

iOS eSchoolPLUS Admin Mobile App FAQ

PowerSchool
eSchoolPLUS Admin Mobile App

Released April, 2017

Document Owner: Documentation Services

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.

The data and names used to illustrate the reports and screen images may include names of individuals, companies, brands, and products. All of the data and names are fictitious; any similarities to actual names are entirely coincidental.

PowerSchool is a trademark, in the U.S. and/or other countries, of PowerSchool Group, LLC or its affiliate(s).

Copyright © 2003-2017 PowerSchool Group LLC and/or its affiliate(s). All rights reserved.

All trademarks are either owned or licensed by PowerSchool Group LLC and/or its affiliates.

Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. And other countries. App Store is a service mark of Apple Inc. Android and Google Play are trademarks of Google Inc. Amazon, Kindle, Kindle Fire, the Amazon Kindle logo, and the Kindle Fire logo are trademarks of Amazon.com, Inc., or its affiliates. This app was not created or endorsed by Amazon.

Contents

Overview	5
Getting Started	6
What do I need to use the eSchoolPLUS Admin Mobile app?	6
What features are included in the most recent release?	6
iOS Enhancements	6
Android Enhancements	7
How safe is my data?	8
Why do I have to log in again?	8
Using the eSchoolPLUS Admin Mobile App	9
Summary of eSchoolPLUS Admin Mobile App Screens	9
Dashboard Screens	9
Student Screens	10
Notification Screen	11
Discipline Screen	11
What students can I access?	11
Can I see prior year data for students?	11
What grade information is displayed?	11
How do I add student notes?	12
How do I add discipline?	12
Using Advanced Features	14
Change Working Building	14
How do I switch to a different district?	14
What is stored in the eSchoolPLUS Admin Mobile app cache?	15
Where can I see the last time data was synchronized?	15
How is the cache refreshed?	15
To set the schedule for refreshing the cache:	15
To sync data immediately:	15
How do I turn on push notifications?	16
How do I select the push notifications to get on my device?	16
How do I turn off push notifications?	16
Turn on Offline Mode	16
Turn off Offline Mode	17
I don't want to store student photos on my device. What can I do?	17
Is there a way to display help overlays again?	18
Troubleshooting	19
App does not rotate into landscape orientation	19
Why aren't student photos displaying?	19

What happened to my photo for a note/referral?	20
Why isn't the search finding a new student?	20
Why isn't the search finding a withdrawn student?	20
What is the Camera icon in the Student Search?	21
Barcode scanner never seems to get focus on barcode.	21
The Student Search House/Team field does not include all house/teams.	21
Why is there no link to email a teacher?	21
I reported discipline, but it's not displaying on Discipline screen.	21
Why do I get the login prompt when I try to read a push notification?	22
Why am I being asked to enter a district GUID?	22
Why am I being asked to enter a PIN?	22
I forgot my Offline PIN. How can I get back into the app?	22
The app is frozen. How do I stop it?	22
Something got messed up. What should I do?	22
How do I remove all the data from the device?	23

Overview

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 get started with the eSchoolPLUS Admin Mobile app.

What do I need to use the eSchoolPLUS Admin Mobile app?	6
What features are included in the most recent release?	6
How safe is my data?	8
Why do I have to log in again?	8

What do I need to use the eSchoolPLUS Admin Mobile app?

Here's what you'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 your building access and data access within the app.
- A Staff Catalog record to use the Discipline Referrals feature.
- The district passkey to access the database. The passkey is a unique key generated for your district that an administrator must provide for you. The first time you open the app on the device, you'll 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.
- Any additional security requirements specified by your district. For example, your district could require you to install an app that will provide the ability to remotely wipe the device if it is lost or stolen.
- To use the barcode scanner for reading student ID barcodes, the device must have an autofocus camera.

Finally, you need 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.

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 my data?

You must always enter the eSchoolPLUS User ID and Password to access the eSchoolPLUS Admin Mobile app in online mode. In offline mode, you must enter the special user id and pin that you created when you 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.

Why do I have to log in again?

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.

When your connection has timed out, you will be prompted to log in again the next time you use the eSchoolPLUS Admin Mobile app to retrieve data from eSchoolPLUS.

Using the eSchoolPLUS Admin Mobile App

This section provides a summary of the eSchoolPLUS Admin Mobile app and procedures for adding notes and discipline referrals.

Summary of eSchoolPLUS Admin Mobile App Screens	9
What students can I access?	11
Can I see prior year data for students?	11
What grade information is displayed?	11
How do I add student notes?	12
How do I add discipline?	12

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. Your eSchoolPLUS security determines the options that are available. When you initially open the app, the building is set to the default building in your 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	<p>Displays a list of students who have birthdays today.</p> <p>Tap a student to open the Student screen.</p>

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 you 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 you access 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 you can access in eSchoolPLUS behavior incident options. A referral can also be added for the student if you have 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 I add discipline?" on page 12. This option is only available if you have an eSchoolPLUS Staff record, as well as the appropriate security. Additionally, you must be in online mode.

What students can I access?

The eSchoolPLUS Admin Mobile app includes a student search so you 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, you 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 I see prior year data 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 I add student notes?

Use the eSchoolPLUS Admin Mobile app to record student notes while you are away from your 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 I add discipline?

Use the eSchoolPLUS Admin Mobile app to record discipline while you are away from your desk. When you add discipline, a conduct referral will be created. Then, in eSchoolPLUS, the conduct referral can be reviewed by a Disciplinarian and escalated to create an incident.

Note that the Discipline option is only available if you have an eSchoolPLUS Staff record, as well as the appropriate security.

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**.

Using Advanced Features

This section covers the more advanced features of the application.

Change Working Building	14
How do I switch to a different district?	14
What is stored in the eSchoolPLUS Admin Mobile app cache?	15
Where can I see the last time data was synchronized?	15
How is the cache refreshed?	15
How do I turn on push notifications?	16
How do I select the push notifications to get on my device?	16
How do I turn off push notifications?	16
Turn on Offline Mode	16
Turn off Offline Mode	17
I don't want to store student photos on my device. What can I do?	17
Is there a way to display help overlays again?	18

Change Working Building

You work in one building at a time in the eSchoolPLUS Admin Mobile app. Your eSchoolPLUS default building opens initially. Use Settings to change to another building you have security for.

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.

How do I switch to a different district?

To switch to a different district, you need to complete the following procedure.

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.

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.

Where can I see the last time data was synchronized?

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

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.

How is the cache refreshed?

You 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:

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.

To sync data immediately:

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.

How do I turn on push notifications?

To receive push notifications for your high priority subscriptions in eSchoolPLUS, you need 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 you log 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.

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.

How do I select the push notifications to get on my device?

The eSchoolPLUS Admin Mobile app receives push notifications for the eSchoolPLUS notifications that you subscribed to as high priority. Use the eSchoolPLUS Notification Subscription option to review or change the subscriptions.

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

How do I turn off push notifications?

To turn off push notifications for your high priority subscriptions in eSchoolPLUS, follow the procedure below.

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.

Turn on Offline Mode

Sometimes you're going to be a way from normal network connectivity, but still need access to some basic student information. Use offline mode for site emergencies, or for field trips or other circumstances in which you may need student information, but won't be able to access the eSchoolPLUS database. Offline mode downloads basic student data to your local device.

Note that your district can disable offline mode. If it is disabled, you won't see the option to turn on Offline mode.

In Offline mode, you'll enter a PIN instead of your eSchoolPLUS password.

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

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.

Turn off Offline Mode

You're back in the building and ready to return to online access for the eSchoolPLUS Admin app. Use Settings to exit from Offline mode.

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

I don't want to store student photos on my device. What can I do?

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

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**.

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.

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.

Troubleshooting

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

App does not rotate into landscape orientation	19
Why aren't student photos displaying?	19
What happened to my photo for a note/referral?	20
Why isn't the search finding a new student?	20
Why isn't the search finding a withdrawn student?	20
What is the Camera icon in the Student Search?	21
Barcode scanner never seems to get focus on barcode.	21
The Student Search House/Team field does not include all house/teams.	21
Why is there no link to email a teacher?	21
I reported discipline, but it's not displaying on Discipline screen.	21
Why do I get the login prompt when I try to read a push notification?	22
Why am I being asked to enter a district GUID?	22
Why am I being asked to enter a PIN?	22
I forgot my Offline PIN. How can I get back into the app?	22
The app is frozen. How do I stop it?	22
Something got messed up. What should I do?	22
How do I remove all the data from the device?	23

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 you log 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 you log in.

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.

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.

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 you log into the eSchoolPLUS Admin Mobile app even if connected using a cellular data plan.

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:

- you change the building. In this case, the photos for that building are loaded. The photos for the previously selected building are retained on the device.
- you select to refresh images.
- you reset or clear data from the device. Then, the photos will have to be loaded again on the next login.

What happened to my photo for a note/referral?

The eSchoolPLUS Admin Mobile app allows you 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 you want to refresh the cache now to see the student's data, refer to "How is the cache refreshed?" on page 15.

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 you 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 you 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.

I reported discipline, but it's not displaying on Discipline screen.

When you report discipline using the eSchoolPLUS Admin Mobile app, you are creating a discipline 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.

Why do I get the login prompt when I try 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 am I being asked to enter a district GUID?

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.

Why am I being asked to enter a PIN?

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.

I forgot my Offline PIN. How can I get back into the app?

If you've forgotten your PIN while in offline mode, you'll need to reset the offline mode on your device.

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.

The app is frozen. How do I 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.

Something got messed up. What should I do?

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.

How do I 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. You will need the District Passkey to log in again.

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 you will be prompted for the District Passkey.