

# Supporting eSchoolPLUS Admin Mobile App

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PowerSchool  
eSchoolPLUS Admin Mobile App

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This edition applies to Release 1.1 of the eSchoolPLUS Admin Mobile App software and to all subsequent releases and modifications until otherwise indicated in new editions or updates.

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## Contents

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<b>Overview of eSchoolPLUS Admin Mobile App</b> .....	<b>6</b>
<b>Getting Started</b> .....	<b>7</b>
What does my district need to use the app? .....	7
What does my staff need to use the eSchoolPLUS Admin Mobile app? .....	8
App and Mobile Connector Admin Version Compatibility .....	8
Do all users need to upgrade the eSchoolPLUS Admin Mobile App after we install the new Connector version? .....	8
Can users upgrade the eSchoolPLUS Admin Mobile App before we install the new Connector version? .....	9
What features are included in the most recent release? .....	9
iOS Enhancements .....	9
Android Enhancements .....	10
How safe is our school's data? .....	10
What is the security for eSchoolPLUS Admin Mobile App? .....	10
How does the user's device connect to the server? .....	11
Where are the server configuration settings stored on the device? .....	12
Is there a timeout period for the eSchoolPLUS Admin Mobile app? .....	12
Is there any documentation available from within the eSchoolPLUS Admin Mobile App? .....	12
<b>Using the eSchoolPLUS Admin Mobile App</b> .....	<b>13</b>
Summary of eSchoolPLUS Admin Mobile App Screens .....	13
Dashboard Screens .....	13
Student Screens .....	14
Notification Screen .....	15
Discipline Screen .....	15
What students will a user be able to access? .....	15
Can users access data from prior years for students? .....	15
What grade information is displayed? .....	15
How do users add student notes? .....	16
How do users add discipline? .....	16
<b>Using Advanced Features</b> .....	<b>18</b>
How does a user switch to a different building? .....	18
How does a user switch to a different district? .....	19
What is stored in the eSchoolPLUS Admin Mobile app cache? .....	19
How is the cache refreshed? .....	19
To set the schedule for refreshing the cache: .....	20
To sync data immediately: .....	20
Where can I see the last time data was synchronized? .....	20

How does the user turn on push notifications? .....	21
How does the user select the push notifications to receive? .....	21
How does the user turn off push notifications? .....	22
How does a user download data if going off site? .....	22
How does a user exit Offline mode? .....	23
What if the user does not want to store photos on the device? .....	24
Is there a way to display help overlays again? .....	24
<b>Using Mobile Connector Admin .....</b>	<b>26</b>
Mobile Connector Admin Overview .....	26
Mobile Connector Admin Options .....	26
I don't see Edit buttons. What security resources do I need? .....	27
Can I test the connection to the eSchoolPLUS database? .....	27
Where are errors for the apps logged? .....	27
How do I see who is logged into an app? .....	28
Is there a way to disconnect a user's session? .....	28
How do you enable Offline Mode? .....	28
Can Offline Mode be disabled? .....	29
How can the timeout period be changed? .....	29
<b>Troubleshooting .....</b>	<b>30</b>
App does not rotate into landscape orientation .....	30
Why aren't student photos displaying? .....	30
User took a photo, but it's not available in eSchoolPLUS. ....	32
Why isn't the search finding a new student? .....	32
Why isn't the search finding a withdrawn student? .....	32
What is the Camera icon in the Student Search? .....	32
Barcode scanner never seems to get focus on barcode. ....	33
The Student Search House/Team field does not include all house/teams. ....	33
Why is there no link to email a teacher? .....	33
Why doesn't discipline added from app display on student's Discipline screen? .....	33
How does the user turn off push notifications for Android versions earlier than 4.1? .....	33
Why didn't the user get a push notification? .....	33
Why are users prompted to login when trying to read a push notification? .....	34
Why does a user sometimes have to acknowledge a notification in eSchoolPLUS and on the app? ...	34
User moved an icon in Student screen and can't see it now. ....	35
User is being asked to enter district GUID after entering the passkey. Why? .....	35
User is being asked for a PIN, but the user did not turn on Offline mode. Why? .....	35
A user forgot the Offline PIN. How does the user get back into the app? .....	35
The app is frozen. How does the user stop it? .....	36
User says the app isn't working correctly every time they open it. ....	36

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How does the user remove all the data from the device? .....	36
<b>Document Revision History .....</b>	<b>38</b>

## Overview of eSchoolPLUS Admin Mobile App

Developed for iOS and Android, the eSchoolPLUS Admin Mobile app will serve as a tool for campus staff to inquire about students – where they should be, how they’ve been performing, and how to get in touch with their family.

### **It's a building-specific, student-centric app.**

Building-specific means that one building at a time is selected and students are pre-cached to speed up performance and reduce storage impact. Student-centric means that although there is basic building information seen upon login, the app is really designed around getting you to student information quickly and easily.

### **View today's schedule, attendance, and birthdays.**

When you launch the app, you're in the Dashboard. From here, you can see bell schedule info for the current day, a list of student absences, and a birthday list.

### **Quickly search for students.**

When you look up a student by name, or by scanning their student ID, you can access their schedule, contact information, attendance, grades, discipline, emergency/medical, student notes, and basic registration information. Student photos can also be loaded to your device, which helps to identify a student both in the image gallery, which is part of the search system, or when you've pulled up a specific student. You can tap on phone numbers and email addresses to initiate conversations. You can take photos and associate them with student notes (note: photos are only stored on the local device in this version of the app).

### **Immediately take action on discipline issues.**

You can begin the discipline process by entering a conduct referral from the app. You can take photos and associate them with the conduct referrals (note: photos are only stored on the local device in this version of the app).

### **Keep informed of eSchoolPLUS notifications while you are away from your desk.**

If your district has eSchoolPLUS version 3.0 or above, you can also receive and manage your notifications. Additionally, if your district has eSchoolPLUS version 3.1 or above, you can receive push notifications for your eSchoolPLUS high priority notification subscriptions.

### **Access student information even when you are off site.**

We've included an "offline" mode, which synchronizes basic student information to your local device, secures it, and makes it available when either you are detached from a network, or if the server is unavailable. This can be useful for site emergencies, or for field trips or other circumstances in which you may need student information, but you will be away from your normal connectivity.

## Getting Started

This section covers what you need to know when your district is getting ready to roll out the eSchoolPLUS Admin Mobile app for staff.

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What does my district need to use the app? .....	7
What does my staff need to use the eSchoolPLUS Admin Mobile app? .....	8
App and Mobile Connector Admin Version Compatibility .....	8
What features are included in the most recent release? .....	9
How safe is our school's data? .....	10
What is the security for eSchoolPLUS Admin Mobile App? .....	10
How does the user's device connect to the server? .....	11
Where are the server configuration settings stored on the device? .....	12
Is there a timeout period for the eSchoolPLUS Admin Mobile app? .....	12
Is there any documentation available from within the eSchoolPLUS Admin Mobile App? .....	12

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### What does my district need to use the app?

Your district needs to have the following requirements before staff can use the app.

- eSchoolPLUS version 2.3 and above.
- To use the Notifications component of the app, the district must be running at least eSchoolPLUS version 3.0.
- To use the push notifications for the app, the district must be running at least eSchoolPLUS version 3.1.
- SQL Server 2005 and greater.
- Public IP and SSL will typically be required, unless the district plans to only grant access within the local network.
- License key for eSchoolPLUS Admin Mobile App.
- Web services need to be installed on an eSchoolPLUS server outside the firewall, such as the HAC server.
- Database updates must be installed. Stored procedures that are used to transfer data back and forth, and which will be used to assist with security and authentication.
- The "Connector" database must be installed.
- The Mobile Connector Admin tools must be installed on the app server. The eSchoolPLUS Admin Mobile app Version 1.1 includes features that work only when the district has installed Mobile Connector Admin Version 1.1. For more information on backward compatibility between the app and the connector software, refer to "App and Mobile Connector Admin Version Compatibility" on page 8.
- LDAP access from the server with the public IP and SSL into the same domain eSchoolPLUS users use to authentication.
- To display student photos in the app, the photo files must be accessible from the server where the Mobile Connector Admin is installed. For example, if the Mobile Connector Admin is on a server

outside of the domain where photos are stored, the eSchoolPLUS Admin Mobile app may not be able to display photos.

## What does my staff need to use the eSchoolPLUS Admin Mobile app?

Before you announce that the eSchoolPLUS Admin app is available for your district administrative staff, make sure that they have everything they need to use the app. Here's what they'll need:

- A supported device. The app was developed for iOS and Android devices. Currently supported: iOS 7.0+ (iPhone, iPad, iPod Touch) and Android 4.0.3 (Ice Cream Sandwich)+.
- Internet/Intranet access to the database server. Either WiFi or the carrier's cellular network can be used.
- A data plan for the device or WiFi access.
- Security for eSchoolPLUS. The eSchoolPLUS security determines the user's building access and data access within the app.
- A Staff Catalog record to use the Discipline Referrals feature. Use the Scheduling > Courses > Resources > Room to add the staff member and enter the user's Login ID on the Staff District Information page.
- The district passkey to access the database. The passkey is a unique key generated for your district. You can send the passkey to staff via email or you can have IT staff manually enter the passkey on each device. The first time the app is opened on the device, the staff member will enter the district passkey and tap Verify. If successful, the device settings for the app will then store the District GUID, District Name, and Server URL.
- Additional security on the device to secure district data in case the device is lost or stolen. For example, require staff to install an app that can remotely wipe the device.
- To use the barcode scanner for reading student ID barcodes, the device must have an autofocus camera.

Finally, the staff member needs to download and install the app. Here's where to get the app for free:

- For iPad, iPod Touch, and iPhone, use App Store.
- For Android devices, use Google Play Store app.
- For Kindle Fire, use Amazon App Store.

## App and Mobile Connector Admin Version Compatibility

### Do all users need to upgrade the eSchoolPLUS Admin Mobile App after we install the new Connector version?

No. The eSchoolPLUS Admin Mobile app Version 1.1 includes features that only work with the Mobile Connector Admin Version 1.1. But, users can continue to use the previous version of the app after the district has installed the new Mobile Connector Admin version. On some screens, the user may notice some fields that display differently than they did before the district upgraded the Mobile Connector Admin software. But, none of these issues will prevent the user from viewing student data.



### **Can users upgrade the eSchoolPLUS Admin Mobile App before we install the new Connector version?**

Yes. A user can install the updated eSchoolPLUS Admin Mobile app Version 1.1 and run the app even when the district is running Mobile Connector Admin Version 1.1. The user will not be able to make use of some of the features that were added to the app. For example, House/Team was added to the student search. The field will display, but no house/teams will be available for the user to select so the user will not be able to search by house/team.

### **What features are included in the most recent release?**

The most recent release of the eSchoolPLUS Admin Mobile app is version 1.1. The following features were added.

#### **iOS Enhancements**

- Add push notification messages for the user's high priority subscriptions from eSchoolPLUS notifications. This feature requires eSchoolPLUS version 3.1.
- Add option to enable the app to receive eSchoolPLUS push notification messages.
- Add locker combination to Demographics screen
- Add "Last Sync date/time" to Settings page
- Add ability to tap student on Attendance screen to open student record
- Add ability to tap student on Birthday screen to open student record
- Remove marking period banner from Full Schedule screen
- Move Active/Inactive flag to lower edge of student photo
- Add Student ID above Gender on Student Information Banner
- Provide ability to email a teacher by tapping teacher name hyperlink
- Add course #-Section# to Grades screen for both RC & IPR
- Modify Contacts screen so the iOS and Android apps display data and the background color consistently
- Modify Demographics screen so the iOS and Android apps display data and the background color consistently
- Add settings option to limit photo download to run when using WiFi only
- Change banner name on Student Full Schedule screen
- Removed Alerts banner from Student Medical screen
- Add ability to tap Physician phone number hyperlink on Student Medical screen
- Improved security processing for private and sensitive notes
- Change font for help overlays to make the text more readable
- Add home building to Demographic screen
- Add ability to search for students by house/team
- Change search default to find Active students
- Add progress bar for photo downloads

- Show course building information on the Schedule screens
- Improve support information by displaying the Mobile Connector build number within the app

### Android Enhancements

- Add push notification messages for the user's high priority subscriptions from eSchoolPLUS notifications. This feature requires eSchoolPLUS version 3.1.
- Add option to enable the app to receive eSchoolPLUS push notification messages.
- Improve security processing for discipline entry screen if the user does not have security permission for default building
- Add ability to tap student on Attendance screen to open student record
- Add home building to Demographic screen
- Add ability to search for students by house/team
- Change search default to find Active students
- Add progress bar for photo downloads
- Show course building information on the Schedule screens
- Improve support information by displaying the Mobile Connector build number within the app

### How safe is our school's data?

Users must always enter the eSchoolPLUS User ID and Password to access the eSchoolPLUS Admin Mobile app in online mode. In offline mode, the user must enter the special user id and pin that was created when the user put the app in offline mode. Without that information, no one can reach your eSchoolPLUS data.

We also encrypt all communications, both on the device and as they are transferred between the device and the eSchoolPLUS system. Although student photos are encrypted on iOS devices, they are not encrypted on Android devices.

### What is the security for eSchoolPLUS Admin Mobile App?

The eSchoolPLUS Admin Mobile app uses the user's eSchoolPLUS security. Users can only access the parts of the app that are parallel to the parts of eSchoolPLUS that they can access.

Note that the Mobile Connector Admin tool that IT staff may need to use also has eSchoolPLUS security requirements. For more information, refer to "I don't see Edit buttons. What security resources do I need?" on page 27.

Refer to the tables that follow for the resource used for each part of the app.

#### Dashboard Screens

Today's Attendance	ATT-REPORTS-RUNRPT
School Calendar / Bell Schedules	REG-REPORTS-RUNRPT

#### Student Screens/Fields

Student	REG-MAINT-DEMOGRAPH
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Contact	REG-MAINT-ADDRESS
Medical/Emergency	REG-MAINT-EMERGENCY
Schedule (today)	SCHD-MAINT-STUSCHD
Attendance (student)	ATT-REPORTS-RUNRPT
Discipline	DISC-INCIDENT-MAINT DISC-INCIDENT-MAINTSS
Notes: Maintain own notes	REG-MAINT-NOTES
Notes: Maintain other people's notes	REG-MAINT-OTHERNOTE
Notes: Maintain other people's personal notes	REG-PRIVATE-FLDPRIVATE
Notes: Maintain sensitive notes	REG-PRIVATE-FLDNOTE
Medical Alert - 504 plan	REG-PRIVATE-FLD504PLAN
Special Education Alert - Classification	REG-PRIVATE-FLDCLS
Medical Alert - Disability	REG-PRIVATE-FLDDIS
Special Education Alert - Has IEP	REG-PRIVATE-FLDIEP
Medical Alert - Medical	REG-PRIVATE-FLDMED
Academic Alert - At Risk	REG-PRIVATE-FLDATRISK
Grades: Report Cards (RC)	MR-MAINT-STUMARKS
Grades: Interim Reports (IPR)	MR-MAINT-IPRSTU

### Discipline Screen

To enter a referral, the user must have a staff record that includes the user's login ID, as well as the following security resources.

Discipline Referrals	DISC-INCIDENT-MAINT DISC-INCIDENT-MAINTSS
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### How does the user's device connect to the server?

The eSchoolPLUS Admin Mobile app uses the following server configuration settings to connect to eSchoolPLUS:

- District GUID
- District Name as it is entered in the District Configuration.
- Server URL for the mobile connector service.

A district passkey will be provided that you can distribute to users that will use the eSchoolPLUS Admin Mobile app. The first time a user opens the eSchoolPLUS Admin Mobile app, the user will be prompted to enter this passkey. When the passkey is entered and validated, the required information will be loaded to the device.

If the passkey does not work, the user will be prompted to enter the server configuration settings to set up the connection.

## Where are the server configuration settings stored on the device?

The District GUID, District Name, and Server URL are stored in the eSchoolPLUS settings on the device.

### For iOS devices

The eSchoolPLUS settings are accessed from the device's settings, not from the eSchoolPLUS Admin Mobile app itself. To view the settings, tap Settings on the user's device. Swipe through the available settings until you find eSchoolPLUS. Tap **eSchoolPLUS**. The server configuration fields are at the top of the eSchoolPLUS settings screen.

### For Android devices

The eSchoolPLUS settings are accessed from the eSchoolPLUS Admin Mobile app menu. To view the settings, tap the Menu button while in the eSchoolPLUS Admin Mobile app. Tap **Configuration**. The server configuration fields are at the top of the Configuration screen.

## Is there a timeout period for the eSchoolPLUS Admin Mobile app?

Your district specifies the timeout period for the eSchoolPLUS Admin Mobile app using the Mobile Connector Admin tool. By default, the timeout period is 15 minutes.

A user's authentication token will expire after the specified amount of time has elapsed since the last time the user retrieved or saved data to the eSchoolPLUS database. The eSchoolPLUS Admin Mobile app will not close, but data will not be refreshed. The user will need to login again if the user tries to complete an action that requires data from the eSchoolPLUS network.

For information on changing the timeout period, refer to "How can the timeout period be changed?" on page 29.

## Is there any documentation available from within the eSchoolPLUS Admin Mobile App?

Help overlays display for key screens the first time the screen is accessed after the eSchoolPLUS Admin Mobile app is first installed or any time the data on the device is reset. Additionally, it is possible to reset the help without resetting the data. For more information, refer to "Is there a way to display help overlays again?" on page 24.

In addition, you can open an FAQ from the eSchoolPLUS Admin Mobile app on an Android device. Note that this option is not available for iOS at this time.

### For Android devices

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **User Settings**.
3. Tap **View FAQ** to open the FAQ in Adobe Reader. Note that you may be prompted to install Adobe Reader if it is not already installed on the device.
4. Tap the device's Back button to close the FAQ.

## Using the eSchoolPLUS Admin Mobile App

This section covers what you need to know to help your staff make the most out of the eSchoolPLUS Admin Mobile app.

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Summary of eSchoolPLUS Admin Mobile App Screens .....	13
What students will a user be able to access? .....	15
Can users access data from prior years for students? .....	15
What grade information is displayed? .....	15
How do users add student notes? .....	16
How do users add discipline? .....	16



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### Summary of eSchoolPLUS Admin Mobile App Screens

This topic provides a summary of the eSchoolPLUS Admin Mobile app screens for the Dashboard, Student, Notifications, and Discipline options. The following describes all the screens that display for an option. The user's eSchoolPLUS security determines the options that are available. When a user initially opens the app, the building is set to the default building in the user's eSchoolPLUS security profile.

#### Dashboard Screens

At the top of the Dashboard screens, calendar information displays for the current day. The app uses the default calendar for the building. To navigate to a screen, swipe up on the icon.






Icon	Screen	Description
N/A	Bell Schedule	Displays the bell schedules for your building.
	Attendance	<p>Displays the Daily Attendance Count and a list of students with an attendance code.</p> <p>The total reflects the count of students with any attendance code entered for the day.</p> <p>The student list displays the unique attendance codes entered for the student for the day.</p> <p>This screen does not reflect the number of periods for which the student has been marked absent. For example, a student's attendance displays as U, T if a student has been recorded as U - Unexcused Absent for first through third period and T - Tardy for fourth period. To see the attendance periods for which a student has attendance entered, tap the student and display the student's Attendance screen.</p>
	Birthdays	Displays a list of students who have birthdays today. Tap a student to open the Student screen.




## Student Screens

When the Student option is selected, a Search screen displays. From this screen, search for and select the student to display. To open a student's information, tap the student in the image gallery at the bottom of the search.

When a student is selected, the initial screen displays today's schedule. The top of all student screens includes the student's photo, name, gender, age, grade, and current status.

- To navigate to another screen, swipe up on the appropriate icon.
- To return to the Search screen to select another student, swipe down on the student screen displayed.

Icon	Screen	Description
N/A	Search	Allows searching for students by name, ID, grade, gender, status, and house/team. The search default is to find students with an Active status.  The image gallery at the bottom of the screen allows the user to see student photos to help select the appropriate student. A status bar displays below the image gallery to indicate the progress of loading student photos. The first time the user accesses a building, the student photos for the building are loaded. The app also checks for updated photos or photos for new students every time it is opened.
N/A	Student (Today's Schedule)	Displays today's schedule.
	Contact Information	Displays the student's language and address and phone information for the student and the student's contacts.
	Schedule	Displays student's full schedule.  A building icon displays next to the building name if the course is not in the student's home building.
	Attendance	Displays the student's attendance for the year. Note that attendance is listed by course, not attendance period.
	Grades	Displays the student's grades for this year. Supports the ability to choose to display report card or progress marks. Once per year marks are displayed at the top of the list of marking periods.
	Discipline	Displays the student's incidents for the current and prior school year. This screen displays incidents entered for buildings the user can access in eSchoolPLUS behavior incident options.  A referral can also be added for the student if the user has an eSchoolPLUS Staff record and the appropriate security.

Icon	Screen	Description
	Notes	Displays the student notes. In online mode, notes can be added.
	Demographics	Displays general demographic information for the student, such as primary homeroom and locker number.
	Medical Info	Displays the medical emergency information for the student.

### Notification Screen

The Notifications screen enables management of notifications while away from the desk. This option is available for sites using eSchoolPLUS version 2.5 Service Pack 2 or higher.

### Discipline Screen

This screen is used to add a discipline referral. For more information on adding a referral, refer to "How do users add discipline?" on page 16. This option is only available if the user has an eSchoolPLUS Staff record, as well as the appropriate security. Additionally, you must be in online mode.

### What students will a user be able to access?

The eSchoolPLUS Admin Mobile app includes a student search so the user can find a student who was enrolled in or taking classes at the building. The search will return:

- active students currently enrolled in the selected building,
- any active or inactive students scheduled in a class in the selected building this year,
- any inactive students who withdrew from the building in this school year, but did not transfer to another building. For example, if a student dropped out of school earlier this year, the user will still be able to access the student's information.

To see students who are scheduled for a class, but not enrolled, in the building, you must have security to scheduling information for the building.

### Can users access data from prior years for students?

The app supports access to prior year data for Discipline. The student's Discipline screen lists incidents that were reported in the current school year **and** the prior school year.

The student's current year information is available for schedules, attendance, report card grades, and progress grades.

### What grade information is displayed?

The Grades screen displays the grade information shown on the eSchoolPLUS Report Card Summary page for the report card or the Progress Summary page for the progress report.




For the student's report card grades, the eSchoolPLUS Admin Mobile app is displaying grades based on the Report Card View Setup records for the Summary view type. This screen is displaying student mark records; it is not displaying data from the mark reporting data warehouse.

For the student's progress report grades, the eSchoolPLUS Admin Mobile app is displaying grades based on the Progress View Setup records for the Card view type. This screen is displaying student mark records; it is not displaying data from the progress data warehouse.

## How do users add student notes?

Users can record student notes while they are away from their desk.

This feature is not available in offline mode.



1. Select the **Student** option.
2. Use the search and gallery to find the student.
3. Tap or swipe up on the student.
4. Tap the  Notes tab.
5. Tap  Add icon.
6. Select the Note Type and enter your note.
7. Use the  Camera icon to quickly take a photo using the device's camera. Photos are not uploaded to the eSchoolPLUS system.
8. Tap **Submit**.
9. Tap **OK** on the verification message.

## How do users add discipline?

Users can record discipline issues while they are away from their desk. When discipline is added from the app, a conduct referral will be created. Then, in eSchoolPLUS, the conduct referral can be reviewed by a Disciplinarian and escalated to create an incident.

To use this option, the user needs to have security for DISC INCIDENT MAINT if working in current year or DISC INCIDENT MAINTSS if working in summer school. Additionally, the user must have a staff record that includes the user's login ID.

This feature is not available in offline mode.

1. Select the **Discipline** option.
2. In the Discipline Entry section, enter general information for the discipline issue.
3. Use the  Camera icon to quickly take a photo using the device's camera. Photos are not uploaded to the eSchoolPLUS system.
4. Tap the  Add icon on the Add New Student to Referral row.
5. Swipe through list of students and tap a student's row to select the student.
6. On the Student Role pop-up, tap the appropriate button.
7. To add another student, repeat Steps 3 - 5.



8. To submit the referral to eSchoolPLUS, tap **Submit**.
9. To clear all the information you have entered for the referral, click **Clear**.

The eSchoolPLUS Admin Mobile app is designed to allow users to enter the referral type and student role even if your building's Teacher Access Center Configuration indicates that teachers cannot enter referral type and/or roles. The app is intended for administrators and, therefore, it does not limit access to these fields.

## Using Advanced Features

This section covers the more advanced features of the application.

---

How does a user switch to a different building? .....	18
How does a user switch to a different district? .....	19
What is stored in the eSchoolPLUS Admin Mobile app cache? .....	19
How is the cache refreshed? .....	19
Where can I see the last time data was synchronized? .....	20
How does the user turn on push notifications? .....	21
How does the user select the push notifications to receive? .....	21
How does the user turn off push notifications? .....	22
How does a user download data if going off site? .....	22
How does a user exit Offline mode? .....	23
What if the user does not want to store photos on the device? .....	24
Is there a way to display help overlays again? .....	24


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### How does a user switch to a different building?

The eSchoolPLUS Admin Mobile app allows users to access information for one building. The user's default security building is used as the default building. This section will help you assist a user who needs to change the building in the eSchoolPLUS Admin Mobile app.

Note that when the building is changed, the photo images on the device are deleted and new photos are downloaded for students in the building selected.

#### For iOS devices

1. Open the eSchoolPLUS Admin Mobile app.
2. Tap Settings  on the Dashboard screen.
3. Tap **Building** on Settings screen.
4. Swipe up or down to scroll through buildings. Select building, then tap **Done** for the lookup.
5. Tap **Done** at top of Settings.

#### For Android devices

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **User Settings**.
3. Tap **Building ID** on User Settings screen.
4. Swipe up or down to scroll through buildings.
5. Tap desired building to select it.

## How does a user switch to a different district?

To switch to a different district, the user needs to clear the data from the device and restart the eSchoolPLUS Admin Mobile app. Refer to the appropriate procedure for the user's device.

### For iOS devices

1. Press Home to display the home screen.
2. Tap **Settings**.
3. Swipe through options and tap **eSchoolPLUS**.
4. For the Reset All Data field, tap Off to switch to On.
5. Stop the eSchoolPLUS Admin Mobile app.
6. Tap the eSchoolPLUS Admin Mobile App icon to restart the app.
7. When prompted for the district passkey, enter the passkey for the district you want to switch to.

### For Android devices

1. From the device's Setting screen, display the Application Manager.
2. Swipe through options and tap **eSchoolPLUS**.
3. Tap **Clear Data**.
4. Click **OK**.
5. Close the Settings screen.
6. Tap the eSchoolPLUS Admin Mobile App icon to start the app.
7. When prompted for the district passkey, enter the passkey for the district you want to switch to.

## What is stored in the eSchoolPLUS Admin Mobile app cache?

When data is initially loaded for a building, the eSchoolPLUS Admin Mobile app stores some data in a cache on the device. A cache transparently stores data so that future requests for the data can be served faster.

The cache stores:

- Student names and IDs for the students in the building.
- Validation codes for Note Type, Issue Locations, Issue Type, Grade.


When you access a student, the student's data is pulled directly from the eSchoolPLUS database.

## How is the cache refreshed?

The user can schedule to have the cache refreshed at set intervals or immediately sync data. The cache can be refreshed daily, weekly, or monthly; the default is monthly. Refreshing the cache will increase the battery usage of the eSchoolPLUS Admin Mobile app and increase the amount of data that is being downloaded. Consider how often students move in and out of the building when selecting the refresh schedule.

Additionally, when the building is changed, the cache is also updated as the previous building's data is deleted and the current building's data is loaded to the cache.


**To set the schedule for refreshing the cache:****For iOS devices**

1. Open the eSchoolPLUS Admin Mobile app.
2. Tap Settings  on the Dashboard screen.
3. In the Data Sync section, tap the value selected for the Refresh Cache field.
4. Swipe up or down to scroll through options. Select the option, then tap **Done** for the lookup.
5. Tap **Done** at top of Settings screen.

**For Android devices**

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **User Settings**.
3. In the Data Sync section of the User Settings screen, tap **Cache Refresh Interval**.
4. Tap the desired schedule.
5. Tap the Back button to close the User Settings screen.

**To sync data immediately:****For iOS devices**

1. Open the eSchoolPLUS Admin Mobile app.
2. Tap Settings  on the Dashboard screen.
3. In the Data Sync section, tap **Sync**.
4. Tap **Done** at top of Settings screen.


**For Android devices**

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **User Settings**.
3. In the Data Sync section of the User Settings screen, tap **Refresh Now**.

**Where can I see the last time data was synchronized?**

The user can see the date and time for the last data sync in the settings.

**For iOS devices**

1. Open the eSchoolPLUS Admin Mobile app.
2. Tap Settings  on the Dashboard screen.
3. In the Data Sync section, look at the Last Sync field for the date and time of the last sync.
4. If data has not been synchronized recently, you may want to use the Refresh Now option to update the cache.
5. Tap **Done** at top of Settings screen.

**For Android devices**

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **User Settings**.
3. In the Data Sync section of the User Settings screen, look at the date and time displayed under the Refresh Now option.
4. If data has not been synchronized recently, you may want to tap the Refresh Now option to update the cache.
5. Tap the Back button to close the User Settings screen.

**How does the user turn on push notifications?**

To receive push notifications for the high priority subscriptions in eSchoolPLUS, the user needs to turn on notifications for the eSchoolPLUS Admin Mobile app.

Push notifications are only available if your district uses eSchoolPLUS Version 3.1 or higher.

Push notifications require a valid SIM card and an active cellular data connection or Wi-Fi. Wi-Fi is only used when a cellular connection is unavailable. Firewalls and proxy servers may affect the ability to receive notifications.

For push notifications, the device is linked to an eSchoolPLUS user when the user logs into the eSchoolPLUS Admin Mobile app. Do **not** turn push notifications on for a shared device as notifications may be sent to a user that has not subscribed to them.

Refer to the appropriate procedure for the user's device.

**For iOS devices**

1. Press Home to display the home screen.
2. Tap **Settings**.
3. Swipe through options and tap **Notifications Center**.
4. Swipe through options and tap **eSchoolPLUS**.
5. Select your preference for the Alert Style.

**For Android devices**

The following procedure applies only for devices running Android version 4.1 or higher. For earlier versions of Android, notifications are turned on automatically and cannot be turned off.

1. From the device's Setting screen, display the Application Manager.
2. Swipe through options and tap **eSchoolPLUS**.
3. Tap the Show Notifications box to enter a checkmark.
4. Close the Settings screen.

**How does the user select the push notifications to receive?**

The eSchoolPLUS Admin Mobile app receives push notifications for the eSchoolPLUS notifications that the user has subscribed to as high priority. For push notifications, the device is linked to an eSchoolPLUS user when the user logs into the eSchoolPLUS Admin Mobile app. Use the eSchoolPLUS Notification Subscription option to review or change the user's subscriptions.

Push notifications are only available if your district uses eSchoolPLUS Version 3.1 or higher.

## How does the user turn off push notifications?

To turn off push notifications for the high priority subscriptions in eSchoolPLUS, refer to the appropriate procedure for the user's device.

### For iOS devices

1. Press Home to display the home screen.
2. Tap **Settings**.
3. Swipe through options and tap **Notifications Center**.
4. Swipe through options and tap **eSchoolPLUS**.
5. Set the Alert Style to None.

### For Android devices

The following procedure applies only for devices running Android version 4.1 or higher. For earlier versions of Android, notifications are turned on automatically and cannot be turned off.

1. From the device's Setting screen, display the Application Manager.
2. Swipe through options and tap **eSchoolPLUS**.
3. Tap the Show Notifications box to remove the checkmark.
4. Close the Settings screen.

## How does a user download data if going off site?

This section will help you assist a user who needs to have access to basic student data when the user is off site. For example, an administrator could want access to student information while chaperoning a field trip. The eSchoolPLUS Admin Mobile app provides an offline mode where data can be downloaded to the device.


Offline mode uses a PIN created by the user to secure the app.

Note that your district can disable offline mode if you do not want users to use this feature. Use the Mobile Connector Admin tool to turn off the ability to use offline mode.

When in Offline mode, the options available are limited to conserve space on the device. The following screens are available in offline mode:

Dashboard	Bell Schedule Birthdays
Student	Schedule Contact Information Medical Info Demographics

**For iOS devices**

1. Open the eSchoolPLUS Admin Mobile app.
2. Tap Settings  on the Dashboard screen.
3. In the Offline Mode section, tap Off to switch to On.
4. In the Account fields, enter and verify the PIN. Then tap Expiration Date to select the last date you want to access the downloaded data.
5. Tap **Done**.
6. Tap **Save**. The application will immediately begin downloading data. When it is completed, you will be prompted to login using your user name and the PIN you created.


**For Android devices**

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **User Settings**.
3. In the **Offline Mode** section, tap the Enable box to enter a checkmark and open the Account settings.
4. In the Account fields, enter and verify the PIN. Then tap Expiration Date to select the last date you want to access the downloaded data.
5. Tap **OK**. The application will immediately begin downloading data. When it is completed, you will be prompted to login using your user name and the PIN you created.

**How does a user exit Offline mode?**

This section will help you assist a user who wants to turn off Offline mode so they can access the eSchoolPLUS database from the eSchoolPLUS Admin Mobile app.

**For iOS devices**

1. Open the eSchoolPLUS Admin Mobile app. Use your offline PIN to login.
2. Tap Settings  on the Dashboard screen.
3. In the Offline Mode section, tap On to switch to Off.
4. Tap **Done**.
5. The eSchoolPLUS Admin Mobile app login page displays. Login using your eSchoolPLUS user name and password


**For Android devices**

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **User Settings**.
3. In the **Offline Mode** section, tap Enable box to remove checkmark.
4. The eSchoolPLUS Admin Mobile app login page displays. Login using your eSchoolPLUS user name and password.

## What if the user does not want to store photos on the device?

The eSchoolPLUS Admin Mobile app uses student photos in the student search gallery to help users quickly identify that they are selecting the right student. But, if the user doesn't want to store photos on the device, turn this feature off.

### For iOS devices

1. Open the eSchoolPLUS Admin Mobile app.
2. Tap Settings  on the Dashboard screen.
3. In the Data Sync section, tap Show Photos to switch selection from On to Off.
4. Tap **Done**.

### For Android devices

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **User Settings**.
3. Tap **Show Photos** checkbox to remove checkmark.
4. Tap the Back button to close the User Settings screen.
5. Tap the Menu button.
6. Tap **Configuration**.
7. Tap **Refresh Images**.
8. Tap the Back button to close the Configuration screen.

Note that if you had displayed the Students option before you changed this setting, you may initially still see photos when you go back to the Students option. After you click Search or swipe through the image gallery, the screen will refresh and the photos will no longer display.

## Is there a way to display help overlays again?

You can reset help so the help overlays display again. Help overlays display for key screens the first time the screen is accessed after the eSchoolPLUS Admin Mobile app is first installed or any time the data on the device is reset. Additionally, it is possible to reset the help without resetting the data.

### For iOS devices

1. Press Home to display the home screen.
2. Tap **Settings**.
3. Swipe through options and tap **eSchoolPLUS**.
4. For the Reset Help Display field, tap Off to switch to On.
5. Press home. Then tap the eSchoolPLUS Admin Mobile App icon to start the app.

### For Android devices

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **Configuration**.



3. Tap **Reset Help Display**.
4. Tap the Back button.

## Using Mobile Connector Admin

This section covers topics to help you use the Mobile Connector Admin to manage the eSchoolPLUS Admin Mobile app for your staff.

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Mobile Connector Admin Overview .....	26
I don't see Edit buttons. What security resources do I need? .....	27
Can I test the connection to the eSchoolPLUS database? .....	27
Where are errors for the apps logged? .....	27
How do I see who is logged into an app? .....	28
Is there a way to disconnect a user's session? .....	28
How do you enable Offline Mode? .....	28
Can Offline Mode be disabled? .....	29
How can the timeout period be changed? .....	29

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### Mobile Connector Admin Overview

Use the Mobile Connector Admin tool to specify settings, manage sessions, and view log files for the app. The tool includes three menu options: District List, Log Files, and Session Files.

#### Mobile Connector Admin Options

##### District List

Use this option to view and edit the school district's configuration for the app. The configuration includes:

- District GUID and name.
- Database server and name for the database that users will connect to.
- Username and password used to connect to the database. The password is encrypted.
- Timeout period for sessions.
- Level of logging for the system.
- Retention periods for different types of logs.
- Control to disable or enable offline mode.

For more information, refer to one of the following topics:

[Can Offline Mode be disabled?](#)

[How can the timeout period be changed?](#)

[Can I test the connection to the database?](#)

[Can I test the connection to the eFinancePLUS database?](#)

[I don't see Edit buttons. What security resources do I need?](#)

##### Log Files

Use this option to view the logs generated by the connector service for the app. The configuration's

selected log level determines the types of logs you see. You can double click a log to display detailed information.

For more information, refer to [Where are errors for the apps logged?](#)

### Session Files

Use this option to view the sessions for the app. You can double click a session to view the logs generated for it. You can also disconnect a session.

For more information, refer to one of the following topics:

[How do I see who is logged into an app?](#)

[Is there a way to disconnect a user's session?](#)

### I don't see Edit buttons. What security resources do I need?

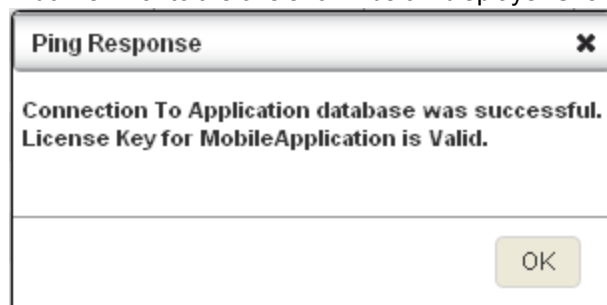
To access the Mobile Connector Admin tool and edit settings, you need to have Read/Write security to the Mobile (MOB) package in eSchoolPLUS. The following resources are available for the Mobile Connector Admin tool. Note that all of these resources are All Building resources.

Resource	Description
MOB - REPORTS - LOGS	View Mobile Connector Session Logs
MOB - SETUP - CONFIG	Maintain Mobile Connector Configurations
MOB - UTILITIES - KILLSSESS	Manually end a Mobile Connector Session
MOB - UTILITIES - PURGELOG	Delete Mobile Connector Session Logs

### Can I test the connection to the eSchoolPLUS database?

The Mobile Connector Admin tool provides the ability to ping the eSchoolPLUS database so you can test the connection from the connector service URL to the eSchoolPLUS database URL.

1. Open Mobile Connector Admin.
2. On the District List page, click **Ping** for your district.
3. A window similar to the one shown below displays. Click **OK** to close the window.



### Where are errors for the apps logged?

The app errors are logged to the Connector database. Use the Mobile Connector Admin tool to view the log files. Your configuration record determines if the system is logging errors or requests and errors.

1. Open Mobile Connector Admin.
2. From the Mobile Connector menu, select **Log Files**.
3. If you want to search for text that is in an error message or change the date range, enter your filter in the Search, Start Date, and End Date fields. Then, click **Search**.
4. To view the detail for a log file, double click its row. Use the right and left arrow buttons on the bottom of the View Record window to navigate through logs. When you are done reviewing logs, click **Close**.

### How do I see who is logged into an app?

The Mobile Connector Admin tool includes a Session Files page to enable you to see the login ID, device IP address, session start time, session expiration time, and current status for every session initiated from the app. Additionally, you can disconnect a session from this page.

1. Open Mobile Connector Admin.
2. From the Mobile Connector menu, select **Session Files**.
3. If you want to search for a user or change the date range, enter your filter in the Search, Start Date, and End Date fields. Then, click **Search**.
4. To view the log files generated for a session, double click the session's row. The Log Files page displays and the search is filtered to the selected session. Your configuration determines if the system is logging only errors or errors and requests.
5. To view the detail for a log file, double click its row. Use the right and left arrow buttons on the bottom of the View Record window to navigate through logs. When you are done reviewing logs, click **Close**.

### Is there a way to disconnect a user's session?

You can disconnect a user's session from the Mobile Connector Admin tool. If you disconnect a session, the user will be prompted to enter their credentials the next time the user attempts to retrieve data from the database.

1. Open Mobile Connector Admin.
2. From the Mobile Connector menu, select **Session Files**.
3. Click **Disconnect** for the user's whose session you want to disconnect.

### How do you enable Offline Mode?

If your district wants to allow users of the eSchoolPLUS Admin Mobile app to use the offline mode to store student information on their devices, you can enable this feature using the Mobile Connector Admin tool. By default, this options is not enabled when you add a district record using the Mobile Connector Admin tool.

Note that when offline mode is disabled, users will not see the options for offline mode in the app settings.

1. Open Mobile Connector Admin.
2. On the District List page, click **Edit** for your district.
3. On the Edit Configuration window, click the Allow Offline Mode box to enter a checkmark.
4. Click **Save**.

## Can Offline Mode be disabled?

If your district does not want to allow eSchoolPLUS Admin Mobile app users to use the offline mode to store student information on their devices, you can disable this feature using the Mobile Connector Admin tool. When offline mode is disabled, users will not see the options for offline mode in the app settings.

1. Open Mobile Connector Admin.
2. On the District List page, click **Edit** for your district.
3. On the Edit Configuration window, click the Allow Offline Mode box to remove the checkmark.
4. Click **Save**.

## How can the timeout period be changed?

The timeout period for authentication tokens is specified in the Mobile Connector Admin tool. A user's authentication token will expire after the specified amount of time has elapsed since the last time the user retrieved or saved data to the database. The app will not close, but data will not be refreshed. The user will need to log in again if the user tries to complete an action that requires data from the database.

1. Open Mobile Connector Admin.
2. On the District List page, click **Edit** for your district.
3. On the Edit Configuration window, enter the timeout minutes you want to use in the Session Timeout (Minutes) field.
4. Click **Save**.

## Troubleshooting

This section covers topics to help you troubleshoot the eSchoolPLUS Admin Mobile app for your staff.

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App does not rotate into landscape orientation .....	30
Why aren't student photos displaying? .....	30
User took a photo, but it's not available in eSchoolPLUS. ....	32
Why isn't the search finding a new student? .....	32
Why isn't the search finding a withdrawn student? .....	32
What is the Camera icon in the Student Search? .....	32
Barcode scanner never seems to get focus on barcode. ....	33
The Student Search House/Team field does not include all house/teams. ....	33
Why is there no link to email a teacher? .....	33
Why doesn't discipline added from app display on student's Discipline screen? .....	33
How does the user turn off push notifications for Android versions earlier than 4.1? .....	33
Why didn't the user get a push notification? .....	33
Why are users prompted to login when trying to read a push notification? .....	34
Why does a user sometimes have to acknowledge a notification in eSchoolPLUS and on the app? ..	34
User moved an icon in Student screen and can't see it now. ....	35
User is being asked to enter district GUID after entering the passkey. Why? .....	35
User is being asked for a PIN, but the user did not turn on Offline mode. Why? .....	35
A user forgot the Offline PIN. How does the user get back into the app? .....	35
The app is frozen. How does the user stop it? .....	36
User says the app isn't working correctly every time they open it. ....	36
How does the user remove all the data from the device? .....	36

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### App does not rotate into landscape orientation

The current version of the eSchoolPLUS Admin Mobile app supports only a portrait orientation.

### Why aren't student photos displaying?

Student photos may not be displaying because the files are still loading. The first time that the user logs into eSchoolPLUS Admin Mobile app, the app immediately starts downloading student photos for the default building. Student photos may take a while to load the first time the eSchoolPLUS Admin Mobile app opens for a building. Also, the app will check if photos are available for any student who does not already have a photo loaded every time the user logs in.

Photos are loaded differently on iOS and Android devices.

#### For iOS devices

When the eSchoolPLUS Admin Mobile app is downloading all images for a building:

- The student photos will not display until all photos for the building have been loaded.
- The photos are only loaded when the eSchoolPLUS Admin Mobile app is actively running.
- Photos may take more than an hour to load, but it is not necessary to keep the application open until all photos are loaded. This process is incremental and continues the next time the eSchoolPLUS Admin Mobile app is opened. So if it will take an hour to download the photos and the eSchoolPLUS Admin Mobile app is open for an hour total between Monday and Friday, the photos will display on Friday.
- While photos are downloading, a progress bar displays below the student search gallery.
- To keep the application open until all photos are downloaded, touch the screen every 5 minutes or so depending on the device's settings.

### For Android devices


Photos will display as they are downloaded. So you may see some students with photos while the photos continue to download. While photos are downloading, a progress bar displays below the student search gallery. Additionally, images may continue to download after you exit from the eSchoolPLUS Admin Mobile app.

### What if no photos are displaying?

Check if the device is using WiFi. By default, photos are only loaded when the device is using WiFi. This default is intended to avoid use of the cellular data plan data as downloading photos may take over an hour.

This setting can be changed if you want to load photos using the device's cellular data plan. The following procedures describes how to change that setting.

### For iOS devices

1. Open the eSchoolPLUS Admin Mobile app.
2. Tap Settings  on the Dashboard screen.
3. In the Data Sync section, tap Photo Download WiFi Only to switch selection from On to Off.
4. Tap **Done**.

Now photos will be downloaded the next time the user logs into the eSchoolPLUS Admin Mobile app even if connected using a cellular data plan.

### For Android devices

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **User Settings**.
3. Tap **Download Over WiFi Only** checkbox to remove checkmark.
4. Tap the Back button.

Now photos will be downloaded the next time the user logs into the eSchoolPLUS Admin Mobile app even if connected using a cellular data plan. Or, use the Refresh Images option to immediately begin downloading photos.

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **Configuration**.


3. Tap **Refresh Images**.
4. Tap the device's Back button until returned to the Dashboard screen.

### **Student photos were available, but now they are not. Why are photos downloading again?**

All photos for a building are loaded again in the following circumstances:

- the user changes the building. In this case, the photos for that building are loaded. The photos for the previously selected building are retained on the device.
- the user selects to refresh images.
- the user resets or clears data from the device. Then, the photos will have to be loaded again on the next login.

### **User took a photo, but it's not available in eSchoolPLUS.**

The eSchoolPLUS Admin Mobile app allows users to take photos by clicking  when entering discipline referrals or notes. This tool is intended to help quickly initiate the device's camera without having to leave the app. The photos are stored locally on the device and are not uploaded to the eSchoolPLUS system.

### **Why isn't the search finding a new student?**

The search may not return a student if the student enrolled in the building after the last time data was cached on the device. The list of students for a building is stored in the eSchoolPLUS Admin Mobile app cache so the app doesn't have to retrieve this data every time it is opened.

If the user wants to refresh the cache now to see the student's data, refer to "How is the cache refreshed?" on page 19.


### **Why isn't the search finding a withdrawn student?**

The student search includes students who withdrew from a building in the current school year as long as one of the following statements is true:

- the student had a scheduled course in the building this school year.
- the student's building is still set to the selected building because the student did not transfer to another building in the district.

If the student was last active in the building in a prior school year, the student will not be returned by the search. This functionality is intended to limit the number of inactive students in the list to only students who were active or scheduled at some point in the current school year.

### **What is the Camera icon in the Student Search?**

The  Camera icon allows the user to scan a student's ID barcode to search for the student. The eSchoolPLUS Admin Mobile app will open a barcode reader app on the device. If the app is not already installed, the user will be prompted to install it.

To use the barcode reader, you must have a device with an autofocus camera.

Amazon devices, for example the Kindle Fire, do not support the ability to install the barcode reader app required by the eSchoolPLUS Admin Mobile app.





Note that the barcode reader is **not** intended to read QR (Quick Response) codes.

### **Barcode scanner never seems to get focus on barcode.**

If the barcode scanner won't get focus on a student's ID barcode, verify that your device has an autofocus camera. The barcode scanner is only supported for autofocus cameras.

If your device has an autofocus camera, you may need to change the orientation of the device. For example, on an iPad, hold the device vertically with the Home button at the bottom in order for the scanner to read the barcode correctly.

### **The Student Search House/Team field does not include all house/teams.**

The House/Team field only shows the house/teams that are assigned to students enrolled in the selected building. Therefore, the field will not display all of the house/teams that are valid for the district.

### **Why is there no link to email a teacher?**

If the teacher name is not displaying as a link, then the teacher does not have an email address defined in the Staff Catalog. Use the Scheduling > Courses > Resources > Staff option to check a teacher's email address for eSchoolPLUS. If an email address is entered for a teacher, the eSchoolPLUS Admin Mobile app displays the teacher name as a link to send an email.

### **Why doesn't discipline added from app display on student's Discipline screen?**

When staff members report discipline using the eSchoolPLUS Admin Mobile app, they are creating a behavior referral, not an incident. The student Discipline screen shows a list of the student's incidents.

Referrals allow staff to report conduct issues while away from their computers. Then, administrative staff can review the referral and, if appropriate, create an incident that includes referral information. If the administrator determines that no disciplinary action is required, the administrator can close the referral without creating an incident.

If an incident is created for the referral, then the incident is displayed on the Discipline screen.

Unless the user has security to Behavior Referrals in eSchoolPLUS or has access to TAC Conduct Referrals, the user won't be able to see the status of the referral.

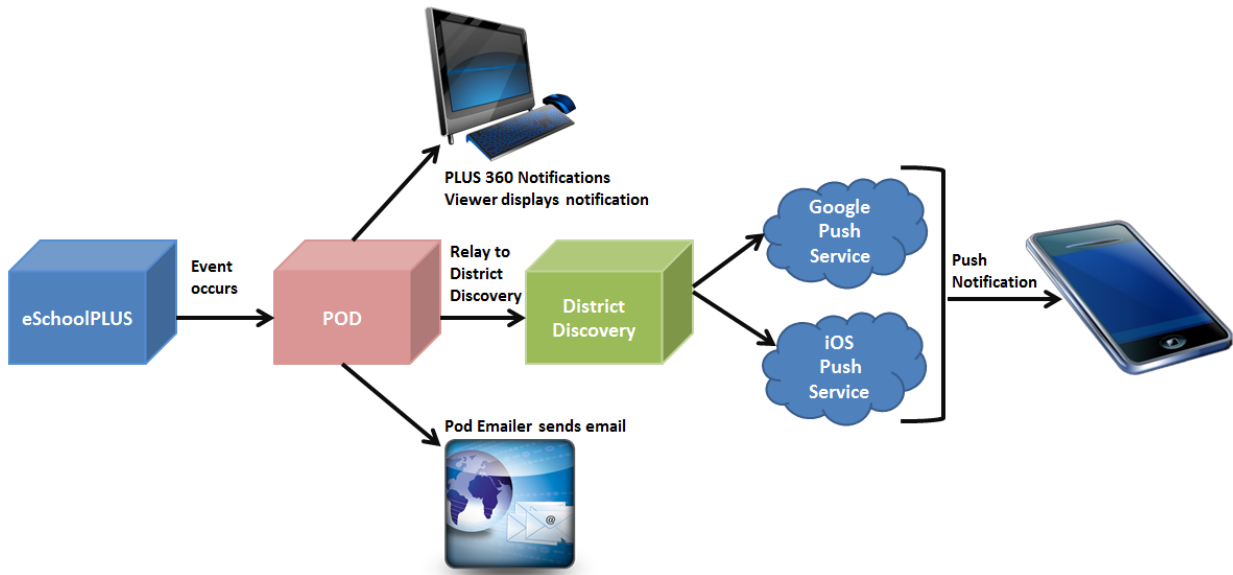
### **How does the user turn off push notifications for Android versions earlier than 4.1?**

The ability to turn off push notifications was added in Android version 4.1. As such, there is no way to turn off notifications on devices that are running less than version 4.1. If the user does not want to receive push notifications on a device, update the notification subscriptions so no subscriptions are designated as high priority. If users are running the eSchoolPLUS Admin Mobile app on a shared device that is using an Android version less than 4.1, the users should **not** subscribe to any notifications as high priority notifications.

### **Why didn't the user get a push notification?**

First, check that the user has turned notifications on for the eSchoolPLUS Admin Mobile app on the device and has selected High Priority for the eSchoolPLUS notification subscription.

If the subscription options are correctly set up, then the issue could be related to the push service that the eSchoolPLUS Admin Mobile app uses to send the notification from eSchoolPLUS to the user's device. The following image illustrates how a notification is sent.



The services used to push notifications to the device do not guarantee that all notifications will be received. If a user's device is turned off when the push notification is sent, the service will keep the message for a period of time and attempt to send again when the user logs in next. But, if an extended period of time has passed or if the user has received another push notification from the eSchoolPLUS Admin Mobile app, then the push notification may not be delivered.

### Why are users prompted to login when trying to read a push notification?

When the push notification is tapped, the eSchoolPLUS Admin Mobile app opens the message in the Notification Detail screen. The login prompts display if the eSchoolPLUS Admin Mobile app was not previously open or if the current session has timed out.

### Why does a user sometimes have to acknowledge a notification in eSchoolPLUS and on the app?

When an event occurs that a user has subscribed to with the High Priority box checked, the user will receive an instant message pop-up in eSchoolPLUS the next time the user logs in or loads data for a page and a push notification for the eSchoolPLUS Admin Mobile app, if turned on.

If the user is logged into eSchoolPLUS when the event occurs, the user will likely receive the eSchoolPLUS instant message before the push notification. Marking the notification read in eSchoolPLUS does not dismiss or clear the push notification that was sent to the device. Although the user does not need to mark it read in both eSchoolPLUS and the eSchoolPLUS Admin Mobile app, the user will need to clear the push notification from the device even if it was marked read in the eSchoolPLUS Notification Viewer.

When the user opens a push notification on the eSchoolPLUS Admin Mobile app, the notification is immediately marked as read. So if the user opens the push notification while not logged into eSchoolPLUS, then the user will not receive an instant message for the event the next time the user logs into eSchoolPLUS.

### **User moved an icon in Student screen and can't see it now.**

On Android devices, tapping an icon or swiping down on an icon in the top row of Student icons can move the icon to the bottom row of icons. In that case, the icon may be hidden behind another icon. To correct this issue, tap the Down arrow to collapse the icons. This resets the location of the icons.

To avoid this issue, swipe up on an icon to open the screen, instead of tapping the icon.

### **User is being asked to enter district GUID after entering the passkey. Why?**

If the eSchoolPLUS Admin Mobile app cannot connect to the Internet, the app will not be able to use the district's passkey to initialize the district settings. In this case, the app will prompt for the server configuration settings. If a prompt displays for the GUID, check that there is Internet access for the device either through WiFi or the carrier's cellular network. To login, the device will need Internet access.

Additionally, you may need to agree to terms before you can access the app because it uses a network connection. To check if you are required to verify a contract before connecting, use a browser and attempt to open a page. Typically, these types of networks will send you to a special page where you can verify the contract. If appropriate, accept the terms.

### **User is being asked for a PIN, but the user did not turn on Offline mode. Why?**

The eSchoolPLUS Admin Mobile app will require a PIN when in Offline mode. If the login page is requiring a PIN when Offline mode was not turned on, then the device may not be able to access the network. Check that there is Internet access for the device either through WiFi or the carrier's cellular network. To login, the device will need Internet access.

### **A user forgot the Offline PIN. How does the user get back into the app?**

This section provides the steps the user needs to follow to reset the eSchoolPLUS Admin Mobile app so it is no longer in Offline mode. After this procedure is complete, the user will need to log in on the network using the eSchoolPLUS login and password.

#### **For iOS devices**

1. Press Home to display the home screen.
2. Tap **Settings**.
3. Swipe through options and tap **eSchoolPLUS**.
4. In the Offline Mode section, tap Off to switch to On.
5. Restart the eSchoolPLUS Admin Mobile app by double-clicking Home to reveal multitasking bar, then touch and hold the eSchoolPLUS icon until the icon starts to jiggle. Tap red - at top of icon.

#### **For Android devices**

1. From the eSchoolPLUS Admin Mobile app, tap the Menu button.
2. Tap **Configuration**.
3. In the Offline Mode section, tap **Reset**.
4. The Login screen displays. Log in with the eSchoolPLUS user name and password.

## The app is frozen. How does the user stop it?

If the app is frozen, force it to close. Refer to the device's user guide for information on how to force apps to close.

For your convenience, we've provided procedures for commonly used devices.

### iOS 7 on iPhone 5

Hold down the Sleep/Wake button until the red slider appears. Then hold down the Home button until the app closes.

or

Press the Home button to display the Home screen. Double-tap the Home button to display the app previews in the multi-tasking bar. Press and hold the app you want to close. Swipe upward.

### Android Devices

Display the device's Application Manager. Swipe through list of apps and tap **eSchoolPLUS**. Tap **Force stop**. At the prompt, tap **OK**.

The next time you open the app, you'll be starting with a fresh session.

## User says the app isn't working correctly every time they open it.

Sometimes it is necessary to restart the app when a problem is encountered. Try restarting the app to see if that resolves the issue. Refer to the device's user guide for information on how to force stop or restart apps.

For your convenience, we've provided procedures for commonly used devices.

### iOS 7 on iPhone 5

Press the Home button to display the Home screen. Double-tap the Home button to display the app previews in the multi-tasking bar. Press and hold the app you want to close. Swipe upward.

The next time you open the app, you'll be starting with a fresh session.

### Android Devices

Display the device's Application Manager. Swipe through list of apps and tap **eSchoolPLUS**. Tap **Force stop**. At the prompt, tap **OK**.

The next time you open the app, you'll be starting with a fresh session.

## How does the user remove all the data from the device?

Sometimes it is necessary to remove existing data for the eSchoolPLUS Admin Mobile app to reset the data on the next login. Resetting data removes the server configuration settings required to log into the eSchoolPLUS system. The user will need the District Passkey to log in again.

### For iOS devices

1. Press Home to display the home screen.
2. Tap **Settings**.
3. Swipe through options and tap **eSchoolPLUS**.
4. For the Reset All Data field, tap Off to switch to On.

5. Stop the eSchoolPLUS Admin Mobile app.
6. Tap the eSchoolPLUS Admin Mobile App icon to restart the app. The user will be prompted for the District Passkey.

**For Android devices**

1. From the device's Setting screen, display the Application Manager.
2. Swipe through options and tap **eSchoolPLUS**.
3. On the eSchoolPLUS app info screen, tap **Clear Data**.
4. At the confirmation prompt, tap **OK**.
5. Close the Settings screen.
6. Tap the eSchoolPLUS Admin Mobile App icon to start the app. The user will be prompted for the District Passkey.

## Document Revision History

The following changes have been made to the content:

Revision Date	Comments
6/29/2015	Updated several topics to reflect changes for eSchoolPLUS 4.0. References to eSchoolPLUS menu options were changed.
4/25/2014	<p>Updated <a href="#">What does my staff need to use the eSchoolPLUS Admin Mobile app?</a> to reflect new requirements for eSchoolPLUS Admin Mobile app version 1.1.</p> <p>Updated <a href="#">Overview of eSchoolPLUS Admin Mobile App</a> and <a href="#">What does my district need to use the app?</a> to reflect requirements for push notifications.</p> <p>Added <a href="#">App and Mobile Connector Admin Version Compatibility</a>.</p> <p>Added <a href="#">What features are included in the most recent release?</a>.</p> <p>Updated <a href="#">Summary of eSchoolPLUS Admin Mobile App Screens</a> to reflect changes for version 1.1.</p> <p>Added <a href="#">User is being asked to enter district GUID after entering the passkey. Why?</a></p> <p>Added topics related to push notifications.</p> <p>Updated <a href="#">Why aren't student photos displaying?</a> to reflect change to display progress bar on student search gallery while photos are loaded.</p> <p>Updated <a href="#">How safe is our school's data?</a> to indicate that student photos are not encrypted on Android devices.</p> <p>Added <a href="#">Why is there no link to email a teacher?</a>.</p> <p>Added <a href="#">Where can I see the last time data was synchronized?</a></p> <p>Corrected reference to Reset Help Display for Android in <a href="#">Is there a way to display help overlays again?</a>.</p> <p>Updated <a href="#">The app is frozen. How does the user stop it?</a>, <a href="#">User says the app isn't working correctly every time they open it.</a>, <a href="#">How does the user remove all the data from the device?</a> to remove information for stopping the app on iPhone 4 and 5. Updated as needed to reflect iOS 7 functionality.</p> <p>Updated <a href="#">What is the security for eSchoolPLUS Admin Mobile App?</a> to add REG-MAINT_OTHERNOTE security for notes.</p>
5/3/2013	<p>Removed statement indicating photos are deleted when user changes the building. Added text indicating photos are retained when changing buildings.</p> <p>Removed statement indicating that photos are removed when the cache is refreshed.</p> <p>Updated refreshing the cache immediately for Android to indicate that option is Refresh Now, not Sync.</p>
5/2/2013	<p>Updated many topics to include procedures for Android devices in addition to the iOS procedures.</p> <p>Added topics:</p> <p><a href="#">Why aren't student photos displaying?</a></p>

Revision Date	Comments
	<p><a href="#">Why isn't the search finding a new student?</a></p> <p><a href="#">Barcode scanner never seems to get focus on barcode.</a></p> <p><a href="#">What is stored in the eSchoolPLUS Admin Mobile app cache?</a></p> <p><a href="#">How is the cache refreshed?</a></p> <p><a href="#">Moved icon in Student screen and I can't see it now.</a></p> <p><a href="#">Is there any documentation available from within the eSchoolPLUS Admin Mobile App?</a></p> <p><a href="#">How do you enable Offline Mode?</a> (Mobile Connector)</p> <p><a href="#">I don't see Edit buttons. What security resources do I need?</a> (Mobile Connector)</p> <p>Updated topics related to Discipline option to clarify that user must have a Staff record to access the option.</p> <p>Updated <a href="#">What does my staff need to use the eSchoolPLUS Admin Mobile app?</a> to include requirements needed to use barcode scanner.</p> <p>Updated <a href="#">What is the Camera icon in the Student Search?</a> to indicate that barcode scanner does not read QR codes.</p> <p>Updated <a href="#">What does my district need to use the app?</a> to add information regarding LDAP and student photo requirements.</p>
3/12/2013	Added topic: <a href="#">Is there a way to see help overlays again?</a>
3/1/2013	<p>Modified style of document for page headers and heading levels.</p> <p>Added <a href="#">Administering the eSchoolPLUS Admin Mobile App</a> section to describe functionality of the Mobile Connector Admin tool.</p> <p>Added topic: <a href="#">How safe is our school's data?</a></p> <p>Made minor changes to other topics to improve consistency.</p>
4/20/2017	Updated cover and copyright statement to reflect PowerSchool.