

Logging in as a parent

How to sign up, reset your login details for your parent account or assist your child to log in

As a parent, you will receive a login letter from the school with a code that you will need to use to create your Satchel One parent account. You can use the same code to create up to 5 parent/guardian accounts, so feel free to share this with those that need access to your child's homework details.

If you have signed up already, you can log in using your email address

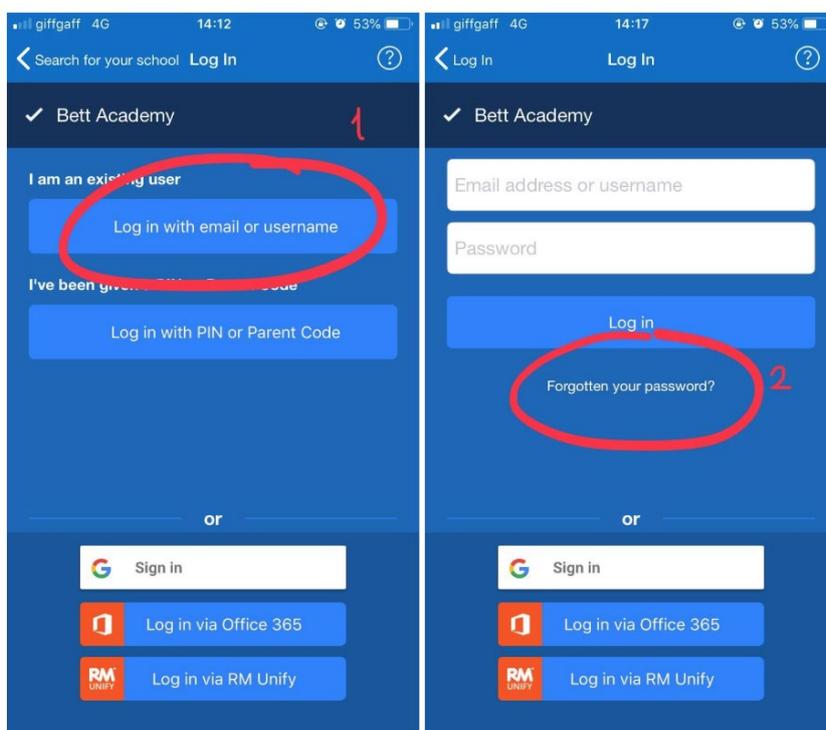
Log in to your account

Once you have created your account using your parent code, you can access your account on any device using your email address and password.

1. Go to our [login page](#) or open the Satchel One mobile app
2. Enter 'Chislehurst School for Girls' or (search by postcode)
3. Type your email address and password
4. Log in

Forgot password?

To reset your password, click on "*Forgot password?*" on the [login page](#) or on the mobile app. Type in your email and password reset email will be sent to you. Follow the instructions Satchel One sent you to create a new password.



💡 Top tip: If you do not see the password reset email in your inbox, you may want to check your junk or spam folder.

If your email is not recognised, please contact the school directly.

Your account is now set up! **You will no longer need your parent code.** Moving forward you can access your account using your email and password combination.

Parent code expired?

If you already have an account, you no longer need a parent code, simply reset your password.

If your code expired or got lost before you managed to create an account:

- you can request the parent code from the school or
- ask your child to log in to their account on a web browser and go to [Account Settings](#)

Assisting with student logins

Has your child forgotten their login details? As a parent, you should be able to assist.

Open the Satchel One app and from the Menu go to *Settings > Student management*. You will be able to see the student PIN which they can use to reset their details.

The PIN is also visible on the website, right on your dashboard.

If your child does not have a PIN, please contact the school directly.