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Logging in as a student

Use your PIN or your school details to access your account. Find out more about expired PINs or how to reset your password.



Written by Hercia Tavares

Updated over a week ago

Log in to Satchel One account to manage your [To-do list](#), complete [quizzes](#) and [spelling tests](#) as well as [submit homework online](#).

Logging in for the first time

Follow the instructions given to you by the school.

If you have been given a PIN, follow the steps below. **You can only use this PIN once** to create a password and then it will expire.

Login

[Forgot password?](#)

Staff

Parent

Student

☐ I already have an account

☒ I don't have an account yet

Search school

Enter email address or username

Enter PIN (supplied by school)




I'm not a robot



reCAPTCHA
Privacy - Terms

Sign up

1. [Go to this page](#) or open the mobile app, click [Log in with PIN](#) option
2. Search for your school (by name or postcode)
3. Type in your school email
4. Enter your PIN
5. Tick "*I am not a robot*" and complete any security tasks if necessary
6. Click *Submit*
7. On the next screen, confirm your email address.
8. Choose and confirm a password
9. Press *Update details*

 **Your password must include at least 10 characters, a digit, a lower case, uppercase letter and a special character.**

Your account is now set up and **you will no longer need a PIN**. From now on you can access your account using your email and password.

Forgot your password?

If you have an email address linked to your student account, you can request a new password to be sent to [your email address](#).

Common questions

Q: My PIN has expired. What should I do?

You only need your PIN if this is your first time logging in. If you already have an account, click on *'Forgot password'*.

If your PIN expired before you managed to create your account, please ask your school for a new PIN.

Q: My email address was not recognised. What should I do?

If your school email address wasn't recognised, this means we don't have your address on file just yet. Here's what you can do:

- Do you have alternative school email addresses, or perhaps a personal email? Please try that too!
- [Ask your parent for a new PIN.](#) They can view this in *Settings > Student management*.
- Contact the school's IT team for help.

Q. I can no longer access the email linked to my account. What should I do?

If you no longer have access to the email linked to your account, you can use a Student PIN to update the email to a new one.

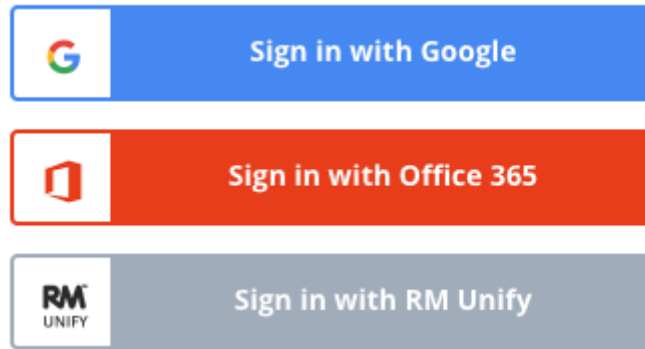
- On our main login page, select 'I don't have an account yet'
- Add your school name, a new email address and your PIN
- Click 'I am not a robot' and finally press the 'Sign in' button

Q. I'm unable to reset my password, I'm seeing an error.

"Password reset not available, please use the same login details as you do for other school services, or get in touch with your school administrator."

If you are seeing the message above, your school has disabled the SMHW logins and enabled the school's default login method instead. Here's what you can do:

- Try logging in with your usual **school username and password**. These can be the same as the details you use to unlock your school computer.
- If your school typically accesses other services using **Office 365, Google or RM Unify**, please make sure to click the relevant option and enter your email and password. You will find these options on both the website and our mobile apps:



Still having trouble logging in?

Please contact the school's IT team for further assistance. For privacy reasons, we are unable to provide new login details.

Did this answer your question?



satchel:

CONTACT SUPPORT

