

Dear parents/carers/guardians,

We just wanted to get in touch to let you know how to access help or support in regards to your child's Doodle account.

If you or your child have any Doodle-related queries, we have a dedicated Parent Support Team who are on hand to help you! To get in contact with them, please click on the green chat icon in the bottom right hand corner of our website (doodlemaths.com). They will be able to track which app version you are using, what device you are logging in with and offer you detailed support with your query.

Whilst they try to respond straight away, during busy periods this may not always be possible. If that is the case, please leave your email address and they will get back to you within 24 hours.

Our Parent Support Team are available between 9:00am and 5:00pm. Outside of these times, you can still access support from our fantastic Help Centre (help.doodlehq.com) which contains lots of really useful information. If you have a specific query and are searching for a quick answer, search in the searchbar and you will get an answer straight away!

Happy Doodling!