How to Help a Parent Who Can’t Log In (Email Not Recognised)

General Settings · https://a2bmanager.com/docs/how-to-help-a-parent-who-cant-log-in/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/11/how-to-help-a-parent-who-cant-log-in-v2-walkthrough.mp4

Video walkthrough (180 seconds)

A parent’s login is the email address on their own parent account. People can get copies of the club’s emails without having a login of their own, for example as an **additional contact** with **CC** ticked. So getting emails from the club at an address doesn’t always mean that address can log in. This guide shows how to read the login error, and what you can check as a club.

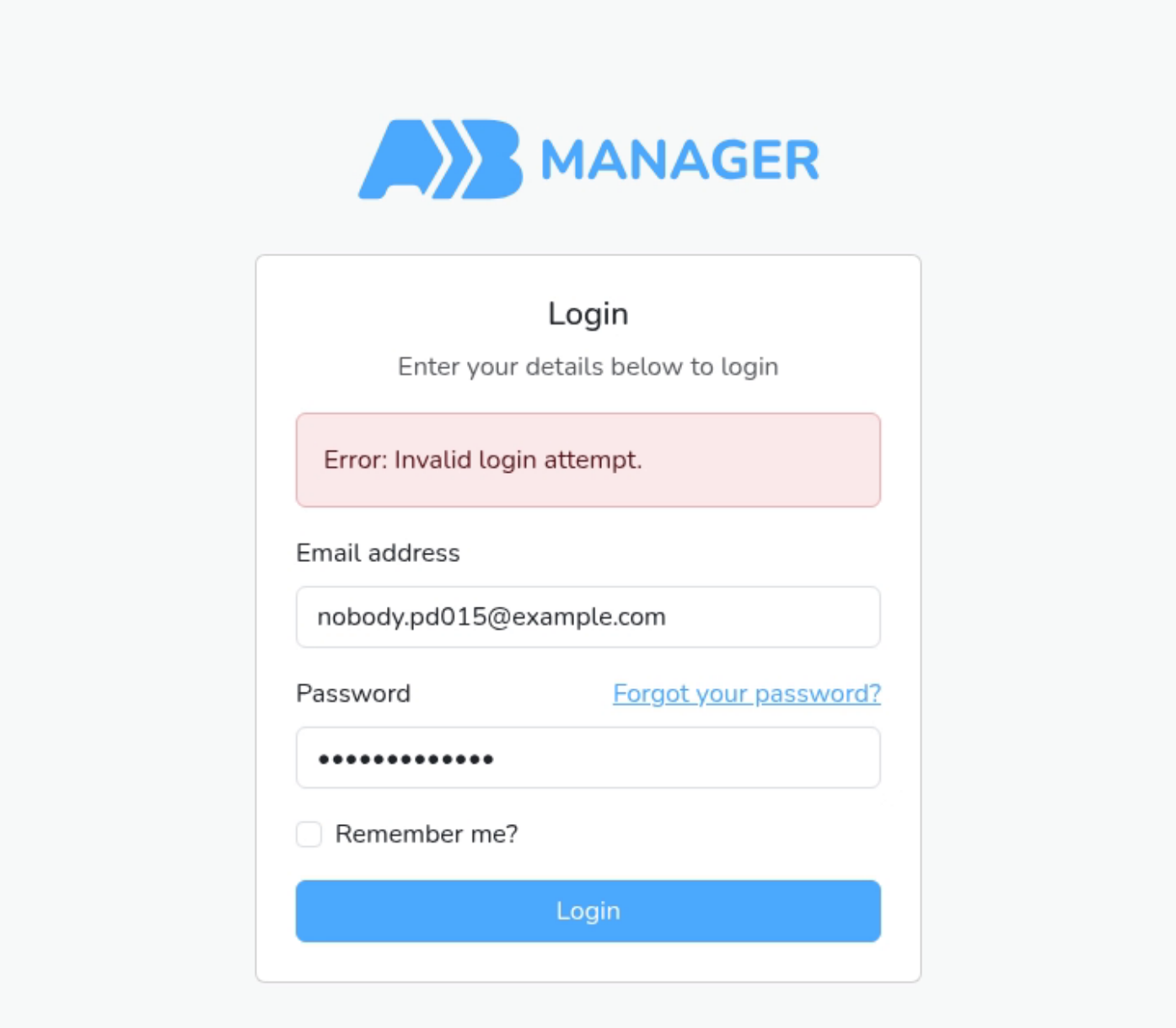
Why it happens

- The login uses the email address on the parent’s own account.
- An additional contact with CC ticked gets copies of the club’s emails, but can’t log in with that email address.
- The login page shows the same *“Error: Invalid login attempt.”* when the email address isn’t on any account and when the password is wrong. So it’s easy to think the email isn’t recognised.

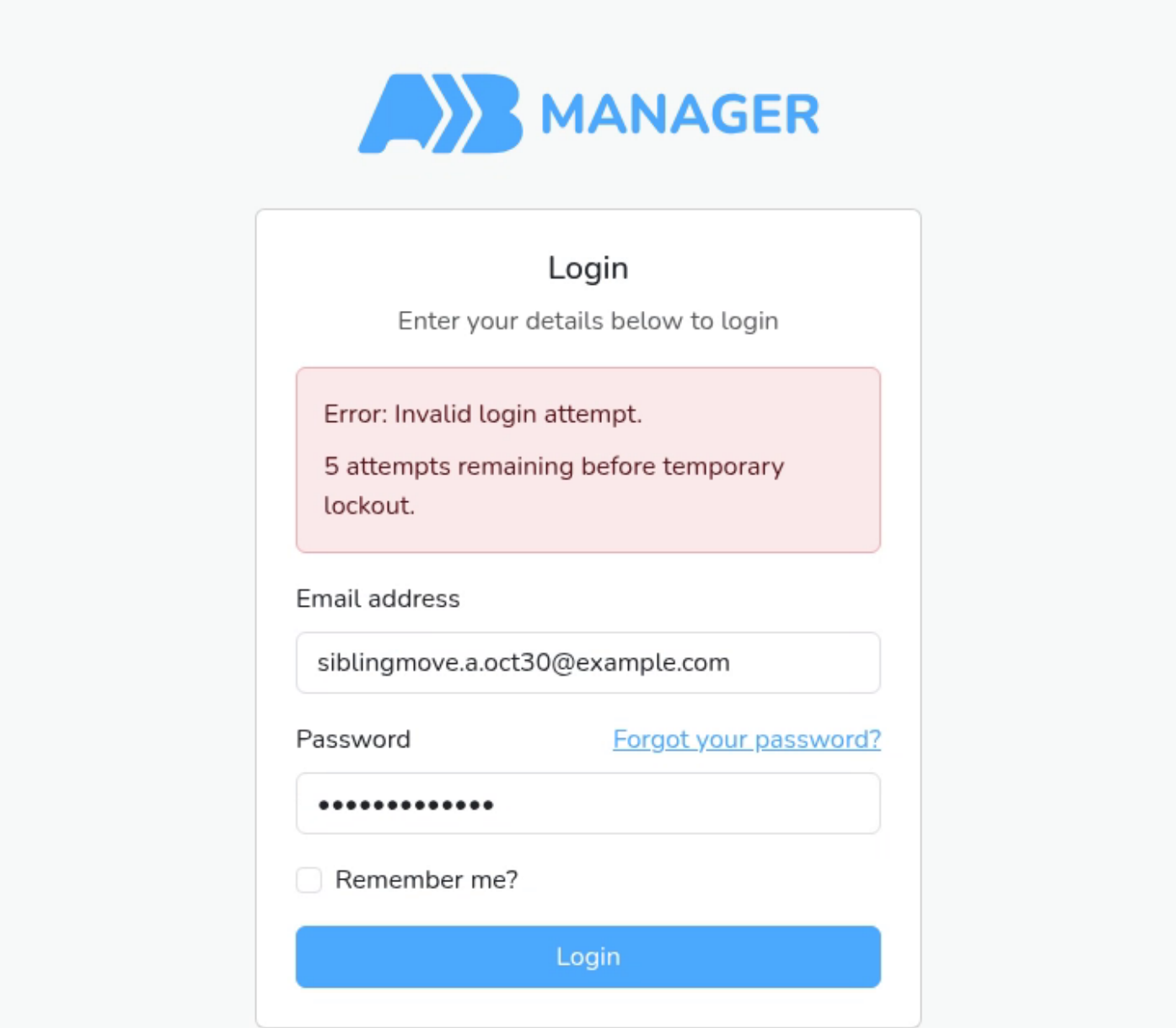
What to Check, Step by Step

Step 1: Read the login error (0:00)

- *“Error: Invalid login attempt.”* on its own means the email address isn’t on any account. An additional contact’s email address gives the same message (see Step 3).
- If there’s a second line, such as *“5 attempts remaining before temporary lockout.”*, the email address **is** on an account. It’s the password that’s wrong. Go to Step 6.
- Capital letters don’t matter. In our test, the same email address typed in capitals logged straight in.



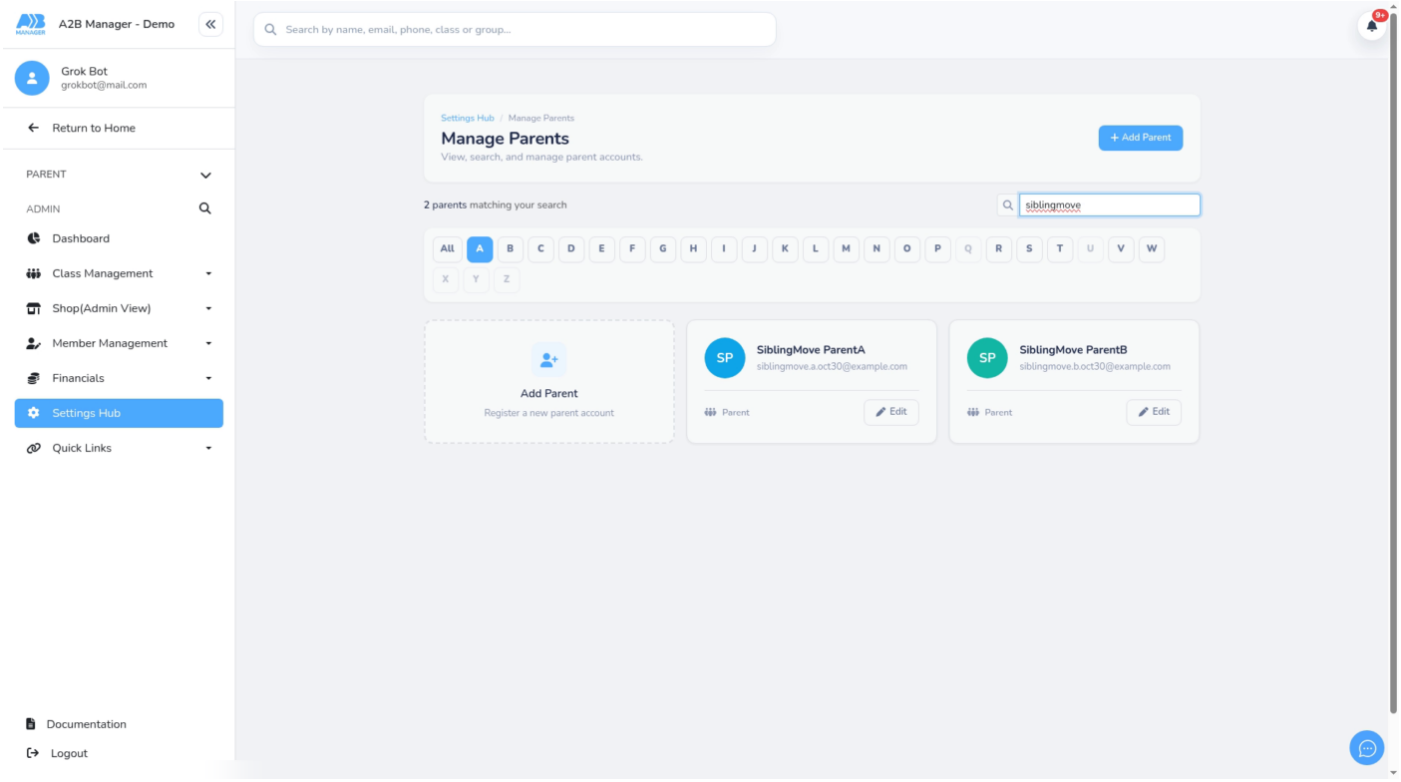
Step 1: An email address that isn’t on any account



Step 1: The email address is on an account, but the password is wrong

Step 2: Search Manage Parents (0:38)

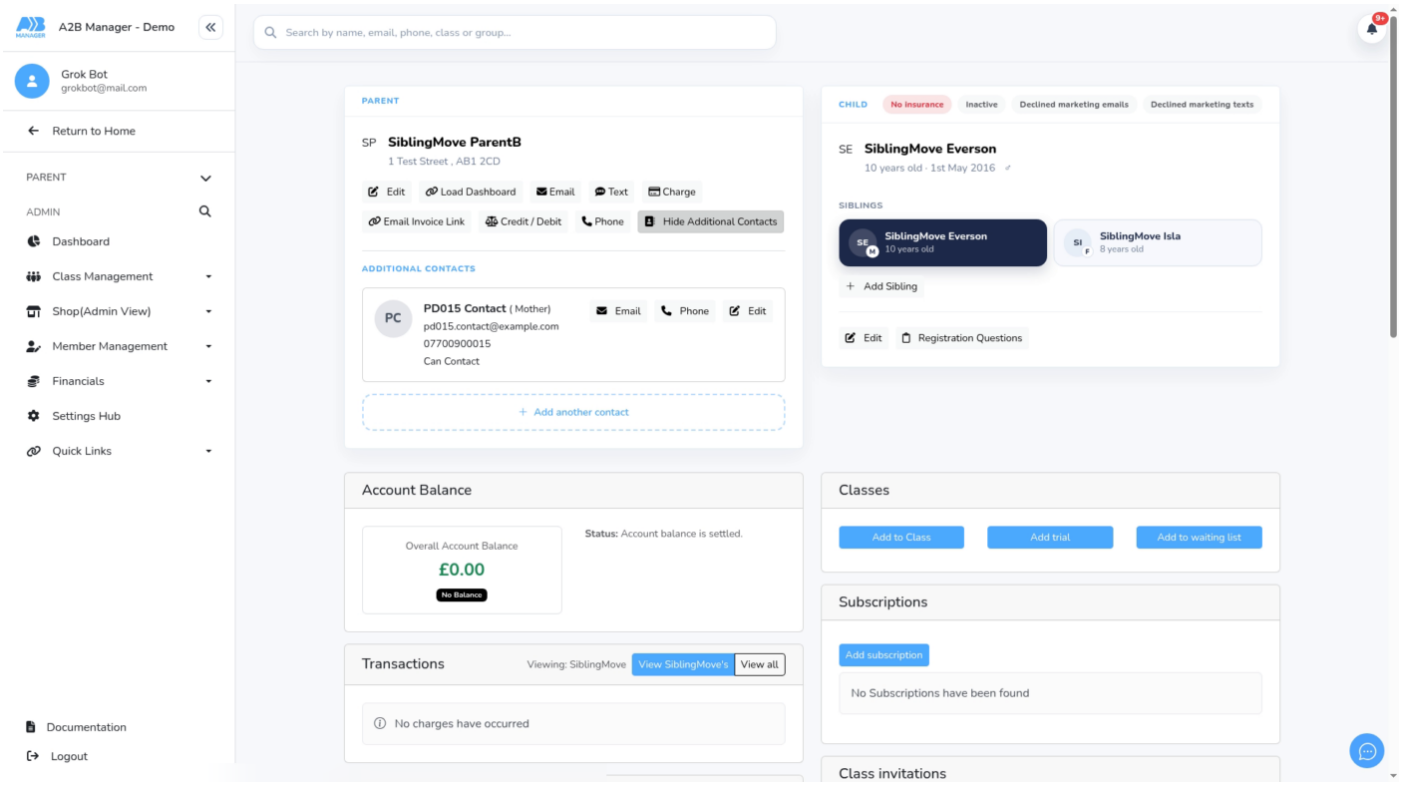
- Go to **Settings Hub** > **Manage Parents**.
- In **Search by name or email…**, search for the parent's name, then for the email address they're trying to log in with.
- Each card shows the parent's name and login email, with a **Parent** badge and an **Edit** button.
- Not listed? Go to Step 3. Listed? Go to Step 5.



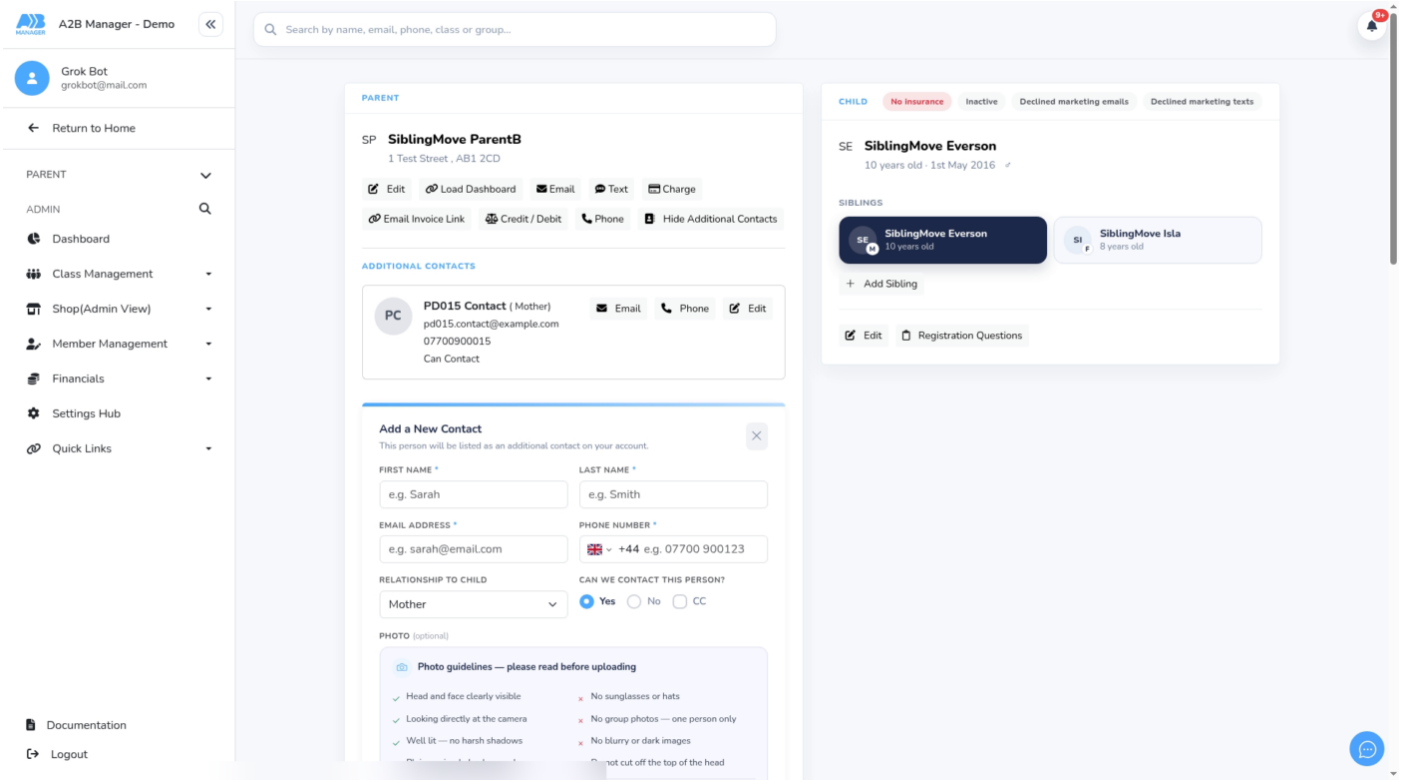
Step 2: Searching Manage Parents by name or email

Step 3: Not listed? Check the child's Additional Contacts (0:48)

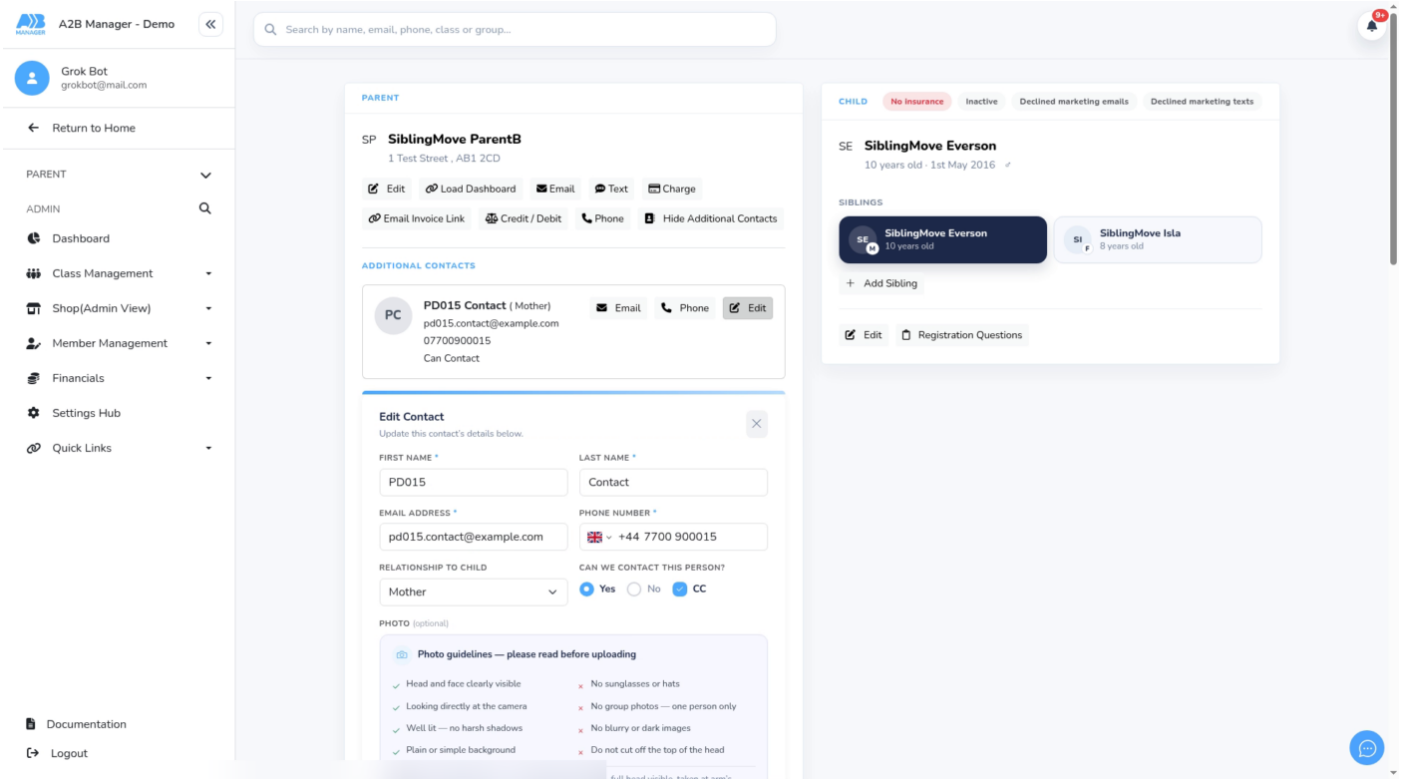
- Open the child's profile. On the **Parent** card, click **Additional Contacts**.
- Look for the email address the parent is using. Each contact card shows the name, relationship, email address, phone number and **Can Contact**.
- Additional contacts can have **CC** ticked, so they receive copies of the club's emails (see How parents add emergency and additional contacts). The **CC** tick box sits next to **Can we contact this person?** on the contact form.
- The contact card doesn't show whether CC is ticked. To check, click **Edit** on the contact.
- A contact's email address can't be used to log in. In our test, it gave *"Error: Invalid login attempt."* with no attempts line. If the parent is a contact, go to Step 4.



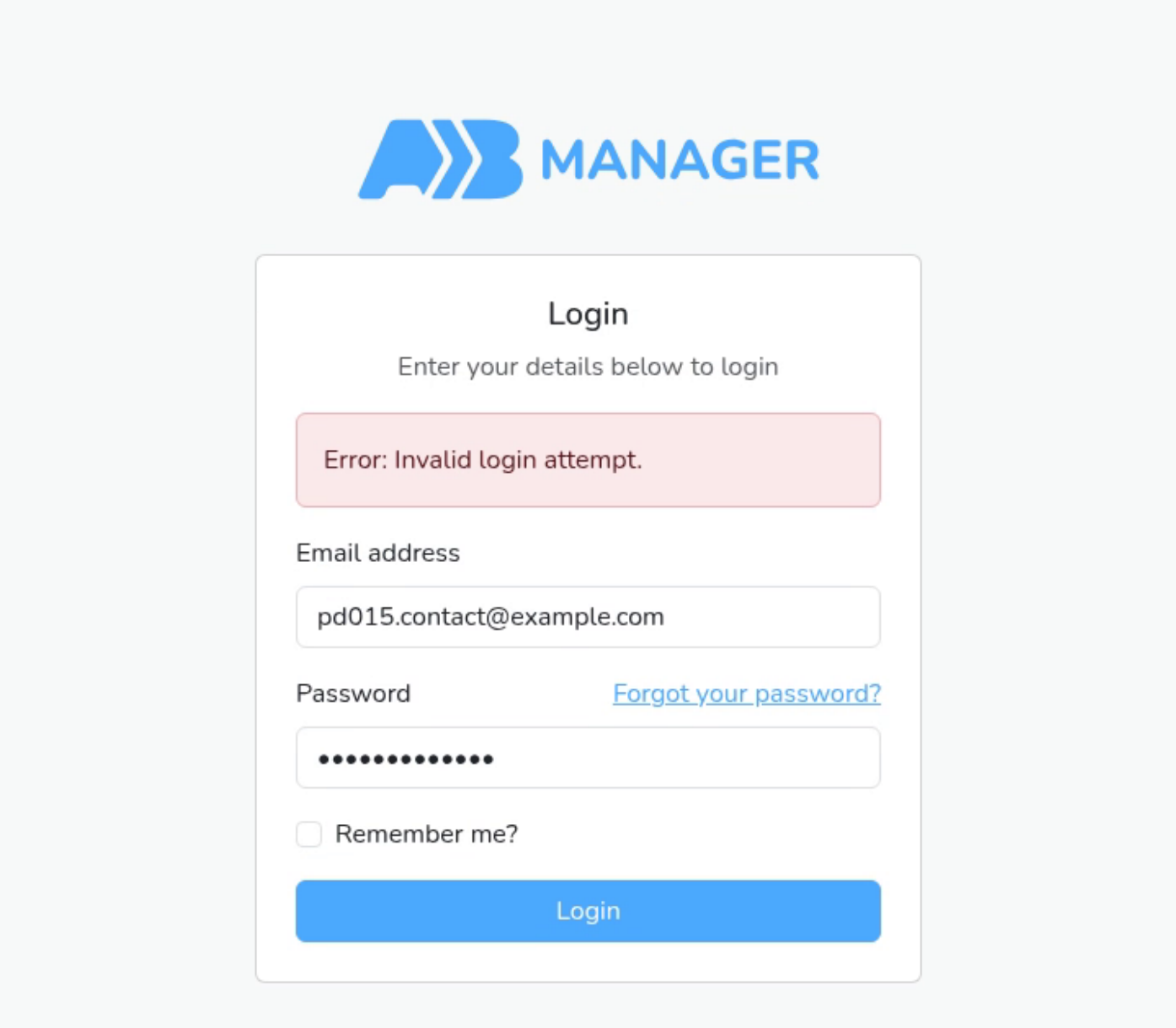
Step 3: Additional Contacts: the contact card shows Can Contact, but not CC



Step 3: The Add a New Contact form, with the CC tick box



Step 3: Click Edit on the contact to see whether CC is ticked



Step 3: A contact's email address can't log in

Step 4: Give a contact their own account (1:41)

- To log in, a contact needs a parent account of their own. There are two ways:
- The parent clicks **Register** on your club's page and fills in **Create an account**. (The **Register** link is on your club's page, not on the login page.)
- Or you add them yourself with **Add Parent** in **Manage Parents**.
- If the email address already has an account, Register shows *"Error: Email address is already in use."* That tells the parent they already have an account, so it's the password they need (Step 6).

Password

••••••••••••••

PASSWORD REQUIREMENTS

- At least 8 characters
- One uppercase letter
- One number
- One special character

Confirm password

••••••••••••••

First name

Test

Last name

Dummy

Address line 1

1 Test Street

Address line 2

Postcode

NR32 1AA

Mobile number

+44 7400 123456

I agree to the A2B Manager privacy policy

I agree to A2B Manager marketing

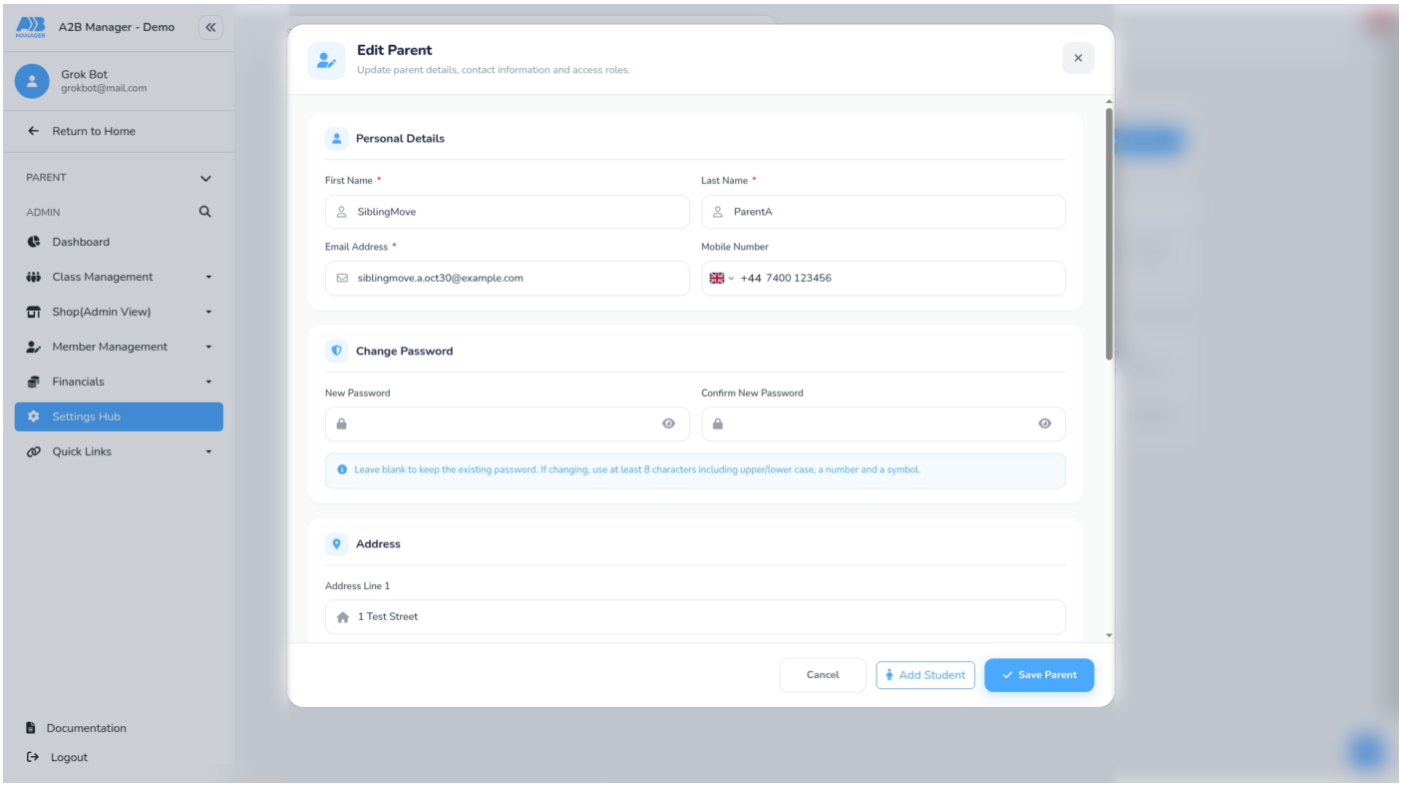
Register →

Error: Email address is already in use.

Step 4: Registering with an email address that already has an account

Step 5: Listed? Check the login email (2:05)

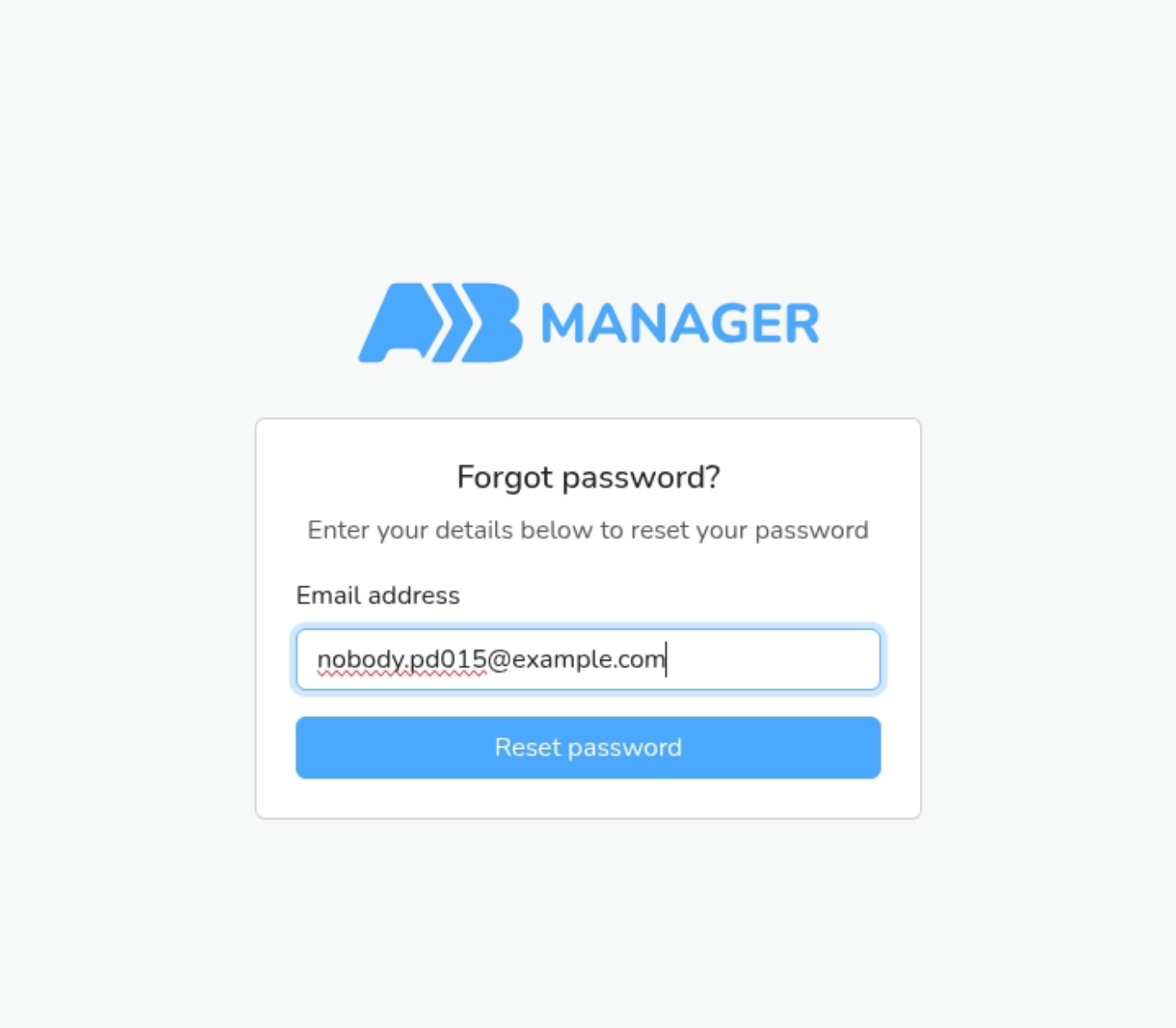
- In **Manage Parents**, click **Edit** on the parent's card.
- In the **Edit Parent** pop-up, check the **Email Address** is exactly the one the parent types.
- If it's wrong, follow How to Change a Parent's Login Email.



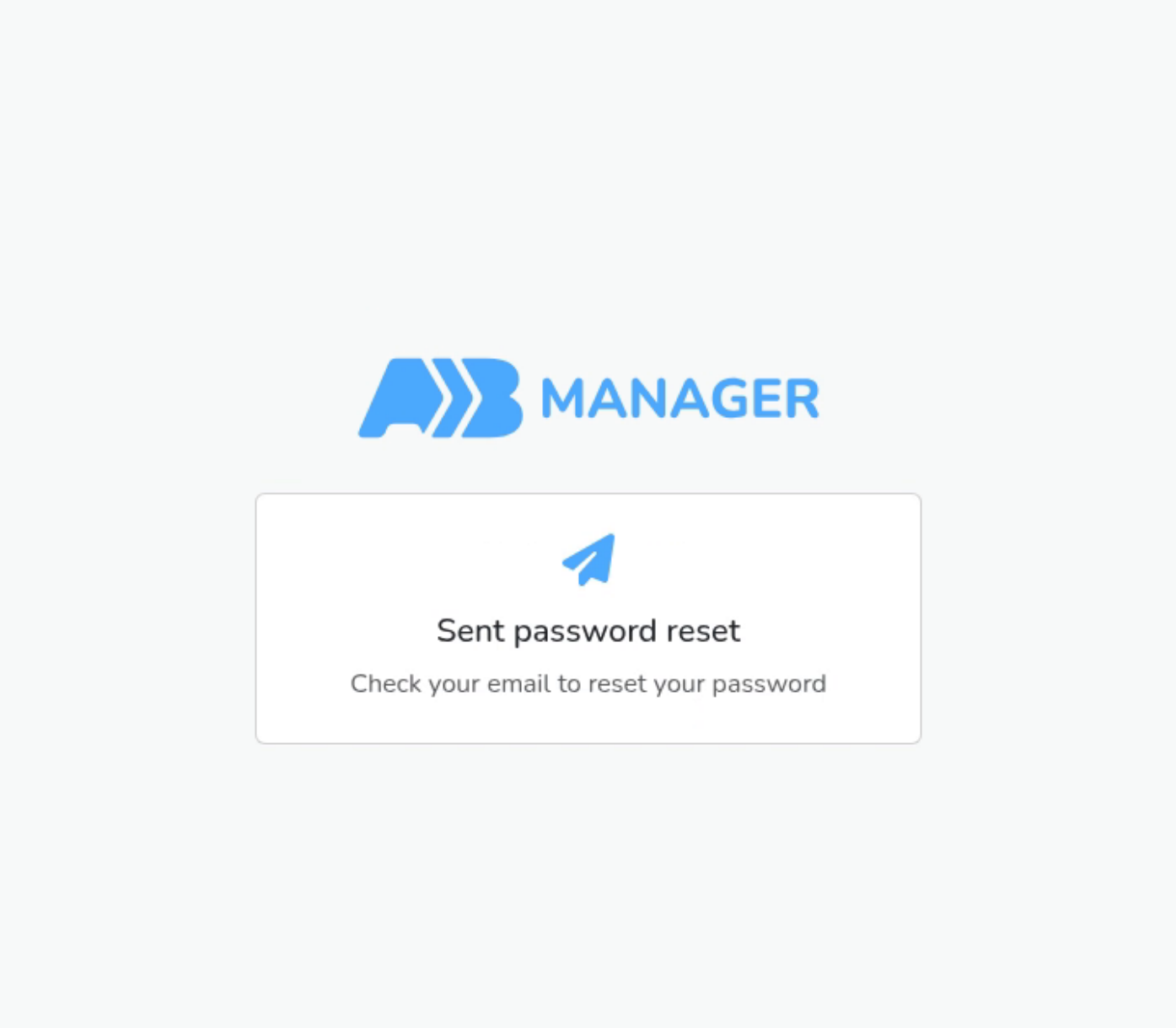
Step 5: The Edit Parent pop-up, with the Email Address and Change Password

Step 6: Email right? It's the password (2:23)

- If the email address is right, the password is the problem.
- The **Edit Parent** pop-up has a **Change Password** section. To set a new password for the parent, follow How to reset a parent's password (admins).
- Or the parent can reset it themselves: on the login page, they click **Forgot your password?**, enter their email address and click **Reset password**. See How parents reset their password.



Step 6: Forgot password? with the email address entered



Step 6: Sent password reset

> **Tip:** The **Forgot password?** page always says *“Sent password reset”* and *“Check your email to reset your password”*, even when the email address isn’t on an account. If no reset email arrives, check the parent’s address in **Manage Parents** (Step 2).

Related guides

- How to Change a Parent’s Login Email
- How to reset a parent’s password (admins)
- How parents reset their password
- How parents add emergency and additional contacts

Download the PDF guide (optional)