



SPECIALISING IN TECHNOLOGY SOLUTIONS FOR SCHOOLS

Logging on to ADAM: A Parent's Guide

In order to protect the privacy and security of personal information in ADAM, parents are required to set a password that will be used in conjunction with their ID number in order to log into ADAM. This document explains how to do this.

There are several sections in this document. The following links will jump you to the appropriate section depending on what you're trying to do:

1. [Logging into ADAM for the first time](#)
2. [Logging into ADAM on subsequent occasions](#)
3. [Help! I've forgotten my password!](#)
4. [Help! ADAM doesn't recognise my information!](#)
5. [Help! ADAM tells me that no information is permitted to be shown!](#)

Logging into ADAM for the first time

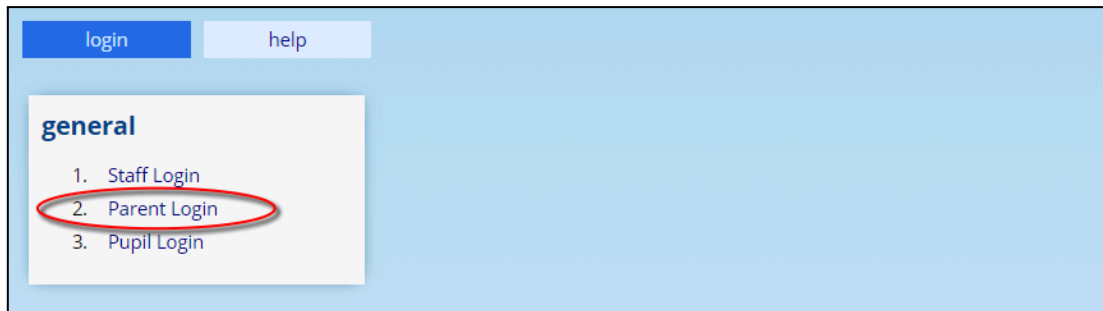
Before you begin:

1. You must know your **South African ID number** or your **passport number**, as captured on the ADAM database.
2. You must know your **cell phone number** as entered in the ADAM database. Note that for international numbers, this may include international dialling prefixed too. If you have an international number, please confirm with the school how this has been recorded.
3. You must also have access to an **email address** that is entered against your name in the database. Part of the process will involve ADAM sending a confirmation link to your email address for verification. The process of verifying the email link must be done within two hours of starting.

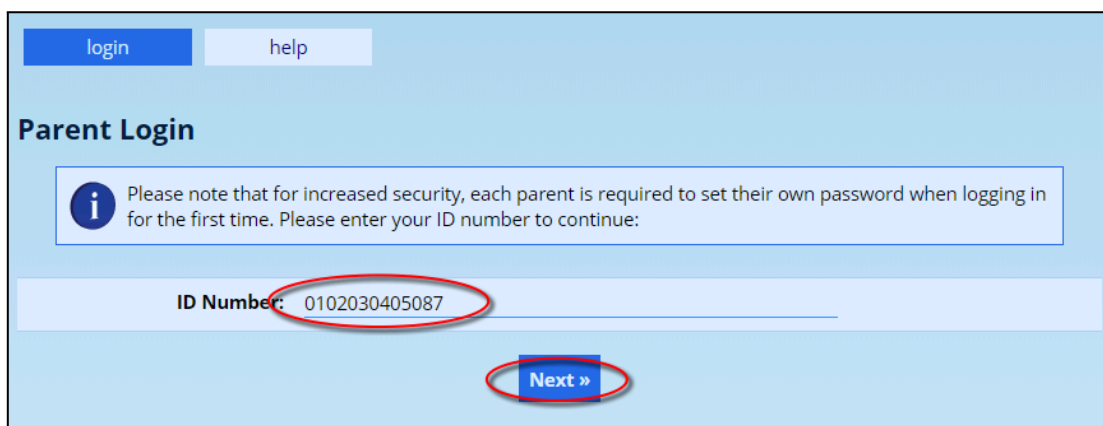
Note that some parents, who share a single email address, may have difficulty in accessing ADAM. This is because the email address is likely associated with only one parent. If you

receive the error that there is no email address associated with you, please make contact with the school who can copy the address for both parents.

Proceed to "Parent Login" on the ADAM home page:



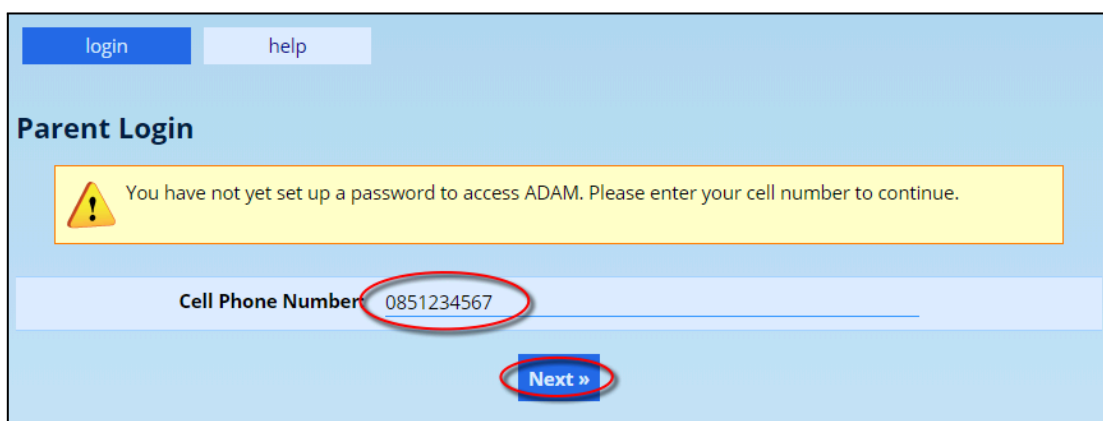
You will then be asked to enter your ID Number. Enter it here, with no spaces. Parents who are not South African citizens should enter their passport numbers here.

The screenshot shows the 'Parent Login' page. At the top, there are 'login' and 'help' buttons. The main heading is 'Parent Login'. Below it is a blue information box with a white 'i' icon and the text: 'Please note that for increased security, each parent is required to set their own password when logging in for the first time. Please enter your ID number to continue:'. Below this box is a light blue input field labeled 'ID Number:' containing the text '0102030405087', which is circled in red. At the bottom center, there is a blue button with the text 'Next »', also circled in red.

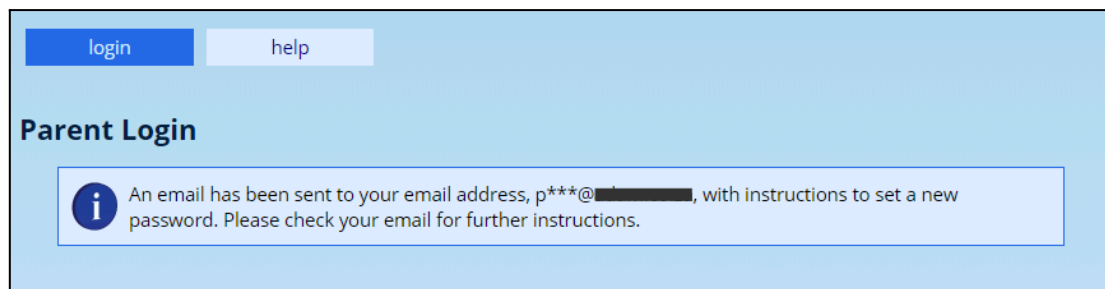
ADAM will now check whether you have previously created a password.

If your ID number cannot be found in the database, ADAM will show you an error telling you as much. Please see the section [Help! ADAM doesn't recognise my information](#) for the procedure of what to do in this instance.

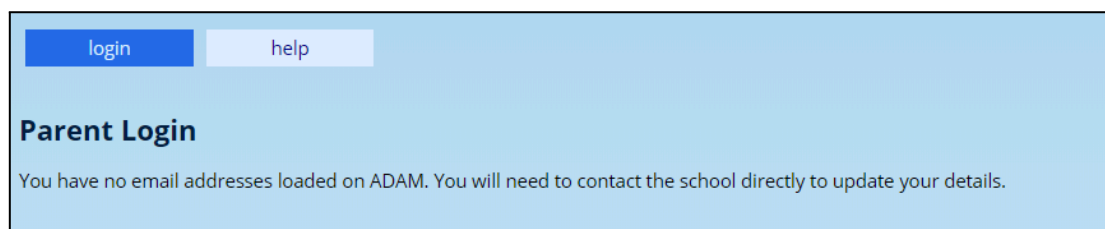
If a password has not been set, ADAM will ask you to confirm your cell phone number.

The screenshot shows the 'Parent Login' page with a yellow warning box at the top. The box contains a yellow triangle with an exclamation mark and the text: 'You have not yet set up a password to access ADAM. Please enter your cell number to continue.' Below the warning box is a light blue input field labeled 'Cell Phone Number:' containing the text '0851234567', which is circled in red. At the bottom center, there is a blue button with the text 'Next »', also circled in red.

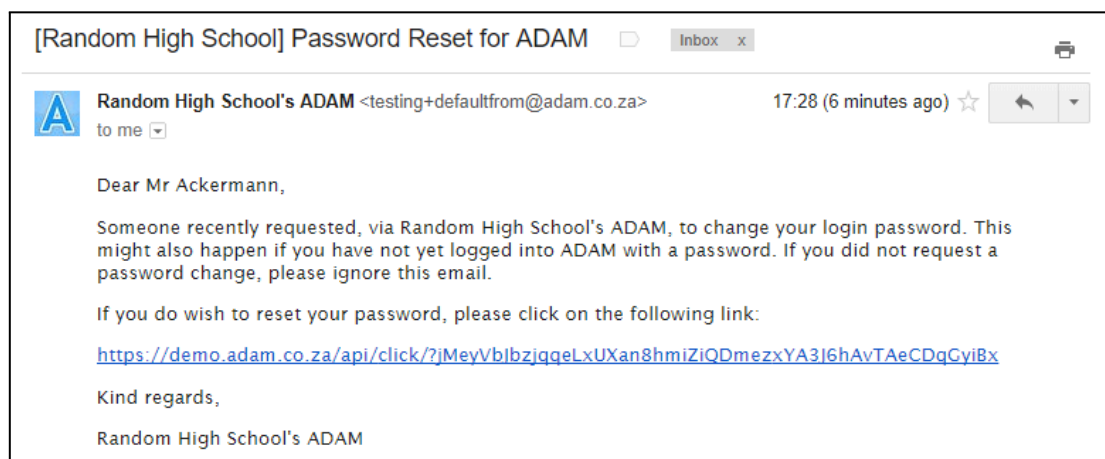
ADAM will now send the password reset link via email to all email addresses associated with your profile:



You may find that ADAM will present you with this error if you have no email address currently stored in the database. In this instance, please make contact with the school so that they can add an email address onto your profile.

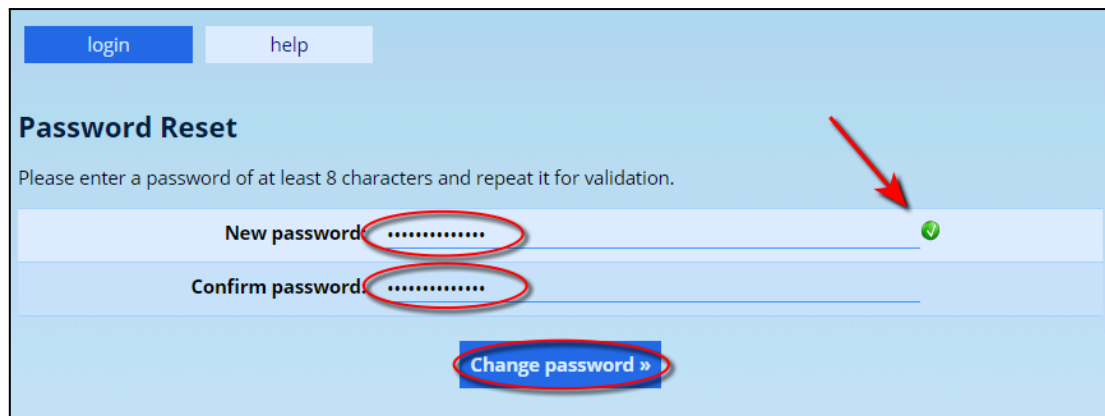


Please check your email for a mail that looks similar to the one below. *Be sure to check your junk or spam folder for the email!*



Please note that if you do not follow this step within two hours of requesting the new password, the link will expire and you will need to start again. Please also note that the password reset link is specific to an individual parent and the same link cannot be used to reset another parent's password.

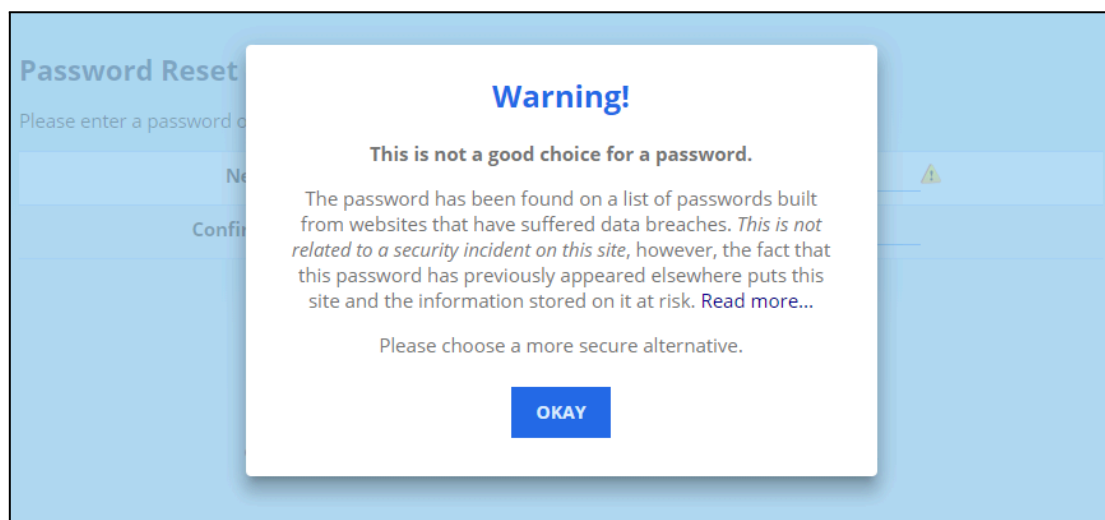
When you click on the link, you will be prompted to enter a password, twice:



The screenshot shows the 'Password Reset' form. At the top, there are 'login' and 'help' tabs. Below them is the title 'Password Reset' and a instruction: 'Please enter a password of at least 8 characters and repeat it for validation.' The form has two input fields: 'New password:' and 'Confirm password:'. Both fields are filled with dots and have a green checkmark to their right. A red arrow points to the green checkmark next to the 'New password' field. Below the input fields is a blue button labeled 'Change password »'.

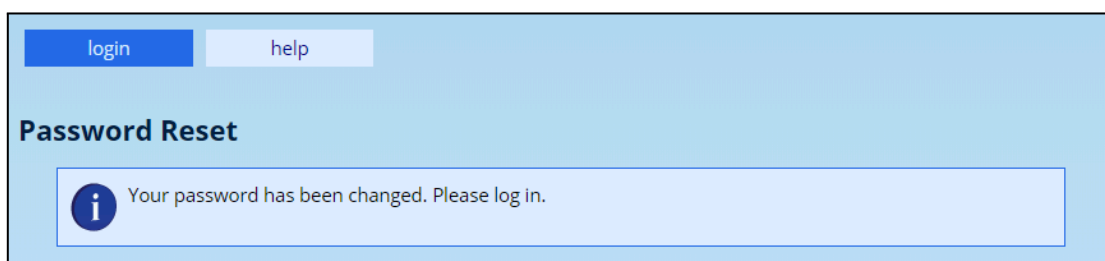
After you enter your password, ADAM will perform a security check on your password to ensure that it is of sufficient quality. ADAM will show a green check mark next to the password field if the password is satisfactory.

If the password is not secure, ADAM will show a warning, asking you to choose a more secure option:



The screenshot shows the 'Password Reset' form with a warning dialog box overlaid. The dialog box has a title 'Warning!' and a message: 'This is not a good choice for a password. The password has been found on a list of passwords built from websites that have suffered data breaches. This is not related to a security incident on this site, however, the fact that this password has previously appeared elsewhere puts this site and the information stored on it at risk. Read more...'. Below the message is a blue button labeled 'OKAY'.

Click on the "Change your password" button and ADAM should confirm that your password has been changed.

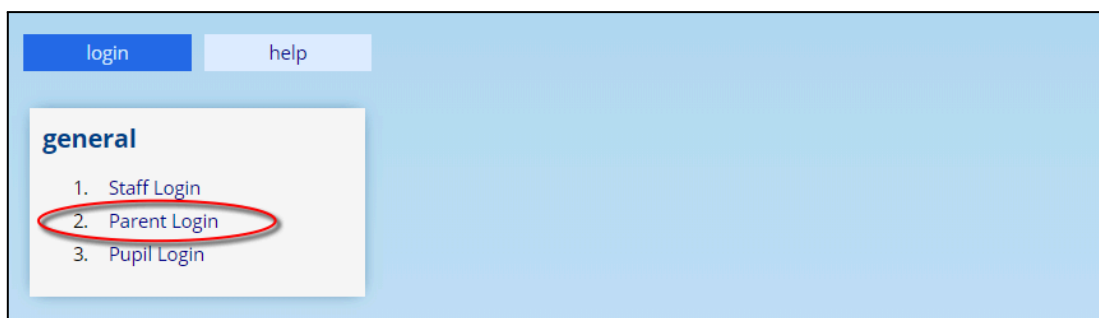


The screenshot shows the 'Password Reset' form with a success message. The message is displayed in a light blue box with an information icon (i) and the text: 'Your password has been changed. Please log in.'

Click on the "login" tab to begin the login process again.

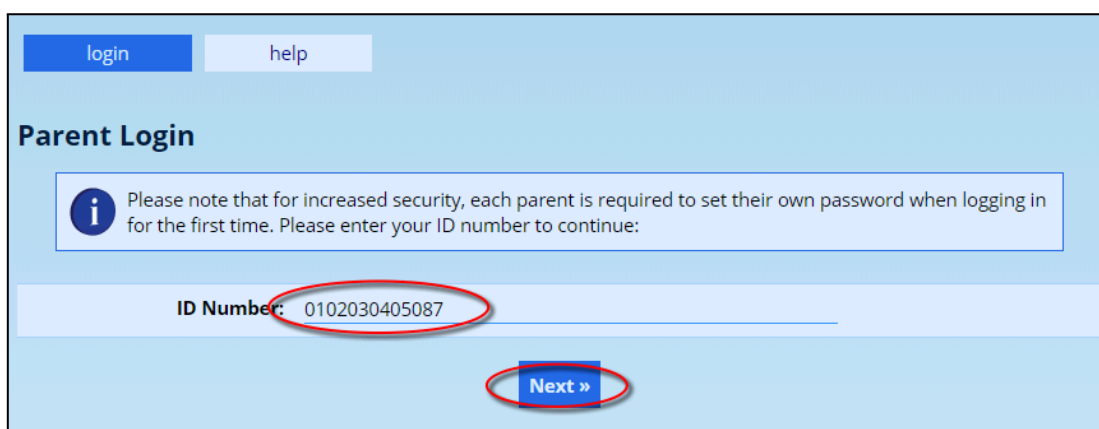
Logging into ADAM on subsequent occasions

Proceed to “Parent Login” on the ADAM home page:



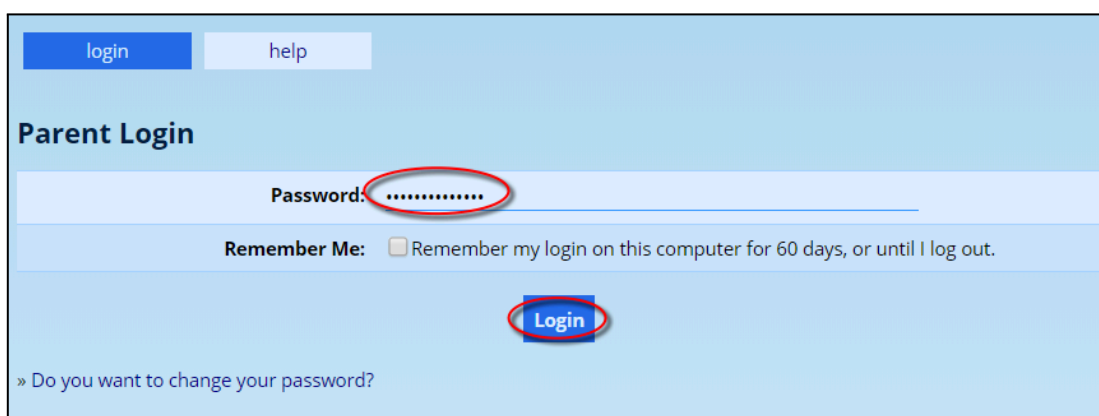
The screenshot shows the ADAM home page with a light blue background. At the top, there are two buttons: "login" (highlighted in blue) and "help" (light blue). Below these, there is a white box titled "general" containing a list of three options: "1. Staff Login", "2. Parent Login" (circled in red), and "3. Pupil Login".

You will then be asked to enter your ID Number. Enter it here, with no spaces. Parents who are not South African citizens should enter their passport numbers here.



The screenshot shows the "Parent Login" page. At the top, there are "login" and "help" buttons. Below them is the title "Parent Login". A message box with an information icon states: "Please note that for increased security, each parent is required to set their own password when logging in for the first time. Please enter your ID number to continue:". Below this, there is a text input field labeled "ID Number:" containing the value "0102030405087" (circled in red). At the bottom right, there is a blue button labeled "Next »" (circled in red).

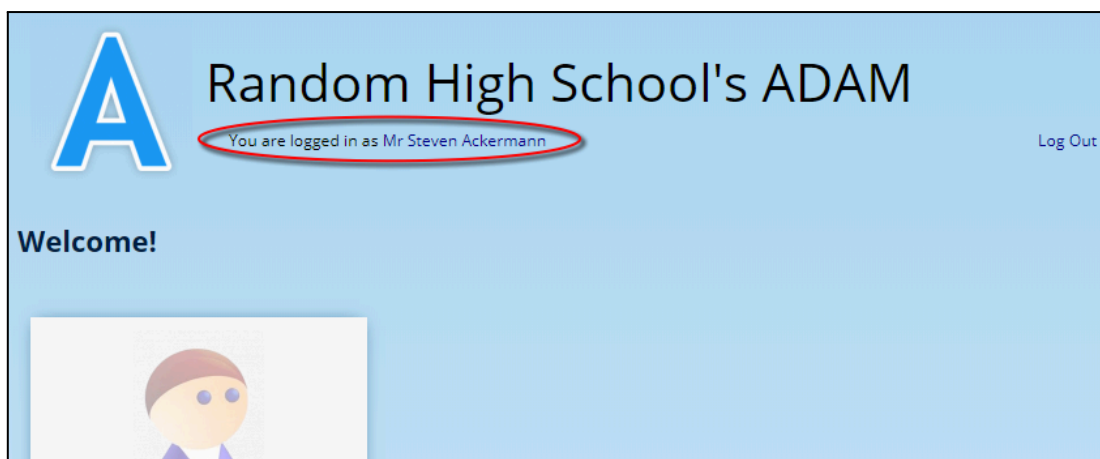
Now enter your password:



The screenshot shows the "Parent Login" page with the "Password:" field filled with asterisks (circled in red). Below the password field is a "Remember Me:" checkbox with the text "Remember my login on this computer for 60 days, or until I log out." At the bottom center, there is a blue button labeled "Login" (circled in red). At the bottom left, there is a link: "» Do you want to change your password?".

Finally, click on the “Login” button.

If you are successfully logged in, you will see a login status message at the top of the screen and a card for each of your children will be shown.

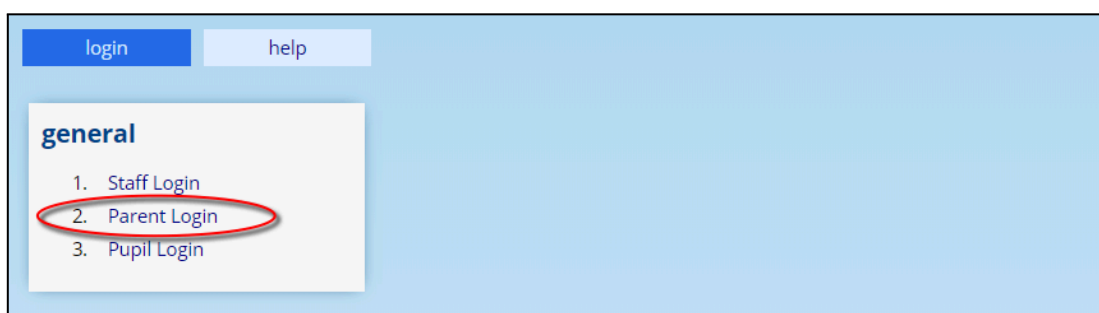


You may find that ADAM gives you a warning message that “No information is permitted to be shown”. In this instance, please see the section titled [Help! ADAM tells me that information is permitted to be shown!](#)

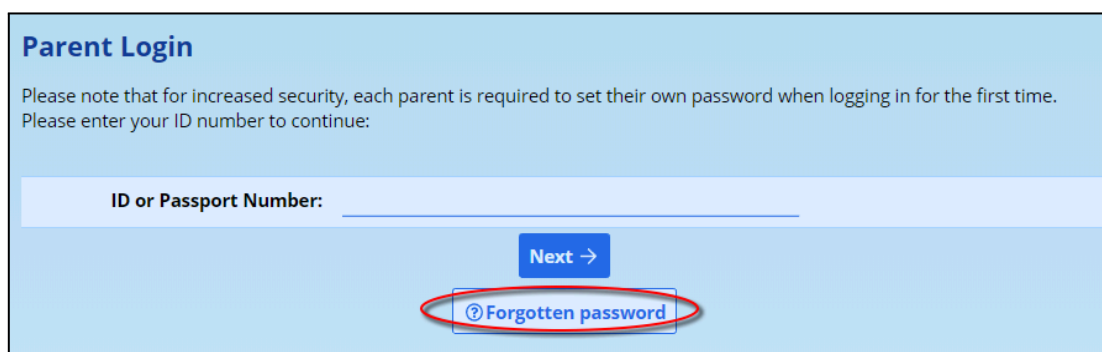
Help! I've forgotten my password!

If you have **forgotten your ADAM password**, you can get ADAM to send a password reset link similar to the one you received when you first created your password.

Click on the “Parent Login” option on the landing screen:



Click on the “Forgotten password” button:



Then enter your ID number and click on the “Send me a reset link” button.

Password Reset

A password reset link will be sent to your email address when you click on the button below.

ID or Passport Number: 1234567890123

[Send me a reset link](#)

ADAM will then send you a password reset email. Please allow 5 to 10 minutes for the email to arrive. *If it does not arrive, please also check your junk or spam mail folder.*

In the email is a link that you can click on which will take you back to ADAM and you can then enter a new password.

Help! ADAM doesn't recognise my information!

You may find that ADAM does not recognise your ID number or cell number when you first are setting your password:

[login](#) [help](#)

Parent Login

 We could not match the ID number '0102030405067' to any parent.

[» Click here to try again.](#)

If you are sure that your ID number has been entered correctly, please [click here to log a query with the site administrator.](#)

If this is the case, you will need to contact the school and ask them to double check your details on the system. The screen shown above provides a link that allows you to submit a request directly to the school's ADAM administrator for them to investigate.

Kindly note that the support staff at ADAM EduTech cannot assist with the resolution of this issue.

Help! ADAM tells me that no information is permitted to be shown!

Parents may see this error notification from time to time:

Welcome!

Unfortunately, no information is permitted to be shown. Kindly contact the school to resolve this issue.

In this instance, your school has blocked access to your children's information on ADAM. To resolve this issue, you must please make contact with the school.

Kindly note that the support staff at ADAM EduTech cannot assist with the resolution of this issue.