

# Supporting eSchoolPLUS Family App

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PowerSchool  
eSchoolPLUS Family App

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This edition applies to Release 1.0 of the eSchoolPLUS Family App software and to all subsequent releases and modifications until otherwise indicated in new editions or updates.

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## Getting Started

This section covers what you need to know when your district is getting ready to roll out the eSchoolPLUS Family app for students and guardians.

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### What are the features of the eSchoolPLUS Family app?

The features of the eSchoolPLUS Family Mobile App are:

- Available for both iOS and Android platforms.
- Supports both phones and tablets.
- Secures data both on your device and in transit.
- Easy to download.
- Supports searching for district by geographic location or name.
- Provides ability for districts to customize the app with choice of colors.
- Supports tapping on staff names and email addresses to send an email. Building setup available to control whether this feature is available for your users.
- Displays current HAC alerts in the app.
- Allows news messages to be displayed to all users, initiated at the building or district level.
- Supports links to additional resources from the mobile app as defined by the building.
- Provides navigation to select the student to display for families with multiple students.
- Displays student alerts as notifications within the app.
- Supports edit of email address which updates contact's email in eSchoolPLUS. Building setup available to control whether this feature is available for your users.

### What student information can you see in the eSchoolPLUS Family app?

The following information is available within the app:

- Home screen includes current assignments and events.
- Calendar of events and assignments. Including the ability to 'save' an individual event to a local calendar.
- Classwork including assignments, scores, details, and attachments.
- Schedule for today and full year.
- Attendance for daily or class attendance information.
- Fees amounts and totals.
- Transportation information including the methods, stops, and other pertinent information.
- Grade reporting for current year progress reports and report cards.
- Student activity information can be optionally displayed.

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

Your district needs to have the following requirements before students and Guardians can use the app.

- eSchoolPLUS version 3.0 and above. A Hotfix is required if the district's last installation was before 9/1/2014.
- License key for eSchoolPLUS Family 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.
- If student or guardian access is authenticated using LDAP, then there must be LDAP access from the server with the public IP and SSL into the same domain eSchoolPLUS uses to authentication.
- To use push notifications for student alerts, Notifications version 1.2 is required.

### **What does a user need to run the eSchoolPLUS Family app?**

To use the app to access student information, the user needs:

- A supported device. The app was developed for iOS and Android devices. Currently supported: iOS 7.1+ (iPhone, iPad, iPod Touch) and Android 4.0.3 (Ice Cream Sandwich)+.
- Your school district name or a nearby zip code in order to search for and select your district. If searching by zip code or a GPS location, the value entered must be within 100 miles of your school district.
- A user name and password for Home Access Center.
- Internet access. Either WiFi or the carrier's cellular network can be used.
- A data plan for the device or WiFi access.

Finally, the user 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 and Fire phones, use Amazon App Store.

To quickly find the app, search for eSchoolPLUS.

### **How is data secured on the device?**

Limited data is cached on the device while it is in use. It is only available to the eSchoolPLUS Family app itself, and is encrypted using the AES 256 standard.

### **How is data secured over the air?**

All communication between the device and the server will be done via HTTPS.

### **How is access to the app controlled? What about access to features?**

Access to the eSchoolPLUS Family app relies on the same authentication and authorization as Home Access Center. User credentials are the same. Home Access Center supports two authentication methods: eSchoolPLUS database authentication and LDAP Active Directory authentication. The district selects the authentication method to use in the eSchoolPLUS Home Access Center District Configuration.

Access to the features available within the eSchoolPLUS Family app is determined by eSchoolPLUS Home Access Center configurations. There is no additional configuration required.

### **How do I configure the options that display in the app?**

The eSchoolPLUS Family app uses the Home Access Center district and building configuration settings to determine what options are available for a guardian or student.

Use the Administration > HAC Setup > Setup > HAC District Configuration option to affect the:

- Student and guardian access to the app across the entire district.
- The authentication method (LDAP or eSchoolPLUS Standard Authentication) used to control security access.
- The color used for the app display. If colors are specified for the building, the building colors will take precedence.

Use the Administration > HAC Setup > Setup > HAC Building Configuration option to affect the:

- Student and guardian access to the app for the building.
- The color used for the app display. If colors are specified for the building, the building colors will take precedence over the district colors.
- Ability to tap links to send email to staff or building users.
- Access to attendance, calendar, classwork, fees, grade reporting, schedule, and transportation information.
- Resource links to other HTML addresses.
- Alerts that students and guardians can subscribe to.

For information on showing news items, refer to "Home Access Center News" on page 16.

**Note:** Student activity information is not available from the app by default. But, your district can select to turn this feature on. For more information, refer to "How can the app show student activity information?" on page 22.

## How do I control student and guardian access to the app?

Access to the app is granted in the same way as access to Home Access Center. You can turn off access for all users in the district or in a building in the Home Access Center district and building configurations.

For a student or guardian, you can grant access by entering a check in the contact's HAC Access box. To disable access, remove the check from the HAC Access box.

To use the app, the student or guardian will need:

- a login ID and password. The Home Access Center District Configuration determines if the login is set up as LDAP or standard eSchoolPLUS authentication.
- HAC access to the student. For students, the HAC Access box displays in Registration > Entry & Reports > Student Demographic > Addresses. For guardians, it displays in Registration > Entry & Reports > Student Demographic > Contacts.

Note that the eSchoolPLUS Family app does not support the ability for users to register online. If your district allows users to register online, you must inform students and guardians that they need to first register for Home Access Center before they can login with the app.

## What does the district need to display alerts as notifications in the app?

The eSchoolPLUS Family app includes a Notifications option that allows parents and students to see student alerts that were previously sent by email from the app. Parents and students can still choose to get the email as an alert, but now they can also see this information in the app. To use this feature, the district needs to have the following steps completed:

- Add a GUID for Home Access Center to the Notifications Administration Tool.
- Install eSchoolPLUS update including HAC notification code.

Parents and students do not need to change their subscription settings in order to get notifications in the app. After these steps are completed, notifications will be created the next time a Home Access Center student alert task is run. A notification record is created for a parent or student who has subscribed to the alert.

For more information on managing notifications, refer to the following topics:

[Home Access Center Student Alerts](#)

[Why are notifications being created for people who are not using the eSchoolPLUS Family app?](#)

[How do notification records get cleaned up?](#)

## Is there a timeout period for the eSchoolPLUS Family App?

Your district specifies the timeout period for the eSchoolPLUS Family 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 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 21.

## Using the eSchoolPLUS Family App

This section covers what you need to know to help your students and guardians make the most out of the eSchoolPLUS Family app.

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### Select Your School District

The first time you open the eSchoolPLUS Family app, you'll need to select the district. You can search for the district by name and state or by location.

- To search by district name:
  1. Tap **District Name/State**.
  2. Enter the district's name in District Name.
  3. Select the school district's state.
  4. Tap **Search**.
- To search for districts near a zip code:
  1. Tap **Enter Your Zip Code**.
  2. Enter the zip code.
  3. Tap **Search**.

Then, tap the district's name to open the Login screen.

### Log into eSchoolPLUS Family App

The user name and password for Home Access Center and the eSchoolPLUS Family app are the same. If you do not have a user name and password, contact the school district.

1. Enter your Home Access Center user name.
2. Enter password.

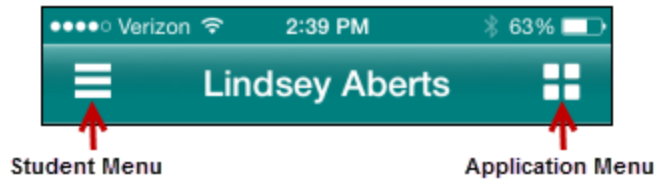
**Tip:** Save your user name so you don't have to enter it next time. Use the Preferences option to turn on the Save Username setting.

## Retrieve a Forgotten Password

Use Home Access Center if you have forgotten your password. Home Access Center allows you to reset your password after answering challenge questions.

## iOS Menu Icons

The following image illustrates the menu icons that display on an iOS device:

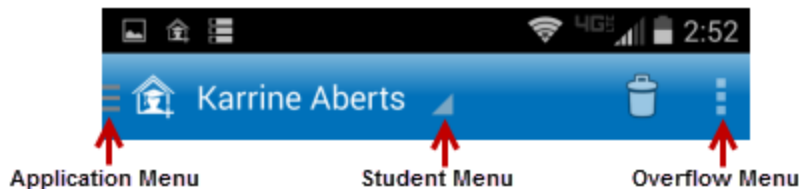


*Figure: Menu icons on iOS device*

<b>Student Menu</b>	Tap to display a list of other students you can access. Then, tap a student name to switch who is displayed.
<b>Application Menu</b>	Tap to display the options to view student information, change your preferences, or logout.

## Android Menu Icons

The following image illustrates the menu icons that display on an Android device:



*Figure: Menu icons on Android device*

<b>Application Menu</b>	Tap to display the options to view student information.
<b>Student Menu</b>	Tap to display a list of other students you can access. Then, tap a student name to switch who is displayed.
<b>Overflow Menu</b>	Tap to display options to change your preferences or logout.

## Select Student

If you have access to multiple students, you can quickly switch the student in view.

The student list is in different locations on iOS and Android devices.

### For iOS devices















1. Tap Student menu on right.
2. Tap student you want to display. The student's Home screen displays.

### For Android devices


1. Tap student's name to display a list of your other students.
2. Tap student you want to display. The student's Home screen displays.

## Navigate the eSchoolPLUS Family App


1. Tap application menu.
2. Tap the option to display. The list of options that follows includes all options that can be displayed on the menu, and may include options that you do not have on your menu.

	Home. Displays school news, events, and assignments for today and tomorrow. Icons display to allow quick navigation to other screens. If there are no news items, events, or assignments for today and tomorrow, two rows of icons display.
	Notifications. Displays student alerts for the student.
	Attendance. Displays student's attendance calendar.
	Calendar. Displays a calendar of the student's events and assignments.
	Classwork. Displays the student's class assignments in a week view.
	Fees. Displays the student's fees that have a balance due or credit applied.
	Progress Report. Displays the student's progress grade information.
	Report Card. Displays the student's grade information.
	Resources. Displays links to other resources that you might find helpful.
	Schedule. Displays the student's schedule.
	Activities. Displays the student athletic or club activities for the current school year.
	Transportation. Displays the student's transportation information.
	Preferences. Displays options to change your student alert subscriptions and email address. Also, includes an option to save your username. On Android devices, this option displays on the overflow menu instead of the application menu.
	Logout. On Android devices, this option displays on the overflow menu instead of the application menu.


### View Attendance

1. Tap  **Attendance**.
2. To move back or forward a month, use the arrow buttons above the calendar.
3. Tap a date to see attendance detail.
4. Tap **X** to close the day's attendance.


### View Event and Assignment Calendar

1. Tap  **Calendar**.
2. To move back or forward a month, use the arrow buttons above the calendar.
3. Tap date to display the list of events or assignments below the calendar.
4. Tap an event or assignment to display more details.
5. To add it to your device's calendar, tap **Add to Personal Calendar**.
6. Tap **X** to close the event or assignment.


### View List of Upcoming Events and Assignments

1. Tap  **Calendar**.
2. Tap **List**.
3. Tap **Today**.

### View Classwork

1. Tap  **Classwork**.
2. Tap class to view.
3. To move back or forward a week, use the arrow buttons above the list of assignments.
4. Tap an assignment to view additional information.
5. To add it to your device's calendar, tap **Add to Personal Calendar**.
6. Tap **X** to close the assignment.
7. To select another class, tap device's Back button.

### Open Additional District Resources

1. Tap  **Resources**.
2. Tap link to open it in the web browser.

### Change Alert Subscriptions

Alert subscriptions can be changed from the Preferences screen of the app. Use the Receive Notification field to select subscription options for an alert. For Attendance and Discipline alerts, you can limit the alert so you are only notified for specific types.


1. Tap menu on right.
2. Tap **Preferences**.
3. For an alert, select the options for your subscription. In the Receive Notification field, select None (to not subscribe to alert), Push Notification, Both (to receive a push notification on your mobile device and an email), or Email.
4. On an iOS device, tap **Done**, then **Save**.

Alert subscription changes are saved immediately on Android devices. There is no save option.

## View Student Alert Notifications

Student alerts for attendance, discipline, classwork, progress report, report card, and immunization information display as notifications within the app. Your subscriptions determine which alerts you will get for the student.

The Notifications option includes a badge to show the number of unread notifications.

1. From menu, tap  **Notifications**. On the Notifications screen, unread notifications display in bold text.
2. Tap a notification to view it.
3. Then:
  - To close the notification, tap Back. The notification is marked as read.
  - To delete the notification, tap Delete. Tap Delete on the *Do you really want to delete this notification?* pop-up.

Android and iOS devices display different options to close and delete a notification.


- On an Android device, use the device's Back button to close the notification. The Delete option displays as a trashcan icon at the top of the screen.
- On an iOS device, **Back** and **Delete** buttons display as options on the screen.

## Change Email

If the district allows students or guardians to update the email address in Home Access Center, then the email address can be updated from the eSchoolPLUS Family app.

The option to change the email address is in different locations on iOS and Android devices.

### For iOS devices

1. Tap application menu.
2. Tap  **Preferences** option.
3. Tap email address.
4. Change the email address.
5. Tap **Done**.
6. Tap **Save** at the top of the screen.

### For Android devices

1. Tap overflow menu on right.
2. Tap **Preferences**.
3. Tap email address.

4. In pop-up, change the email address.
5. Tap **Save**.

You cannot use the app to remove an email address. The app will not save changes if an existing email address is deleted.

## Log Out of eSchoolPLUS Family App

The Log Out option is in different locations on iOS and Android devices.

### For iOS devices

1. Tap application menu.
2. Tap **Logout**.

### For Android devices

1. Tap overflow menu on right.
2. Tap **Logout**.

## eSchoolPLUS System Changes

This section covers topics to explain the changes to eSchoolPLUS, Teacher Access Center, and Home Access Center that are included with the eSchoolPLUS Family app.

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### Home Access Center News

This topic describes the eSchoolPLUS, Teacher Access Center, and Home Access Center options related to news items.

#### Home Access Center News Page

The HAC News option allows you to enter building news items for students and guardians. You can define headline and text for the news, select the buildings where the news should display, and select if students and guardians should see it.

Path: My eSchoolPLUS > All > Entry > HAC News

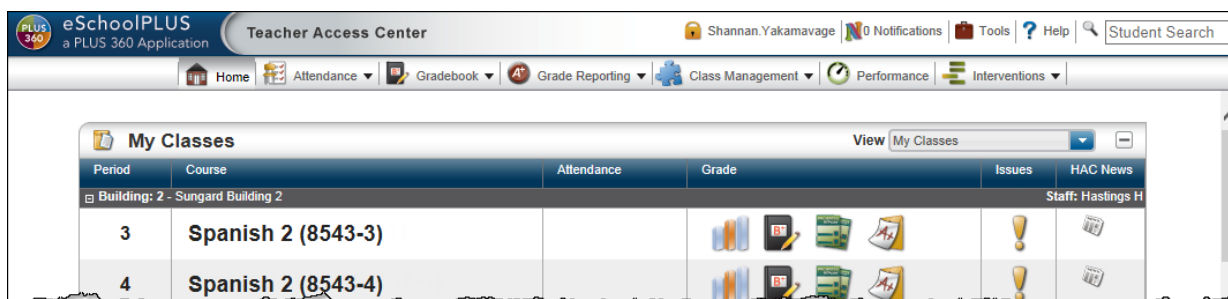
#### Teacher Access Center Configuration Option to Allow Teachers to Enter News

The HAC News panel of the Teacher Access Center Building Configuration allows you to control whether teachers can post news for classes. To allow teachers to add news items, enter a check in the Allow Teachers to Post News to Home Access Center box.

Path: Administration > TAC Setup > Setup > TAC Building Configuration

#### HAC News Option on Teacher Access Center's Home Page

The My Classes section of Teacher Access Center's Home page will include a HAC News icon if the building has selected to allow teachers to post news to HAC. Note that course news items are defined per course-section.



**Figure:** Teacher Access Center - Home Page

To manage news, click .



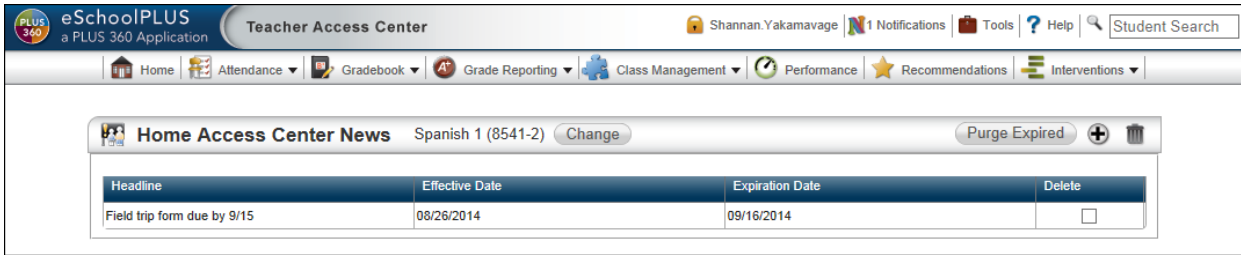


Figure: Teacher Access Center - Home Access Center News (List) Page

To add a new item, click . To edit a news item, click the headline link.

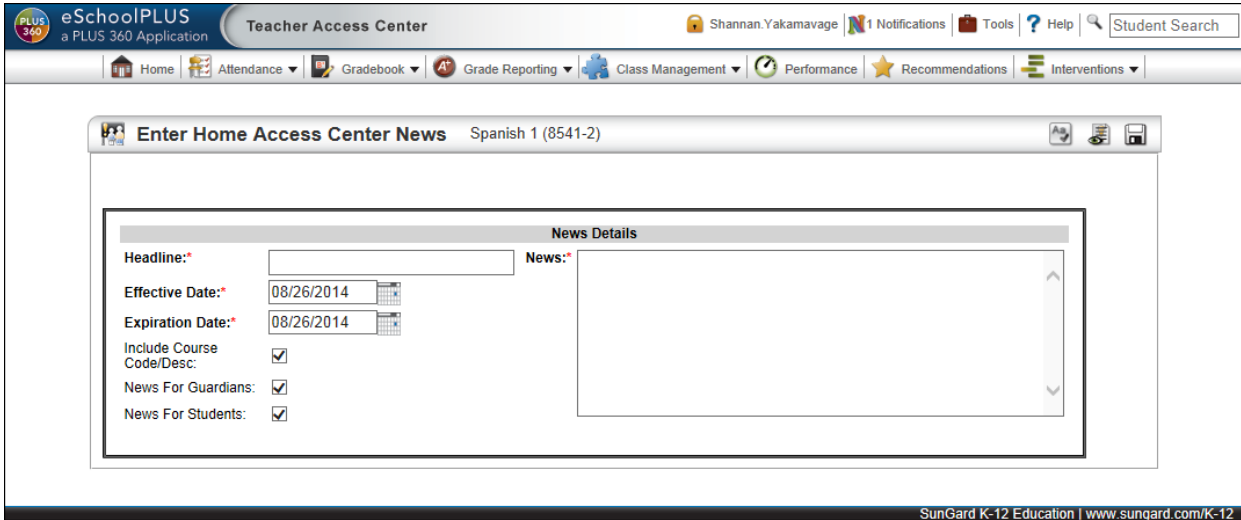


Figure: Teacher Access Center - Enter Home Access News Page

Enter the news and click . To return to the list of news, click .

### News on Home Access Center's Week View Page

A News section displays at the top of the Week View page.

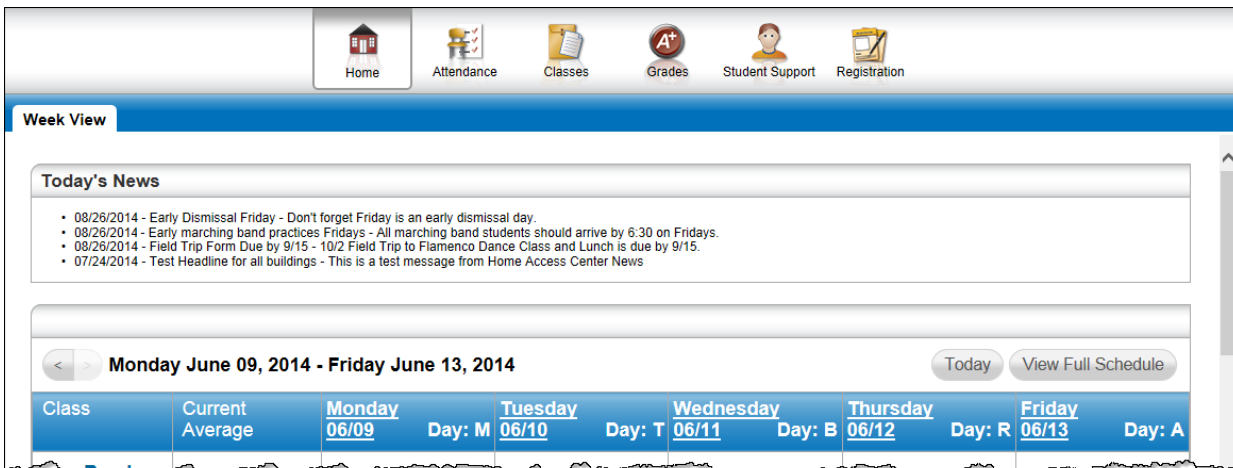


Figure: Home Access Center - Week View Page

## Home Access Center Dynamic Links

When you define dynamic links in the Home Access Center Building Configuration, use the Show In field to select whether the link displays in HAC, the eSchoolPLUS Family App, or both.

Path: Administration > HAC Setup > Setup > HAC Building Configuration

## Home Access Center Student Alerts

The Home Access Center student alert tasks previously sent an email if the student or parent had subscribed to the notification. The student alert tasks have been modified to create notifications that can be displayed in the eSchoolPLUS Family app. Additionally, users can select to receive the alert as a push notification on the mobile device.

The subscription options for alerts have been modified to allow the user to select to receive the alert as an email and push notification on the mobile device. Note that existing alert subscriptions will automatically be set to receive email.

Students and guardians can change alert subscriptions within the app. In addition, the HAC My Alerts option has been changed to provide the user with the additional subscription options. Now there are two boxes to select to receive the alert as an email and mobile push notification. Previously, there was one box labeled Receive Alert. The user must select one of these boxes in order to subscribe to the alert.

Doylestown, Derek			
Alert Type	Email	Mobile Push	Alert Details
Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Alerts are limited. <a href="#">Click to view list of selected choices.</a>
Course Average	<input checked="" type="checkbox"/>	<input type="checkbox"/>	If my student receives a course average below <input type="text" value="70"/> % or above <input type="text" value="90"/> %.
Discipline	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Limit alerts to specific types of discipline.</a>
Classwork	<input checked="" type="checkbox"/>	<input type="checkbox"/>	If my student receives an assignment average below <input type="text" value="70"/> % or above <input type="text" value="90"/> %.
Interim Progress	<input checked="" type="checkbox"/>	<input type="checkbox"/>	I would like to receive Interim Progress alert when it becomes available.
Immunization	<input type="checkbox"/>	<input type="checkbox"/>	I would like to receive immunization alerts.
Report Card	<input checked="" type="checkbox"/>	<input type="checkbox"/>	I would like to receive Report Card alert when it becomes available.

**Figure:** Home Access Center - My Alerts

The following topics are related to the new notifications option for student alerts.

[View Student Alert Notifications](#)

[How does the user select the push notifications to receive?](#)

[Why didn't the user get a push notification?](#)

[How does the user turn on push notifications?](#)

[How does the user turn off push notifications?](#)

[How does the user turn off push notifications for Android versions earlier than 4.1?](#)

## 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

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?

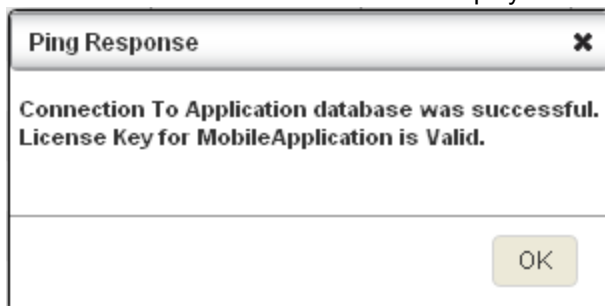
To access the Mobile Connector Admin tool and edit settings, you need to have Read/Write security to the Mobile (MOB) package in eSchoolPLUS. The following resources are available for the Mobile Connector Admin tool. Note that all of these resources are All Building resources.

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 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 Family app for your students and guardians.

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### Can the district have a phased roll out for the app?

No. After your district has completed the setup requirements for the eFinancePLUS Employee Mobile App, there is no way to roll out the app to a limited group of users. Anyone can download the eFinancePLUS Employee Mobile App from the app stores. A person with access to Employee Access Center will be able to access the same features from the app. To use the app, the person simply needs to find your district by name or a location that is within 100 miles of your district and have login access to Employee Access Center in the district.

### How can the app show student activity information?

By default, the family app does not include activity information because some districts assign students to activities for internal purposes and this information may not be appropriate for students and guardians. But, this functionality can be enabled. If you choose to show activity information, students and guardians will see all activities that the student is assigned to. There is no way to select which activities are displayed.

If your district would like to display the activities that a student is enrolled in, you can request to have a custom code added to your database to turn that functionality on. Contact the help desk to request this functionality.

## Why doesn't the user's search return the district?

The app uses the following rules when searching for a district:

- When searching by district name, the user cannot search on the text 'District' or 'School'. The user should enter at least 4 characters of the unique text in the district's name.
- When searching by zip code or GPS location, the search returns only districts within a 100 mile radius of that location. Make sure the search location is not 101 or more miles from the GPS coordinates entered for your district in the District Discovery Tool.

## What do users need to do if they forget their password?

If your district allows students and guardians to change passwords in Home Access Center, then the user can use Home Access Center to reset the password. If your district does not allow users to reset passwords, then the user needs to contact someone at your district to update the password information in eSchoolPLUS.


The eSchoolPLUS Family app displays a Forgot Password? link on the Login screen. Tapping this link displays the text *Please access your district's Home Access Center portal to recover your password.*

## Why do you have to enter username every time?

Unless you choose to save your username, you will enter username and password every time you log in. You can choose to save your username so you only need to enter the password.

The option to save your username is in different locations on iOS and Android devices.

### For iOS devices

1. Tap application menu.
2. Tap  **Preferences** option.
3. Tap **Save Username** to change setting to On.
4. Tap **Done**.
5. Tap **Save**.

### For Android devices

1. Tap overflow menu on right.
2. Tap **Preferences**.
3. Tap **Save Username** to change setting to On.

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

The eSchoolPLUS Family app remembers the district that user last logged into so it is not necessary to search for the district when the app is opened. Typically, there is no need for a student or guardian to switch the district. But, the Login screen includes a Select New District button to allow the user to search for another district. If the user is currently logged in, then the user needs to log out to display the Login screen.

## Why can't the user save changes to preferences?

If a user cannot save preferences, check if the user is getting an error message related to the email address. If a user with an existing email address edits the field to blank it out, the app will not allow them to save this change.

On an iOS device, all preference changes are saved at the same time so the user will not be able to save other preferences until a valid email address is entered.

If no email address is stored for the user in eSchoolPLUS, the app will not require the user to enter an email. The user is only required to have a valid email address if the user had an email address and edited the field to remove the address.

## Data has been updated but the app is still showing the old data

To prevent repeated calls to the database for the same data, the app caches student data. When a user opens a screen in the app, it loads data from eSchoolPLUS and caches the data for five minutes.

For example, if a user displays the Classwork screen, navigates to the Attendance screen, and then back to the Classwork screen within five minutes, the user will see the same classwork data that was displayed the first time. If the user navigates back to the screen after more than five minutes, then the classwork data will be loaded from eSchoolPLUS again.

Typically, users would not know that data had changed within this window of time. But, in some situations, you may be working with a guardian or student while correcting data and they may be using the app to verify that data has been correctly updated. In this case, ask the user to wait five minutes before checking the data in the app.

## No student photo displays on the Student List

When a guardian has access to multiple students, the guardian uses the Student List to select the student to show. The Student List includes a student photo next to the name.

Use the following questions to help identify why student photos are not displaying.

### Does the student's photo display in eSchoolPLUS?

- If a photo displays, then you know the student has a photo image and the building's Registration Configuration is correctly set up to display images. In this situation, the photos may be stored in a location that the app cannot access. Contact the help desk for assistance.
- If no photo displays, continue to the next question.

### Does eSchoolPLUS display photos for any student in the building?

- If eSchoolPLUS does not display photos for students in a building, then the building is not configured to show student photos. Use Administration > System Setup > Building > Registration to check the Registration Building Configuration. The Student Photo Path, Student Photo Directory, and Student Photo Extension fields need to be defined for photos to display.
- If photos display for other students in the building, check to see if an image exists for the student's ID number. It is possible that there is no image file stored for the particular student.

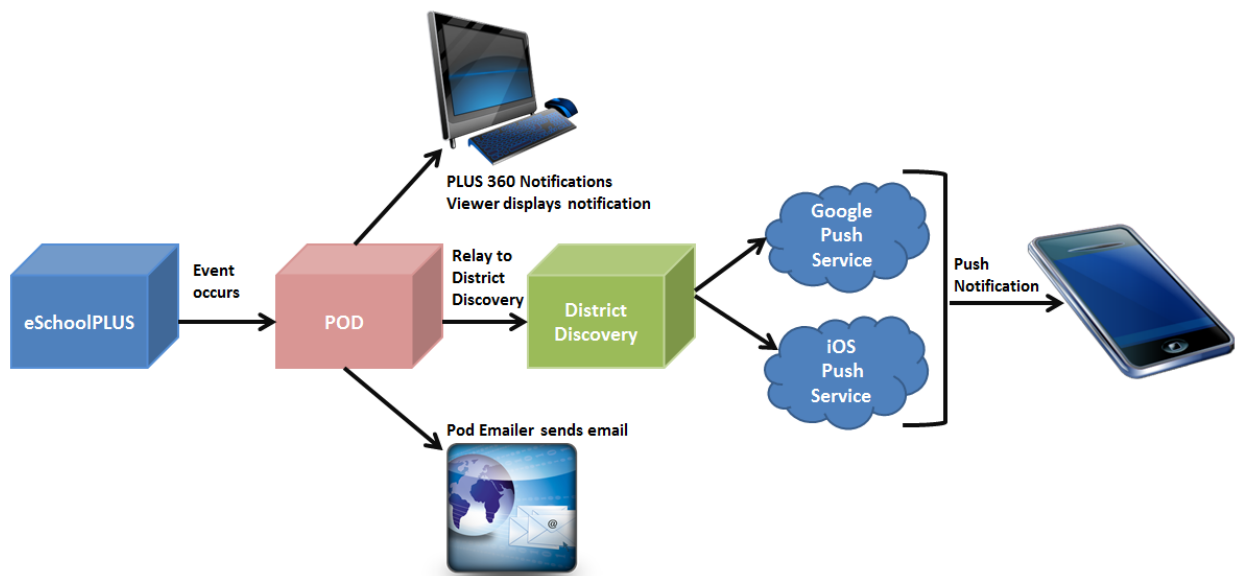


The student's photo is only visible from the app if the guardian has access to more than one student. The photos are provided on the Student List to help guardians quickly identify the student they want to select.

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

First, check that the user has turned notifications on for the eSchoolPLUS Family app on the device and has selected to receive the alert as a push notification.

If the subscription options are correctly set up, then the issue could be related to the push service that the eSchoolPLUS Family app uses to send the notification from eSchoolPLUS to the user's device. The following image illustrates how a notification is sent. In the below example, the event that occurs is that the eSchoolPLUS task that generates the student alerts is run and an alert is created for the student.



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.

## How does the user turn on push notifications?

To receive push notifications for the alert subscriptions, the user needs to turn on notifications on the device for the eSchoolPLUS Admin Mobile app.

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.

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 Family**.
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 Family**.
3. Tap the Show Notifications box to enter a checkmark.
4. Close the Settings screen.

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

To turn off push notifications for the eSchoolPLUS Family 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 **Notifications Center**.
4. Swipe through options and tap **eSchoolPLUS Family**.
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 Family**.
3. Tap the Show Notifications box to remove the checkmark.
4. Close the Settings screen.

**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 to be sent as push notifications.

## Why are notifications being created for people who are not using the eSchoolPLUS Family app?

After your district has completed the steps to send notification for the eSchoolPLUS Family app, then the Home Access Center student alert tasks create notification records for all parents and students who have subscribed to the alert. The user can select to also receive an email and/or push notification, but there is no way to specify that the user should get an email without getting a notification.

## How do notification records get cleaned up?

Notification records can be deleted by the recipient or purged after 90 days by a clean up task that is scheduled to run. This task removes notifications that are more than 90 days old. If this task is not set up to run on your database, contact PowerSchool.

## 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.

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

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