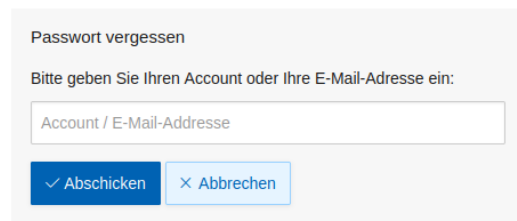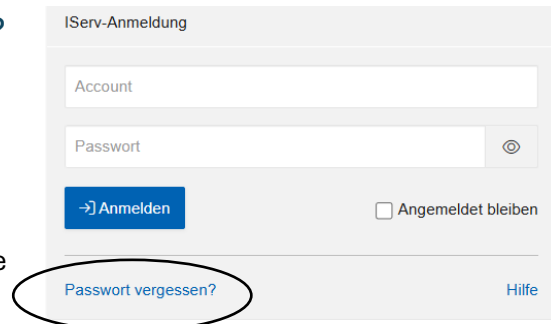# IServ for Parents - FAQ
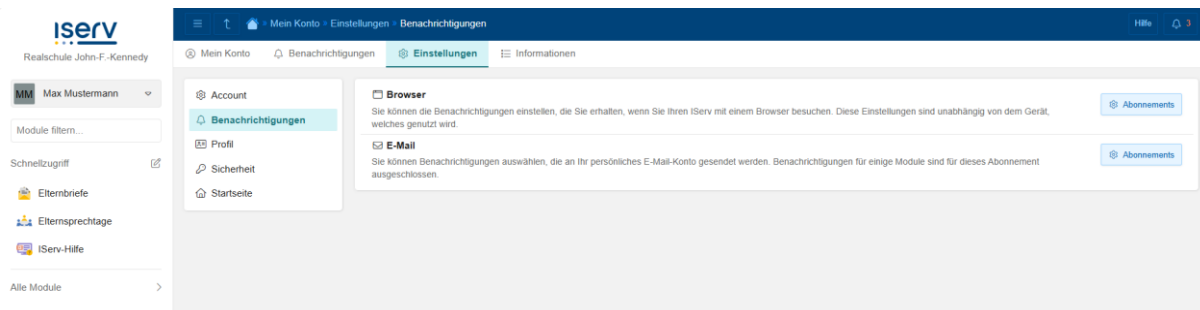
What should I do if I forget my password?

- If you forget your password, click on "**Forgot Password**". Then enter your email address and click "**Submit**".

- You will receive a message at your email address (if not in the inbox, please check the SPAM or junk mail folder).

- The message contains a link that allows you to create a new password.

How do I receive notifications about receiving a parent letter or an invitation to a parent-teacher conference?

- Click on your name on the left side.

- Click on "**Settings**" and then "**Notifications**".

- Click on "**Subscriptions**" and select the desired notifications.

- Click on "**Save**".

Important: It is possible that emails with notifications may end up in the SPAM or junk mail folder. Please check this if no emails are received.

How can I contact a teacher?

- Write an email to the teacher. The email address generally consists of the teacher's last name and @rs-kennedy.de (lastname@rs-kennedy.de).

- Ask the teacher to create a room in the IServ Messenger.