive any school communications after 1<sup>st</sup> August 2021. See below some useful information and tips for re-registering your account and using the School Spider app.

1. Open the School Spider App and select the menu icon at the top right of the screen 
2. This will then open your menu down the left hand side of your screen
3. Select the icon to the right of your name from the bottom of the screen 
4. Select the logout option
5. You will then be logged out and taken back to the home screen – along the top there will be a blue banner directing you to “parent log in” – click this link
6. You will be directed to the log in page – here you will need to select the forgot password link
7. Enter your email – this email must be the email address linked with our child's school account
8. You will be sent a link to reset your password and enable you to log in

Having problems resetting your School Spider account? Checkout our troubleshooting tips below:-

- When resetting your account, the email address must be the email address currently linked with your child's school account – if this has changed you must notify school ASAP
- Usernames are not your email address - usernames can be found in the email received after clicking the reset/create account link.
- Do not paste in the username as this can paste a blank space, making the username invalid
- Passwords need to be a minimum of 7 characters long and need to include an uppercase and lowercase character, a special character and a number

- For certain devices (e.g. Apple) check first character is not defaulting to a capital letter as this may prevent you from being able to log in
- Each child/family only has **one** log in so parents will need to share the log in details, however may both separately download the School Spider app
- For separated families where two guardians living separately from each other have parental responsibility for a child/family, the School Spider app will allow the creation of two accounts in these circumstances only.
- When selecting the school, please ensure you select Townfield (all one word) and not Town Field Primary as this is a completely different school.

**GUIDE TO OUR APP FOR PARENTS & CARERS**

School Spider allows you to receive and return information directly to and from the school. Receive instant messages, complete surveys, book your parents' evenings and make payments.

Select your school to get started!

**LOGGING IN**

Once you have selected the school, you will see posts from the school website. Click parent dashboard to login or create an account. Create an account by pressing "create account" and enter your email address. **You must have your email linked with the school**

**TAKE A LOOK AROUND**

See all action items on your dashboard

Click to respond or book for each child

Click the envelope to see your recent messages

Click these 3 lines to:

- Switch between areas
- Edit your profile
- Logout

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