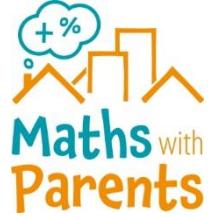


# Frequently Asked Questions – For Parents



## Getting Started

### How do I find out my child's class code?

Your child's class teacher will have the code.

### How do I get signed up?

Go to [www.mathswithparents.com](http://www.mathswithparents.com), click 'Log In' and then Register as a new parent. Here you will need to enter the class code, before entering your details

### How can I add another child?

When you log in, it will take you to your own page showing your child. At the bottom of this page click on the 'Add another child' button and follow the steps to add another child. You will need their class code. This will also work if your child goes to a different school, but you have a class code for them.

### How do I give another parent/adult access to my child's account?

More than one family member can access each child's account. To do this you will need the child's class code and to ensure that you both enter the child's name exactly the same and this will give any number of adults the chance to access the videos, activities and leave comments.

## Topics, Activities and the Mathscot

### How are the topics chosen?

Your class teacher sets the topics for you, so these are all topics that your child has recently been learning and are appropriate for their stage.

### How does the class teacher know which activities we have done?

They will be monitoring engagement and they will see all the videos you have watched together and be looking out for comments and photos for each of the activities to see how you are getting on together.

### I cannot see any topics to complete. What do I do?

The topics are below your Mathscot. If you can only see the introductory video this just means your class teacher has not yet set a topic to complete. You will receive an email from us when the first topic is then released.

### How will I know when a new topic is released?

An email will be sent to you when a new topic is available to access.

### Where do I write the answers?

The activities are there to be played and enjoyed. They are designed for your child to explore and deepen their understanding of the topic. Your teacher is not expecting to see any answers but will use the comments you leave to see how your child found the activities.

### How does the Mathscot reward system work?

Each child has their own personal "Mathscot". As you watch videos and play the activities, your child's Mathscot will be dressed in fun items. To gain a new item you need to watch the video, play the activities and leave comments for the class teacher

### How long do the activities take?

The games and activities are designed to take between 5–25 minutes. You can re-watch the videos as much as you want and the activities can be done a number of times, so you can play your favourites again and again!

### **How long are the videos?**

The videos are all about 2 minutes long. The videos are intended for you to watch alongside your child.

## **Administration**

### **What is my username?**

Your username is the email address that you used when you first registered with us.

### **What can a user do if they have forgotten their password?**

You can request a new password by clicking "login" on the homepage, then "forgot password". Enter your email address and you will be sent a new password (please check your spam)

### **How can I get in contact with you?**

The easiest way to ask any further questions is to message us under the 'Contact Us' section on the Maths with Parents homepage. Alternatively, you can email us at [hello@mathswithparents.com](mailto:hello@mathswithparents.com) or reply to any of Lucy's emails.