



St Michael's

CofE Primary Academy

Principal: Mrs Kate Jackson
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8th September 2025

Dear parents/carers,

We are aware that there have been some issues regarding accessing the MarvellousMe app. We have contacted the provider and they have sent the following information to help resolve the issue.

We request you try this process following ALL steps, then try to access the app and then try the process again to clear all stubborn data. You may need to do this multiple times, accessing the app inbetween repeating the process

- 1. Check for app updates**
 - Visit the App Store/Google Play Store and make sure you're using the latest version of the MarvellousMe app.
- 2. Clear app data and cache**
 - Go to your device's **Settings > Apps & notifications** (or **Apps**, depending on your device).
 - Find the MarvellousMe app, select it, and choose **Storage**.
 - Clear both the app's **cache** and **data**.
- 3. Restart your device**
 - A restart helps apply the changes fully.
- 4. Try logging in again**
 - If you're still unable to log in, access the app and repeat the process,
- 5. As a workaround, you should be able to open your device's browser and try accessing the parent portal here: <https://parent.marvellousme.com/>**

I have also found that completing all software updates for the iOS system can resolve the issue. If you need any further support after this, please let us know.

Yours sincerely

Helen-Marie Navratil

Vice Principal

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