



Parent Registration Guide

NOTE

The d6 Connect App is free and takes up minimal space with very low data usage

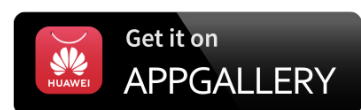
** The Department of Education has ZERO RATED our platforms, to see the detailed list of all ZERO RATED websites [click here](#)

The following problems could prevent you from registering

- 1 Not enough space on your phone to download the app.
- 2 Your phone is not connected to Wi-Fi or the mobile data is off.
- 3 Made a mistake when typing your mobile number, OTP or password.
- 4 Not having a smartphone

You can download and register by following the steps below

- 1 Search for "d6 Connect" in Google Play Store, iTunes AppStore or Huawei App Gallery.



- 2 Click on the relevant "Install" button
- 3 Click "Open" once the application is installed
- 4 Enter your **Mobile Number**.
- 5 A **One Time Pin (OTP)** will be sent via SMS to the mobile number you entered. **DO NOT CLOSE THE APP**, please wait for the OTP to be received.
- 6 Enter the OTP and click "Submit"
- 7 Enter and confirm your new password
- 8 Accept the terms and conditions and click "Next"
- 9 If the mobile number you enter is the same as the information on the school system, you will automatically be connected to the school and your child(ren). You will now be presented with a welcome screen listing the school(s) and child(ren) you have been connected to.

NOTE

If the mobile number you enter is not the same as the information on the school system, you will not be verified as your child's parent and will not be connected to the school or your child. If this is the case, you will be presented with a page requesting your basic personal details, which you can complete or skip.

To connect to your school and child, you will now need to use the **CONNECT > STUDENT** or **CONNECT > TOKEN** method described below.

Connect to your child using the **CONNECT > STUDENT** method

If the mobile number you used to register your d6 Connect profile does not match the mobile number the school has on record for you, the system would not have been able to automatically connect you to your school and child during registration.

In this scenario it is still possible to connect to your school and child by specifying the parent and child ID numbers that the school has on record for you and your child.

This method will also allow other people to connect your school and child to their d6 Connect profiles as viewers, with limited access to your child's information. Viewers will not be able to see financial account information and will not be able to update your child's personal details.

- ▶ Click on the burger icon at the top left corner. ☰
- ▶ Click "**Connect**"
- ▶ Select "**Student**"
- ▶ If prompted, first enter **YOUR OWN ID Number**
- ▶ Next, enter the **Parent's ID number** and then the **Child's ID number**
- ▶ Click "**Connect**"
- ▶
 - ▶ An OTP will be sent to the mobile number of the parent on record in the school system, based on the parent ID number you entered above.
 - ▶ If you are the parent and do not receive the OTP, please contact the school to verify the mobile number they have on record for you.
 - ▶ If you are not the parent, you will need to request the OTP from the parent.
- ▶ Enter the OTP and click "**Submit**"
- ▶ Repeat these steps to connect to your other children.

Connect to your child using the **CONNECT > TOKEN** method

If the mobile number you used to register your d6 Connect profile does not match the mobile number the school has on record for you, the system would not have been able to automatically connect you to your school and child during registration.

In this scenario it is still possible to connect to your school and child if you received an invitation email/SMS with a link to generate a unique Token Number.

- ▶ Click on the link in the invitation to generate a unique Token Number
- ▶ Click on the burger icon at the top left corner. ☰
- ▶ Click "**Connect**"
- ▶ Select "**Token**"
- ▶ Enter the **Token number**
- ▶ Click "**Connect**"
- ▶ You will now be connected to your school and child(ren)

If you are registered but are unable to see all the information for your child

- ▶ Click Settings-icon at the top right of the screen. ⚙
- ▶ Select "**My Profile**"
- ▶ Scroll down to see the ID and phone number you registered with
- ▶ Correct if necessary.
- ▶ You will receive an OTP to confirm the changes.

If you still struggle to register

- | | |
|---|---|
| ▶ | Click on " Need help? " at the bottom of the registration screen |
| ▶ | Click on " Message Us " to send a message to the Parent Support team.
Although they might experience high call volumes at times, they will contact you as soon as possible to assist with the registration. |

Or email the following details with a short explanation to the school

- | | |
|---|---|
| ▶ | Parent's Name and Surname, Cell Number, ID Number |
| ▶ | Learner's Name, Surname, Grade, ID Number |

For any queries or if you need any app-related support, please email us: appsupport@d6.co.za