1. Connect to Clic école using the same account type/connection method as the one you usually use:
    *   E-mail address, Google, Apple, Facebook, etc.

Parents must use the same account type/connection method and e-mail address as the one they use to connect to mParent or the Mozaïk Parent Portal.

2. Confirm that the e-mail is not in the junk mail folder, if it is, mark it as not junk.
3. Confirm that the e-mail has not been forwarded to another mailbox (mass forwarding).
4. Contact your service provider (support) to ensure that they are not blocking the verification code e-mail.
5. Verify that you do not have a rule in place in your mailbox preventing you to receive the verification code e-mail (Microsoft Outlook):
    *   Settings → Mail → Rules
    *   Settings → Mail → Undesirable mail → Sender → Domains and Blocked sender
6. Verify if a VPN is active, as it can block the receipt of the verification code e-mail.
7. Add the domain **microsoftonline.com** to your list of approved e-mail senders.

For individual Outlook/Gmail users
*   **Outlook**:
    1. Click the gear icon (Settings) > Mail > Junk e-mail.
    2. Under Safe senders and domains, select Add.
    3. Enter the domain you want to whitelist and then select OK or press Enter.
    4. Click on Save.

Verify the time and date: The time on the device must be set to the current time.
   iOS (Apple) Mobile device:
*   Settings → General → Date and time;
*   Activate the option Set automatically;
*   Restart the mobile device.
   Android mobile device
*   Settings → System → Date and time;
*   Activate the option Automatic date & time;
*   Restart the mobile device.

Gmail:
1. Click the gear icon > See all settings > Filters and blocked addresses.
2. Click Create a new filter.
3. In the From field, enter the domain you want to whitelist (e.g., example.com).
4. Click Create filter.
5. Select the option Never send it to Spam.

Clear the cache by logging off the Mozaïk Parent Portal, turning off the mobile device, and then restarting it.

8. Uninstalling and reinstalling a third-party web browser from an **iOS (Apple)** device:
    To uninstall a web browser
    1. Find the app icon for the browser you want to remove on your home screen or in the App Library.
    2. Touch and hold the icon until a menu appears.
    3. Tap Remove App to remove the app and its data, then tap Delete App to confirm.
    To reinstall a web browser
    1. Open the App Store on your iOS device.
    2. Tap the search icon at the bottom and type the name of the browser you want to reinstall (e.g., Chrome).
    3. Find the app in the search results and tap the Get button.
    4. You may need to enter your Apple ID password or use Face ID/Touch ID to confirm the installation.
    5. The app will download and install on your device.

    Uninstalling and reinstalling a third-party web browser from an **Android** device:
    To uninstall a web browser
    1. Open your mobile device's Settings app.
    2. Tap on Apps (or Apps & notifications).
    3. Tap See all apps if needed to see a full list.
    4. Find and select the web browser you want to uninstall.
    5. Tap Uninstall.
    6. Confirm by tapping OK or Uninstall again

    To reinstall a web browser
    1. Open the Google Play Store app.
    2. Search for the name of the browser (e.g., "Google Chrome").
    3. Tap the Install button and wait for the download to complete.
    4. Once installed, you can find it on your home screen or in your app drawer.

9. **The parent must change the default internet browser on their cell phone.**
    Example: In the settings, Samsung Internet is selected as the default browser. When the default browser is modified to Chrome, the Continue button appears when sending the verification code.
    How is that done?
    1. Open **Settings**.
    2. Go to **Apps**.
    3. Select **Choose default apps.**
    4. Select **Browser app** (or **Browser**).
    5. Choose the desired browser (Chrome, Samsung Internet, Firefox, etc.).

    Good to know:
    The selected browser will automatically be used to open **all links** (e-mails, documents, applications).
    If the desired browser does not appear in the list, it must first be installed from the **Play Store.**