

parentsportal.scot Help

What happens if I forget my username?

If you forget your username, click on the sign in button on the parentsportal.scot homepage and select the option for 'Forgot Username' to retrieve your forgotten username.

When you request a username reminder, you will be asked to confirm your e-mail address, post code, gender and date of birth in order to verify that you are the account holder.

What happens if I forget my password?

If you forget your password, click on the sign in button on the parentsportal.scot homepage and select the option for "Forgot Password." When you request to reset your password, you will be asked to confirm your username, e-mail address, post code and date of birth in order to verify that you are the account holder. A new one time use password will then be sent to you by email.

How do I register for parentsportal.scot?

If you already have a myaccount, you can sign in using your existing details. If you do not have a myaccount, go to the parentsportal.scot homepage and click on register. When registering for a myaccount for the first time, please make sure you register using your own details and not using your child's name.

After you complete the registration process, you'll be sent a one time use password by email. You can update this to something memorable when you sign in to your account for the first time.

Registering for a myaccount takes around five minutes.

I've tried to link my child to myaccount, but I can't get beyond step 1 – it says the data does not match – what do I do?

To ensure a secure link to a child's data, the information you have in your myaccount must match the information held in the school system. If the information does not match you will see a screen saying "Unfortunately, the details you provided did not match the data held in our records. Please check again that the details you entered were correct, if they were, please contact your child's school to make sure the details held in the school system are correct to enable a secure link to be made."

Examples why the link failed – your name or address appear differently in the school system; you have entered the incorrect details for your child – did you use a nickname?; did you provide the correct address for your child? Did you enter the correct school class for your child?

If you are sure the information you have in your myaccount matches which is held in the school system about you, please contact your child's school directly.

I didn't receive the security code – what do I do?

In Step 2, you can choose to receive a security code via text message to your mobile or via e-mail.



up to date e-mail address or mobile phone number for you. It's the parent's responsibility to ensure the school has your current contact details. If you have not received the security code, please contact your child's school and inform them that you did not receive the security code, and that you need to double check that the e-mail address and mobile phone number they hold for you is correct.

How long will it take for the school to approve my request to link my account to my child's details?

School staff will check the system every working day, however please allow them 5 working days. If you have not heard anything within 5 working days, please contact your child's school.

What if my request to link to a child has been rejected?

If your request to link your account to your child has been rejected, please contact your child's school.

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