



## 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 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.**

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.**

### 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.**

**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).**

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

**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:

