

MyEd – FAQs

Accessing the app and contents

Q I cannot find My Ed in the app store on my ipad.

A *Try searching for 'iphone only' apps. This will still download to your ipad*

Q Will the app cost me any money to use?

A *No, the app is free. It also uses very little mobile data.*

Q I have registered but cannot see my child's information.

A *It can take up to three days for the app to link with the school data*

Q Will I still receive a text message if my child is absent?

A *No, you will receive a message through the app. We recommend you set up a message alert through the settings on your phone.*

Q I don't currently receive absence alerts and school messages by text. Will I receive them via the app?

A *No, only 'priority 1 contacts' You can still make use of all the other functions of the app*

Managing the app

Q How secure is the app?

A *Under 'settings' it is possible to set up a pincode to allow secure access*

Q Who can access my child's information through the app?

A *The app only links to the mobile numbers listed as your child's primary contacts.*

Q How current is my child's data?

A *The app connects with the school every night so data is always one day behind.*

Q Do I need to refresh the app?

A *We recommend you refresh every couple of weeks to ensure the content of the home page is up to date.*

Q How do I refresh the app?

A *Use the circular arrow on the home page.*

Q I cannot access Frog via the app

A *You need a login for Frog- please use the Frog registration button in the 'My Students' section of the app*

If you have any other technical questions please contact Miss S Staley – Business Manager 02380 840025