

# FREQUENTLY ASKED QUESTIONS - MYINFO PROFILE INFORMATION UPDATE

## 1. How can I log in to the Myinfo Portal?

You can log in via this [link](#) or find the log in link on the Parent Portal page under 'Useful Links'.

## 2. How can I register?

You can request for an account activation via this [link](#). Please use the email address that you have provided during your child's school enrolment. You can update your email address by sending us a request via this [form](#).

## 3. I forgot my login data. Where can I reset my password?

You can reset your password via this [link](#).

## 4. Once logged in, why is my information not displayed?

This can sometimes happen due to an unstable internet connection. Please try to refresh the page and check that your internet connection is up and running. If the information is still not displayed correctly, please contact us via this [form](#).

## 5. Can I add my spouse to access the Myinfo portal?

If you have provided your spouse's information as a child contact during school enrolment, he/she will automatically have an Myinfo account. Please proceed with your own account activation. If you want to add a new contact, you can contact us with your request via this [form](#).

## 6. I am receiving multiple emails from GESS asking me to update my profile information, even though I already did it. Why am I still receiving these emails?

This may happen when the school is sending out email notifications by section or age group. If you have children in both European and German section, you will most likely receive two email notifications. We are sorry for the inconvenience caused.

## 7. Why do I see an error page?

This could be due to session expiry, you can try to logout [here](#), login again or you can clear your browsing cache.

## 8. Why am I not able to see my profile section?

Please try again to access the Myinfo portal via this [link](#) and choose 'My Profile'. Myinfo portal offers different functionalities and you might have landed on another functionality such as f.ex. the Student ID Top up portal.

## 9. Why am I not able to select the country?

This can happen due to an unstable internet connection. Please try to refresh the page once you have better internet connection. In case the information is still not displayed correctly, please contact us via this [form](#).

## 10. How can I update my child's information?

You can update your child's information in the Myinfo Portal. Please click on your child's name under the 'My Family' tab.

