



**aB Primary**

**Login  
Support**

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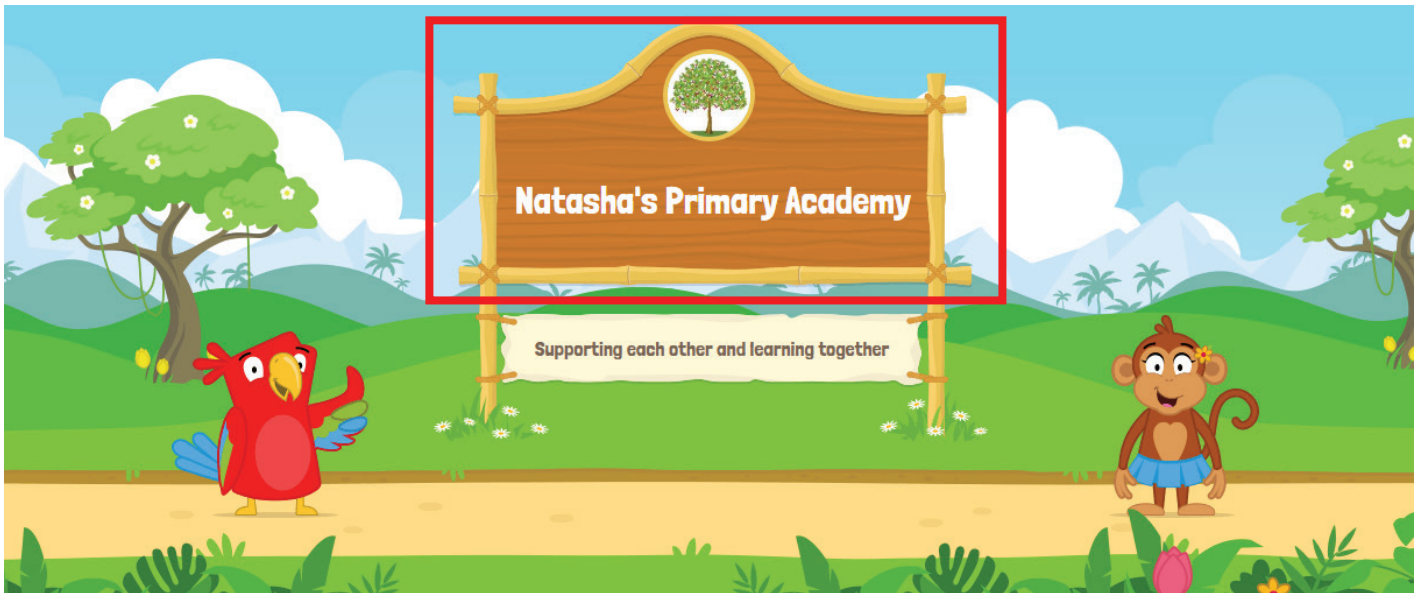
 **new era.**  
TECHNOLOGY

## DB Primary login support

To help children (and their parents) access DB Primary, here is some helpful guidance to assist with any login difficulties.

For children to be able to log in to DB Primary, they must be at the correct login portal for your school.

On the DB login screen, you should always see **your school's name**. If you cannot see your school name on the brown board between the parrot and the monkey, then you are on an incorrect login page for your school.



To find your school's DB login portal, please check the school website for a DB login button in the bottom right hand corner. If the school do not have a login button on their website, please email [support@neweraed.co.uk](mailto:support@neweraed.co.uk) with details of the school you are trying to log in to, your child's name and their class, and we can email you the login portal address.

The portal address is also printed on the DB Primary login 'passport' your child was issued, showing their username and password.



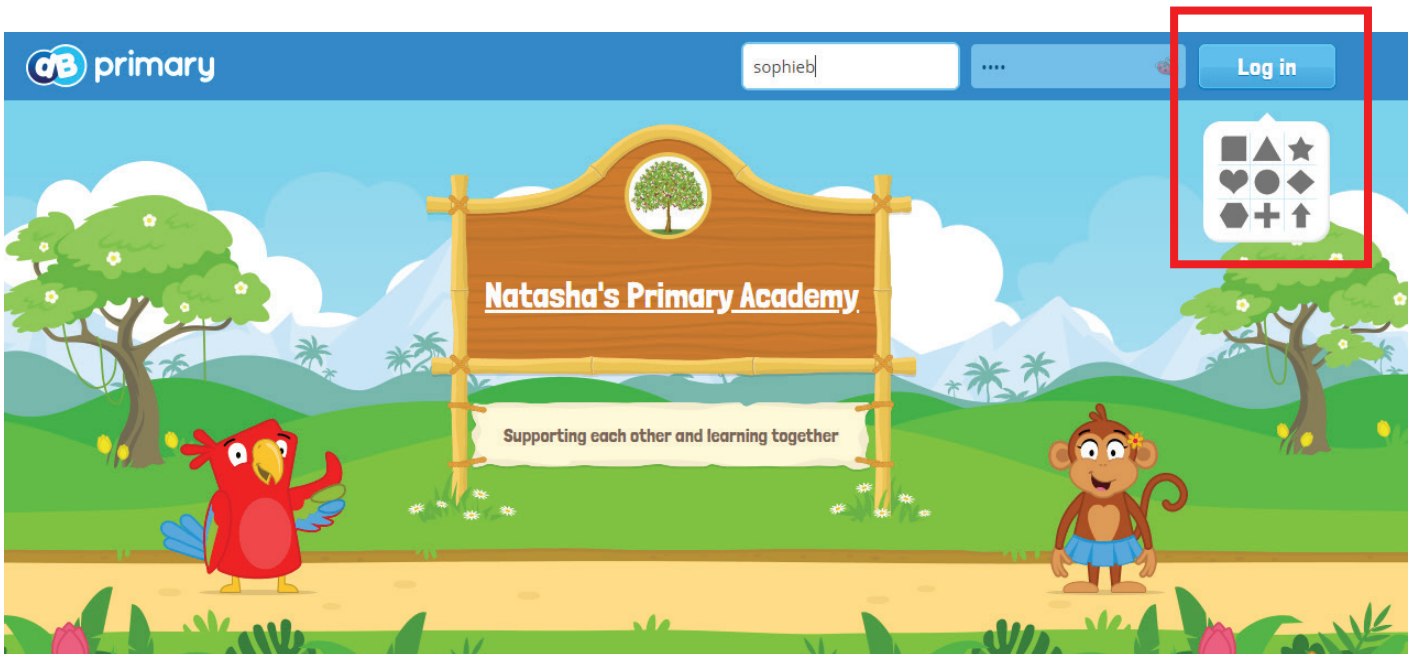
## Username and passwords are case-sensitive

Username and passwords are character case-sensitive, so please ensure you observe this when typing in your login details.

If it says the account has been deactivated, then please contact [support@neweraed.co.uk](mailto:support@neweraed.co.uk) with details of the school, your child's name and their class, and we can investigate this for you.

## Picture passwords

If a child uses a picture password to log in, then just type the username and press enter (or click the Login button), to be taken to the picture login screen.



### IMPORTANT

Please note that for security reasons the New Era support team will never issue new passwords to children and cannot give out passwords over the phone.