

## FAQ for Untis Accounts

### **I don't have a parent account for Untis yet.**

**Solution:** To create a parent account for Untis, please follow these steps:

1. Open your browser and go to [www.webuntis.com](http://www.webuntis.com) (this step does not work via the app).
2. Search for your school using the search bar. Then select the "Register" option.
3. Enter the email address that is registered with the school as your username.
4. You will receive an activation link at this email address. Click on the link.
5. Choose your desired password.
6. Test your account credentials in the browser.
7. If successful, you can also log in to the Untis app using these credentials.

### **My child does not (or no longer) have login credentials.**

**Solution:** Class and grade-level teachers have your child's login credentials. Please contact them to request the username and password.

### **My child is assigned to the wrong class.**

**Solution:** If the error persists after the second week of school, please send an email immediately to [mek@gag-mg.nrw.schule](mailto:mek@gag-mg.nrw.schule).

### **Login in the app is not working.**

**Solution:** To resolve the issue, follow these steps:

1. Go to [www.webuntis.com](http://www.webuntis.com), search for your school, and log in there.
2. If the login works on the website, the issue is likely with the app, not the account. In this case, delete the account in the app:
  - a. Click "Edit" in the top right, then click the red minus symbol next to the account to delete it.
  - b. Restart the app.
  - c. Search for your school ("Gymnasium am Geroweier") in the school search and log in with your credentials again.

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**My account is locked.**

**Solution:** Please wait approximately 30 minutes. The system should automatically unlock your account. Then, try logging in again.

**I cannot log in to [www.webuntis.com](http://www.webuntis.com) with my parent account.**

**Solution:** If logging in on the website does not work, select the "Forgot Password" option on [webuntis.com](http://webuntis.com):

1. Enter the email address registered with the school as both the username and email.
2. You will receive a confirmation code or link via email.
3. Follow the instructions to create a new password.
4. Log in with the new password.

**Requesting a new password does not work.**

**Solution:** If requesting a new password fails, there may be two reasons:

1. You may need to register again (see the first point in this FAQ).
2. You may not have used the email address registered with the school for the username and email fields. In this case, repeat the process using the correct email address. If this still does not work, please email the school office to verify the email address on file.

**My issue is not listed in this FAQ or remains unresolved.**

**Solution:** Send an email to [mek@gag-mg.nrw.schule](mailto:mek@gag-mg.nrw.schule).