



## Frequently Asked Questions

### I am a parent contact but have not received an invitation to Edulink?

As of March 2023 we are launching Edulink in phases, year group by year group. If invitations for your child's year group have been rolled out and you have not received an invitation, we may not hold an email for you on our system. Please contact the school on [EdulinkApp@st-maryshigh.hereford.sch.uk](mailto:EdulinkApp@st-maryshigh.hereford.sch.uk)

### Why doesn't the invitation login link I was sent work?

The invitation link is only valid for 7 days so it may have expired. Please email the school on [EdulinkApp@st-maryshigh.hereford.sch.uk](mailto:EdulinkApp@st-maryshigh.hereford.sch.uk) to request a new link.

### I have received multiple logins .....

You should only receive one login per parent/carer with parental responsibility, even if you have more than one child at St Mary's RC High School. If you receive more than one login, please contact [EdulinkApp@st-maryshigh.hereford.sch.uk](mailto:EdulinkApp@st-maryshigh.hereford.sch.uk) giving details of your children's names and year groups.

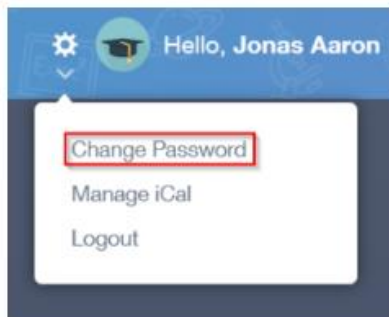
### I am having problems logging in using the app .....

If you are using a mobile device and have access to a different device (maybe another mobile or a tablet), or can use the internet on a PC, try accessing via a web browser (<https://login.edulinkone.com/#!/login?code=smrc>).

Alternatively, completely shut down the app and reload. If you are still having issues, uninstall the app and reinstall from the relevant app store.

### How do I change my password?

If you know your password but want to change it, login with your username and current password and click on the settings icon next to your name, select 'Change Password' and enter a new password.



### How long does it take for data I change to become live?

Data changes will be reviewed by the admin team and will be visible once the changes have been accepted. Please allow up to 2 working days for this to happen. If a change is urgent, please email the school office on [dstuderus@st-maryshigh.hereford.sch.uk](mailto:dstuderus@st-maryshigh.hereford.sch.uk)

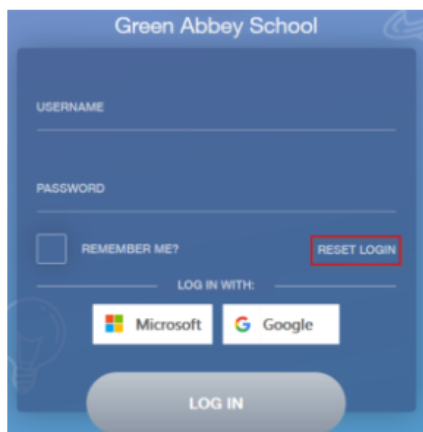
There may be times when a change requires further information/confirmation and this will be sought from the parent before the change is applied.

### Can I update information for another contact linked to my child(ren)?

No – you can only update your own contact details. Each parent contact must login to update their own data. Most parent contacts can update their child/ren(s) data and also request a house move for all residents of the house. This is to comply with Data Protection Legislation.

## What do I do if I have forgotten my password?

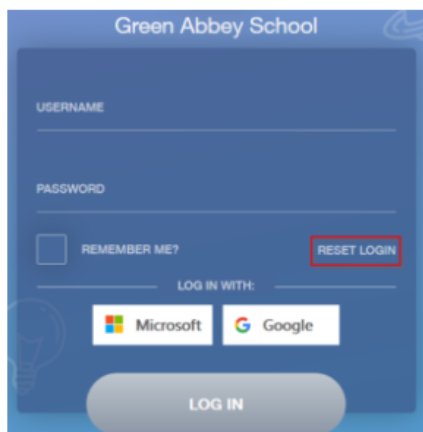
If you have forgotten your password, click on 'Reset Login' and an email will be sent to you with a link to reset it.

The image shows the login page for Green Abbey School. It has a blue header with the school's name and logo. Below the header, there are two input fields for 'USERNAME' and 'PASSWORD'. To the left of the password field is a 'REMEMBER ME?' checkbox. To the right is a red-bordered button labeled 'RESET LOGIN'. Below these fields is a 'LOG IN WITH:' section with 'Microsoft' and 'Google' logos. At the bottom is a large grey 'LOG IN' button.

## What do I do if I have forgotten my username?

Your username will start with p\_ followed by forename initial and 6 characters of surname. In the event of more than one username being the same, there will be a number at the end of the surname.

If you cannot remember your username, click on 'Reset Login' and an email will be sent to you with a link to reset it.

This is an identical copy of the login page shown in the first image, featuring the school's branding, login fields, and the 'RESET LOGIN' button.

## How do I update and add another contact that is not a parent with a login?

To update any contacts without an Edulink login (either non-parent contacts and parents who we do not hold an email address for) you will need to email the school office on [dstuderus@st-maryshigh.hereford.sch.uk](mailto:dstuderus@st-maryshigh.hereford.sch.uk) detailing your child/ren(s) names(s) and the additional/changed contact details.

## Is the data on Edulink One Secure?

All data within Edulink One software is encrypted using SSL technology. To make use of the app on your own personal device (mobile /tablet) you are required to have an unlock pin / password / fingerprint or facial recognition.