

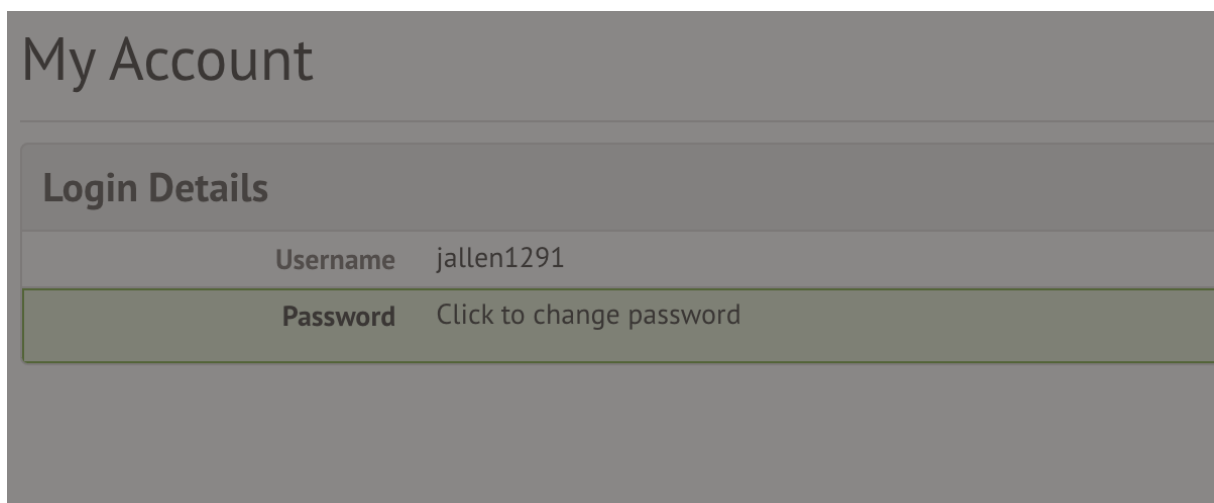
Updating your own guardian details on the Parent Portal and Parent App

You can update your own details, such as your contact details, on the Parent Portal or Parent App.

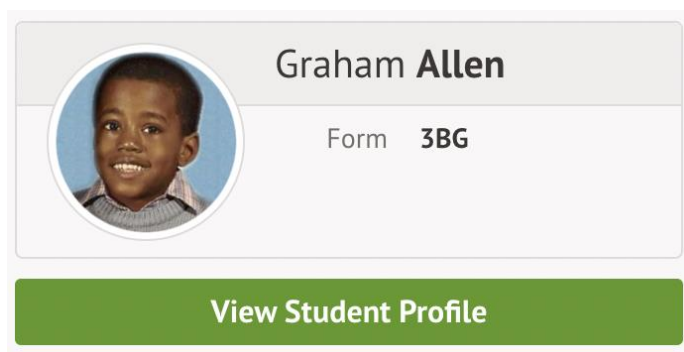
[On the Parent Portal](#)

[On the Parent App](#)

To change your password, go to **My Items > My Account** and click to change your password.



To change any other details, go to your child's profile.



Scroll down and click your name in the **Family, Guardians & Contacts** section.

Family, Guardians & Contacts + Add

<p>Jack Allen Father ▶</p> <p>07700 900295 (Mobile)</p> <p>020 8777 1568 (Home)</p> <p>jack.allen@arbor-mail.com (Personal)</p> <p>101B Harley Road, London, London, NW10 8AY</p> <p>Access Options</p> <p>Primary guardian</p> <p>Can collect</p> <p>Emergency contact</p>
<p>Katie Allen <i>You cannot see this guardian's details for security reasons</i></p>

Here you can edit any details that have an > symbol, such as:

- select or change your Preferred contact method of email or SMS for being notified when your child was absent from school. **Top Tip: This informs the school of your preference when checking your profile, but they can choose to send either method.**
- adding a [National Insurance number](#)
- changing your name or relationship with the child
- which priority contact you are

<p> Jack Allen</p> <hr/> <p>User Details</p> <p>Username jack.allen@arbor-mail.com</p> <p>Password ***** ▶</p> <hr/> <p>Identity</p> <table border="1"> <tr><td>Name</td><td>Mr Jack Allen</td><td style="text-align: right;">▶</td></tr> <tr><td>Relationship to pupil</td><td>Father</td><td style="text-align: right;">▶</td></tr> <tr><td>Legal guardian</td><td>Yes</td><td></td></tr> <tr><td>Primary guardian</td><td>Yes</td><td></td></tr> <tr><td>Can collect</td><td>Yes</td><td></td></tr> <tr><td>Emergency contact</td><td>Yes</td><td style="text-align: right;">▶</td></tr> <tr><td>Preferred contact method</td><td>No Preference</td><td style="text-align: right;">▶</td></tr> <tr><td>National Insurance number</td><td colspan="2">Click here to enter your National Insurance number if required by your school ▶</td></tr> </table>	Name	Mr Jack Allen	▶	Relationship to pupil	Father	▶	Legal guardian	Yes		Primary guardian	Yes		Can collect	Yes		Emergency contact	Yes	▶	Preferred contact method	No Preference	▶	National Insurance number	Click here to enter your National Insurance number if required by your school ▶		<p>Quick Actions ▲</p> <ul style="list-style-type: none"> Add Telephone Number to Jack Allen Add Email Address to Jack Allen Add Postal Address to Jack Allen
Name	Mr Jack Allen	▶																							
Relationship to pupil	Father	▶																							
Legal guardian	Yes																								
Primary guardian	Yes																								
Can collect	Yes																								
Emergency contact	Yes	▶																							
Preferred contact method	No Preference	▶																							
National Insurance number	Click here to enter your National Insurance number if required by your school ▶																								

You can also add or edit phone numbers, email addresses or your address. **Please note that if you edit your only email address, or add a new one and mark it as the default, this will be come your new username to log in with.**

User Details	
Username	jack.allen@arbor-mail.com
Password	*****
Identity	
Name	Mr Jack Allen
Relationship to pupil	Father
Legal guardian	Yes
Primary guardian	Yes
Can collect	Yes
Emergency contact	Yes
Preferred contact method	No Preference
National Insurance number	Click here to enter your National Insurance number if required by
Contact details	
Mobile	07700 900295
Home	020 8777 1568
Personal email	jack.allen@arbor-mail.com
Home address	101B Harley Road London NW10 8AY Graham Allen lives here This is a correspondence address

Create Email Address

Email Address Owner	Jack Allen
Email Address Type*	Personal
Email Address*	<input type="text"/>
Default address	<input checked="" type="checkbox"/>

If you need to update your address, you can choose to either edit the address or mark that you've moved to a different address.

[« Back](#)

Edit address or move House?

Do you want to edit the details for this address, or is the person living there moving to a different address?

By editing details we mean correcting small errors such as typos or a wrong house number, as well as editing whether the student lives at this address, what type of address it is etc. If so, please click 'Edit Address'.

If the person living at this address is moving to a different address, please use 'Move House'.

When you do this, you also need to select whether the changes also apply to anyone who is down as currently living with you.


Country* 

Options

Address type* 

Correspondence address

Graham Allen lives at this address

Move date 

Other occupants

Also move Graham Allen (Student) (Ongoing)

Katie Allen (Guardian) (Ongoing)

Cancel

Move House