

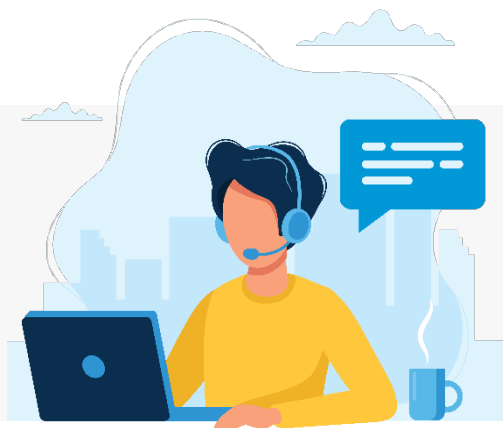
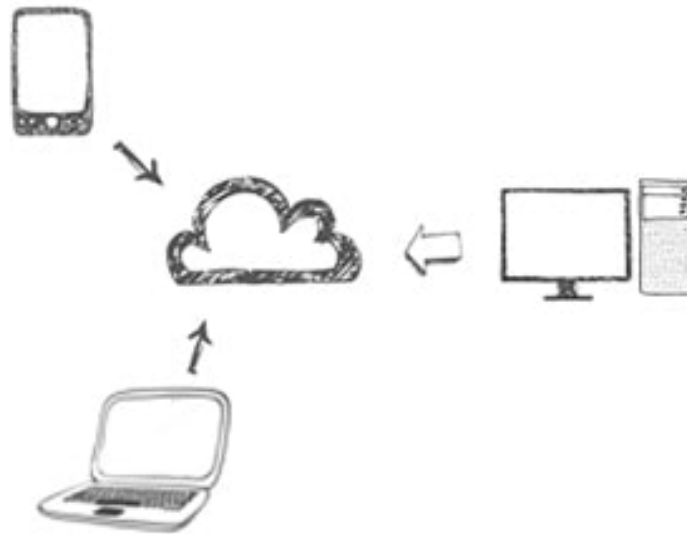
User Manual for students

Manual Version 12-2024



Welcome to SchoolUpdate!

SchoolUpdate is a digital message booklet designed to simplify and improve communication between schools, teachers, parents and students. It provides updates about the school, classes, postponements, appointments and emergency information via the app on your mobile phone or online on your PC. SchoolUpdate is 100% GDPR-compliant, with data stored in a certified centre in Austria.



If you require technical assistance,
please contact our support team
via:

support@schoolupdate.com

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General information and how to get started with SchoolUpdate

This chapter explains how to register and log in to SchoolUpdate as a student. It also describes the general functionalities available on the www.schoolupdate.com website.

You can also download the SchoolUpdate app from the Apple App Store or the Google Play Store.

Available Versions

The modules and functions available for you depend on the version booked by the school:

- **SchoolUpdate Standard**

The standard version enables you to send an unlimited number of messages and includes the Absences, Calendar and Recommendations modules.

- **SchoolUpdate Premium**

In addition to the standard modules included in SchoolUpdate, the premium version offers the modules for homework, lists and surveys, as well as parent-teacher conferences and emergency text messaging.



Most important innovations

New functions are labeled **NEW** in the manual.

Roles in SchoolUpdate

Parents

Parents are the first point of contact for the school and teachers, especially for younger children and students.

In the **PARENT** role, there is a distinction between the **PRIMARY CONTACT** (the main contact for the school) and one or more **SECONDARY CONTACTS** (parents or relatives who are permitted to view information).

Parents can report or check in their children's absences, send messages to teachers, view homework lists and recommendations for their children, and receive invitations to parent-teacher conferences.

Students

Students can use almost the same functions as parents. They can send messages and view and confirm information about homework, appointments, lists and recommendations.

Messages and lists can be sent specifically to students, so that parents cannot view this content.

If a message is sent to both - students and their parents - only the primary contact can reply on behalf of the whole family.

Students can also view absences, but whether they are allowed to report them must be defined as a clear rule outside of SchoolUpdate.

Registration & redeem login code

To register as a SchoolUpdate student, visit www.schoolupdate.com or download the relevant app for your device from the app store.



Clicking the **REDEEM REGISTRATION CODE** button will redirect you to a page where you can redeem your code.

You will receive your registration code from your school, via email or by text message. After entering the six-digit code, click on **CHECK CODE**.

Please note that this code can only be used once.

Check your data in the next step. If any of it is incorrect, please contact your school.

Enter your email address and, optionally, your mobile phone number to receive emergency messages by text. Make sure you enter the correct email address, as you will need it to reset your password if you forget it.

Finally, choose your password. It must contain at least eight characters and at least one number.

After accepting the General Terms and Conditions by ticking the box, confirm your details by clicking the **REGISTER** button.

Once you have successfully registered, you will be taken directly to the app. Once you have completed the registration process, you will receive your username in the SchoolUpdate welcome message via email and SMS if you have provided your mobile phone number. If you cannot find the email in your inbox, please also check your spam or junk mail folder.

Registration (Login)

In order to log in to the web application (www.schoolupdate.com) or the mobile app, you will need your **previously selected password** and your **username**, which you will have received by email and/or text message.

You can enter your login details under 'Login' on the relevant start page.

PLEASE NOTE:

The login code that you used to register is only valid once and will therefore no longer be valid after registration. From this point on, to log in to SchoolUpdate, use your **username** and **password**.

Forgotten your password?

If you have forgotten your SchoolUpdate password, there are several ways to obtain a new one:

- On the login page at www.schoolupdate.com, you will find the **FORGOTTEN YOUR PASSWORD?** link. This function is also available on the login page of the mobile app.

You will then be asked to enter your username. After confirming your details, you will receive an email with a link. Follow this link to set a new password.

PLEASE NOTE...

- ... that this function is only possible if you enter an email address that you have access to.
- ..., that this link is **only valid for five minutes** for security reasons. If the time has expired, you will need to repeat the process and request a new password.
- If you cannot find an email in your inbox, please check your spam or junk mail folder.
- If you have entered an **outdated email address**, please contact your school's SchoolUpdate administrator or teachers. They will be able to help you. Please also update your email address afterwards.

Logout

In both the web application and the mobile app, the **LOG OUT** function can be found in the menu on the left. You can use this to log out of SchoolUpdate.

In order to use SchoolUpdate again afterwards, you will need to log in again — for this, you will need your **password** and **username**.

Deleting my account

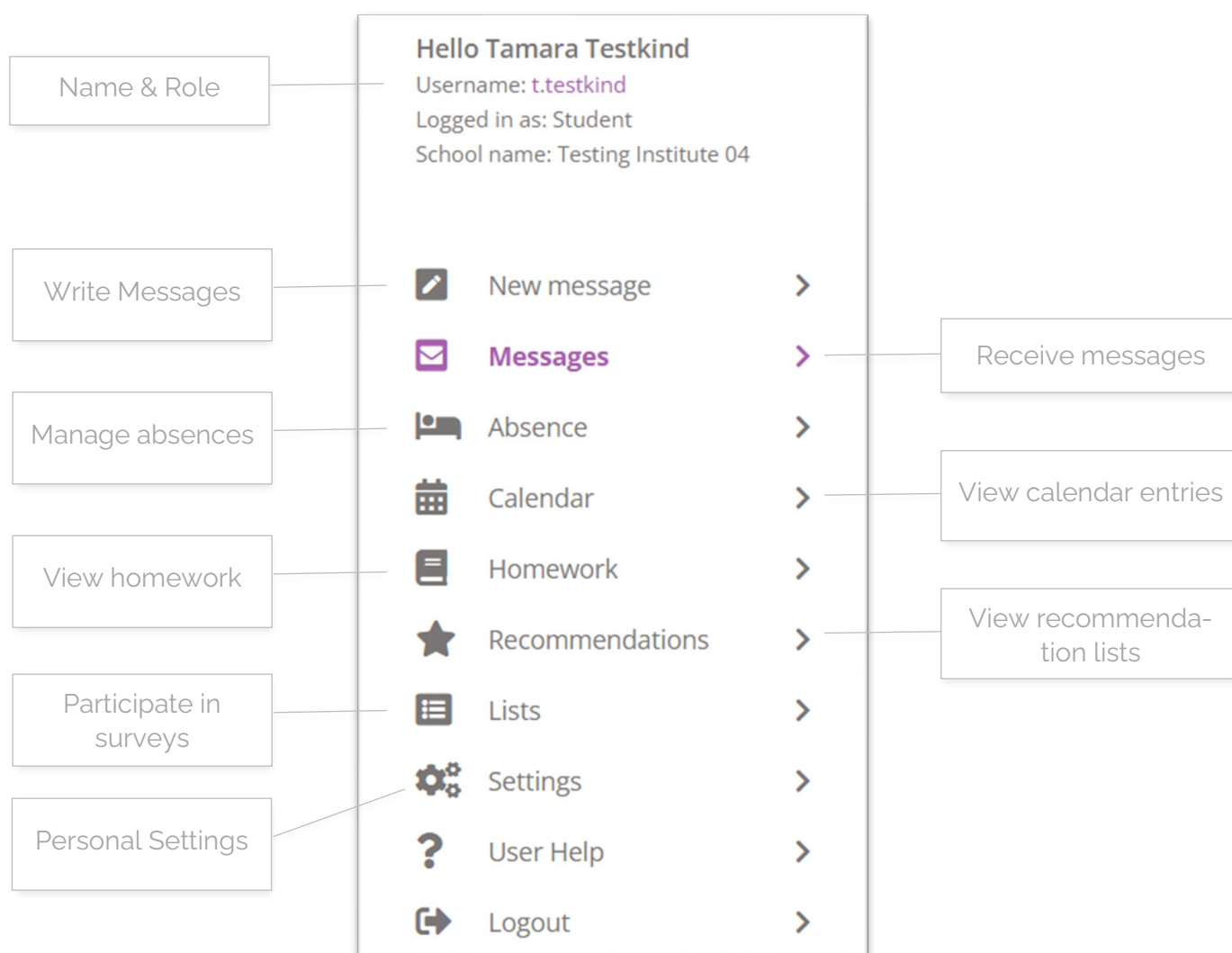
NEW To delete your SchoolUpdate account, request a deletion code under **SETTINGS > DELETE USER**. You will receive a deleting code by email and will need to enter it to confirm the deletion.

Please note that account deletion is irreversible.

SchoolUpdate at a glance

Once you have registered and logged in, you will have access to various functions, depending on the version you have booked. This section of the SchoolUpdate guide will provide more information on these.

You can switch between these functions using the menu on the left side of both – the web application and the mobile app.





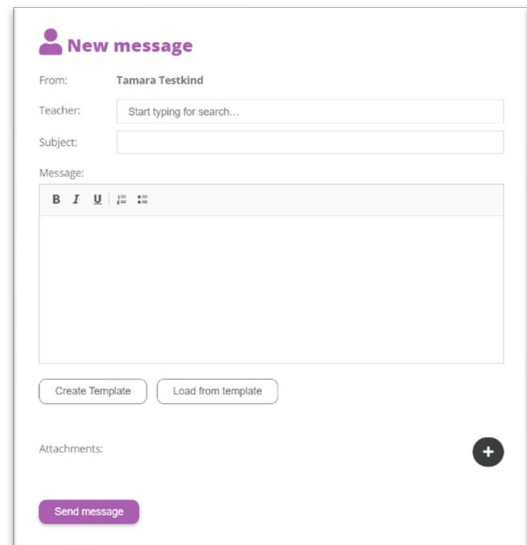
Create a message


From the **NEW MESSAGE** menu, you can select teachers as recipients of your message by entering their names.

To send a message, enter the desired teacher's name in the **TEACHER** input field, then fill in the **SUBJECT** and **MESSAGE** fields.


You can add an attachment to the message by pressing the plus button.  With it you can select **DOCUMENTS** or **IMAGES** as attachment.

Press the button **SEND MESSAGE** to send the message.



The screenshot shows a 'New message' form. At the top, it says 'New message' with a user icon. Below that, there are input fields for 'From:' (filled with 'Tamara Testkind'), 'Teacher:' (with a placeholder 'Start typing for search...'), and 'Subject:'. Below these is a large text area for the 'Message:' with a rich text editor toolbar (bold, italic, underline, link, unlink, list, image). Below the message field are two buttons: 'Create Template' and 'Load from template'. At the bottom, there is an 'Attachments:' section with a plus button  and a 'Send message' button.

Add attachments

You can add as many attachments as you like by clicking on the plus symbol  below the message field. The maximum total size is 10 MB, and the following formats are supported: .pdf, .docx and common image formats.

Templates in messages

When composing messages, you can create a template and save it for use with future messages.

HOW TO SAVE YOUR TEMPLATE:

- First enter your text in the message field
 - Click on Save template
- Give your template a meaningful name to help you recognise it more easily later on

To load a template, click on **LOAD TEMPLATE**. You can now select one of your saved templates or **delete a template that has already been created**.

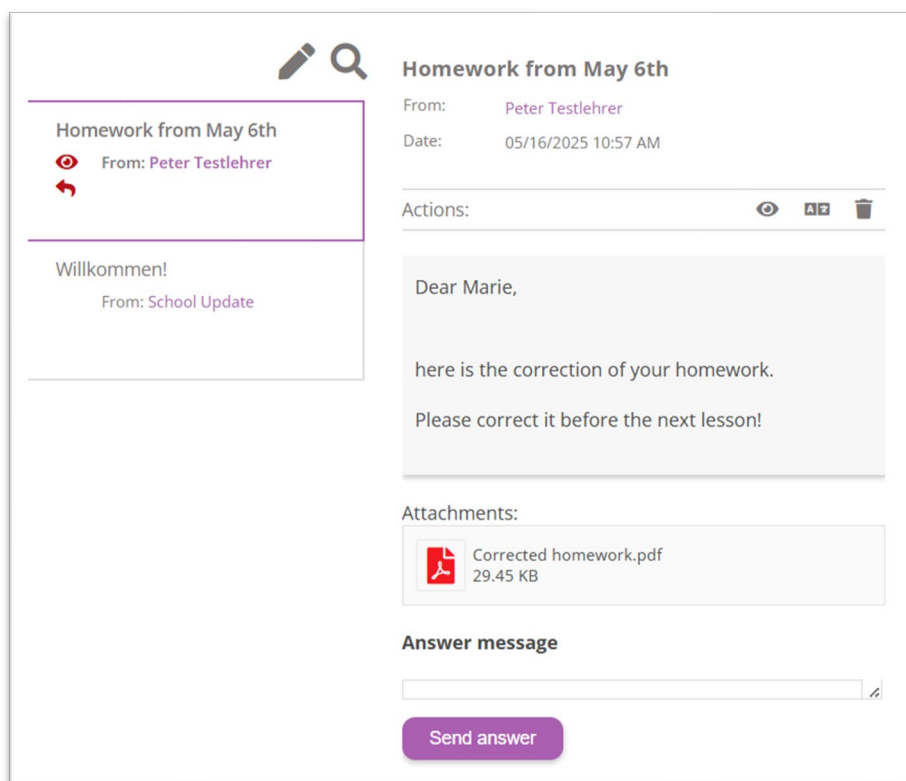


Messages

This menu item provides an overview of your sent and received messages.


Those with a grey background are **unread**.

You can also search for specific keywords in your messages.




Available actions

- **Translate**


Clicking the **TRANSLATE** button  on a message translates the text into the selected language.

The language is usually set when the account is created, but if you want to change it, you will find the **SETTINGS > CHANGE LANGUAGE** menu item in the web application. In the mobile app, this option is located under **SETTINGS > LANGUAGE FOR TRANSLATIONS**.

- **Delete**

Select the **DELETE**  option to permanently remove the message from your inbox.

- **Send a read confirmation**

If a message is marked with an eye symbol in the message area, the sender requests a read confirmation.  You can **SEND a READ CONFIRMATION** by clicking on the EYE in the message.

PLEASE NOTE:

Teachers determine the response option for each message. There are three options available.

- **Option 1:** You are not able to reply to a message.
- **Option 2:** You can answer with a simple Yes or No.
- **Option 3:** You can answer freely.
However, please note that you can give a maximum of one answer.



Teachers **cannot reply** to your answers. SchoolUpdate is primarily intended for **sharing information**. Any further questions should be clarified in class or during a personal conversation.




Absences

These enable you to inform your class teacher of your absence quickly and easily.

First, set the **START and END DATES** of your absence. If you do not yet know how long you will be absent from school, leave the end date blank. Your teacher can enter this information when they complete the absence form.

Next, select the reason for your absence. There are three options available:

- **ILLNESS**
- **DOCTOR'S APPOINTMENT**
- **OTHERS**


New absence message



From: **Tamara Testkind**

Start date:


End date:

Reason:

Details:

B I U |  

The class head of this student has stated to understand these languages: German

Attachments: 

[Send absence message](#)



If necessary, you can attach a document or image using the **ADD DOCUMENT OR IMAGE** button, or enter additional information in the **DETAILS** field. Click the **SEND ABSENCE MESSAGE** button to send your message to the responsible teacher. They can then reply to your absence message.



If you are not yet of legal age, you must obtain permission from your parents and class teacher to report absences!



Calendar

The calendar provides a month-by-month overview of activities at your school.

If you click on the **PRINT** button (which is only available in the web application), you can print the calendar month by month. In the mobile app, you can save the dates directly to the calendar app of your choice.

PLEASE NOTE:

The color coding in the SchoolUpdate calendar::

- **Yellow:** Official holidays – this display can be deactivated by the school.
- **Light blue:** Appointments
- **Dark blue:** School holidays, such as vacation days.



Homework

Here you will find an overview of your homework. Your teacher may ask you to confirm that you have seen it.

To **CONFIRM** a **HOMEWORK EXERCISE**, simply press the check mark.

The teacher can also add attachments to homework.



Recommendations

This menu item contains recommendation lists created by teachers or administrators. These lists may contain book recommendations, app recommendations or links. If a link is provided, clicking on it will take you to the recommended website.



Lists

The school can create **LISTS**. Similar to a survey, students can register by clicking on the tick. This selection can be cancelled at any time. Please note the number in the **STILL AVAILABLE** field, which indicates how many people can still select the option.

The school can also add attachments to lists, which can be downloaded.

The view in the mobile app is almost the same. Instead of a tick, an empty tick box is displayed which you can select.



Settings

You can customise SchoolUpdate to your needs using the **SETTINGS** option.



■ EDIT CONTACT DATA:

Here you can enter and change your telephone number and email address.

Please note that an email address is required so that you can request a new password via the registration page if you have forgotten it.



■ CHANGE PASSWORD:

After entering your current and new passwords and confirming the new password, click on **CHANGE PASSWORD** to change your password. Please note that your new password must have between 8 and 16 digits and must contain at least one number.



■ CHANGE LANGUAGE:

The stored language is used for the **TRANSLATE** function. You can change the language of your translator at any time. To do this, open **SETTINGS** and select **CHANGE LANGUAGE**.

In the mobile app, open **SETTINGS** and select **LANGUAGE FOR TRANSLATION**. Save the changes by pressing the button **CHANGE LANGUAGE**.



■ ADVANCED SETTINGS:

There are currently two options available to you in this menu item. You can activate each option by **placing a tick** and confirming with **SAVE**.

- I would like to receive messages by email.
- Hide completed absences.

What does it mean for me that my parents also use SchoolUpdate?

If your parents use SchoolUpdate too, they can use functions such as appointments, lists, homework and recommendations.

Some of these functions may require joint editing, so you will need to coordinate with your parents from time to time.



At SchoolUpdate, we take your privacy very seriously. This means that messages you send to your teachers will only be seen by them.

THE FOLLOWING ELEMENTS CAN BE EDITED / VIEWED TOGETHER:

- **Messages to you and your parents**
Messages sent to both - you and your parents - can only be replied to by your parents. This ensures that the teacher only receives one reply (agreed internally within the family) and does not receive multiple replies, which may even contradict each other.
- **Absences**
Ask your parents or class teacher if you are allowed to record absences by yourself. If not, you can view recorded absences, but only your parents can report them.
- **Homework**
You and your parents can both view the homework, confirm it if necessary, and open and save any attachments.

Any further questions?

Further help can be found at www.schoolupdate.com under 'FAQs'.