



## FAQs

### **Is my information safe in Signmee?**

Signmee™ takes the security of your information very seriously with SSL encryption to protect all data transfers, and a host of measures to prevent data attacks and loss. It is important that you take security as seriously, by using a strong and secure password to protect your Signmee account. Never volunteer your password to anyone for any reason. If you suspect your password has been compromised, please change it immediately. For more information on Signmee security, visit [signmee.com](http://signmee.com).

### **Do I need to have an email address to use Signmee?**

The school will load your email address into the Signmee system for the purpose of sending you an invitation to create a Signmee account and link to the school. Once you receive a notification in your email inviting you to create an account, simply click on the link, register and you are ready to go.

### **When do I set up my account?**

The school will send you an invitation via email to connect/create personal Signmee account. You can then click on the link, create an account and you will be connected. You will have your own Signmee inbox, where all your communications will be delivered.

### **Do we (my husband and I) both need a Signmee account, or can we have one per family?**

It is recommended that all parents/guardians set up a personal Signmee account and connect to the school. When a communication is sent, both parents will be able to view and respond if necessary. In most instances, only one response is required (e.g. excursion consent signature). When one parent responds the other parent will see that the communication is flagged as 'complete', and has a status of "read only". Both parents will see who responded, what the response was, and when it was responded to. The school will also see this from the linked school account.

### **What happens to our communications when we move on to another school?**

Your Signmee account stays with you forever. You will always have access to all the communications you have received and signed. When you leave our school (i.e. your child moves on to secondary school), the school will remove you from the contact list. You can also "unsubscribe" from your Signmee account settings.

### **I have three children at the school. Do I need three different Signmee accounts?**

No. The beauty of Signmee is that one parents account can be linked to the school for multiple children. All communications in Signmee have a "for" column. This allows you to see who the communication is linked to. Better still, your Signmee account can be connected to other organizations or schools. You may receive communications from your child's sports club or any other organization who elect to use Signmee to manage communications.

### **What if I do not have internet access at home?**

You can use any smart phone with Internet connection to access Signmee. If you do not have access to any device, you can use the school's open access computers. Contact the offices to discuss. A Signmee app will be available later in the year for smart phone access.

### **Will I always receive an SMS alert?**

SMS notifications are controlled by the communication sender (the school). Some Signmee agreements require urgent attention. In such cases, we will use the SMS alert option to notify you to access your Signmee account. For less urgent communications, we may simply use the email alert facility only. SMS alerts can only be received by account holders who have provided a mobile/cell phone number, and selected the SMS alert setting.

### **Is a signature in Signmee considered the same as a written signature?**

Yes. Signmee makes you identify yourself, and is set up with a private key (password) for signing, which is legally binding based on the Electronic Transactions Act 1999.

For more information visit [www.signmee.com](http://www.signmee.com) or [www.helpmee.meesys.com](http://www.helpmee.meesys.com)