

How do I log in to Satchel One as a parent / carer?

[Logging in as a parent | Satchel Help Center \(satchelone.com\)](#)

How do log in for the first time ever?

1. School will send you a parent pin code in the first fortnight in September of Y7.
2. You should then follow the step by step instructions via the parent guide at [Logging in as a parent | Satchel Help Center \(satchelone.com\)](#)
3. You can log in via the Satchel One app on a phone or tablet, or via a web browser.

How do I add another child to my Satchel One account?

1. Open the Satchel One app and from the menu, go to *Settings > Student management*.
2. You will see the student(s) you are currently linked to, with a + button at the top right of the screen.
3. Tap the + symbol and you'll be prompted to type in a Parent Code that you've received for another child; once linked they'll be visible on your Satchel One account too!
4. At any time on the app, click the avatar of your child and you will be able to switch between your children quickly and easily.

What do I do if I have lost my parent pin code?

1. **Via the Mobile App:**
 - Ask your child to log in to their Satchel One account on the mobile app.
 - Go to **Settings > Parent Code** to find the code.
2. **Via Web Browser:**
 - Ask your child to log in to their account on a web browser.
 - Navigate to **Account Settings**, where you'll find the most up-to-date Parent Code.
 - Click 'Show code' to reveal it.

How do I log in after the first time?

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 our mobile app
2. Enter your child's school (search by postcode)
3. Type your email address and password
4. Log in

What do I do if I have forgotten my password?

1. To reset your password, click on 'Forgot password?' on the [login page](#) of the website or on the mobile app.