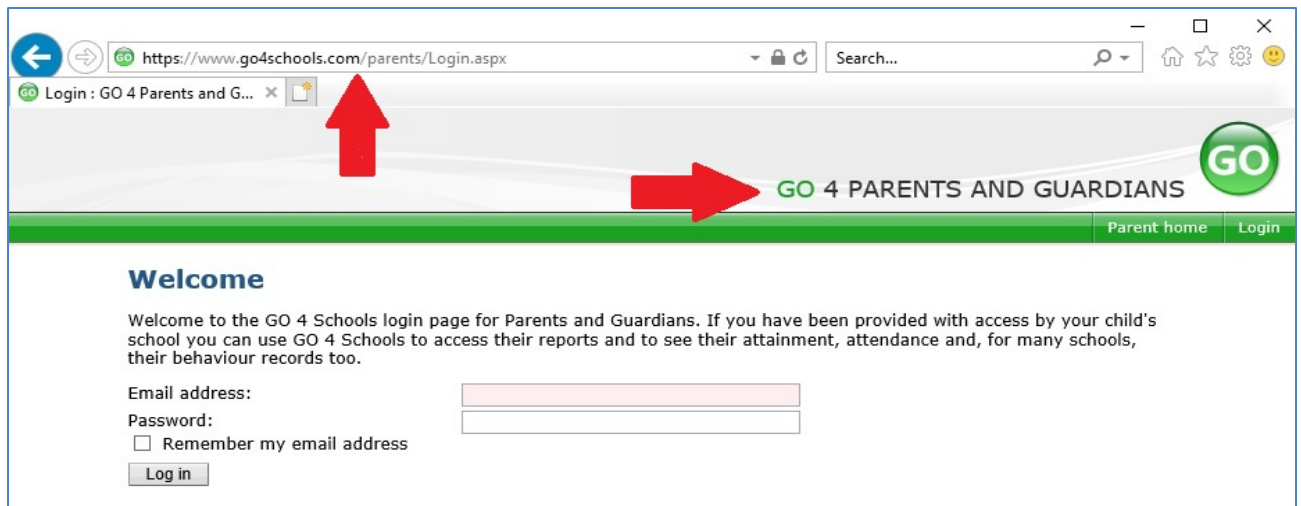


# Parents/Guardians; FAQ (Frequently Asked Questions)

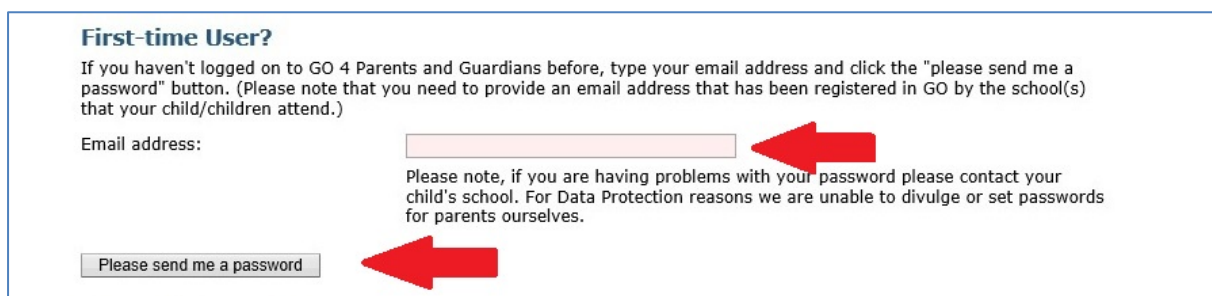
## 1) Trouble logging into Go4Schools

Check that you are attempting to login to the correct site, <https://www.go4schools.com/parents/Login.aspx> and that it says 'Go 4 Parents and Guardians' on the right.



If you are a parent/guardian first-time user & do not already have a Go4Schools password, you can request an initial password by entering your email address and clicking 'Please send me a password'. A link allowing you to create an initial password will be sent to your email address.

Note; This must be the email address that is registered with Wales High School.



If you can't remember your password, and you are using the email address that you have previously used, then you can reset your password by entering your email address and clicking 'reset password'. An email will be sent to your email address allowing you to reset your password.

Note; This must be the email address that is registered with Wales High School.

### Forgotten your Password?

If you have forgotten your password, you can reset it by entering your email address.

Email address:

Please note, if you are having problems with your password please contact your child's school. For Data Protection reasons we are unable to divulge or set passwords for parents ourselves.

## 2) Changing your password to something memorable

Once logged in, click 'My Settings' in the banner at the top. Enter your current password, your new password & confirm your new password, then click Change

Note; The 'Behaviour update emails' feature does not currently work. Go4Schools are working on a fix for this.

### My settings

Your login email address is: **albus.dumbledore@hogwarts.co.uk**

#### Behaviour update emails

How often should we send you email updates about behaviour events?

We will send updates only if new events have been recorded by Wales High School.

#### Change your password

Update your password in the boxes below and click the "Change" button.

Current password used to login from home:

New password to use to login from home:

Confirm new password:

Your new password must be atleast 8 characters long, must contain a mixture of uppercase and lowercase letters, at least one number, plus a non-alphanumeric character.  
It also can't be a password that you have used before in GO 4 Schools.

Don't use a password from another site, or something too obvious like your pet's name.

Your password must be a minimum of 8 characters and contain at least one of the following;

- i. one Upper case character
- ii. one Lower case character
- iii. one numeric character
- iv. one special character

**3) What email address should I use?**

Many individuals have many different email addresses. You must use the email address that you have previously registered with Wales High School.

**4) How do I change the email address registered with Wales High School?**

You must contact Wales High School, use [Go4Schools@waleshigh.com](mailto:Go4Schools@waleshigh.com) , who will look further into your query.

**5) I am using the email address registered with Wales High School, but I am not allowed access, or I am not receiving an initial email to let me login?**

You must contact Wales High School, use [Go4Schools@waleshigh.com](mailto:Go4Schools@waleshigh.com) , who will look further into your query.

**6) Any questions not answered??**

You must contact Wales High School, use [Go4Schools@waleshigh.com](mailto:Go4Schools@waleshigh.com) , who will look further into your query.