



How to keep your child's account when they leave school

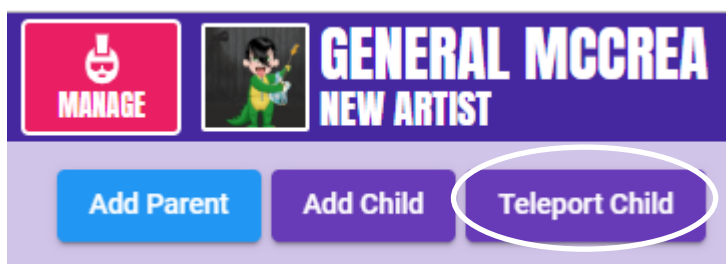
Dear Parent,

Your child has enjoyed playing Times Tables Rock Stars this year and made lots of progress with their recall of times tables facts.

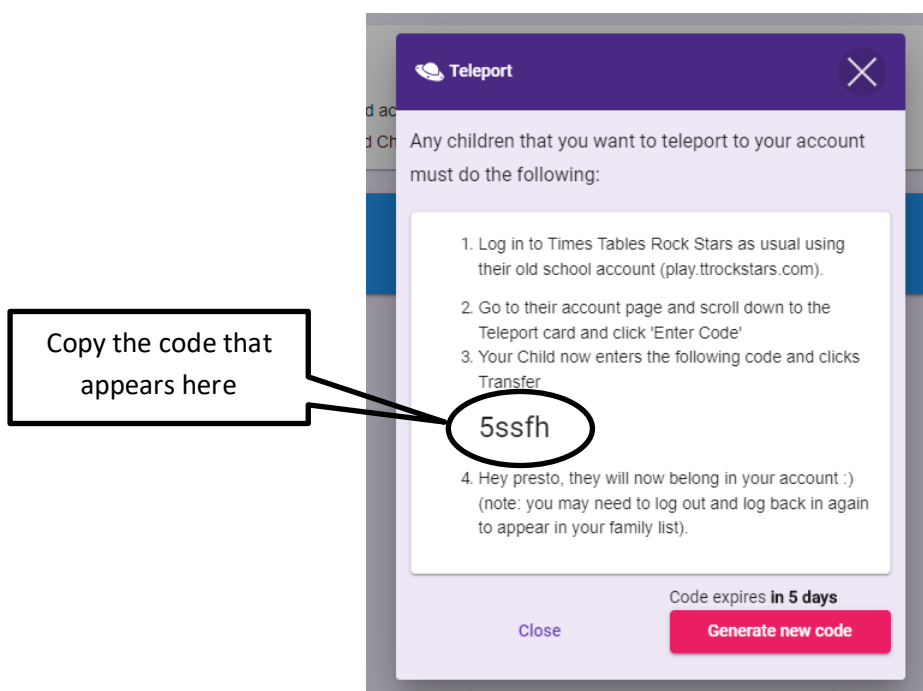
Since your child is leaving school, their teacher may decide to delete their account before the new school year starts. If you wish to keep their account going, you can begin a family plan and “teleport” their account over to you.

Here are the instructions:

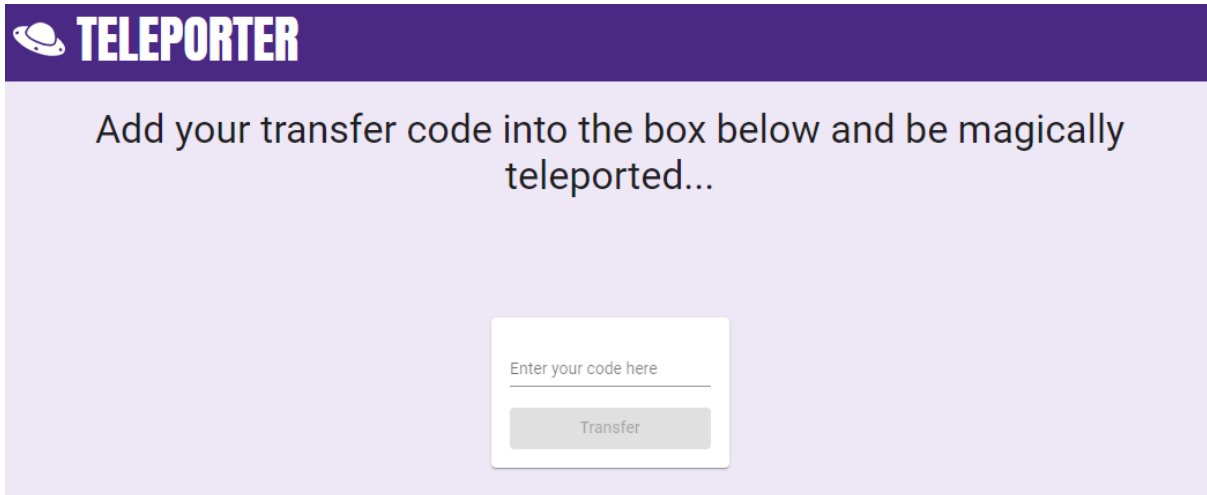
1. Go to trockstars.com > Purchase > New Family Account*
2. Once you're all signed up and logged in, go to 'Manage' and click the “Teleport Code” button.



3. Read the instructions and click 'Generate code'. *Make a note of the teleport code and then log out.*



4. Get your child to login as themselves using their school account details.
Once logged in, go to play.trockstars.com/transfer in your browser.
5. Enter the teleport code from step 3 into the box and press Save.
They will then be taken to the login screen and can now login under the family account.



The image shows a screenshot of a web interface for 'TELEPORTER'. At the top, there is a dark purple header with the word 'TELEPORTER' in white, bold, uppercase letters, preceded by a small white icon of a planet with a ring. Below the header, the main content area has a light purple background. Centered in this area is the text 'Add your transfer code into the box below and be magically teleported...'. Below this text is a white rectangular box containing a text input field with the placeholder text 'Enter your code here' and a grey button labeled 'Transfer'.

Note that this is a permanent change and should only be done with school leavers.

If you have any difficulties with this process, please email support@mathscircle.com

Kind regards,

Bruno

Founder, Times Tables Rock Stars

* A family plan for 3 children for 12 months is £7.20.