

21.11.19

SCHOOL MONEY - SECURITY UPDATE TO PARENT LOGIN

Message from our providers.

At SchoolMoney, the security of schools and parents is our top priority. We have released an update which helps to keep parent accounts protected.

What will change?

Parents' daily use of SchoolMoney will not be affected. When a parent logs in, if they have not yet changed their temporary password they will be prompted to do so before they continue. Their new password will have to conform to our minimum password requirements: at least 8 characters long, containing at least one number, and containing at least one uppercase letter. If the parent does not wish to change their password at this time, they may log out. However, they will be required to change their password if they wish to continue and use their account to make payments, bookings, etc.

Why have you introduced this?

Parents have been able to change their temporary password for some time. It is important that they update this temporary password to something only they know in order to help keep their account secure. We are therefore helping to ensure that all parents remember to change their passwords.

How will this affect parents?

Parents who have not yet changed their temporary password will be asked to change their password on login. Parents who have already changed their password will not be affected. All parents will still be able to change their password at any time by clicking the 'Change Password' button in the top right corner of their account.

Tip: We recommend that you avoid using the same password for different websites and remembering to change it if you think someone else might know it - this advice applies to everyone, not just parents!

How will this affect schools?

Your day-to-day use of SchoolMoney will not be affected. Just as before, if a parent has forgotten their password you can reset it by clicking the 'Reset Password' button in the Student page. The parent will then receive a link which can be used to reset their password.