

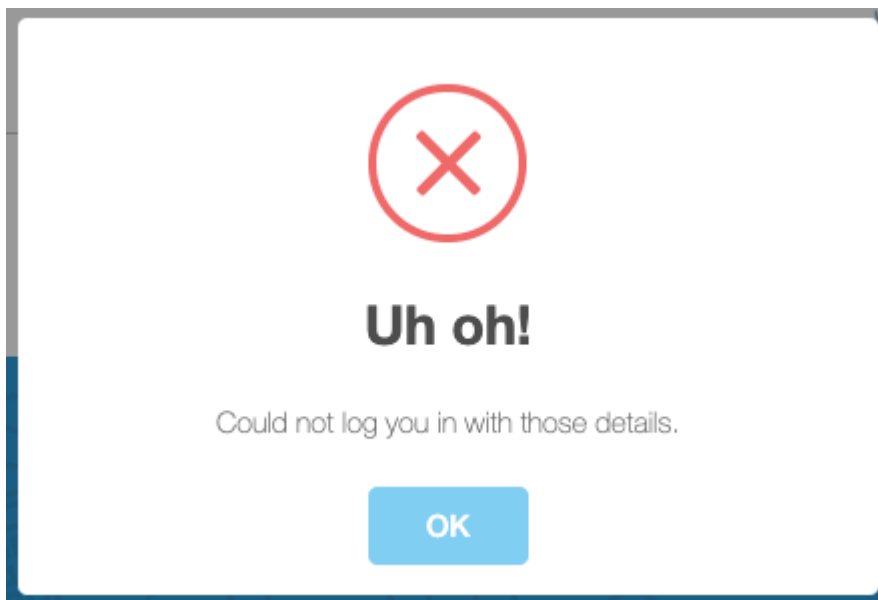
# My child can't log in, what can we do?

Login issues are preventing my child from doing their homework

In order to maintain data protection for minors, HegartyMaths is unable to grant access or reset passwords for students; these functions must be performed by the school.

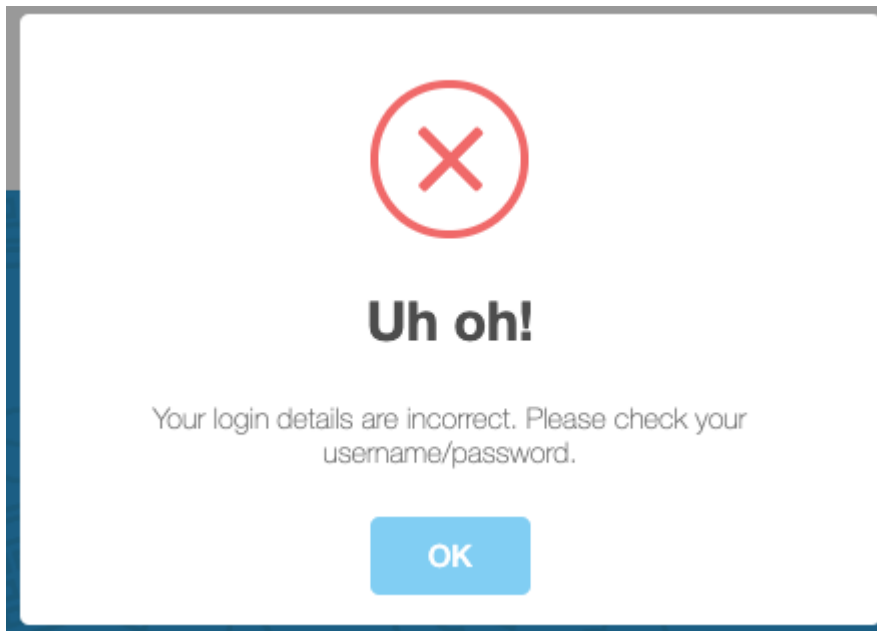
If they can't log in, there are two possible screens your child could be seeing:

1) **Uh oh! Could not log you in with those details.**



This warning is shown when the account is not found in HegartyMaths. This means we could not find an account with the details entered.

2) **Uh oh! Your login details are incorrect. Please check your username/password.**



This warning is shown when the account details are correct but the password is wrong. There is a link on the password entry screen to get in touch with the teacher to reset the password if it has been forgotten.

