



Townfield Primary School School Spider

Having problems resetting your School Spider account?

Checkout our troubleshooting tips below:-

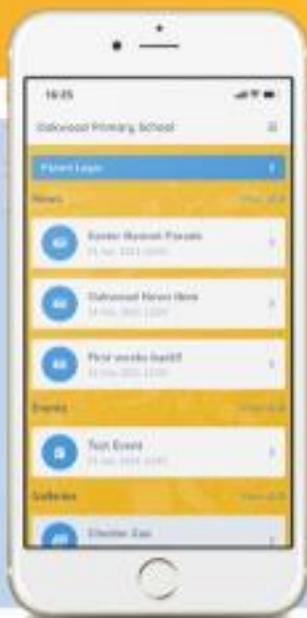
- When resetting your account, the email address must be the email address currently linked with your child's school account – if this has changed you must notify school ASAP
- Usernames are not your email address – this is the first and surname of the parent listed with 1st priority on their child's record; there should be no capital letters or spaces in the user name, e.g. joebloggs . Usernames will be confirmed 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 who reside together 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

DOWNLOAD NOW

