

# Satchel One Parent Set up Guide



One school. One family.

[kimboltonschool.com](http://kimboltonschool.com)



# Obtaining a Parent Code

Obtaining a Parent Code allows you to create a new parent / guardian account or recreate an existing account you have lost access to.

Please follow the guidance below to obtain an up-to-date Parent Code (please note that Parent Codes expire 3 months after being generated).

# Receive code from pupil account

## Option One: Via the mobile app

Please ask your child to:

1. Log in using the Microsoft login option with their school username and password.
2. Go to Settings > Parent Code to find the code.

The mobile app is available in your app store.

## Option Two: Via a web browser

1. Go to [www.satchelone.com](http://www.satchelone.com)
2. Select Log in with Microsoft account.
3. Enter pupil school username and password.
4. Once logged in, go to Account Settings.
5. Scroll down to My Parent Code and click Show code.

The same code can be used to create up to 5 parent / guardian accounts, so feel free to share this code with those who need access to your child's Satchel One account.

# Creating your parent account

## On the mobile app

1. Search for your child's school (by name or postcode).
2. Tap "Log in with a PIN or Parent Code."
3. Enter the Parent Code provided by the school or your child.
4. Confirm that you are linking the correct child and accept the T&Cs.
5. Fill out your personal details and choose a new password
6. Verify your email by clicking the link sent to your inbox.
7. If you can't see the email, check your junk/spam folder.
8. Log in with your new details to complete setup.
9. You're now ready to explore your Satchel One account!

# Creating your parent account

## On a Web Browser

1. Go to the [Satchel One login page](#).
2. Click the Parent tab, then select "I don't have an account yet."
3. Search for your child's school (by name or postcode).
4. Enter your email address (must be one you can access) and your Parent Code.
5. Click Sign up.
6. Confirm your details and fill in your personal information.
7. Check your inbox for an email from [noreply@teamsatchel.com](mailto:noreply@teamsatchel.com) to verify your account.
8. ⚠ Accounts not verified within 28 days will be deleted.
9. If you don't see the email, check your junk/spam folder.
10. Once verified, sign in using your new login details.

# Creating your parent account

## Email Verification

1. After clicking the link in your verification email, you'll be taken to a unique login page.
2. You must log in on this page to verify your account — logging in elsewhere or only clicking the link will not complete verification.
3. Use your email and password to log in.
4. Logging in via Google or Office 365 Single Sign-On will not verify your account.
5. Still having trouble? Please [\[contact us\]](#) and we'll be happy to help.

## Adding Another Child to Your Account

1. Open the Satchel One app and go to Settings > Student Management.
2. You'll see the students currently linked to your account. Tap the + button (top right).
3. Enter the new Parent Code provided for your other child.
4. Once linked, the child will appear in your account.
5. To switch between children, simply tap your child's avatar:
6. Tap your child's image to view all linked students.
7. Select the student whose details you want to see.

# Creating your parent account

## Logging In to Your Account

1. Once your account is created and verified, you can log in on any device:
2. Go to the [Satchel One login page](#) or open the mobile app.
3. Enter your child's school (search by name or postcode).
4. Type your email address and password.
5. Log in.



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