



Frequently Asked Questions - Parents

I am not able to login. What to do?

-  You can login if you are a student or a parent. And if you know your LoginID and Password. Default LoginID and Password are as under:
LoginID: Admission number of student
Password: Two time admission number


Example: If your admission number is 0487, then your...
LoginID is : 0487
Password is : 04870487

I know LoginID and password, even though it is saying invalid LoginID or Password.


-  LoginID should be exactly same. If admission number is 0487 and you are entering only 487, then it will say invalid. If there is zero in the admission number then you must enter zero also.

Password is case sensitive. Be careful while entering password.

I have forgotten my admission number [LoginID]. What to do?

-  Please go to "**Forget Password > Search Admission Number**" menu. Enter few characters of your name and search. You will get your admission number.


I have forgotten my password. What to do?

-  You can reset your password. But you to proof your identity that you are the genuine candidate. Software will ask your admission number, date of birth and mobile number.

Please go to "**Forget Password > Forget Password**" menu.


Remember if your profile is not updated by the class teacher, you will not be able to reset your password.

 **I am entering correct login id and password, even though software is not allowing me to login.**

 When result preparation and marks entry are in progress, class teacher blocks all students from login. In that situation, you may not be able to login.


Sometime one or two students are not allowed to login due to non-payment of fee or any other reason. Please contact class teacher in that situation.

 **I am able to login but my profile is not correct on the website.**

 Profile has been updated by class teacher. You please check it carefully. Name of student, mother's name, father's name, date of birth, gender, mobile, email, and category should be accurate.


If there is any mistake, please meet class teacher with valid document and request him/her to update student profile.

 **I want to change student photograph.**

 Student photo is updated by class teacher. Please send a latest photo of student. Photograph should be taken in school uniform and passport size. It should be formal.


Selfie style photo will not be accepted. Size of the photo should not exceed 200 kb. Color photo can be sent through whatsapp to class teachers.

 **The website is not responding. Login is not allowing.**

 When result is declared, hundreds of parents or students try to login to the website simultaneously. Due to heavy traffic server may not be responding.

Please wait for few hours and try to login again. If after many attempts, you are not able to login then contact class teacher. He/she will provide you report card.

 **I do not know much about computer, email and login. How to get my report card?**

 No problem. If you are not able to use the software there is no need to panic. Come to school and contact class teacher. He/she will provide you report card.
