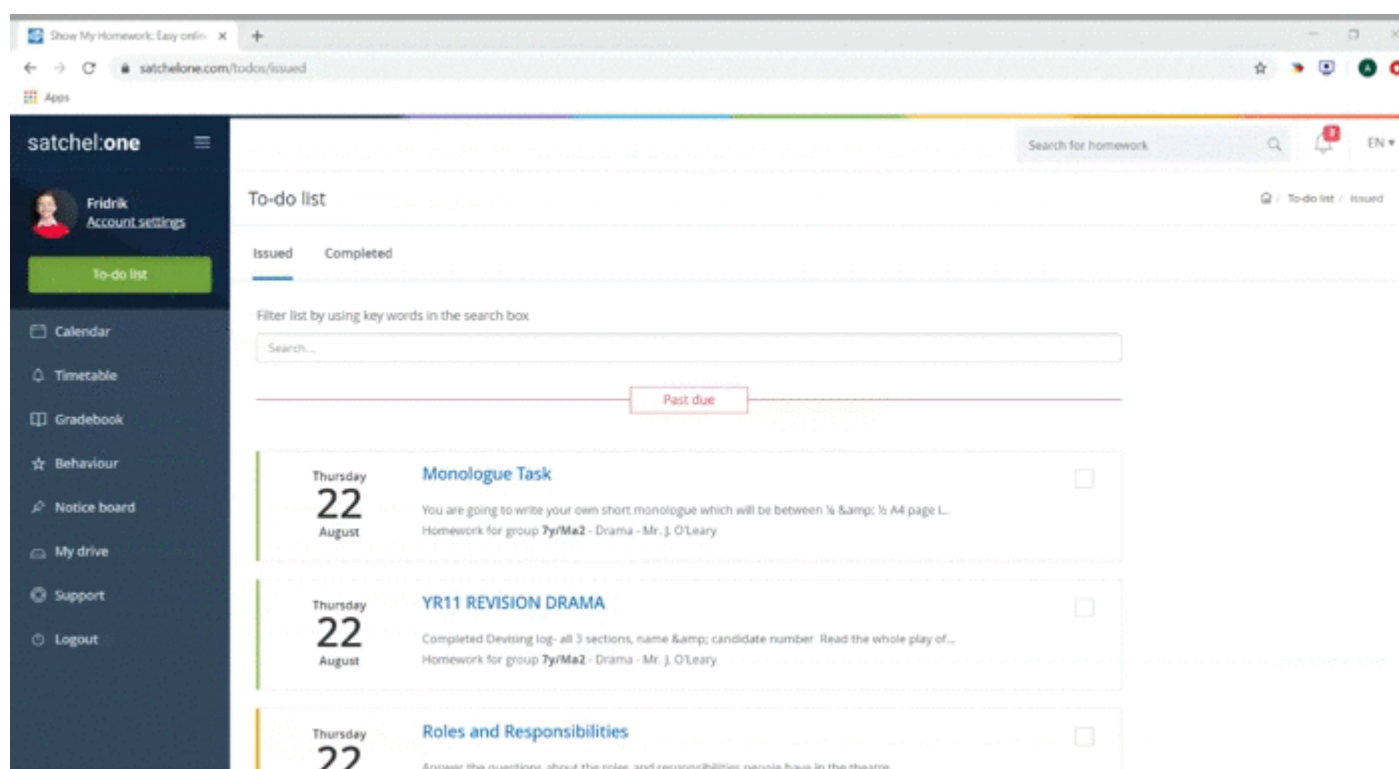


How can users register or recover their accounts?

All users can recover their passwords by click on "Forgot password". If Single sign-on has been enabled for your schools, they will see a relevant message encouraging them to use their school credentials.

Students can view parent codes

A student who have access to their account can invite their parents to register. Log into a computer and go to [Account settings](#) to view the parent code.



Parents can view student PINs

Parents are able to view their student's PIN and help them recover their account.

Open the Satchel One app on your phone or tablet and from the Menu go to *Settings > Student management*. You will be able to see the student PIN which they can use to reset their details.

The PIN is also visible on the website, right on your dashboard.