



FAQs 2022





Dear Customer

At the beginning of each academic year, we find there are several queries and issues that we commonly help schools with for Teachers2Parents. You can use this list of Frequently Asked Questions to help you quickly find answers to any of these you might encounter.

For more detailed assistance, our [Teachers2Parents End of Year Guide](#) offers more in-depth help with preparing for and getting started in September.

Kind Regards,

The Teachers2Parents Support Team

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1. Username/Password

It is usual for many things to change over the long summer break, causing you to lose or misplace your login details when you return.

Can I change my password to something easier to remember?

Yes, you just need to click on the icon  in Teachers2Parents, enter your current password followed by your new one and save it (password needs to be at least 6 characters and include both letters and numbers).

We recommend testing this straight away by logging out of Teachers2Parents, then logging back in with your new password to make sure it works.

See article: [Change Password](#).

I have forgotten my password, how can I reset it?

Any colleague with Admin access in your Teachers2Parents account can reset it for you.

They can click on the Admin icon  in Teachers2Parents and then go to the Users tab. In the list of usernames, double-click on your user and type a temporary password into the password field and save it.

Then, if you log into Teachers2Parents with the temporary password your colleague saved, click the Change Password icon  to save your preferred password and secure your login.

We don't want our staff members using the same user login. How do I create a new user?

If you have Admin Access, click on the icon  in Teachers2Parents and go to the Users tab. Now click Add in the bottom to open a new user window.

Create a username and password, then tick the options for how much access you want them to have within the system i.e. Admin Access, Reports Access, Text Access or Email Access.

(If you do not have the Text or Email Service with us then the access option cannot be selected.)

See article: [Add, Edit, and Delete Users](#).

2. Updating Staff Contact

Staff contacts do not currently sync from your MIS along with your student/parent contacts. So, if you have had any changes to your staff, these need to be updated manually in Teachers2Parents (syncing staff will soon be possible through our Xporter on Demand integration)

How do I add new staff contacts to Teachers2Parents?

1. In Teachers2Parents, click the Admin icon 
2. Select the Contacts tab
3. Click Add
4. Enter the first name & surname in the Name field
5. Select Staff / Other
6. In the 1st Mobile field, enter the mobile number after +44, ensuring to omit the leading zero and any spaces
7. In the 1st Email field, enter the email address (optional)
8. Tick Staff in the Group list
9. Click Save

How do I delete old staff members who have left the school?

In the Contacts tab in Admin, you just need to tick the checkbox for any staff members you wish to remove and then click Delete in the bottom right corner.

See article: [Add Staff Members](#).

3. Separated Parents

In some instances, you might need to contact both parents instead of one.

I have a family with separated parents, how can I text them both?

Whoever is the second priority parent for the child will need to be added directly into Teachers2Parents. To include them in your text messages, follow these steps:

1. Find the child (e.g. **John Smith**) you are adding the second contact in for and double click to open the contact window.
2. If the mobile number you want to add is listed in the **2nd Mobile** field, copy it.
3. Note the '**Year Group**' label including letter casing and spaces (SIMS often has double spaces)
4. Note the '**Form**' label including letter casing and spaces
5. Note any groups/clubs/classes ticked in the **Groups** section, then click **Cancel**.
6. Click **Add** at the bottom of the Contacts page to open a new contact window.
7. Type in the **Name** as follows: **John SmithDAD**, add the father's number in the **1st Mobile** field and fill in the **Year Group** and **Form** fields exactly as they were in the original contact window (including the exact spacing).
8. In the **Groups** section tick all the same groups, clubs and classes that were ticked in the original contact window, then **Save**.

See article: [Add Separated Parents](#).

Why are the split parents I added before still showing in the old year groups or been removed for the leavers?

These parents have been added manually into Teachers2Parents (in addition to the contacts that have imported from your MIS), so they also need to be updated or deleted manually. You would need to update the Year and Form groups to match the child's current details and delete any contacts still showing for children who have left the school:

Updating a split contact for a child who has moved up a year.

In Admin, on the Contacts tab, double-click on the additional parent contact and edit their Year Group and Form to match their child's current details (match the Year and Form group labels exactly with how they have imported from your MIS to avoid creating additional, unwanted years/forms).

Deleting a split contact for a child who has left the school.

In Admin, on the Contacts tab, tick the check box for any contacts you wish to remove and click the Delete button in the bottom right.

4. New Academic Year

Why aren't the new students showing on Teachers2Parents yet?

Any students joining in the new academic year will **not** appear in Teachers2Parents until their start date when they are marked as On Roll/Current students in your MIS. Specifically, it will be when you run the update on that day.

When will the old students stop showing in Teachers2Parents?

Your Leavers will be removed from Teachers2Parents on their leave date once your update has run. If there are any Leavers still showing, then you should check that you have entered the Leaving Date in your MIS and that you have run your update.

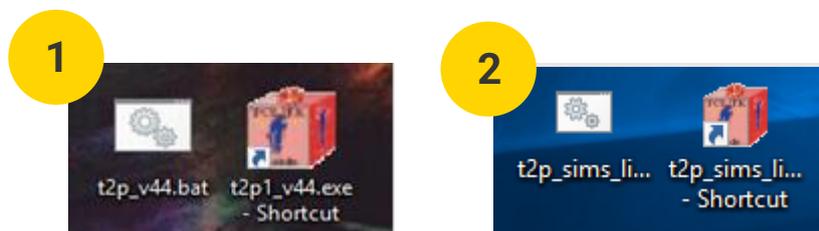
Otherwise, check if they have been added manually to Teachers2Parents instead of being imported. In this case, you would need to delete them manually: In Admin, on the Contacts tab, tick their check box and click Delete in the bottom right.

How do I update Teachers2Parents?

Data is currently imported into Teachers2Parents either using our Simslink or Wonde integrations. If you are using Sims, it is likely that you are using our Simslink application - see how to run your update below. If you are using one of the other management systems, such as Arbor, Bromcom, Scholarpack, etc (and some Sims schools), you will be using our Wonde integration. To run that update, you need to log into Teachers2Parents, click on the Admin icon and go to the Wonde tab. Then just click Import Student Details to update your system.

Running your Simslink update.

If you are **using SIMS**, then look on your Desktop and see if you can find either of these SIMS Link icons:



If you have an icon from Image 1 (v44), double-click it to start running the update and click to complete the update when prompted. If you have an icon from Image 2 (v2.12), follow these steps:

1. In SIMS: **Reports** then **Run Reports**
2. Open **Focus** then **Student** and double click the 'A_T2P_Central_v11' report.
3. A 'Report has been created' message will appear, click **OK**.

4. Go to your Desktop and double-click the **t2p_sims_link-2.12.0** icon.
5. When prompted '**Click to Complete...**' on the webpage, then close it when it confirms the update has finished and close the Teachers2Parents '**Settings**' box.

If you need one of these installed, then check the SIMS section in the [T2P End of Year User Guide](#).

5. Contact us

We hope these FAQs helped provide you with some answers to getting Teachers2Parents ready for the beginning of the new Academic Year. If you need further assistance, our [Teachers2Parents End of Year Guide](#) offers more in-depth help with preparing for and getting you started in September.

Also, our [support website](#) provides a comprehensive list of articles that help you with everything else you may need help on with Teachers2Parents.

The support team will be more than happy to help if you still need to get in touch. When September arrives, we will work to resolve your support enquiries as fast and effectively as possible but please be patient with us.

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