SCHOOL APP HOW TO GUIDE

DOWNLOAD NOW

ST BENEDICT'S

Google Play

https://play.google.com/store/apps/details?id=au.com.entegy.stbenedicts

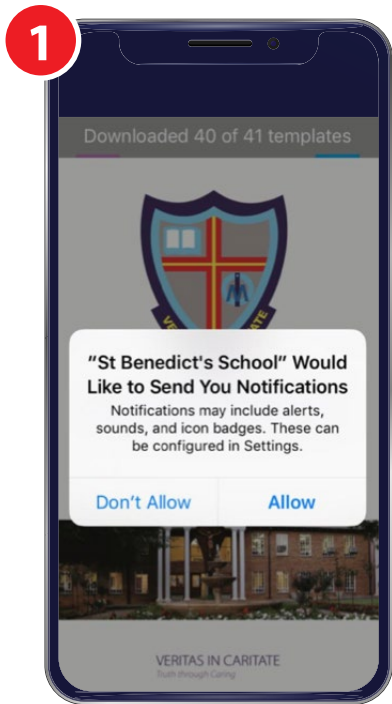### App Store

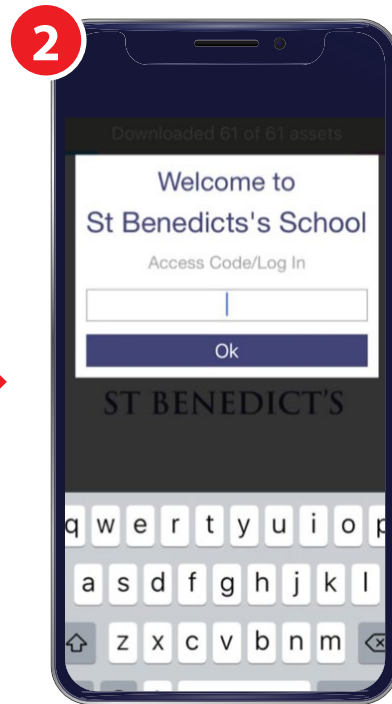*https://itunes.apple.com/app/id1213225005*
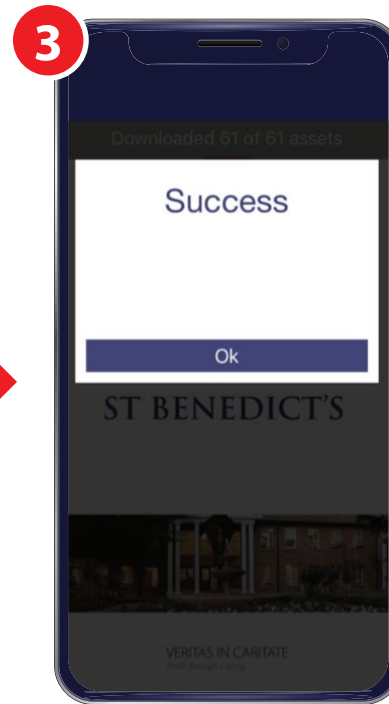
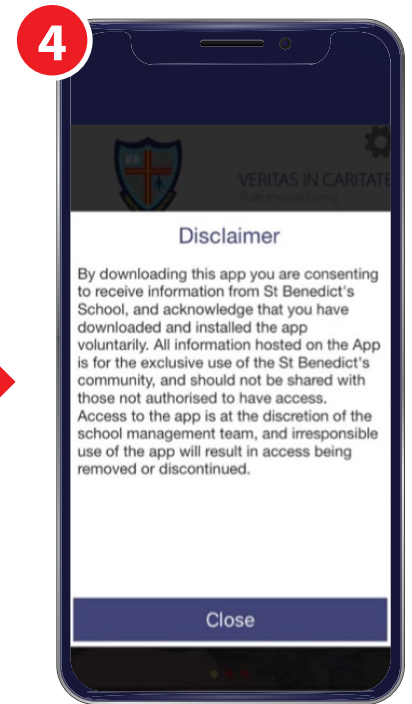# FOLLOW THE BELOW PROCESS TO REGISTER ON THE APP

ST BENEDICT'S

1

Allow **Notifications** to be sent to your phone

2

Once downloaded please use Access code: **stben317**

3

Click on **"OK"**

4
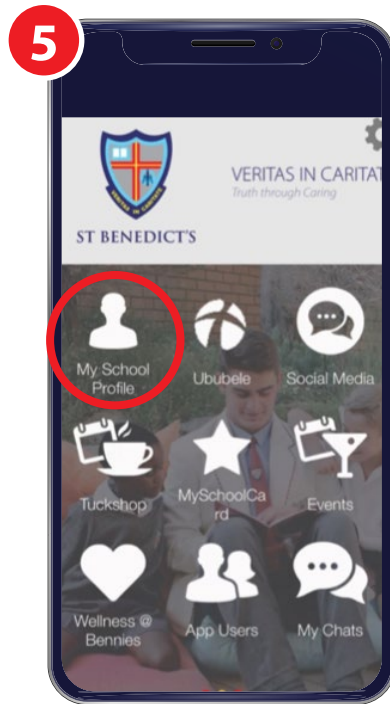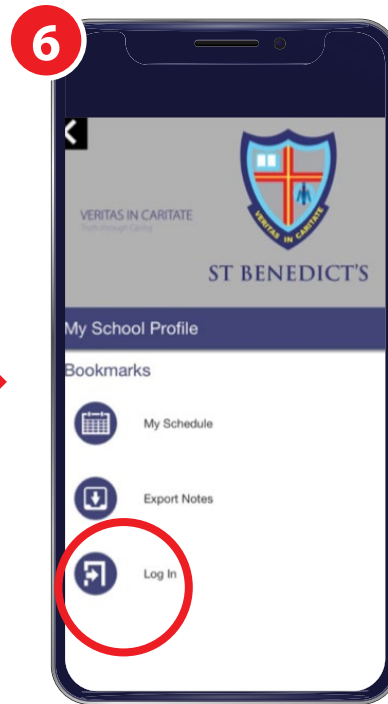
Click "**Close**" on the Disclaimer

FOLLOW THE BELOW PROCESS TO REGISTER ON THE APP
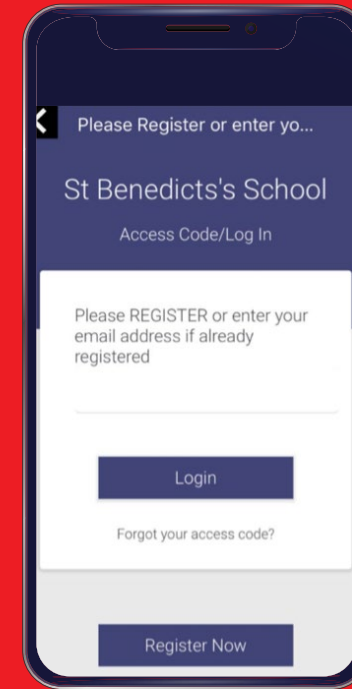
5

Go to the 2ⁿᵈ page of icons and click on the **"My School Profile"** icon.

6

Then Click on **"Log In"**

FIRST TIME USER

If you are a first time user, click on **"Register Now"** Complete all respective fields and click on **"Submit"**

FOLLOW THE BELOW PROCESS TO REGISTER ON THE APP

7

Please Register or enter yo...

VERITAS IN CARITATE

ST BENEDICT'S

Registration Complete

Thank you for registering. Details have been sent to your supplied email address.

Your reference is: 20968-Q84LWVX

OK

Once registration is complete click on **"OK"**

8

My School Profile

- My Schedule
- My Saved Contacts

Test Test5

- Messaging
- Export Notes
- Account Settings
- Alert Settings
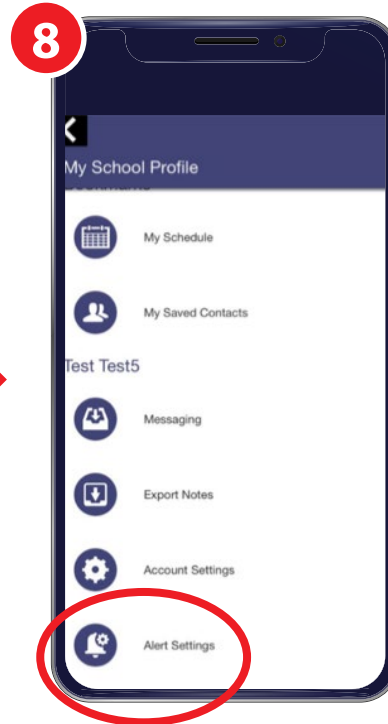
Click on **"Alert Settings"**

9

Please select which notifications you would like to receive

Categories

Grade R ☐

Grade 1 ☑

Grade 2 ☑

Grade 3 ☑
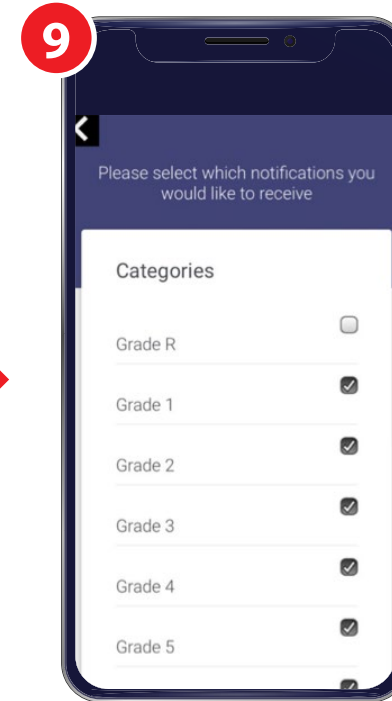
Grade 4 ☑

Grade 5 ☑

Click on the respective categories that apply to you for receiving Notifications and click on **"Save"**

ST BENEDICT'S

1 — How do I log in and set up the app to ensure I get the relevant information for my grades?

Once you have downloaded and installed the app, there are some icons that will require login.
Once you have been requested to login in or register, you will land on a page that will have the option to **Log In** or **Register**

a) If you have previously registered on another device, you should select the Log In option.

Fill in the email address that you used to register, and the password you created. If you cannot remember the password, you can select "forgot password", and create a new password.

b) If you are installing for the first time, you need to select Register. Complete the short registration and you will be set up.

2 — What else should I do to ensure that I don't miss anything on the app?

We use notification categories that you can select to assist you to filter out the notifications that apply to you and your family.

Go to My School Profile
Select Alert Settings
Make sure that all relevant categories are ticked

Click Save

Now go back to exit this page

NB: These categories will need to be updated each year, and when your child makes changes to their sport/music choices. We recommend that you check these each term to avoid receiving unnecessary notificatons.

3 — I have an android phone and my notifications are not popping up on my screen?

Android has a unique way of managing notifications, and there are also may different versions of android installed on the many devices. This means that you may have difficulties getting the notifications to pop up.

There is only one way to solve this problem. Uninstalling/deleting the app will not help at all, as Android stores information from old apps. When you re-install it finds that old data and this will affect the notifications.

Follow these steps carefully to solve this problem Please first ensure that your phone has the latest version of Android, or the latest one available for your device.

Step 1:
Find the Settings icon on your phone menu
Select Apps
Find your school app on the list (St Benedicts App)
Select it (click on it)

Step 2:
Click on Storage
When the Storage page opens you will see 2 buttons: Clear Cache and Clear Data
Select Clear Data
The Data should now show "0"
Exit all the way back to your Homepage

Step 3:
Now go back to the School App. Open the app and on the first screen use the Code STBEN317

Step 4: (logging in)
When you try to access the app you will be required to log in using the email address that you previously used, and this temporary password: STBEN317

You will be required to create your own password for future use.

4 — I have an android phone and my pdf documents won't open from inside the app. I have to email them to myself. What can I do?

The team from Google are working on a fix for this problem. Our developers have requested assistance. It seems to affect only a certain group of Android users with Android Version 10, and on certain devices.
As soon as we are aware of a fix for this, we will notify users, and apply the fix to the back-end of our app if possible. As it is a fix required on the Android operating system, we are at the mercy of Google for this.

ST BENEDICT'S

ENJOY THE APP!