FINALFORMS™

Common Parent Questions After Launch

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 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** icon on the parent's account and update their email address.
    - Click **Update Parent**, and FinalForms will send a new email to the corrected email address.

- You will have to create a new account for the parent if there is no account.
    - Click **New Parent** in the upper right-hand corner and create the parent's account. You will need a **First Name**, **Last Name**, and **Email Address**.
    - Scroll down to **Student Accounts** and add the student(s) to the parent account.
        - School-level permissioned staff will only be able to add students from their building. A district administrator would best manage this if there are multiple children in different school buildings.
    - Click **Create Parent,** and the parent will receive a confirmation email.

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.

*Parents can reset their email and/or password by going to your FinalForms website and selecting **Forgot your email/password?***

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.

- School-level permissioned staff will only be able to add students from their building. A district administrator would best manage this if there are multiple children in different school buildings.
    - Click **Update Parent** and the parent will be connected to their other student(s).

Always check custody paperwork before adding a student to a parent account.

The parent attached to the student account is no longer the legal guardian. How can I remove them?

- 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 **Remove** next to the student(s) who need to be detached from the account. You can also lock a parent's account by checking next to the administrator-only option: **Lock account to prevent login and notifications.**

- Click **Update Parent** and the parent will be removed from their student(s).

What if a parent needs FinalForms notifications but is not allowed to sign forms? (example: shared or joint custody)

- 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 **Edit Record** and select **Read Only**.
    - Click **Update Parent,** and the parent will now only receive notifications from FinalForms.

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.

Our Support Team is always a click away! Scroll to the bottom of your school's FinalForms site and click the use the **Get Help** button: