

## Advice and Support for Logging into the Parent/Student Information System

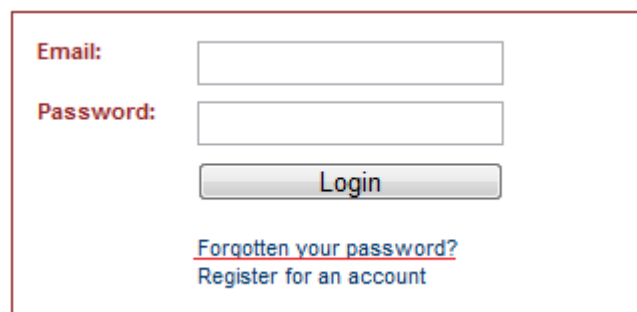
In July existing parents were asked to complete their contact details to allow them to receive electronic notifications of school information rather than receive a paper copies in the post.

In August the system was expanded to allow parents to provide more details electronically, eg emergency contact and medical information. In addition, the system was modified to allow parents to update their information themselves when necessary. A login system has been created that uses an email address and a password.

The new system can be found at: <http://www.ttsonline.net/parentstudentinfo>

### 1. Parents who completed the original form and do not have a password

Parents who completed the original form need not fill their details in again. All they need to do is click on the 'forgotten password' link under the login form as underlined below:



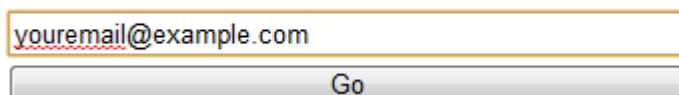
The screenshot shows a login form with the following elements:

- Email:** A text input field.
- Password:** A text input field.
- Login:** A button.
- [Forgotten your password?](#) (underlined)
- [Register for an account](#) (underlined)

This will present you with the following form.

### **Welcome to the new online facility for parent/Student Information which we hope you will find helpful and easy to use.**

If you have forgotten your password please enter your email below and click Go we will email you a replacement password. [Click here](#) to return to the main page.



The screenshot shows a password recovery form with the following elements:

- Email:** A text input field containing the text "youremail@example.com".
- Go:** A button.

Simply complete this form with the email address you supplied when completing the original version of the form and click Go. You will then be emailed a secure password.

### 2. New Parents who have not previously submitted their information

If you have not previously submitted your details you will need to register your information. To do so click the 'Register for an account' link as underlined below:

**Email:**

**Password:**

[Forgotten your password?](#)  
[Register for an account](#)

Then complete the form as instructed making sure to fill in all required fields marked with \*. Once you have done so you will automatically be emailed a password to use to login.

### 3. Missing Emails

If for some reason you don't receive your password in an email after doing either of the above please check your emails spam or junk mail folders. Emails like the ones we send can sometimes be erroneously considered spam by email filters, especially on free services like Hotmail, Yahoo or GoogleMail.

In some instances it is possible that you made a typographical error when inputting your email. If after checking your spam/junk folders you have not received the password email then please contact us at [support@ttsonline.net](mailto:support@ttsonline.net). Please let us know you and your child's full names and the email address you should be registered with. We will then correct your account and get a password sent out to you.

### 4. Logging in

If you already have an account and a password you can log in using the provided login form.

**Email:**

**Password:**

[Forgotten your password?](#)  
[Register for an account](#)

Please note that when entering your email address and password they should be exactly as they are shown in the email you received as they are case sensitive. Take special care with the password as it will potentially be a mix of uppercase letters, lowercase letters and numbers eg 'eeH3DFGde'.