



## PARENT FREQUENTLY ASKED QUESTIONS

### **What is a Peachjar account and how do I get one?**

Peachjar automatically creates an account for each parent/guardian email entered in Aeries. You will receive an email from Peachjar with your username and password. Your account allows you to manage flyer preferences.

### **Do I need to login to view digital flyers?**

No, digital flyers will be delivered directly to your email. If you wish to see more information on a digital flyer in your inbox, simply click on the desired flyer. You can also access your school's Peachjar webpage by clicking the Peachjar button on your school's website.

### **Why can't I login?**

If you are having trouble logging in, please try the following steps:

1. Reset your password using Peachjar's [password reset form](#).
2. Update your web browser to the latest version.
3. Update your [flash player](#) from Adobe.com.
4. Try a different web browser.
5. Clear your browser's cookies and cache and restart your browser.

If you need help with any of the previous steps or have completed all of them and still cannot log in, please contact [Peachjar support](#).

### **How do I add or remove a school that I'm receiving digital flyers from?**

If you have children in more than one school in the district, you will automatically receive digital flyers from each school. You can add or remove a school manually by following the directions below.

1. [Login](#) to your Peachjar account.
2. At the top, click on "My Account."
3. From the menu on the left, choose "Notification Preferences."
4. To remove a school, click the "Remove School" button next to the name of the school you would like to remove.
5. To add a school, click "Add School(s)."
6. Find the school you would like to add by choosing your state and then district from the drop-down menus. The school list will populate below. Highlight the school you wish to add and click "Add School(s)."

### **Will my email address be shared or used for other purposes?**

As a contract service provider to school districts, Peachjar never shares your email address or uses it for any purpose other than the distribution of school/district-approved communication.

### **Will I receive flyers that have not been approved by my school or district?**

No. Peachjar only distributes flyers that have been approved by your school and/or district office.



### **How often will I receive flyers?**

Schools will send regular weekly announcements each weekend. Special announcements may also be sent during the week.

The default flyer delivery frequency in Peachjar is set to "Daily." This means flyers will be sent within 24 hours of being posted by the school. To change your delivery frequency, please log in to your Peachjar account. Click "My Account" on the top, then "Notification Preferences" on the left. From there, you will have a drop-down menu to select your preference.

### **How do I post a digital flyer for my school PTA (or other school-related organization)?**

If you are a parent group representative seeking to post a digital flyer to your school, contact your school office. The school office staff will upload your digital flyer on your behalf.

### **I'm not receiving Peachjar flyers. What should I do?**

- Check to see if the Peachjar emails may be going directly to your spam folder.  
*Add [school@peachjar.com](mailto:school@peachjar.com) to your email contacts.*
- Verify that your email address is correct in Aeries.  
*Contact the school office if you need help correcting your email address.*
- Make sure you haven't unsubscribed to Peachjar.  
*Login to your Peachjar account. Under "Notification Preferences," make sure "Flyer Delivery Frequency" does not show "Unsubscribe."*