



Frequently Asked Questions
Hydesville Tower School

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Q1. I have not yet enrolled – is my enrolment code still valid?

Ans: Yes, your enrolment code is still valid. If you have not completed the enrolment process in two tries, then the system will force a change of code.

Q2. Can I change the email address I use to log in?

Ans: Yes, you can change your email address. This can be done only in the web portal.

Q3. What if I forget my password?

Ans: Click on 'Forgotten Password'

Q4. Can I use the same enrolment code across multiple devices?

Ans: No, you only use the enrolment code once. Once enrolled, you use the same username and password across multiple devices.

Q5. My partner and I share a log in – do we use the same enrolment code

Ans: You will only enrol once and use same username/password on other devices.

Q6. My enrolment code does not work; how can I access the app?

Ans: Contact us at info@hydesville.com

Q7. Do I have to download the app/I do not have a smart phone?

Ans: No, you do not need to download the app; you can use the web portal.

Q8. I cannot see one/some of my children are not showing?

Ans: Contact us at info@hydesville.com

Q9. My app will not load

Ans: Contact us at info@hydesville.com

Q10. Where is the data held and is it secure?

Ans: Please refer to - <https://weduc.co.uk/privacy-policy/>

Q11. How do I reset my password?

Ans: Please click on the 'I have forgotten my Password'. This can be done in the app and the web portal

Q12. How do I change my details?

Ans: You can change your details using the web platform only. This cannot be done in the App. Details like gender can be changed here for example. (Schools – note this does not write back to SIMs)