



PARENT AND CHILD TRIAL SIGNUP GUIDE

How to Create a Parent Account and Register a Child for a 7 Day Free Trial

A clear step by step guide for Gentle Genius families in Grades 4 to 7.

www.gentlegenius.co.za

Prepared for parents and guardians | September 2026

[START HERE](#)

Overview

The new signup process has three clear stages: create the parent account, verify the parent email address, then register the learner and set the learner password. No payment or billing profile is required for the 7 day free trial.

Your journey at a glance

Stage	What happens
1 Parent account	Enter the parent name, email address, mobile number and a strong parent password.
2 Email verification	Use the six digit code or secure link in the verification email. Successful verification signs the parent in automatically.
3 Learner setup	Add the learner details, create the trial account and set the learner password immediately on the secure setup screen.
4 Start learning	Return to the Parent Dashboard or sign in as the learner with the new Learner User ID and password.

Have these details ready

A working parent email address and mobile number with country calling code.

A parent password of at least 12 characters containing uppercase and lowercase letters, a number and a special character.

The learner first name, surname, RSA ID or passport number, date of birth when using a passport, and grade from Grade 4 to Grade 7.

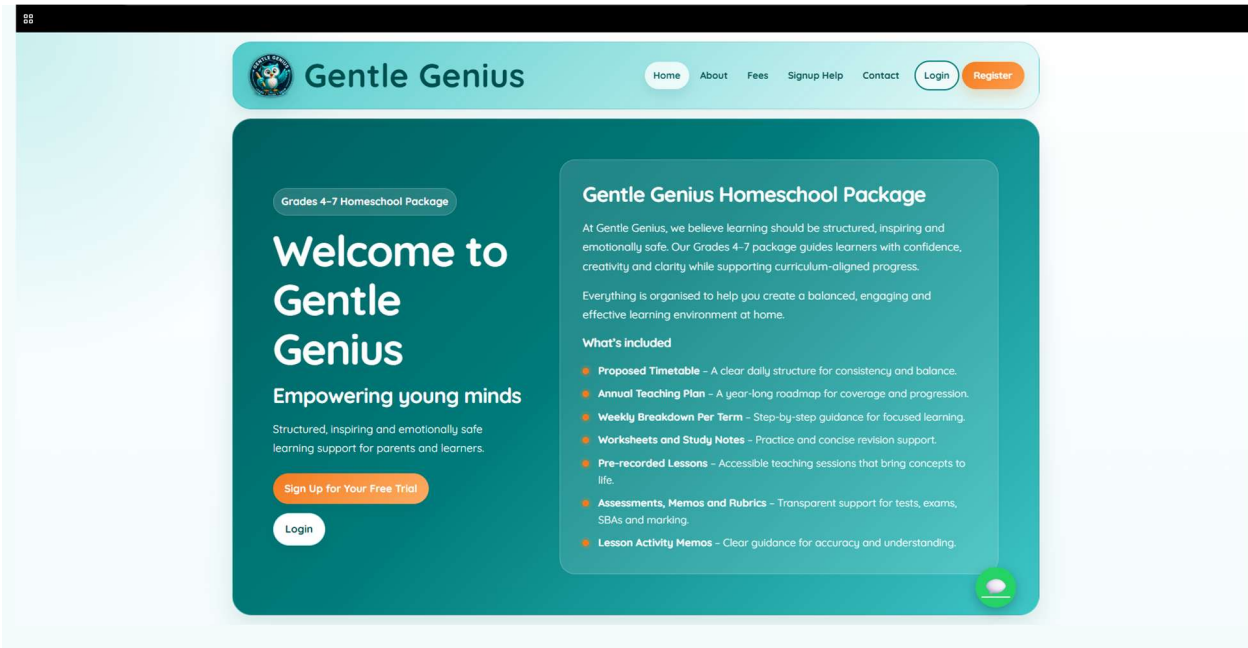
A separate strong password for the learner. This is created after the learner account is registered.

Billing identity and address details are requested only if the parent later chooses a paid subscription. They are not needed for a free trial.

PARENT ACCOUNT

Step 1 Create the Parent Account

Open the registration page



The screenshot shows the 'Create your parent account' registration form. At the top, there's a progress indicator with three steps: 1. Parent (selected), 2. Verify, and 3. Learner. The form is titled 'Create your parent account' and includes a note: 'Start with the essentials. Billing identity and address details are only requested if you subscribe.' The form fields are: First name *, Surname *, Email address *, Mobile number * (with a +27 prefix), Password *, and Confirm password *. Below the fields, there are two checkboxes: 'I accept the Terms and Conditions and Privacy Policy *' and 'I consent to receiving Gentle Genius marketing material. I can opt out later.' At the bottom is a 'Create account and verify email' button.

Go to www.gentlegenius.co.za and select Register or Get Started. The progress indicator shows Parent, Verify and Learner.

Direct registration link https://gentlegenius.co.za/parent_register.php

Enter the essentials

Parent first name and surname

Parent email address

Country calling code and mobile number

Parent password and confirmation

Use at least 12 characters for the password, including uppercase and lowercase letters, a number and a special character. Press and hold the eye button to reveal the password while checking it.

Accept the account policies

Tick the required acceptance for the Terms and Conditions and Privacy Policy. The separate marketing consent option allows Gentle Genius marketing messages and can be withdrawn later.

Create the account

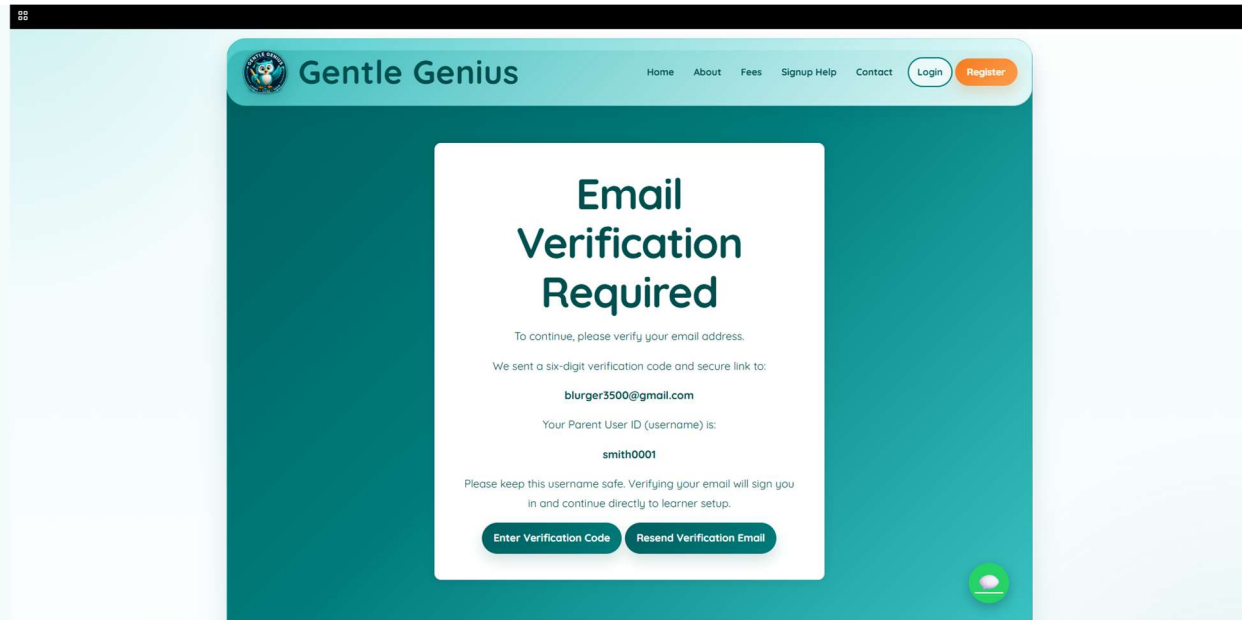
Select Create account and verify email once. The button changes to Creating account while the request is processed. The account is created before the verification email is sent, so do not submit the form again if email delivery takes a moment.

If the email address or mobile number is already linked to an account, use Sign In, password recovery or Resend Verification Email instead of creating another account.

EMAIL VERIFICATION

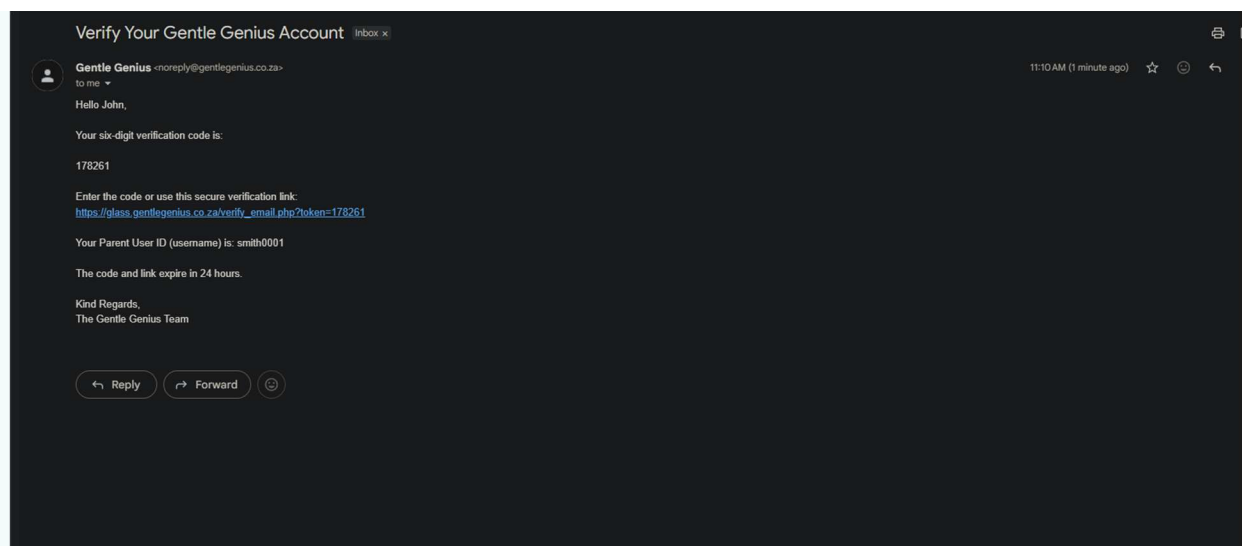
Step 2 Verify the Parent Email

Open the newest verification email

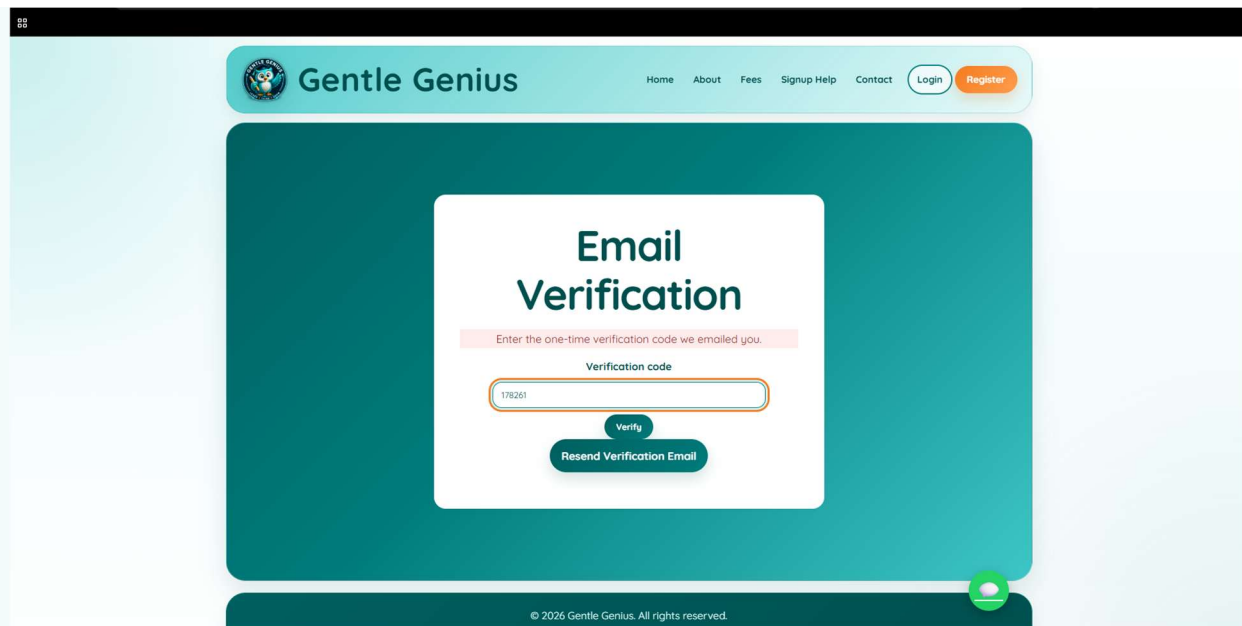


The Email Verification Required page confirms the email address and displays the new Parent User ID. Keep this username safe. The email contains both a six digit verification code and a secure verification link.

Choose either verification method



Enter the six digit code on the Email Verification page and select Verify.



Enter the six digit code on the Email Verification page and select Verify.

Or select the secure verification link in the email.

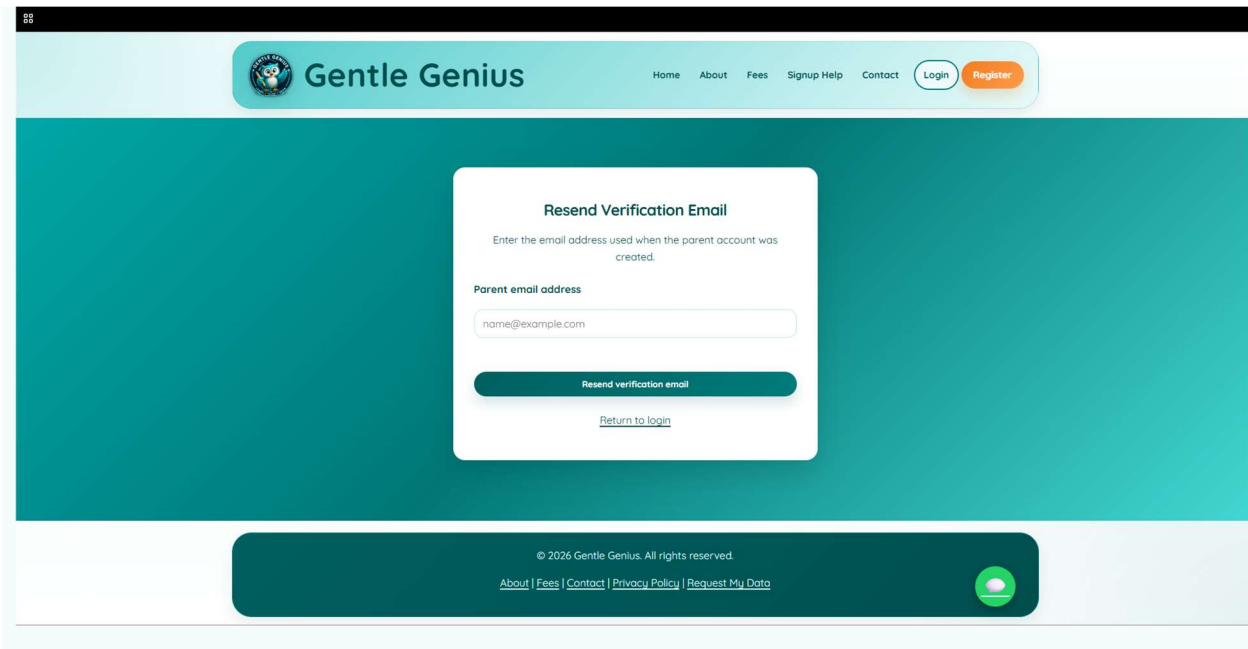
The code and link expire after 60 minutes. If more than one verification email was requested, use the newest message because an older code may no longer be valid.

Continue automatically

After successful verification, Gentle Genius signs the parent in and opens the learner registration page. A separate account active confirmation email is also sent and includes the Parent User ID.

Request a replacement email

From the login or verification page, select Resend Verification Email, enter the parent email address and submit the request. A replacement is sent only for an existing unverified parent account.



SCREENSHOT 13 PLACEHOLDER

Resend verification page with email field, submit button and support route

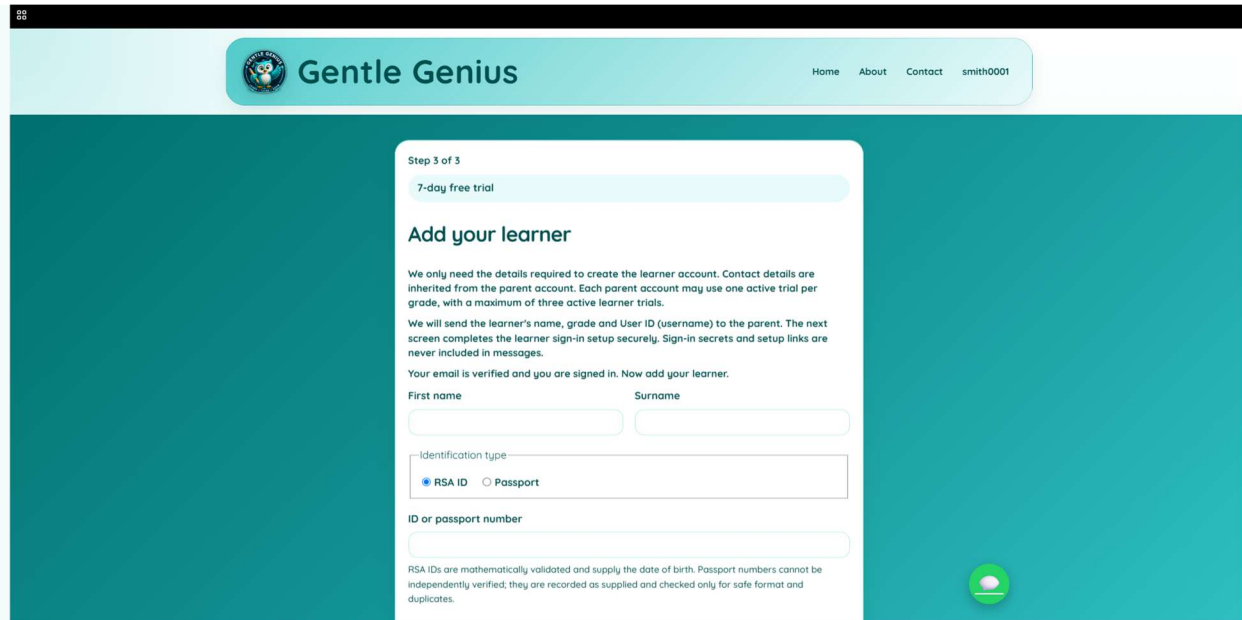
Resend page https://gentlegenius.co.za/resend_verification.php

If the address is not recognised or help is needed, contact Gentle Genius on WhatsApp at +27 63 347 4203.

LEARNER TRIAL

Step 3 Register the Learner

Add the learner details



The screenshot shows the 'Add your learner' form on the Gentle Genius website. The header includes the Gentle Genius logo and navigation links: Home, About, Contact, and smith0001. The form is titled 'Step 3 of 3' and indicates a '7-day free trial'. The main heading is 'Add your learner'. Below this, there is explanatory text: 'We only need the details required to create the learner account. Contact details are inherited from the parent account. Each parent account may use one active trial per grade, with a maximum of three active learner trials. We will send the learner's name, grade and User ID (username) to the parent. The next screen completes the learner sign-in setup securely. Sign-in secrets and setup links are never included in messages. Your email is verified and you are signed in. Now add your learner.' The form fields include 'First name' and 'Surname' (text inputs), 'Identification type' (radio buttons for 'RSA ID' and 'Passport'), and 'ID or passport number' (text input). A small note at the bottom states: 'RSA IDs are mathematically validated and supply the date of birth. Passport numbers cannot be independently verified; they are recorded as supplied and checked only for safe format and duplicates.'

The learner page is Step 3 of 3 and is already set up for a 7 day free trial. Contact details are inherited from the parent account, so they are not requested again.

Learner first name and surname

Identification type using the RSA ID or Passport radio button

RSA ID or passport number

Date of birth for a passport holder

Grade 4, Grade 5, Grade 6 or Grade 7

A valid RSA ID is mathematically checked and supplies the date of birth. A passport number cannot be independently verified; it is recorded as supplied and checked for safe format and duplicates.

Create the learner account

Select Create learner and set password. The system creates a Learner User ID and starts the 7 day trial, then immediately opens the secure password setup screen.

Trial limits

A parent may have a maximum of three active learner trials.

Only one active trial per grade is allowed for each parent account.

A learner identity that has already received a trial or account cannot be registered again under another account.

No payment is required to begin the trial.

Do not use the browser Back button or open a second registration tab while learner setup is being completed.

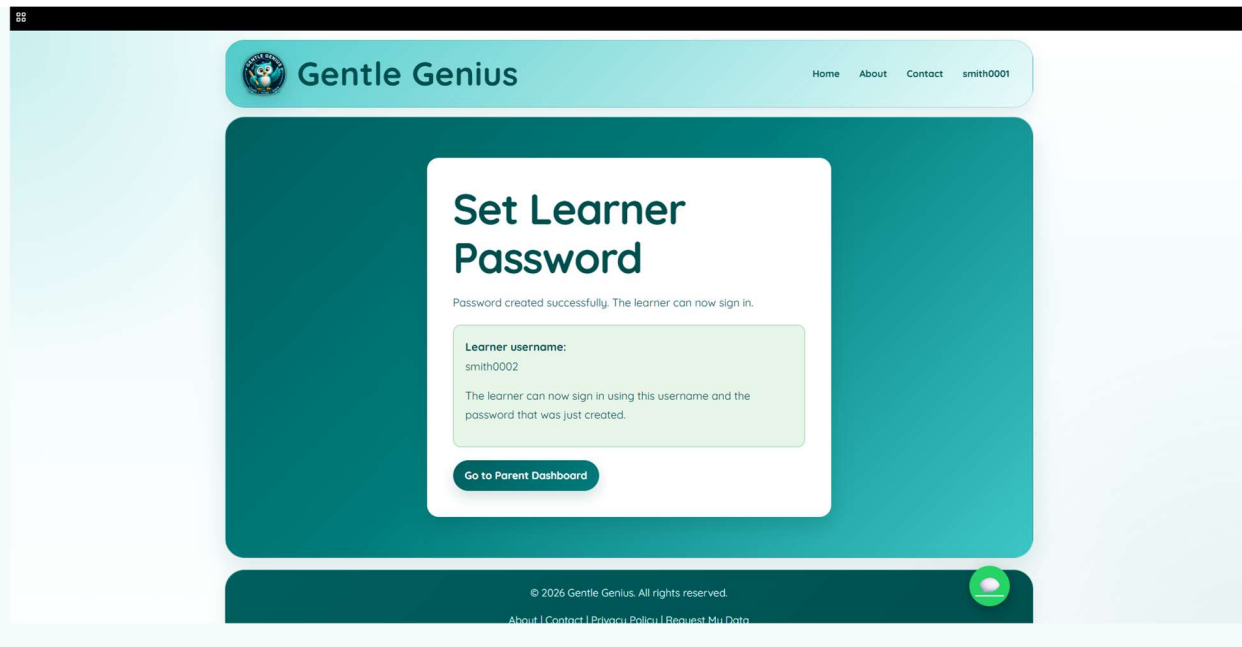
SECURE PASSWORD SETUP

Set the Learner Password and Start Learning

Create the password immediately

The Set Learner Password page opens directly after learner registration. Create and confirm a password of at least 12 characters containing uppercase and lowercase letters, a number and a special character. An underscore is accepted as a special character.

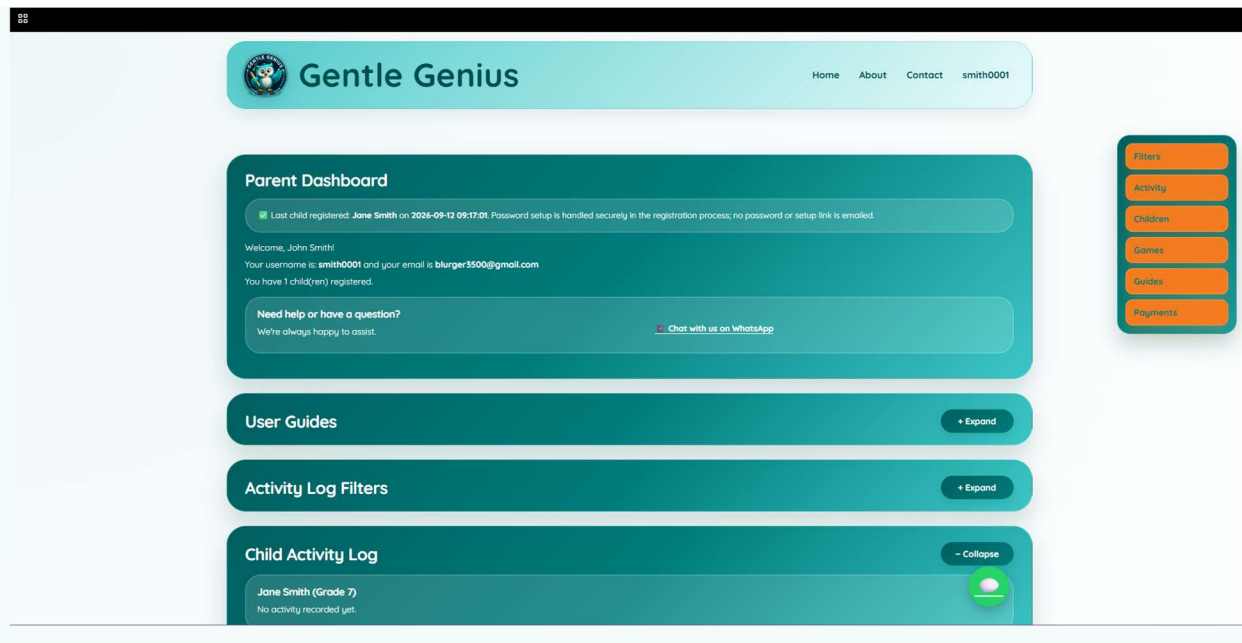
Select Create Password. The success screen displays the Learner User ID and confirms that the learner can now sign in.



Keep the sign in details safe

The confirmation email records the parent name and Parent User ID as well as the learner name, grade and Learner User ID. For security, emails do not contain the learner password or a password setup link.

Open the dashboards



Select Go to Parent Dashboard to review the registered learner and trial details.

To test learner access, sign out and use the Learner User ID and newly created password on the main login page.

Login page <https://gentlegenius.co.za/login.php>

Quick troubleshooting

Problem	What to do
Code is invalid or expired	Use the newest email or request a replacement verification email.
Email or mobile already exists	Sign in or use password recovery. Contact support if the account cannot be recovered.
Learner identity already exists	Do not create a duplicate. Contact support to confirm the existing learner account.
Trial for the grade is unavailable	Choose an eligible grade or contact support to discuss the existing trial.
Password setup cannot continue	Return to the Parent Dashboard and use the secure learner password reset option.

PUBLICATION CHECKLIST

Screenshots to Include

Use a dedicated test account. Do not capture real parent or learner information. Blur or replace email addresses, mobile numbers, ID or passport numbers, verification codes and usernames unless they are clearly marked test data.

No	Screen	Show	Place near
01	Home page	Header with Register or Get Started visible	Before Step 1
02	Parent registration	Full blank form with the Parent Verify Learner progress indicator	Step 1 opening
03	Parent registration	Completed test form showing policy and consent options	Before account creation
04	Verification notice	Masked test email, Parent User ID and both verification buttons	Start of Step 2
05	Verification email	Subject, six digit code and secure verification link	Verification choices
06	Email verification	Six digit code field and Verify button	Code entry
07	Learner registration	Full form with RSA ID selected and grade menu visible	Start of Step 3
08	Learner registration	Passport selected with the date of birth field visible	Identification note
09	Learner password setup	Password rules, both password fields and Create Password button	Password section
10	Password success	Learner User ID and Go to Parent Dashboard button	Completion
11	Parent Dashboard	Registered learner card showing trial status and available actions	Final check
12	Main login	Parent and learner sign in options	Start learning
13	Resend verification	Email request field, submit button and support route	Troubleshooting

Capture standards

Capture at a consistent desktop width and include one mobile example for the registration form.

Keep the browser address bar out of the final crop unless the URL is being demonstrated.

Use the same fictional parent and learner details throughout the sequence.

Retake screenshots after any wording or layout change so the guide always matches the live interface.