



# How to keep your child's account when they leave school

Dear Parent,

Your child has enjoyed playing Times Tables Rock Stars this year and made lots of progress with their recall of times tables facts.

Since your child is leaving school, their teacher may decide to delete their account before the new school year starts. If you wish to keep their account going, you can begin a family plan and “teleport” their account over to you.

Here are the instructions:

## 1. Go to [trockstars.com](https://trockstars.com) > Register > New Family Account\*

You'll be asked for up to 3 children's names. If you're going to “teleport” a child into the family plan then you **don't** need to type their names here. Only enter names of siblings whom you're *not* going to teleport.

A screenshot of the 'Children's Accounts' registration form. The title is 'Children's Accounts' in a cursive font. Below it, the text reads 'A family membership allows up to three children to play, what are the children's full names?'. There are two input fields labeled 'Child One:' and 'Child Two:'.

Children's Accounts

A family membership allows up to three children to play, what are the children's full names?

Child One:

Child Two:

When signing up, only enter the children (if any) whom you're not going to teleport.

## 2. Once you're all signed up and logged in, go to Parent Menu > Child Accounts and click the “Teleport Code” button.

A screenshot of the 'Parent Menu > Child Accounts' page. The page has a navigation bar with 'User Management', 'Set the tables', 'Band Stats', and 'Individual Stats'. Below the navigation bar, there are two buttons: 'Add Individual' and 'Teleport Code'. The 'Teleport Code' button is circled in green. Below the buttons, there is a table with columns for 'Real name', 'Rock name', 'Username', 'Password', and 'Other'.

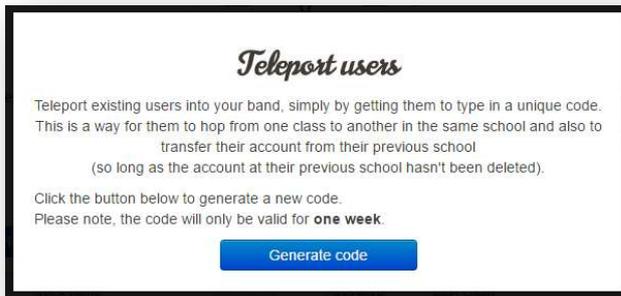
User Management Set the tables Band Stats Individual Stats

Add Individual Teleport Code

Real name Rock name Username Password Other

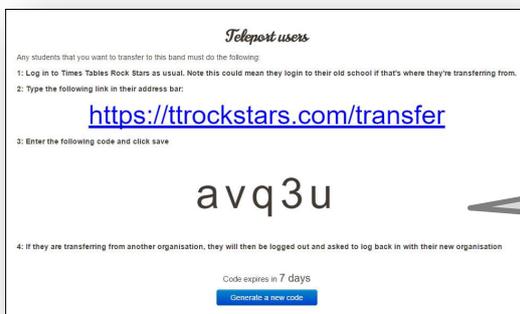
This is on the Parent Menu > Child Accounts page.

**3. Read the instructions and click 'Generate code'.**



**4. Make a note of the teleport code and then log out.**

Note: this image is an example.



Make a note of the code that appears on the screen. This one is an example.

**5. Get your child to login as themselves using their school account details. Once logged in, go to [trockstars.com/transfer](https://trockstars.com/transfer) in your browser.**

**6. Enter the teleport code from step 4 into the box and press Save.**

They will then be taken to the login screen and can now login under the family account.

Enter your code into this box



Enter your code into this box

Note that this is a permanent change and should only be done with school leavers.

If you have any difficulties with this process, please email [support@trockstars.com](mailto:support@trockstars.com)

Kind regards,

Bruno

Founder, Times Tables Rock Stars

\* A family plan for 3 children for 12 months is £7.20. The first 50 families to sign up following this letter can get £1 off by using discount code "teleport".