

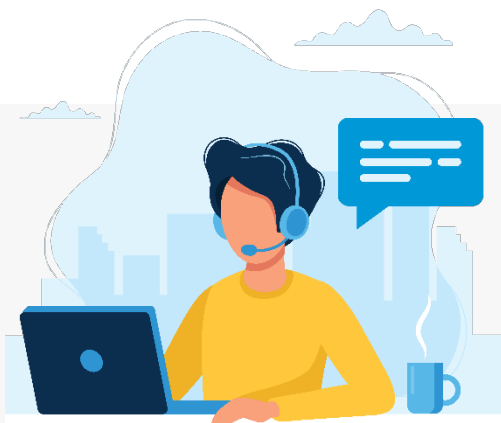
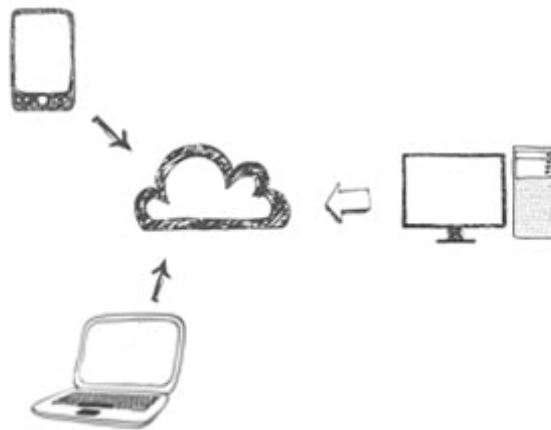
# User Manual for parents & relatives

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 data center in Austria.*



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

[support@schoolupdate.com](mailto:support@schoolupdate.com).

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## General information and how to get started with SchoolUpdate

*This chapter will teach you how to register and log in to SchoolUpdate as a parent. This section also describes the general functions available on the website, [www.schoolupdate.com](https://www.schoolupdate.com). The mobile app's (Android and iOS) functionality is slightly reduced..*

### 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 & Relatives

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

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 they must be explicitly permitted to report absences. The permission process is not part of SchoolUpdate.

## Registration & redeem registration code

To register as a parent for SchoolUpdate, visit [www.schoolupdate.com](https://www.schoolupdate.com) or download the app from the app store of your device.



Clicking the **REDEEM REGISTRATION CODE** button will redirect you to a page where you can enter the registration code you received from the school.

Enter the code and click **CHECK CODE**. This code ensures that the correct child is assigned to you.

Note that the code can only be used once, but it will remain valid if you do not complete the registration process.

Next, you will be asked if you have a SchoolUpdate account or are registering for the first time. If you have an account, you will be asked to log in with your existing credentials.

If you select that you do not have an account, please complete the form and confirm your entries. Note that a valid email address is required to reset your password if you forget it. Furthermore, each email address can only be used once in SchoolUpdate.

Also, choose a password. Your password must contain at least eight characters and at least one number.

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.

## Assign another Child

If you are already logged in to SchoolUpdate with your parent account, you can redeem a registration code for another child via **SETTINGS > ASSIGN ANOTHER CHILD** without logging out.

## Student Registration

If your school decides that you and your child will both use SchoolUpdate, your child can register the same way. You will receive a registration code from the school.

This allows teachers to contact both of you. Then, homework and lists can be viewed and managed together.

## Login

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

You can enter your login details under 'Login' at the 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 get a new one:

- On the login page at [www.schoolupdate.com](http://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...

- This function is only possible if you enter an email address that you have access to.
- 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 is 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

Your SchoolUpdate account will be deleted automatically as soon as the last child linked to it is removed from the system. This means that you no longer need to worry about deleting your account when your last child leaves school.

### NEW

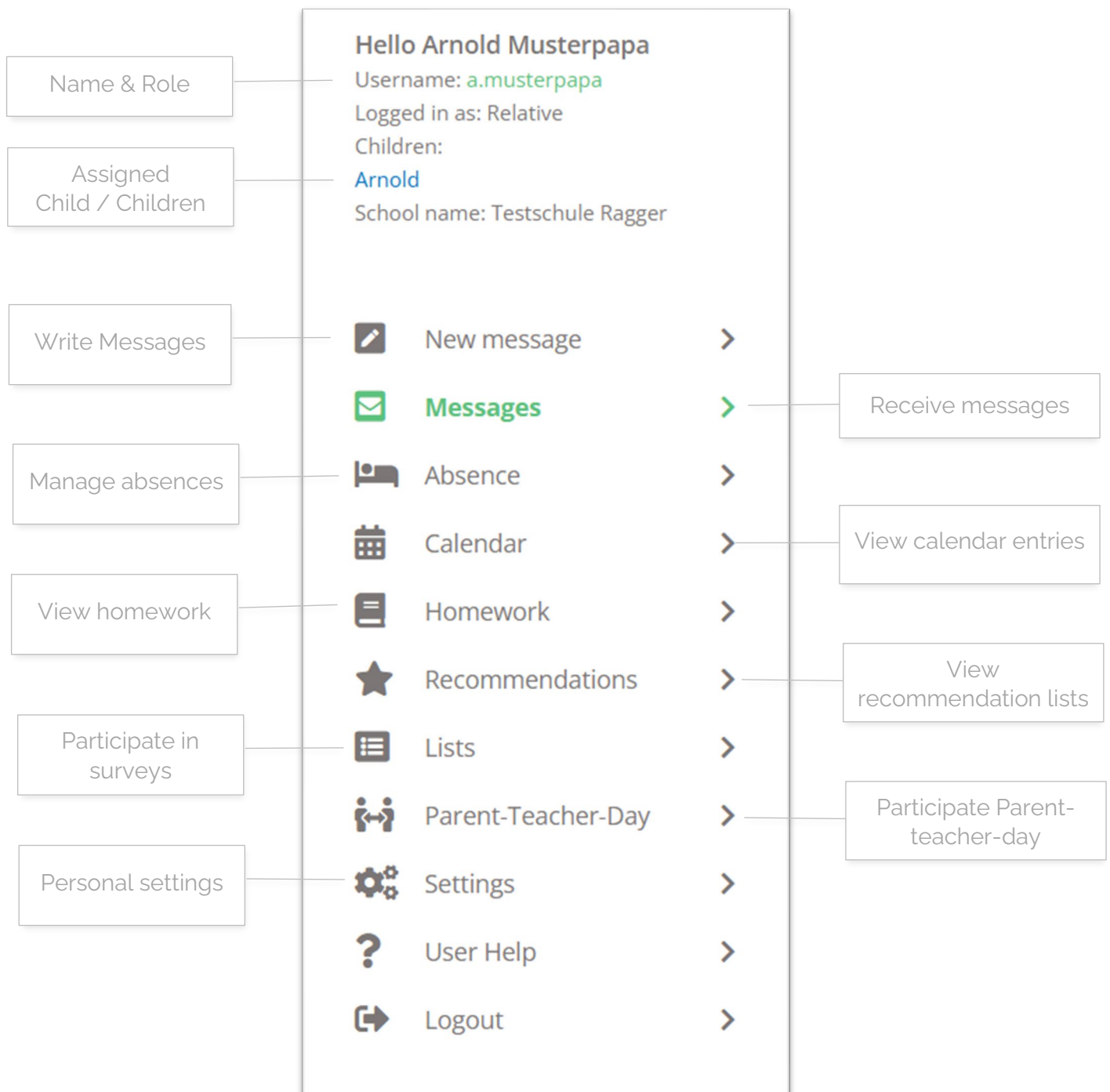
If you want to delete your account earlier, you can request a deletion code under **SETTINGS > DELETE USER**. You will receive the code via email and must enter it for confirmation.

Please note that account deletion cannot be undone and should therefore only be used if you are absolutely sure that you no longer need your SchoolUpdate account.

## 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

Depending on the settings, you can send a message to teachers assigned to your children's classes in the  **NEW MESSAGE** menu in the web application.

In the mobile app, create a new message by selecting the plus  icon in the message area. 

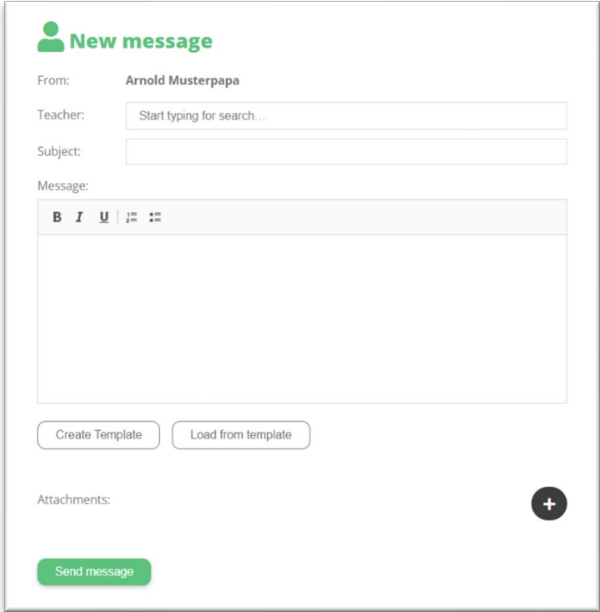
To send a message, enter the name of the teacher you want to send it to in the **TEACHER** input field (web application) or **RECIPIENT** input field (mobile app). Then, fill in the **SUBJECT** and **MESSAGE** fields.

If you would like to add attachments to the message, use the icon to do so. 

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

### 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.



The screenshot shows a 'New message' form with the following fields and controls:

- From:** Arnold Musterpapa
- Teacher:** A search input field with the placeholder text 'Start typing for search...'
- Subject:** An empty text input field.
- Message:** A large text area with a rich text editor toolbar (bold, italic, underline, link, unlink, list, and image icons).
- Buttons:** 'Create Template' and 'Load from template' buttons are located below the message field.
- Attachments:** An empty area with a plus icon  for adding attachments.
- Send message:** A green button at the bottom left of the form.

### 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**.



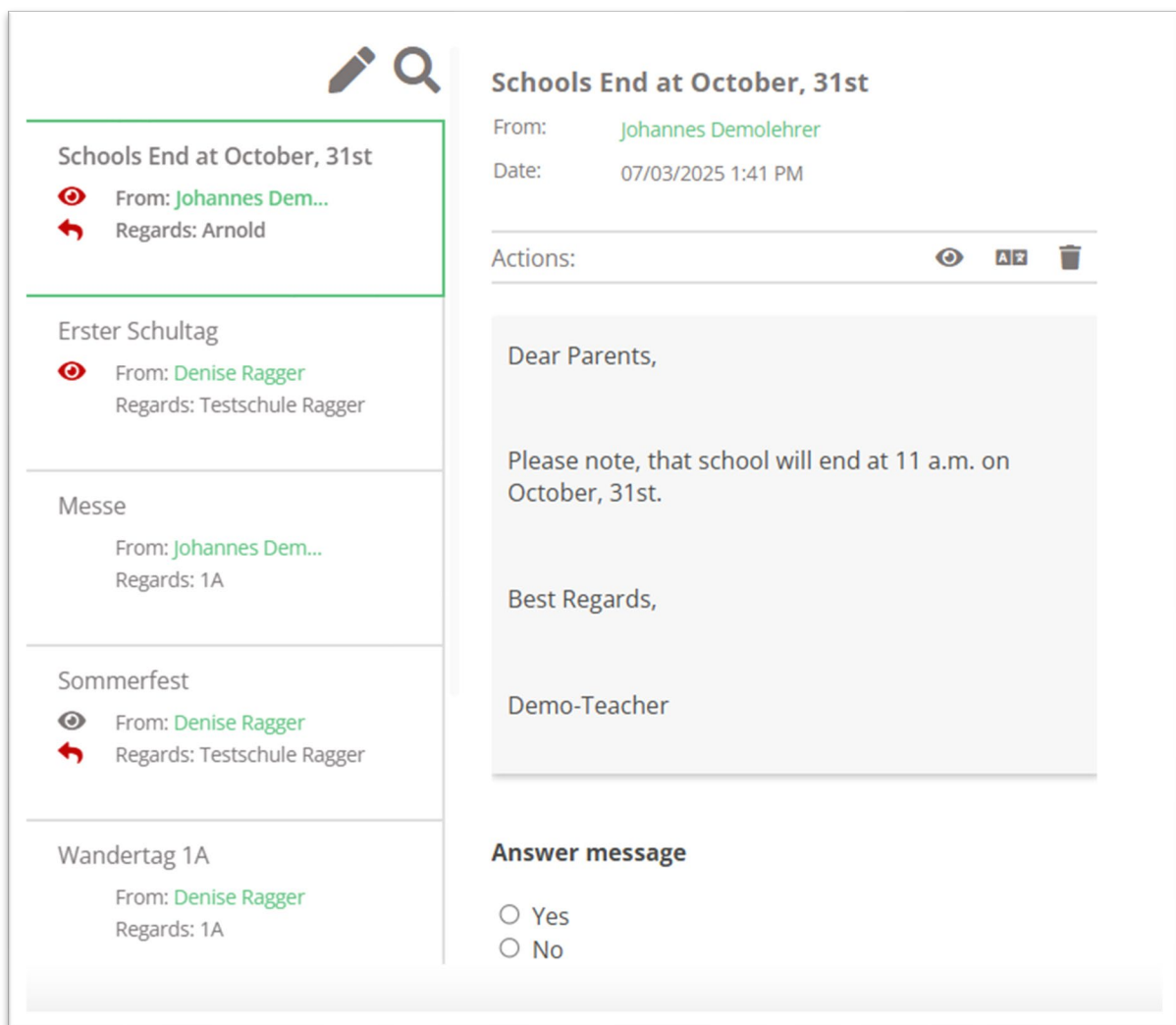
## Messages

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

Messages with a gray background indicate that they are **unread**.

Use the magnifying glass symbol  to search your messages using the keyword filter. You can also filter messages by those that have not been read by all recipients or those for which read confirmation has been activated but not clicked by all recipients.

Use the pencil icon  to select multiple messages for deletion. Selecting **SELECT ALL** will mark all messages so that you can quickly clear your message area.



The screenshot shows the Messages interface. On the left is a list of messages, and on the right is the details of the selected message.

**Message List (Left):**

- Schools End at October, 31st** (unread, red eye icon, red arrow icon)
  - From: Johannes Dem...
  - Regards: Arnold
- Erster Schultag** (unread, red eye icon)
  - From: Denise Ragger
  - Regards: Testschule Ragger
- Messe**
  - From: Johannes Dem...
  - Regards: 1A
- Sommerfest** (unread, red eye icon, red arrow icon)
  - From: Denise Ragger
  - Regards: Testschule Ragger
- Wandertag 1A**
  - From: Denise Ragger
  - Regards: 1A

**Message Details (Right):**

**Schools End at October, 31st**

From: Johannes Demolehrer  
Date: 07/03/2025 1:41 PM

Actions:   

Dear Parents,

Please note, that school will end at 11 a.m. on October, 31st.

Best Regards,

Demo-Teacher

**Answer message**

☐ Yes  
☐ No

## Available actions

- **Translate**

Click on the **TRANSLATE** button  to translate the text of the message 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**.



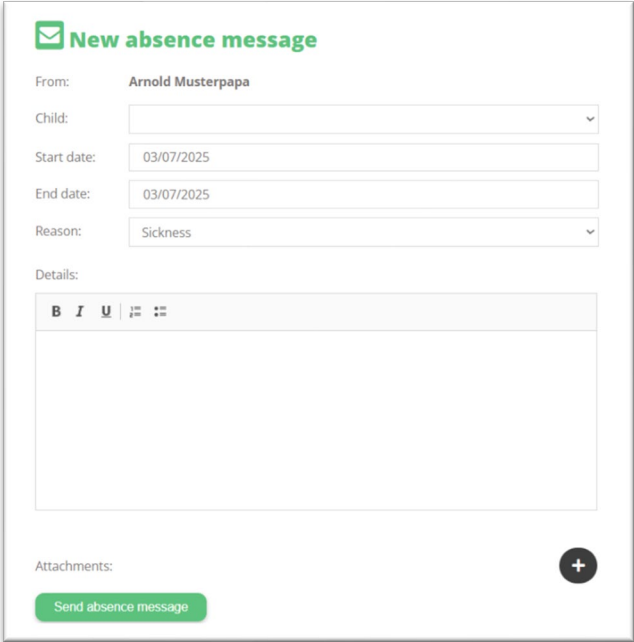
## Absences

*These allow you to quickly and easily notify the teacher that your child is absent.*

Select your child's name from the **CHILD** drop-down menu, then enter the **START** and **END DATES**. If it is not yet certain how long the child will be absent, leave the end date blank. The teacher can enter this information when the child is back to school.

Next, select the reason for the absence. Three options are available:

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



**New absence message**

From: Arnold Musterpapa

Child:

Start date: 03/07/2025

End date: 03/07/2025

Reason:

Details:

**B I U**  

Attachments: 

[Send absence message](#)



If necessary, you can attach a file using the icon  or provide additional information in the **DETAILS** field. Click the **SEND ABSENCE MESSAGE** button to send the message to the responsible teacher. The teacher can reply to your absence message.



## Calendar

*The calendar provides a month-by-month overview of activities at your child's school. The names of the children are written in brackets next to the activity, which helps you differentiate between the dates.*

In the web application, you can print the calendar month by month by clicking the **PRINT** button. In the mobile app, you can save the dates directly to your preferred calendar app.

### 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 child's homework. The teacher can request confirmation that you have seen it. It is also possible for the teacher to add an attachment to the homework.



## Recommendations

You will find recommendation lists created by the school under this action. Click on a link to visit a recommended website.





## Lists

The school can create **LISTS**. Similar to a survey, parents can register by clicking the checkmark. Selections can be canceled at any time. Please note the number in the **STILL AVAILABLE** field. This number indicates how many people can still select the option.

The school can also add attachments to lists that you can download.

The view is almost the same in the mobile app. Instead of a checkmark, an empty checkbox is displayed that you can select.

### Lists

#### Arnold ^

**Healthy snack**

We need fruit and vegetables for our healthy snack. Thank you for your support!

From: Johannes Demolehrer  
Due until: 07/04/2025

| select                              | still available | Description |
|-------------------------------------|-----------------|-------------|
| <input checked="" type="checkbox"/> | 1               | Apples      |
| <input checked="" type="checkbox"/> | 5               | Bananas     |



## Parent-Teacher-Day

Once the school has scheduled a Parent-Teacher-Day and the teachers have announced the dates, parents can reserve an appointment with the teachers.

You can change your appointment time until all appointments have been allocated or the administrator closes the registration phase. You can download the selected dates under **SUMMARY PRINT**.

## Settings

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

### Personal settings for your account



#### **EDIT CONTACT DATA**

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

Please note that an email address is required 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.



#### **SEND FEEDBACK**

By selecting the **SEND FEEDBACK** action, you can send technical data about your device and the SchoolUpdate app directly to the SchoolUpdate support team.

This feature allows us to identify and resolve issues quickly.



#### **CHANGE LANGUAGE**

In order to use the **TRANSLATE** function, change the language in this menu to your preferred language and confirm your selection by clicking **CHANGE LANGUAGE**.

When your account is created the default language is chosen. If you need 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**.



#### **CHANGE LANGUAGE (Mobile App)**

The **CHANGE LANGUAGE** function in the mobile app is only visible to Android users because SchoolUpdate is displayed in the operating system's language on iOS devices.

With the Android app, you can use this function to select a display language.



## CHANGE INSTITUTION

You can only switch institutions if a child created in another system has been connected to your account.

In the web application, the name of the school is displayed in the top left corner of the screen. As soon as a child from another system is connected, the view changes. Instead of seeing the name, you will see a drop-down menu with the option **CHANGE SETUP**.

In the mobile app, the **CHANGE SETUP** option is located directly in the settings. Pressing the button without being connected to other systems will display an error message.

Once you have connected a child from another system, clicking on **CHANGE SETUP** will show you the possible settings.



## DELETE DATA

By clicking on this action, you can select which data you would like to delete from your user account.

Deleting the data is irrevocable and should only be done with caution.

This action is only visible in the web application.

### Delete data

Use this action to delete data from your account. Through setting the check marks you can choose which data should be deleted. A period for deleting the data can be set in the date fields. If all data for the entire period should be deleted, select the "All" check mark and do not enter a date.

☐ Messages
 ☐ Lists

☐ Absence
 ☐ All

☐ Homework

Period:  -

☐ Delete data for all period



## ADVANCED SETTINGS

The **ADVANCED SETTINGS** can only be found in the SchoolUpdate web application. Currently, there are three options available in this menu, which you can activate by selecting them and confirming with **SAVE**.

- **I WANT TO RECEIVE NOTIFICATIONS BY E-MAIL.**  
Remove the check mark to deactivate email notifications.
- **HIDE COMPLETED ABSENCES**  
Check this box to hide all absences that have already been completed by the class teacher.
- **SEND MESSAGES IN COPY TO FAMILY MEMBERS**  
Check this box if you want all of the child's other contacts to receive a copy of the messages you send.



## Assign additional child

If you already have a SchoolUpdate account and would like to add a child, you can do so using the **ASSIGN ADDITIONAL CHILD** function.

Enter the registration code you received for the child. After successful verification, the child will be added to your account.



## Manage Registrations

This action is only available for the **PRIMARY CONTACT** of a child and only in the web application.

If you would like to give another parent or relative access to SchoolUpdate, switch to this action to create new login codes for the children assigned to your account.

These contacts can send messages to teachers and view the school's entries in the various functions on SchoolUpdate. However, only the primary contact can reply to messages from teachers. The reply is seen by the teacher and the other contacts.

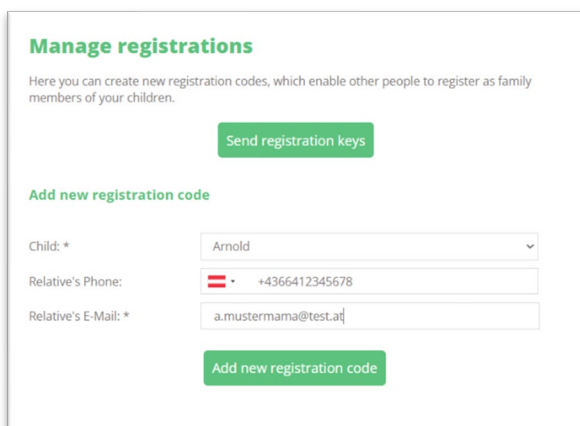
## Generate registration codes

Select the child and enter the email address of the desired contact. Entering the telephone number is optional.

Click **ADD NEW REGISTRATION CODE** to generate a code that the other contact person can use to register for SchoolUpdate.

Please note that each code can only be used once. The code will remain valid if registration is not completed.

On the next page, you will see the generated registration code. Pass this code to the desired person.



| Student           | Reg.-Code | E-Mail        | Phonenumb.:    | Actions |
|-------------------|-----------|---------------|----------------|---------|
| Arnold Musterkind | xeie9     | a.musterma... | +4366412345... | Delete  |

Send registration keys

## Registration process for other contacts

Other contacts register the same way you do. See **REGISTRATION** for more information.



### MEMORY USAGE

If you have an Android device, you will see the "Memory Usage" option in the settings menu. You can use this feature to clear the SchoolUpdate cache on your device and resolve potential issues. This option is not available for iOS devices because the cache is automatically deleted when the device is restarted.



### DELETE USER

If you would like to delete an account, you can request a deletion code under **SETTINGS > DELETE USER**. You will receive the code via email and must enter it to confirm the deletion.

Please note that account deletion is **irreversible**.

## My child uses SchoolUpdate, too. How will that affect me?

If your child uses SchoolUpdate, it can perform almost all functions independently.

However, a few functions require joint editing, so you will need to coordinate with your child from time to time.

### THE FOLLOWING ELEMENTS CAN BE EDITED / VIEWED TOGETHER:

- **Messages addressed to you and your child**  
If you and your child both use SchoolUpdate, note that messages addressed to you both can only be answered by you. These will require joint agreement in advance.
- **Absences**  
From a certain age, your child may also report its own absences (a written confirmation from your side is needed). Please clarify with the class teacher who may report absences via SchoolUpdate. Also, please inform your child if he or she is not yet allowed to report absences. In any case, your child may view absences reported by you or recorded by teachers.
- **Homework**  
You and your child can both view homework, confirm it if necessary, and open and save any attachments.

## Any further questions?

Further help can be found at [www.schoolupdate.com](http://www.schoolupdate.com) under 'FAQs'.