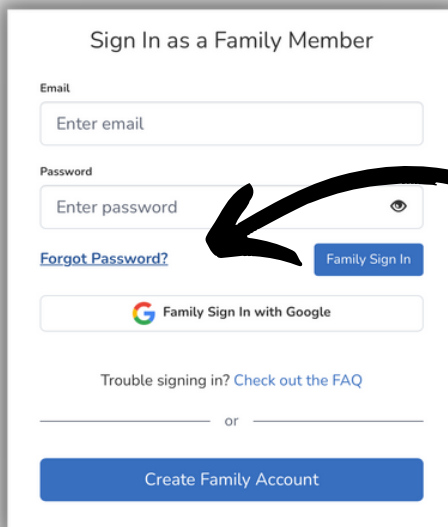
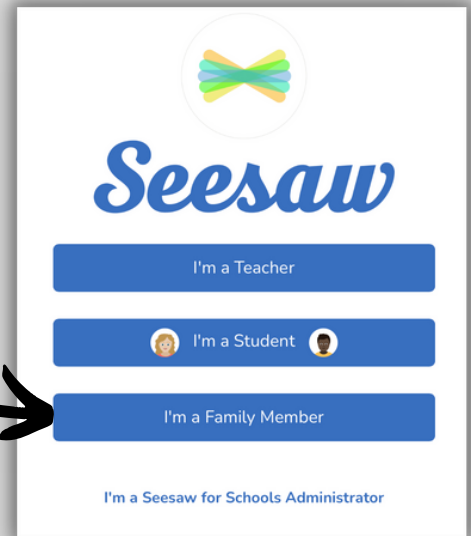


# FORGOT YOUR PASSWORD?

Use this step-by-step guide to help you regain access to your family account.

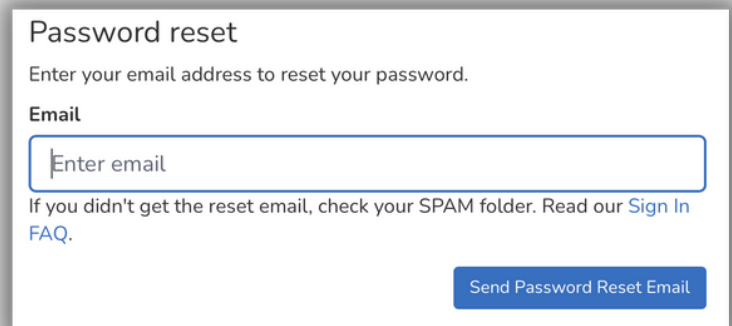
We cannot reset families passwords therefore if you are locked out of your account, families will have to reset this themselves.

1. Load the Seesaw App/ website. Click I'm a family member.

The image shows the 'Sign In as a Family Member' form. It has fields for 'Email' and 'Password'. Below the password field is a 'Forgot Password?' link and a 'Family Sign In' button. There is also a 'Family Sign In with Google' button. At the bottom is a 'Create Family Account' button. A black arrow points from the 'Forgot Password?' link to the next step.

2. Select 'Forgot Password?'

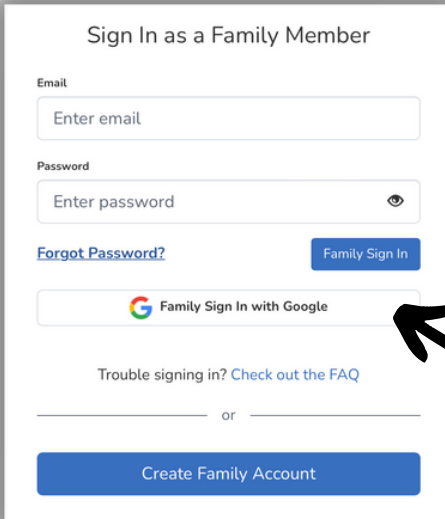
3. Enter your email address registered with your family account and then tap 'Send Password Reset Email.'

The image shows the 'Password reset' form. It has a title 'Password reset' and a subtitle 'Enter your email address to reset your password.' Below that is an 'Email' field with a placeholder 'Enter email'. At the bottom right is a 'Send Password Reset Email' button. A note below the email field says 'If you didn't get the reset email, check your SPAM folder. Read our Sign In FAQ.'

4. Seesaw will send you an email with a special link to reset your password. If you don't see the email, check your spam folder. Follow the link in the email to reset your password.

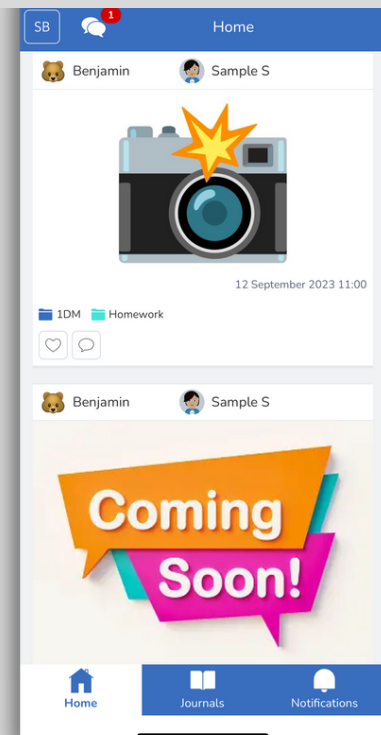
Logging in to your family  
account

1. Load the Seesaw App/ website. Click  
I'm a family member.

The image shows the 'Sign In as a Family Member' form. It has fields for 'Email' (with 'Enter email' placeholder) and 'Password' (with 'Enter password' placeholder and an eye icon). There is a 'Forgot Password?' link and a 'Family Sign In' button. Below that is a 'Family Sign In with Google' button. At the bottom, there is a 'Create Family Account' button. A black arrow points from the text 'click 'Family Sign In'' to the 'Family Sign In' button.

2. Sign in using your email and  
password and click 'Family Sign  
In'.

3. You will then connect to the  
Seesaw Home Page. See our  
further guides for more  
information on how to utilise the  
features available.



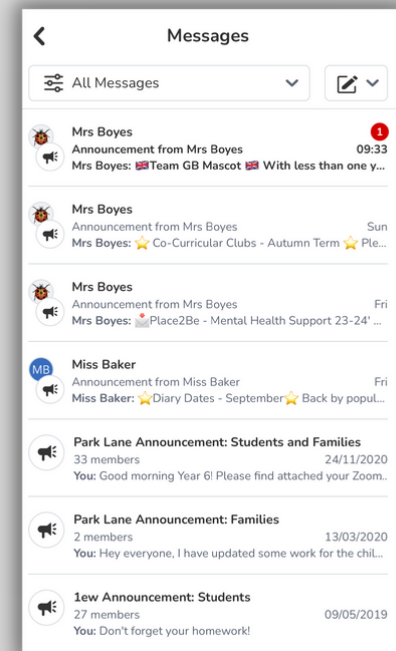
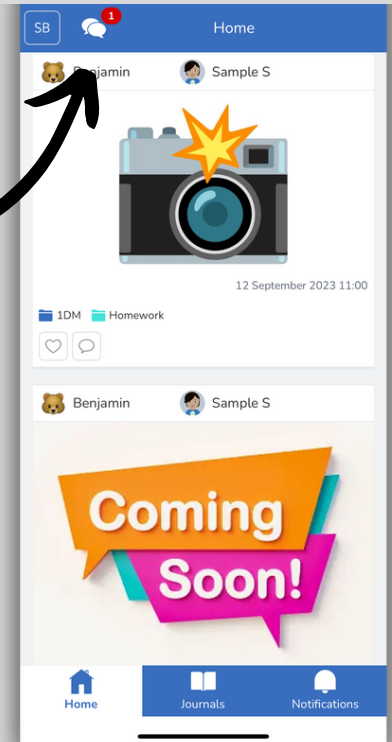
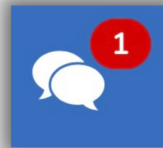
Please note: if you have forgotten your password, families will  
have to reset this themselves. Please see our 'Forgot your  
Password' guide.

# SEESAW FAMILY GUIDE



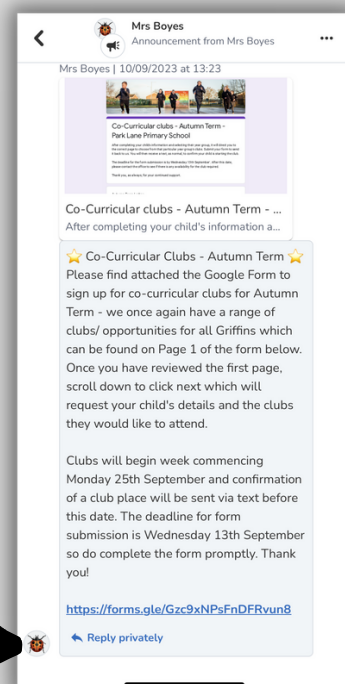
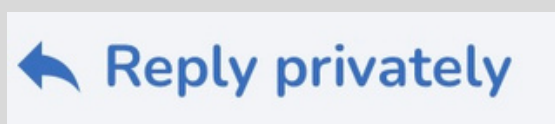
Reading and responding to  
received messages

1. Once logged into the Seesaw app, click messages (speech bubble icon) in the top right corner.



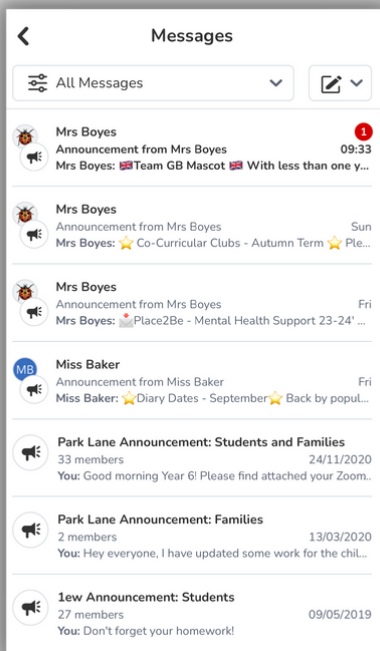
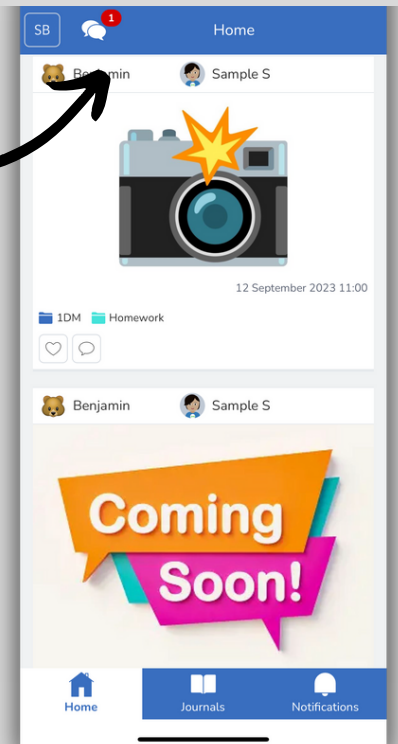
2. This will show you an overview of all messages sent to you. It shows which teacher the message is from and any new messages are highlighted with a number.

3. Once you click on the message, you can read the information provided. If you have a query, you can click 'reply privately' if they are a teacher connected to your child's class. This will begin a 1-1 conversation with you and this class teacher.

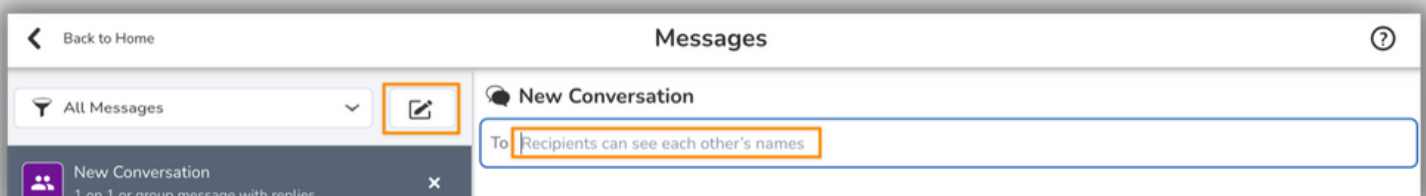


## Creating a new message

1. Once logged into the Seesaw app, click messages (speech bubble icon) in the top right corner.



2. Tap the pencil icon to create a new conversation



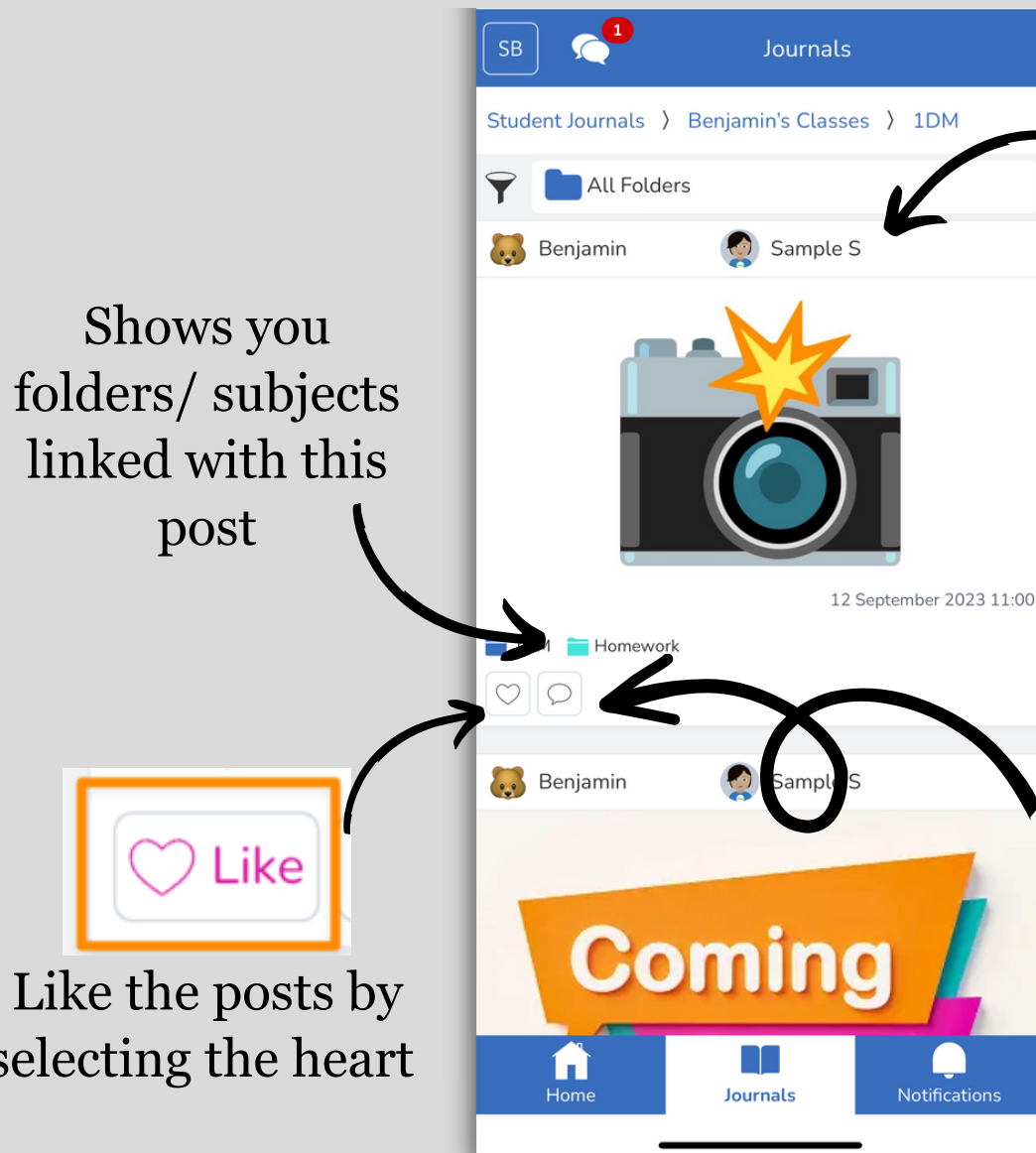
3. In the new conversation, search for the person you would like to message (this can only be teachers connected to your child's class journal).

4. Type your message. When ready, tap send in the bottom right corner.

# SEESAW FAMILY GUIDE

Interacting with posts/ your  
child's journal

Family members can't add posts to the children's journals (this has to be done through the student accounts). However, families can interact with posts in their child's journal.



Shows you who is tagged in the post



Comment on the posts by selecting the speech bubble. These are approved by the class teacher.

You can view your child's previous journals to see their journey during their time at Park Lane. You can do this by clicking 'Student Journals'.

