



**CRANBROOK
SCHOOL**

Cranbrook Parent App – How to log in

USERNAME AND PASSWORD DISCOVERY/RESET PROCEDURE

Step 1 – Your username

What is my username?

- Click on **Sign In** (image 1).
- Your username is the email address registered with the School.
- If you are unsure of your email, click [I don't know my username](#) (image 2).
- Enter either your email address or your mobile phone number (image 3), select the appropriate option and click **Request my Username**.

If you selected **Send code by email** and we know your email, you will receive an email like this:

Hi
This email has been automatically generated in response to your 'forgot username' request.
Your username is: example@place.com.au
Please log in to continue.

If you selected **Send code by SMS** and we know your mobile phone number, you will receive an SMS similar to this:

Your username is: example@place.com.au

Note: your username is not case sensitive.

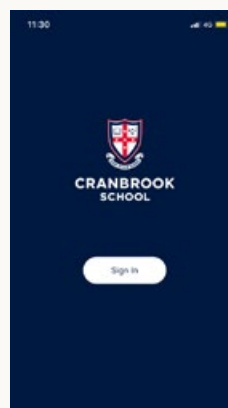
Step 2 – Your password

What is my password/How do I get a new password?

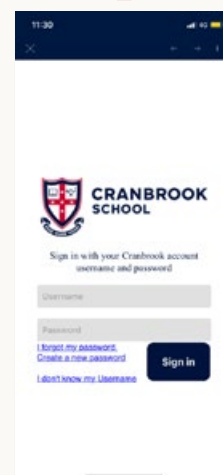
- You will create a new password when you first use the Cranbrook Parent App.
- You need to create a new password by clicking **Sign In** (image 1) then clicking [create a new password](#) (image 2)
- On the following screen (image 4) enter your username and click **Submit**.
- You will receive an email containing a code.
- Enter the code on the next page and click **Check**.
- If the correct code is used, you will then be able to enter your new password and click **Change Password**.

Please save your username and password in a secure place, such as your Password Manager software.

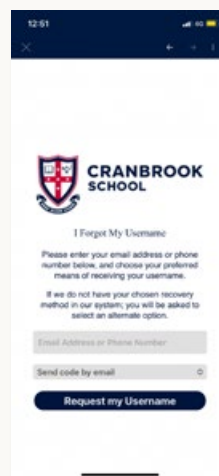
1



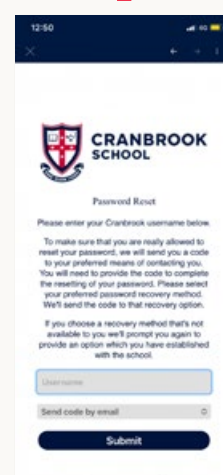
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3



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Who to contact

Senior School Parents
For log in issues, please email
hdesk@cranbrook.nsw.edu.au.

Junior School Parents
For log in issues, please contact the
Junior School Reception on 9327 9100.

*If you have children in both campuses,
please contact the Junior School
Reception in the first instance.*