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

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.

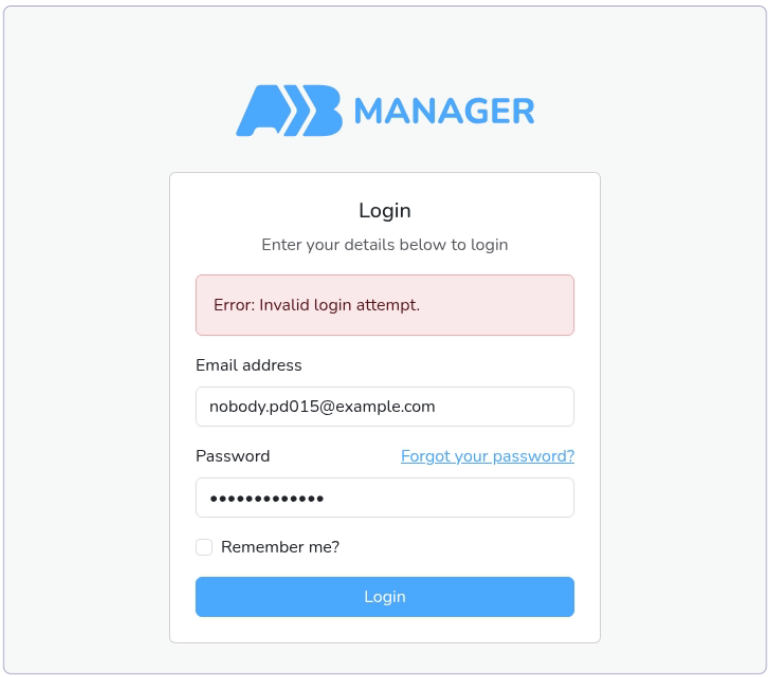
## Why it happens

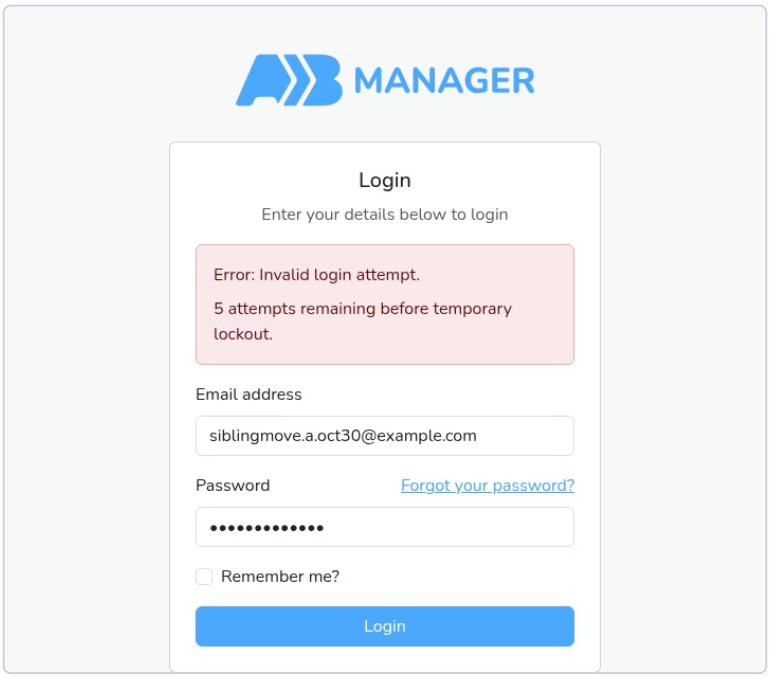
- The login uses the email address on the parent’s own account.
- An additional contact with CC ticked gets copies of the club’s emails, but can’t log in with that email address.
- The login page shows the same “Error: Invalid login attempt.” when the email address isn’t on any account and when the password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

## What to Check, Step by Step

### 1. Read the login error (0:00)

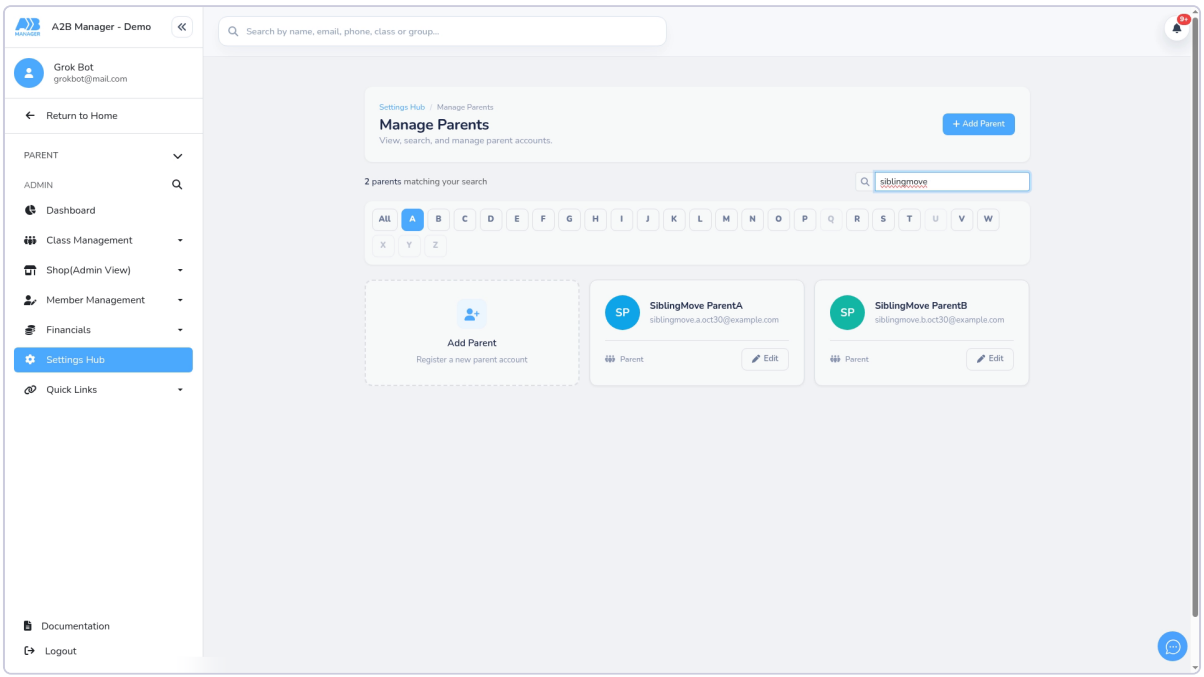
- “Error: Invalid login attempt.” on its own means the email address isn’t on any account. An additional contact’s email address gives the same message (see Step 3).
- If there’s a second line, such as “5 attempts remaining before temporary lockout.”, the email address **is** on an account. It’s the 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.



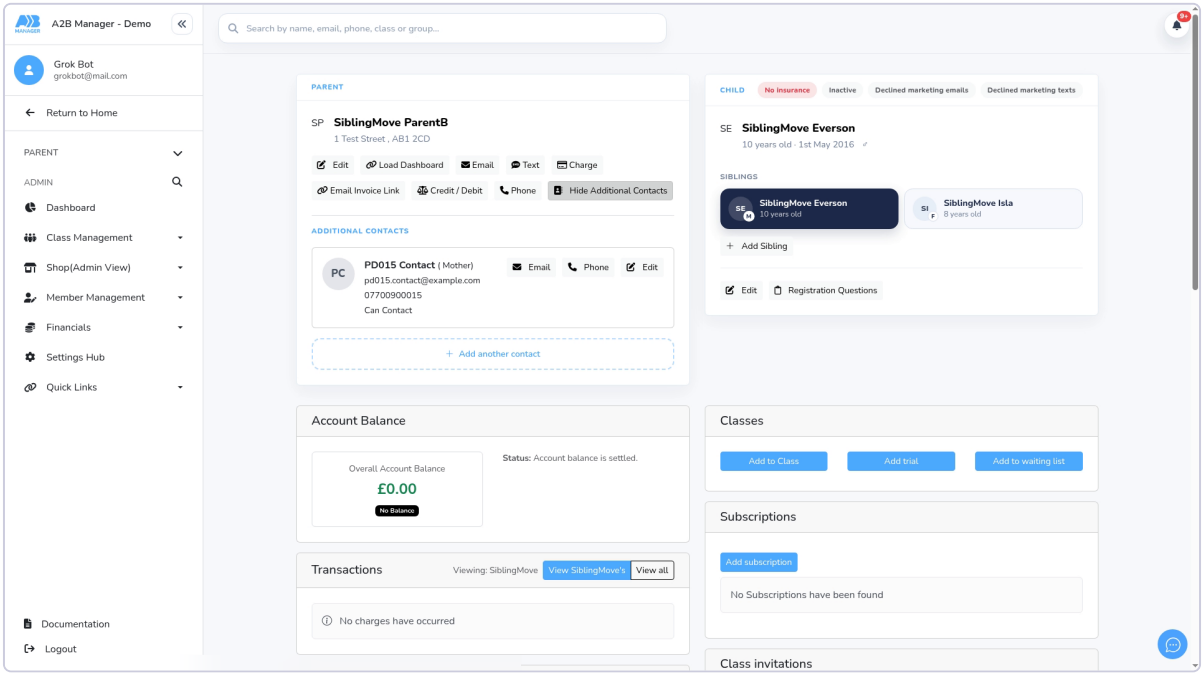

## 2. Search Manage Parents (0:38)

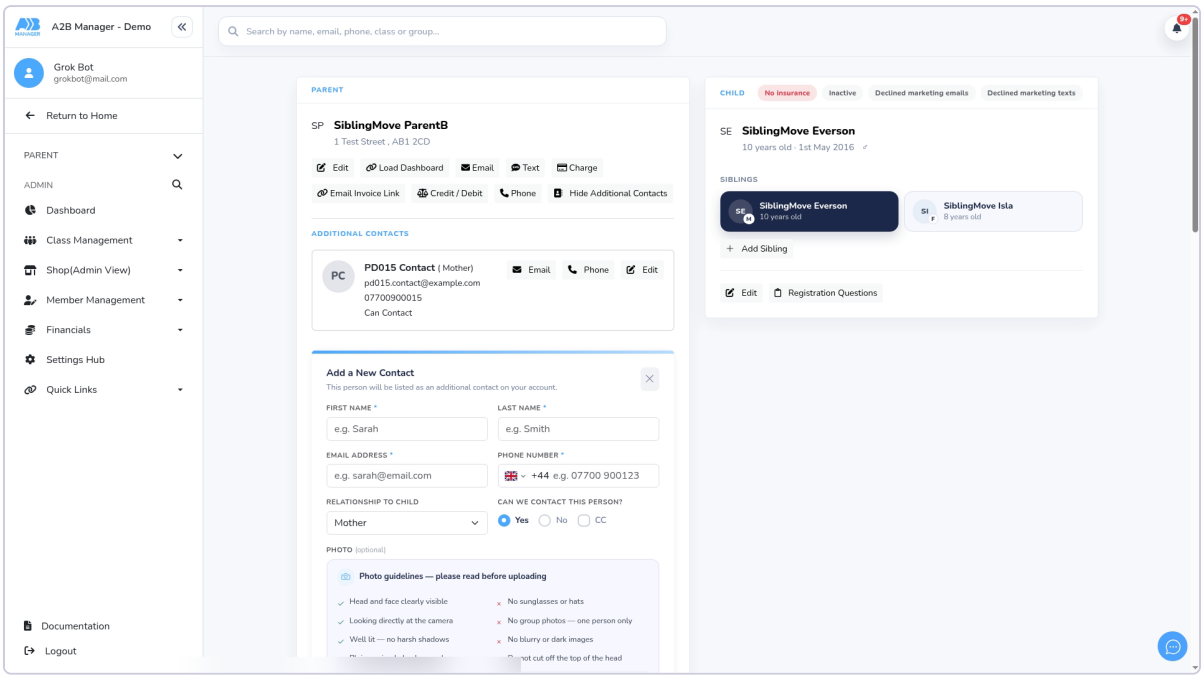
- Go to **Settings Hub** > **Manage Parents**.
- In **Search by name or email…**, search for the parent’s name, then for the email address they’re trying to log in with.
- Each card shows the parent’s name and login email, with a **Parent** badge and an **Edit** button.
- Not listed? Go to Step 3. Listed?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

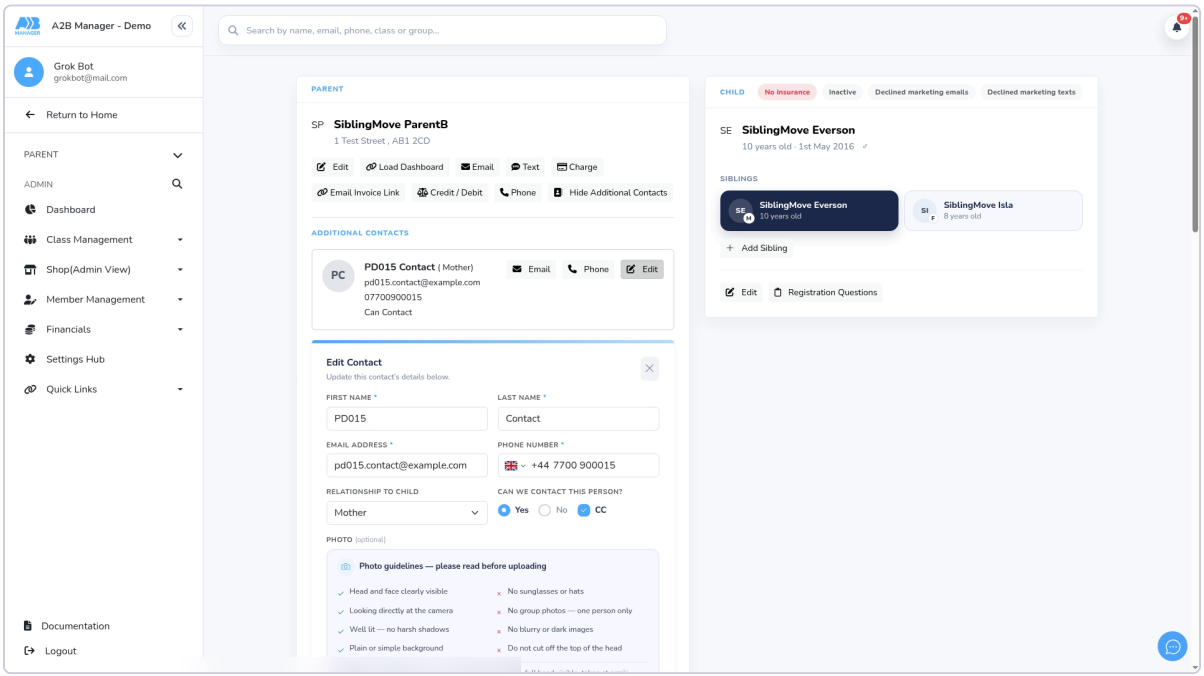


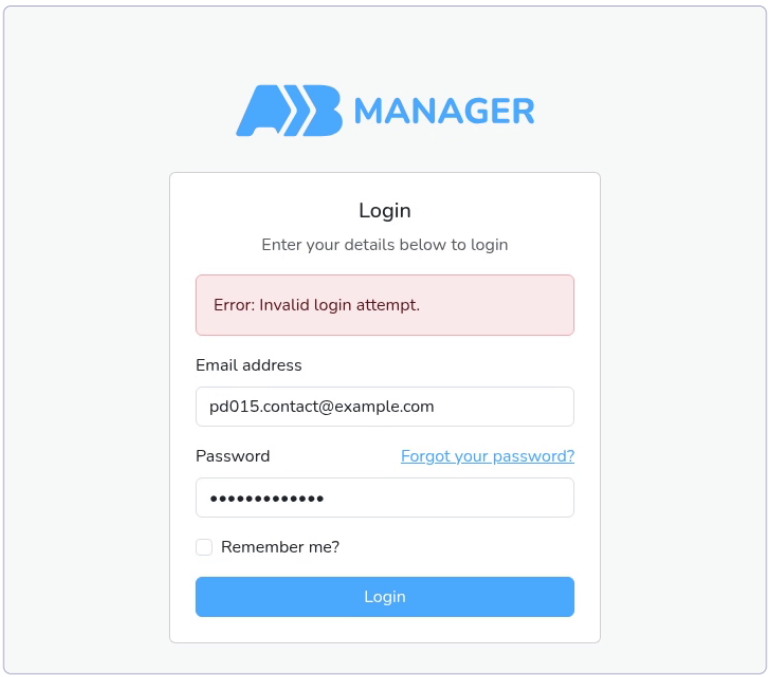

## 3. Not listed? Check the child's Additional Contacts (0:48)

- 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.



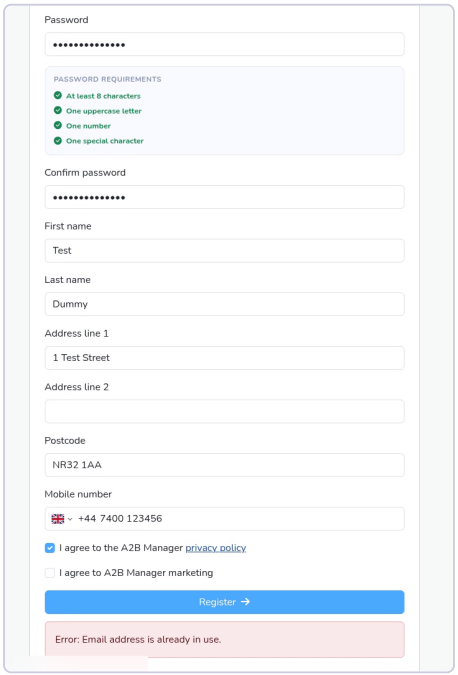

A2B Manager - Demo
Search by name, email, phone, class or group...
Grok Bot
grokbot@mail.com
Return to Home
PARENT
ADMIN
Dashboard
Class Management
Shop(Admin View)
Member Management
Financials
Settings Hub
Quick Links
Documentation
Logout
PARENT
SP SiblingMove ParentB
1 Test Street , AB1 2CD
Edit
Load Dashboard
Email
Text
Charge
Email Invoice Link
Credit / Debit
Phone
Hide Additional Contacts
ADDITIONAL CONTACTS
PC
PD015 Contact ( Mother)
pd015.contact@example.com
07700900015
Can Contact
Email
Phone
Edit
Add a New Contact
This person will be listed as an additional contact on your account.
FIRST NAME *
e.g. Sarah
LAST NAME *
e.g. Smith
EMAIL ADDRESS *
e.g. sarah@email.com
PHONE NUMBER *
+44 e.g. 07700 900123
RELATIONSHIP TO CHILD
Mother
CAN WE CONTACT THIS PERSON?
Yes
No
CC
PHOTO (optional)
Photo guidelines — please read before uploading
Head and face clearly visible
Looking directly at the camera
Well lit — no harsh shadows
No sunglasses or hats
No group photos — one person only
No blurry or dark images
CHILD
No Insurance
Inactive
Declined marketing emails
Declined marketing texts
SE SiblingMove Everson
10 years old · 1st May 2016
SIBLINGS
SiblingMove Everson
10 years old
SiblingMove Isla
8 years old
Add Sibling
Edit
Registration Questions


A2B Manager - Demo
Search by name, email, phone, class or group...
Grok Bot
grokbot@mail.com
Return to Home
PARENT
ADMIN
Dashboard
Class Management
Shop(Admin View)
Member Management
Financials
Settings Hub
Quick Links
Documentation
Logout
PARENT
SP SiblingMove ParentB
1 Test Street , AB1 2CD
Edit
Load Dashboard
Email
Text
Charge
Email Invoice Link
Credit / Debit
Phone
Hide Additional Contacts
ADDITIONAL CONTACTS
PC
PD015 Contact ( Mother)
pd015.contact@example.com
07700900015
Can Contact
Email
Phone
Edit
Edit Contact
Update this contact's details below.
FIRST NAME *
PD015
LAST NAME *
Contact
EMAIL ADDRESS *
pd015.contact@example.com
PHONE NUMBER *
+44 7700 900015
RELATIONSHIP TO CHILD
Mother
CAN WE CONTACT THIS PERSON?
Yes
No
CC
PHOTO (optional)
Photo guidelines — please read before uploading
Head and face clearly visible
Looking directly at the camera
Well lit — no harsh shadows
Plain or simple background
No sunglasses or hats
No group photos — one person only
No blurry or dark images
Do not cut off the top of the head
CHILD
No Insurance
Inactive
Declined marketing emails
Declined marketing texts
SE SiblingMove Everson
10 years old · 1st May 2016
SIBLINGS
SiblingMove Everson
10 years old
SiblingMove Isla
8 years old
Add Sibling
Edit
Registration Questions




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

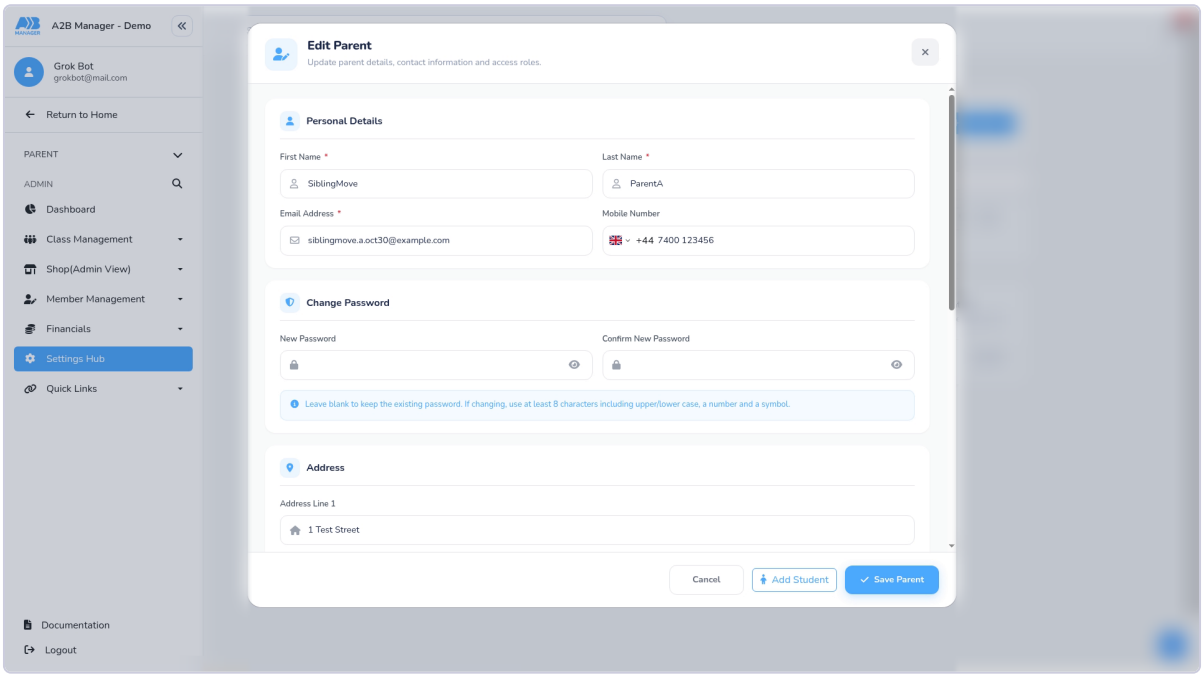
- To log in, a contact needs a parent account of their own. There are two ways:
- The parent clicks **Register** on your club's page and fills in **Create an account**. (The **Register** link is on your club's page, not on the login page.)
- Or you add them yourself with **Add Parent** in **Manage Parents**.
- 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).




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

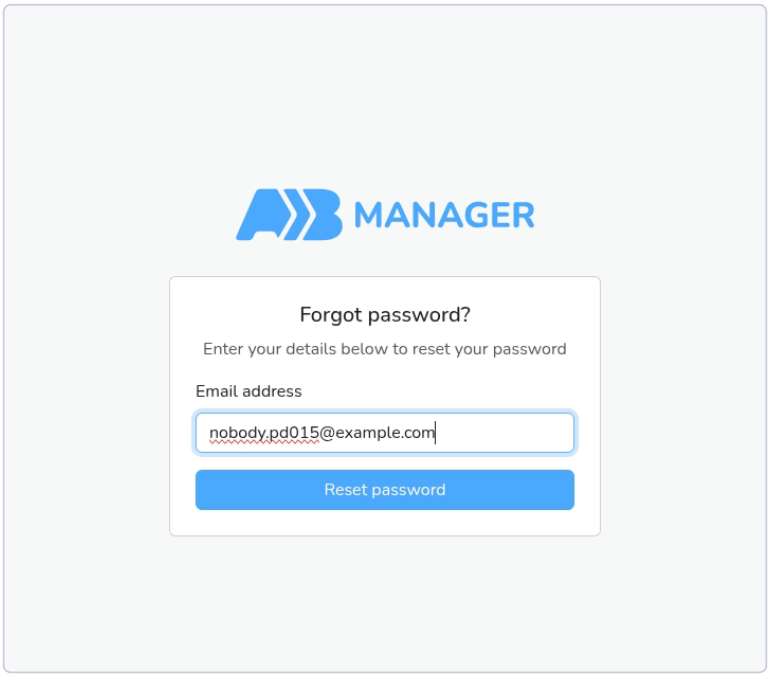
- In **Manage Parents**, click **Edit** on the parent's card.

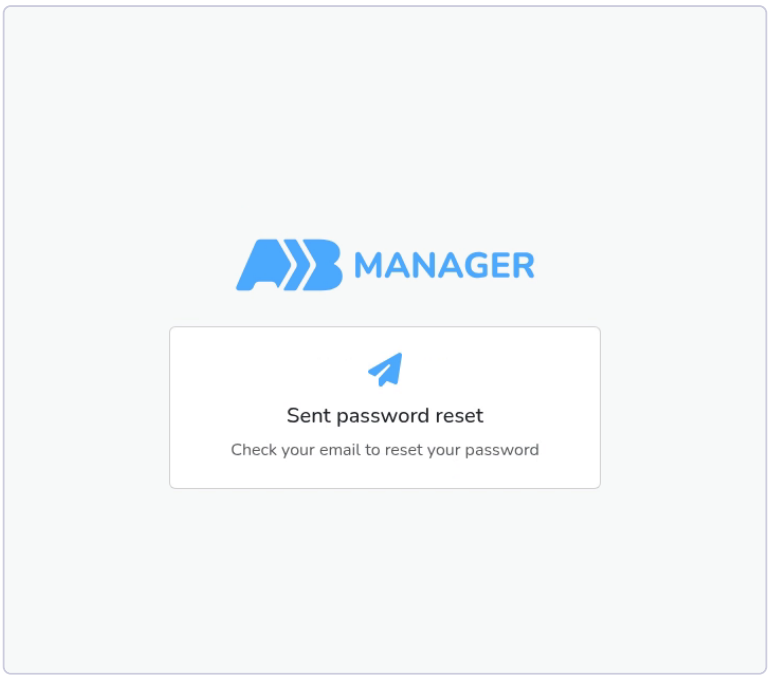
- In the **Edit Parent** pop-up, check the **Email Address** is exactly the one the parent types.
- If it’s wrong, follow How to Change a Parent’s Login Email.




## 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.






> **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