

# Rejected Account Requests

Croydon College Parent Portal

If the details on your [Account Request](#) do not match those we hold for the student or yourself you will receive an email informing you your request has been rejected.

**The most likely reasons for this are:-**

## 1. [The student details you entered do not match those we hold on our system.](#)

You can submit another Account Request ensuring the student details you enter on the Account Request form for your child are **exactly** the same as we hold on our system:-

### [Student ID number](#)

- This is the number given to your child on enrolment and can be found on their College ID card.

### [Student First and Last Names](#)

- Please ensure you enter the child's full legal name exactly as it appears on their passport.
- It is important to ensure you enter your child's full name and not a shortened version of their name (i.e William, not Will).

### [Date of Birth](#)

Please enter your child's date of birth in the following format **dd/mm/yyyy**

**Complete all other parts of the form and check your request before submitting ensuring all spellings and dates are correct.**

## 2. [Your contact details do not match those we have on file](#)

If **your** details do not match those recorded on our system as Next of Kin or point of contact we cannot give you access to the account without the students consent. You will be sent an email to notify you with instructions of where your son or daughter need to go to sign the consent form.

[Parent Portal complete help guide](#)