






The School has received some complaints from parents that struggle to download and register the d6 Connect app.

NOTE The d6 Connect App is free and takes up minimal space with very low data usage

The following problems could prevent you from registering

1	Not enough space on your phone to download the app.
2	Your phone is not connected to Wi-Fi or the mobile data is off.
3	Made a mistake when typing the ID and/or cell number.
4	Not having a smartphone
5	The token you received expired after 72 hours.

You can still download and register if your token expired, by following the steps below

1	Search for “ d6 Connect ” in Google Play Store, iTunes AppStore or Huawei App Gallery.
	<div style="display: flex; justify-content: space-around; align-items: center;">    </div>
2	Click on the relevant “ Install ” button
3	Click “ Open ” once the application is installed
4	Enter your Name, Surname, ID Number, Country, Cell Phone Number, choose your own password and enter your Email Address
NOTE	If the ID and/or cell number you enter is not the same as the information on the school system, you will not be verified as your child’s parent.
5	Click “ Register ”
6	A message will appear to inform you that a One Time Pin (OTP) has been sent via SMS to the phone number you entered. DO NOT CLOSE THE APP , please wait for the OTP to be received.
7	Enter the OTP on the lines provided and click “ Submit ”

Once registered you can link to your child as follows

▶	Click on the burger icon at the top left corner. ☰
▶	Click “ Connect ”
▶	Select “ Student ”
▶	First, enter your own ID and then your child’s ID below yours.
▶	Click “ Connect ”



Repeat these steps to connect to your other children in our school.

If you are registered but are unable to see all the information for your child

▶	Click Settings-icon at the top right of the screen. ⚙️
▶	Select " My Profile "
▶	Scroll down to see the ID and phone number you registered with
▶	Correct if necessary.
▶	You will receive an OTP to confirm the changes.

If you still struggle to register

▶	Click on " Need help? " at the bottom of the registration screen
▶	Click on " Message Us " to send a message to the Parent Support team. Although they might experience high call volumes at times, they will contact you as soon as possible to assist with the registration.

Or email the following details with a short explanation to the school

▶	Parent's Name and Surname, Cell Number, ID Number
▶	Learner's Name, Surname, Grade, ID Number