

Pupil Progress App.

Collaboration Opportunity Respect Excellence

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DELIVERING A CORE EDUCATION

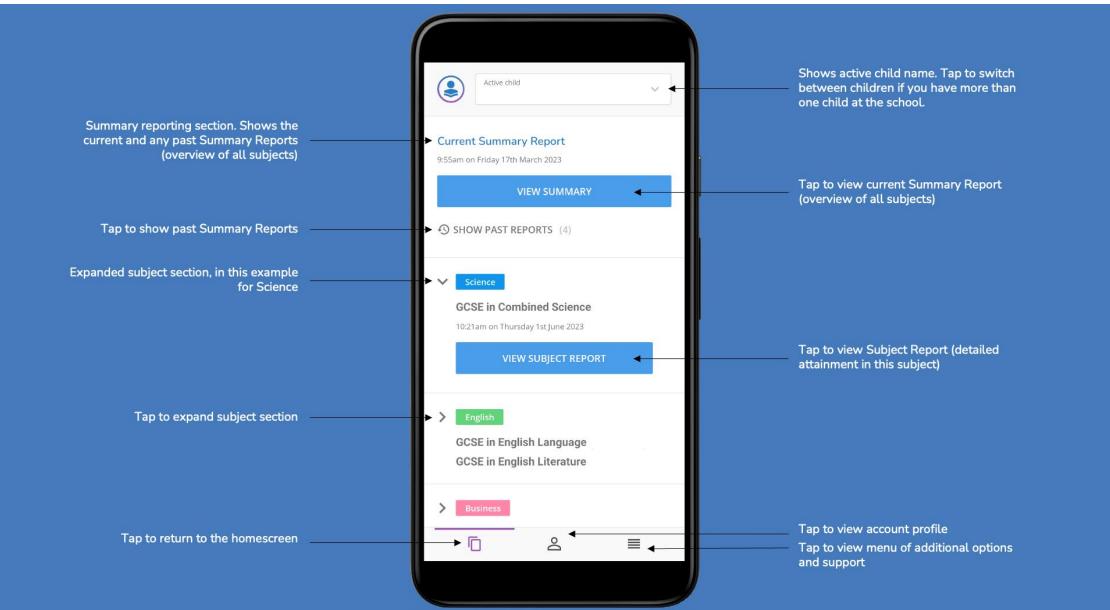


1. What is the Pupil Progress App?

- The Pupil Progress App is a smartphone App for reporting to students and parents.
- The App is designed to make reporting to students and parents easier and quicker than ever before, while providing more detailed, clearer information about students' attainment and progress than ever before.



2a. What can students and parents see in the Pupil Progress App?





For parents and students



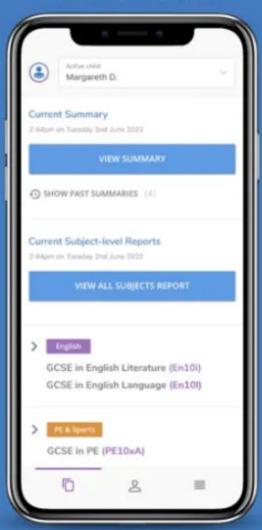


Exam-board specific





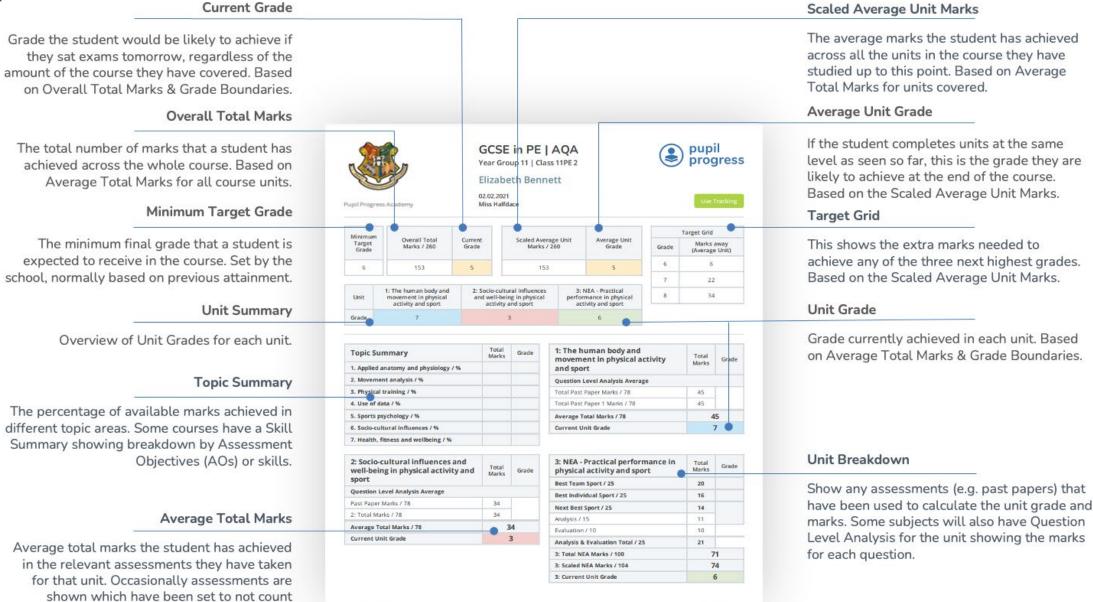
Improved Communication





toward the Average Total Marks.

2b. What can students and parents see in the Pupil Progress App?





3a. Activating and managing your account

How do I activate my account?

Please use the mobile phone which you want to access the App with to open the invitation email that you have received from the school. Then tap the link in that email. If you have not received an inviation email, please check your junk / spam email folder, then if you still can't find the email, contact your school. Once you have activated your account via your invitation email, you will be able to create a password and sign in to the App.

Where can I download the Pupil Progress App from?

From the Apple App Store on Apple iPhones, or Google Play Store on Android phones. When you tap the link in the invitation email you will be prompted to download the App.



3b. Activating and managing your account

Can I access the App on my phone?

Yes! Apple iPhones and Android phones can access the App.

Can I access the App on my computer?

No, currently the App is purely for Apple and Android mobile phones.

I've fogotten my password - how do I reset it?

Open the App on your phone and on the login screen tap "Forget password?"

I've forgotten my username - how do I find it?

Your username should be saved automatically in the App so you shouldn't have to remember it to log in. However, if you need it for any reason, you can either look back through your emails from when you first activated your account to find the original email with your Username in, or you can tap "Forgot username" on the login screen in the App on your phone.



3c. Activating and managing your account

I am a parent with more than one child at the school - can I use the App for both?

Yes. If you have more than one child in the school you can switch between viewing their respective records at the top of the homescreen in the App.



4a. Troubleshooting

I've logged in but I don't see any reports - what's going on?

If Pupil Progress App is just in the process of being launched at the school, perhaps the school simply hasn't published any reports for you (or your child) on the App yet. In all liklihood they should do so soon. If you think reports may have been published on the App but you still can't see them, contact the school to double check.

Reports I could previously see are no longer there - where have they gone?

Schools can withdraw reports from the App. This could be because an update is being made to them, or they are about to be replaced with another more recent report.



4b. Troubleshooting

I'm having a technical problem with the App - where can I get help?

In the first instance we would advise the following steps:

- Ensure that your iPhone or Android phone is running the latest operating system and update it if needed.
- 2. Turn the phone off, leave it for 30 seconds, then turn it on again.
- 3. Check that you have the latest version of the Pupil Progress App installed (then repeat step 2):
- For Apple iPhones see https://support.apple.com/en-gb/HT202180
- For Android phones see https://support.google.com/googleplay/answer/113412?hl=en-GB

If these steps don't resolve the problem, you contact the school.



4c. Troubleshooting



Pupil Progress Tip

If you are a parent experiencing difficulty with the Pupil Progress App, please see the help page below or refer back to the invitation email you were sent to activate your account

www.pupilprogress.com/pupil-progress-app-help