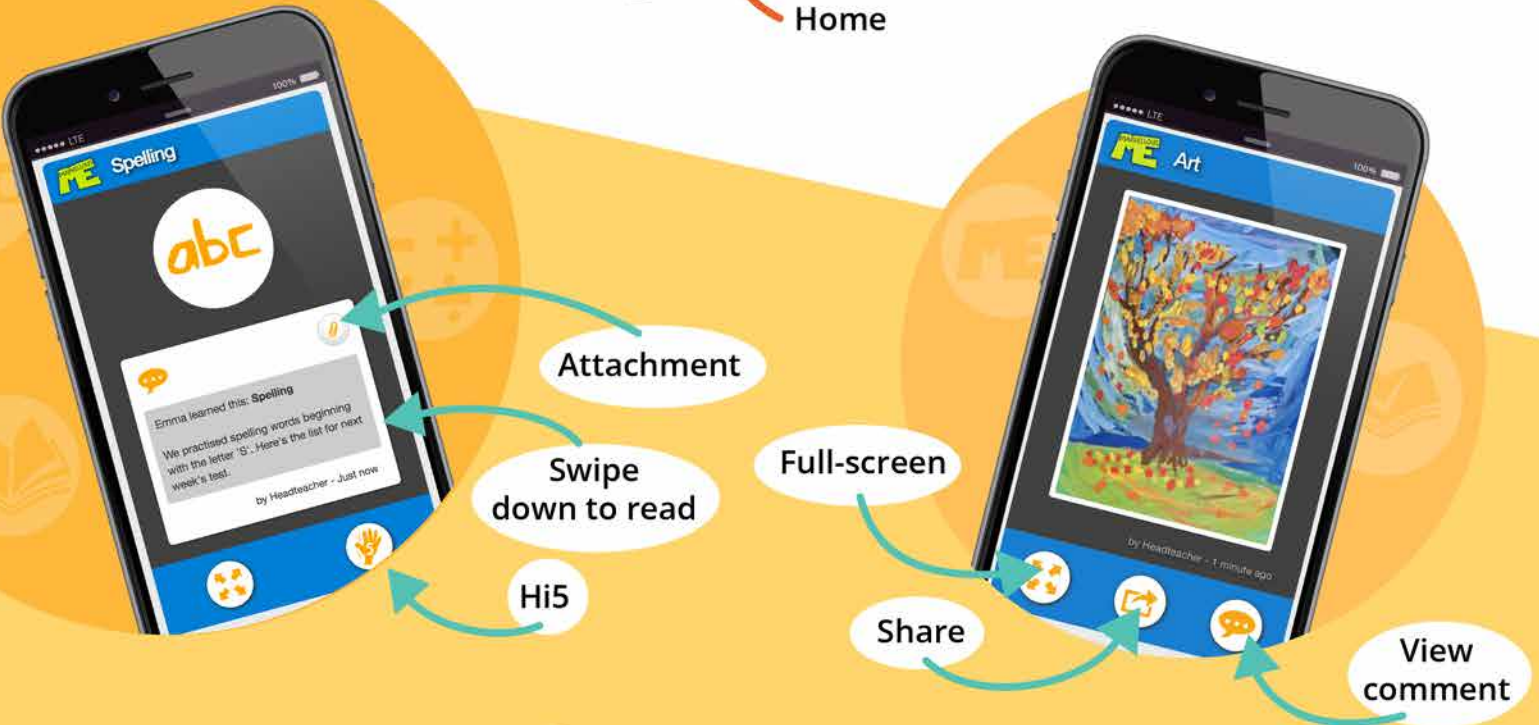
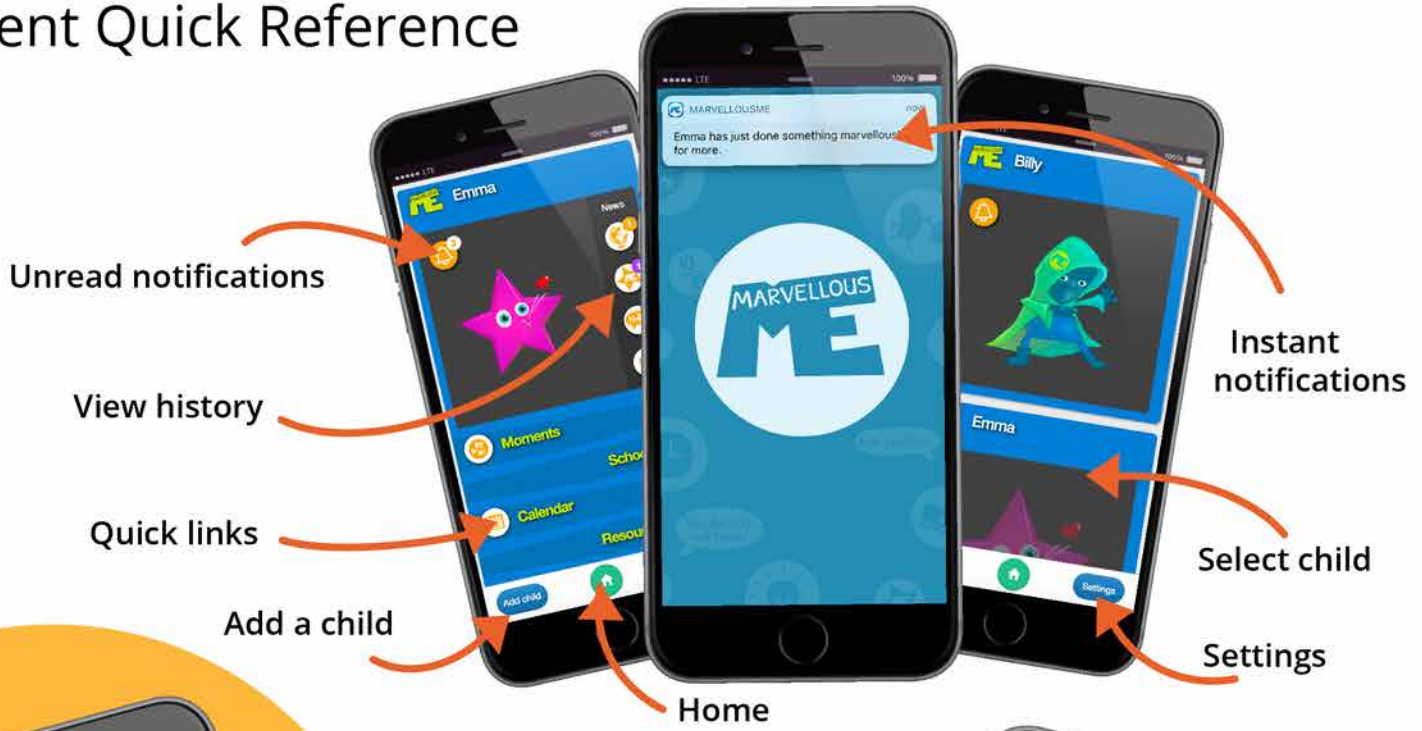


# MarvellousMe

## Parent Quick Reference



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## Accessing MarvellousMe

- ★ **To sign up to MarvellousMe**, download the MarvellousMe Parent app from the App Store or Google Play Store, or join up at [www.marvellousme.com](http://www.marvellousme.com). Enter your join code and tap 'Sign up'. It's free for parents!
- ★ **If you have a MarvellousMe account**, just open the app and log in with your email and password. You don't need to enter the code again.
- ★ **Please check you've logged in to the mobile app**, if you use MarvellousMe on an Apple or Android device.



## Common Questions and Tips

### Q: How do I get a join code?

Please ask the school office or your child's teacher for your unique join code.

### Q: I've forgotten my login details.

Tap the password reset link, or contact our Help Centre at [www.marvellousme.com](http://www.marvellousme.com).

When you reset your password, you need to open the mobile app on your device and log in, as the reset happens in a browser. This ensures you get the alerts when there's MarvellousMe news!

### Q: When I try to log in, I get the message: 'Email address is already in use.'

You already have a MarvellousMe account, so just log in with your email and password.

### Q: How do I see my child's history?

Tap the icons under 'News' on their home screen, and then the blue timeline boxes.

### Q: How do I add a second child to my app?

Tap 'Add Child', then enter their join code. You do not need to join up again.

### Q: How do I share the app with family members or carers?

Either give them the same join code, or tap 'Share your app' in 'Settings'.

### Q: Can I message the teacher?

We limit replies to Hi5s, so not to create extra work for teachers. Hi5 every time you get a message, to thank the teacher for keeping you informed, and to celebrate your child's success.

### Q: How do I get alerts?

You need to be logged in to our mobile app, on either an Apple or Android device, to get alerts.

Check you've switched on notifications for MarvellousMe in your device's settings. We recommend permanent alerts. Alternatively, delete and re-install the app. You won't need to join up again, just log in and accept notifications when prompted.