



## Instructions for accessing the Parent Portal

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You can find a link from which you can access the MTP Parent Portal in the MyMTP (Parents) section of our website: it is immediately to the right of our logo.

Your **username** is likely to be the email address which we have registered for you. This is the email address at which you normally receive emails from us.

### Finding documents

Your son's school reports and assessment data can be found via 'School Profile.' Any information which we have posted and indicated is available on the Parent Portal will be held under 'School Information'.

### Troubleshooting: General

1. Please attempt to clear any cookies from [mtpn.parents.isams.cloud](http://mtpn.parents.isams.cloud).
2. Please use Chrome – ISAMS is optimised for use with Chrome and this often resolves issues.

### Troubleshooting: Login

If you have forgotten your **password** you can use the **forgotten your details?** link beneath the sign in button to reset your password. This generates a reset email: please allow a few minutes and check your junk or spam folders if you do not receive it.

If this still does not work, please email [office@mtpn.org.uk](mailto:office@mtpn.org.uk) so that we can look into it, telling us what has gone wrong with the above process.

### Troubleshooting: Accessing details

If you do not have both of, or all of, your sons' details available on the system, please contact us on [office@mtpn.org.uk](mailto:office@mtpn.org.uk) rather than attempting to set up a new account.