

Grace Academy Darlaston School Cloud trouble shooting page

1. Make sure all the information we have for you is update on our school system i.e. Name and title, phone number and email address.

2. When entering your details ensure you use the correct “title”, particularly females. Please attempt to sign in with Ms, Miss or Mrs when logging in for the first time if it states that your details are not recognised.

3. Ensure we have an email address for you on our school system. Please update reception with this.

4. Please check for any spelling errors, if the details do not match ours on the system it will not recognise them.

5. Use the automatic booking system, this will book an appointment with each of your child’s teachers based on their school timetable

If you are still having trouble logging on to School Cloud please contact your child’s Head of Year or Head of Key Stage.