



## Common Parent Questions After Launch

### **1) I did not receive a confirmation email. Can you resend it?**

First check to ensure that the parent has an account in FinalForms.

**Go to MANAGE > PARENTS > Search for the parent's name and/or email**

If there is an account and their email address is correct...

**Use the "Notification Bell" icon to resend the confirmation email.**

If the email is incorrect....

**Click the "Edit button" on the parent's account and update their email address. Click "Update Parent" and a new confirmation email will be sent to the corrected email address.**

If there is no account you will have to create a new account for the parent.

**Click on "New Parent" in the upper right hand corner and create the parent's account. You will need First Name, Last Name and Email Address. Then scroll down to "Student Accounts" and add the student(s) to the parent account. Click "Create Parent" and the parent will receive a confirmation email.**

### **2) I confirmed my account but I forgot my password. Can you reset it?**

Search for the parent's account in FinalForms.

**Go to MANAGE > PARENTS > Search for the parent's name and/or email**

Once you find the parent's account...

**Use the "Notification Bell Icon" to send a reset password email.**

*\*Parents can also reset their email and/or password by going to your FinalForms website and selecting "Forgot your email/password?"*

### **3) I logged in and only saw one of my children on the account. Can you add my other child?**

Search for the parent's account in FinalForms.

**Go to MANAGE > PARENTS > Search for the parent's name and/or email**

Once you find the parent's account...

**Click the "Edit button" on the parent's account and scroll down to "Student Accounts". Click "Add Student" and type the name(s) of the student(s) missing from the account. Click "Update Parent" and the parent will now be connected to their other student(s).**

*\*Always check custody paperwork before adding a student to a parent account.*

### **\*\*\*Other questions that may arise\*\*\***

**The parent attached to the student account is no longer the legal guardian. How can I remove them?**

Go to MANAGE > PARENTS > Search for the parent's name and/or email

Once you find the parent's account...

Click the "Edit button" on the parent's account and scroll down to "Student Accounts". Click "Remove" next to the student(s) who need to be detached from the account. You also have the ability to lock a parent's account by checking next to the Administrator only option "Lock account to prevent login and notifications?"

Click "Update Parent" and the parent will now be removed from their student(s).

**What if a parent needs FinalForms notifications, but is not allowed to sign forms? (example: shared or joint custody)**

Search for the parent's account in FinalForms.

Go to MANAGE > PARENTS > Search for the parent's name and/or email

Once you find the parent's account...

Click the "Edit button" on the parent's account and scroll down to "Student Accounts". Click "Edit Record" and select "Read Only". Click "Update Parent" and the parent will now only receive notifications from FinalForms.

**What if a parent duplicates a student's account?**

No problem! Our Support team can merge student accounts. Just email the team at [Support@finalforms.com](mailto:Support@finalforms.com)

Our Support team is always a click away! Scroll to the bottom of your school's FinalForms site and click the use the Support Button:

