

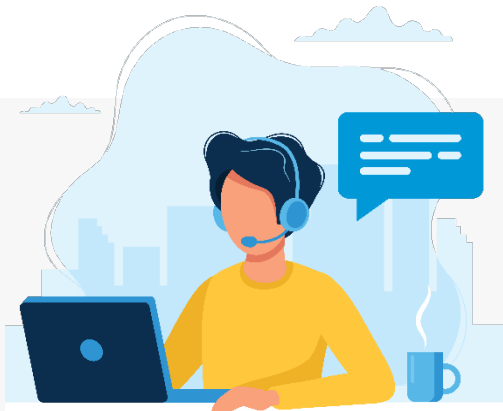
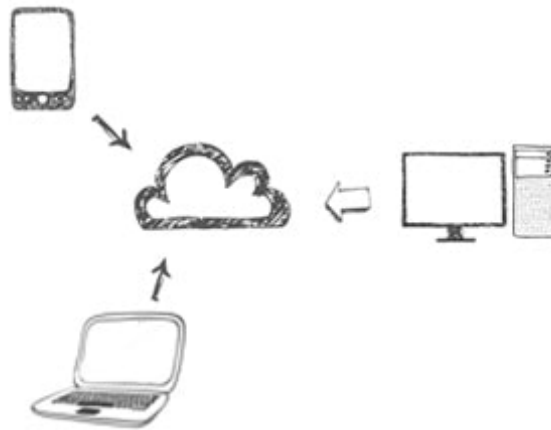
User Manual for teachers

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 data center in Austria.



If you need 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 will explain how to register and log in to SchoolUpdate as a teacher. This section also describes the general functions available on the www.schoolupdate.com website. The mobile app, which is available for Android and iOS, has limited functionality and only offers basic features.

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. It also includes data import from the SOKRATES school administration system.

- **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

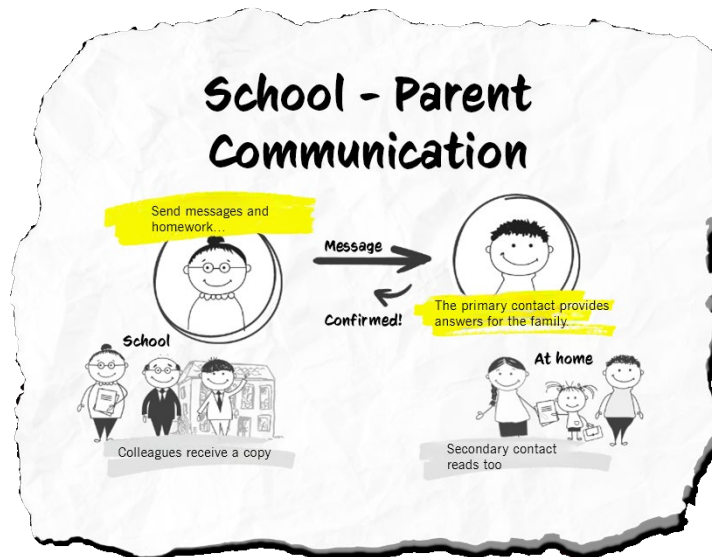
New functions are labeled **NEW** in the manual.

The functionalities of SchoolUpdate at a glance

 Webanwendung	 Mobile
Send & receive messages	
Create & receive absences	
Create & view calendar entries	
Create & view homework	
Create & view recommendations	View recommendations
Create & view lists	View lists
View & manage parent-teacher-days	View parent-teacher-days

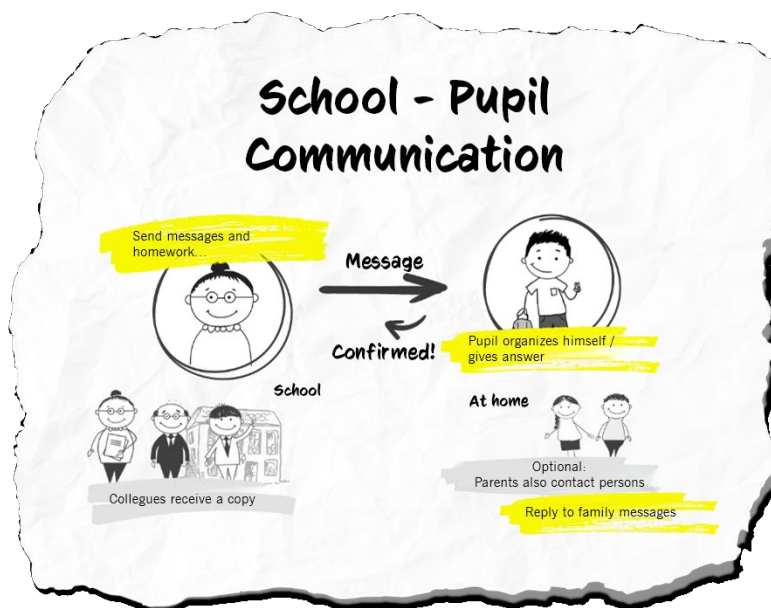
Application variants of SchoolUpdate

In classes with younger students, SchoolUpdate is typically used for communication between the school, teachers, and parents:



SchoolUpdate can also be used to communicate with older (more independent) students in classes.

Parents can keep their SchoolUpdate access or create their own. Communication and interaction through SchoolUpdate looks then like this:



Roles in SchoolUpdate

Administrators

Administrators manage and maintain the school's data, and they have access to advanced configuration options. They serve as the main point of contact for other roles and can send messages to the entire school. Administrators can also assume the role of "teacher" and use SchoolUpdate for this dual purpose.

Teachers

Teachers can create and edit messages, homework assignments, class lists, and recommendations for their assigned classes.

If you are assigned as a **CLASS TEACHER / HEAD OF CLASS**, you are given extended administrative rights for this class and are also responsible for managing absences.

Parents & Relatives

In most cases, parents are the primary point of contact for schools and teachers. In the role of "parent," there is a distinction between the **PRIMARY CONTACT** (the main contact person/responder for the school) and one or more **SECONDARY CONTACTS** (other contacts who are allowed to read along).

Parents can report their children's absences, send messages to teachers, and view and confirm their children's homework, lists, and recommendations. They can also receive invitations to parent-teacher-days.

Students

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

Messages and lists can be sent directly to students without their parents being able to view the content.

If a message is sent to both, student and parents, only the parents (the primary contact) can reply on behalf of the family.

Students can also view absences, but they must be explicitly permitted to report absences. The permission process is not part of SchoolUpdate.

Registration

As a teacher, you will receive your access data from your SchoolUpdate administrator. Registration is not necessary. To log in, please visit www.schoolupdate.com or download the mobile app for your device from the store.



Registration for parents & students

Both parents and students register using a one-time code, also known as a registration code in order to register with SchoolUpdate. More information about the registration process can be found in the respective user manual at www.schoolupdate.com.

Registration (Login)

You will need your **username** and **password** to log in to the web application or the mobile app. Enter this information in the login window. You can also access the login window at www.schoolupdate.com.

Download the mobile app from the Apple App Store or the Google Play Store.

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, you will find the **FORGOTTEN YOUR PASSWORD?** link. This function is also available on the login page of the mobile app.
You will be asked to enter your username or email address. After confirming your information, you will receive an email with a link. Follow the 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 entered an outdated email address, please contact the SchoolUpdate administrator at your school. They can assign you a new password. Then, please update your email address.

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 — for this, you will need your **password** and **username**.

Deleting my Account

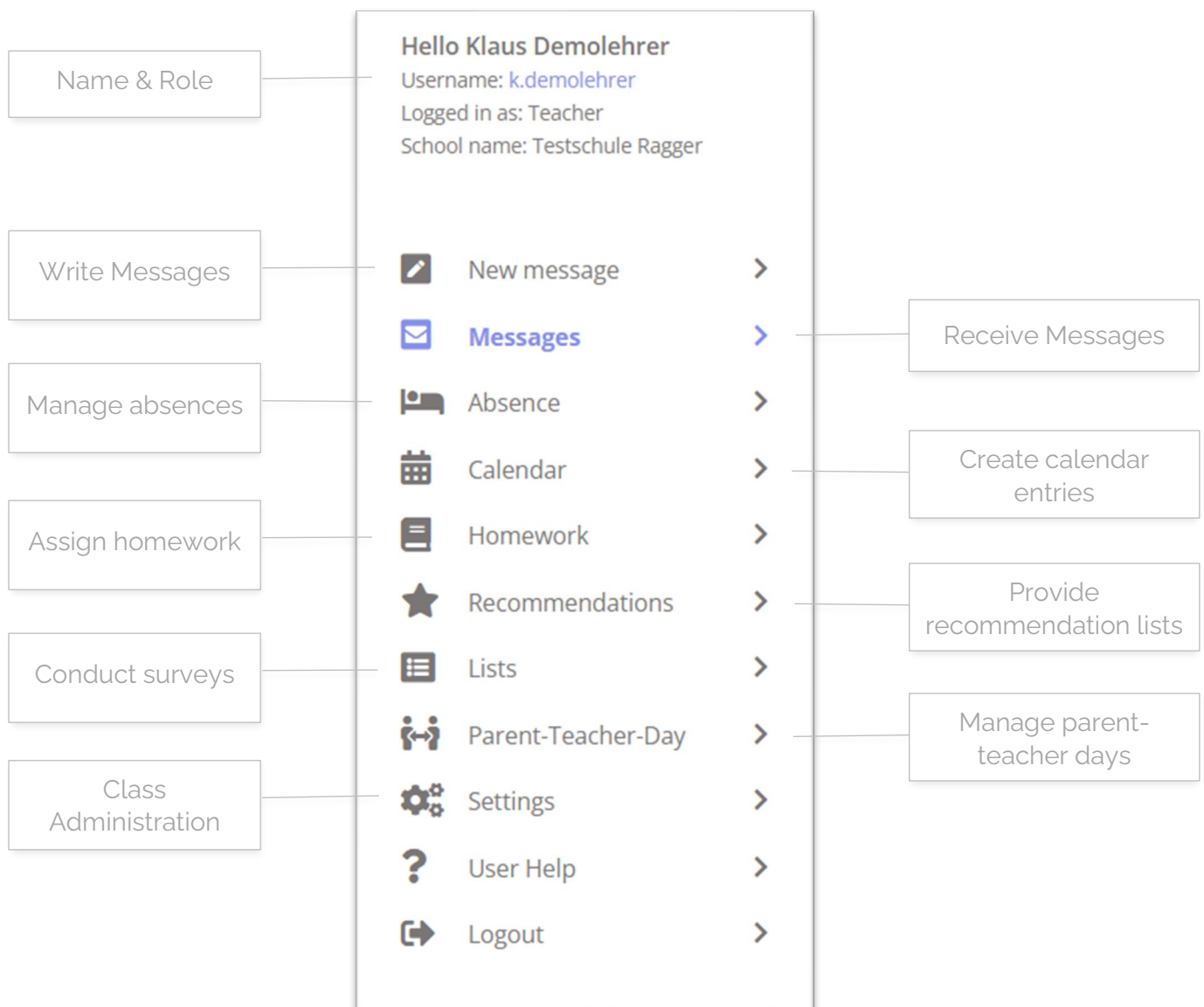
NEW To delete your account, request a deletion code under **SETTINGS > DELETE USER**. You will receive the code via email and must enter it to confirm the deletion.

Please note that account deletion is irreversible and should only be used if you are absolutely sure that you no longer need your SchoolUpdate account.

SchoolUpdate at a glance

Depending on the version you have booked, the following functions will be available to you once you have registered. This section will help you become familiar with these functions.

Use the menu on the left to navigate between SchoolUpdate's functions in both the web application and the mobile app.





Create new message – Message types

Messages can be sent to parents and/or students under **NEW MESSAGE**.
 Depending on the version of SchoolUpdate, up to three options are available.

▪ Emergency Message

Teachers have the option of sending an emergency message if there is an urgent need to inform parents and students about an accident during school hours or an unexcused absence.

To do so, select the student, choose the subject, and optionally enter text in the **NEW MESSAGE > EMERGENCY MESSAGE** field. Select **SEND EMERGENCY MESSAGE** to send the message to the child's contacts.

Contact persons are notified via SchoolUpdate and by SMS if an SMS-enabled number is stored in SchoolUpdate.

If both contacts are stored, both, student and parents, will be informed.



▪ Message (individual):

With this option, the recipients can be selected freely. Teachers can select the respective students and decide whether the message will be sent to parents and/or student.

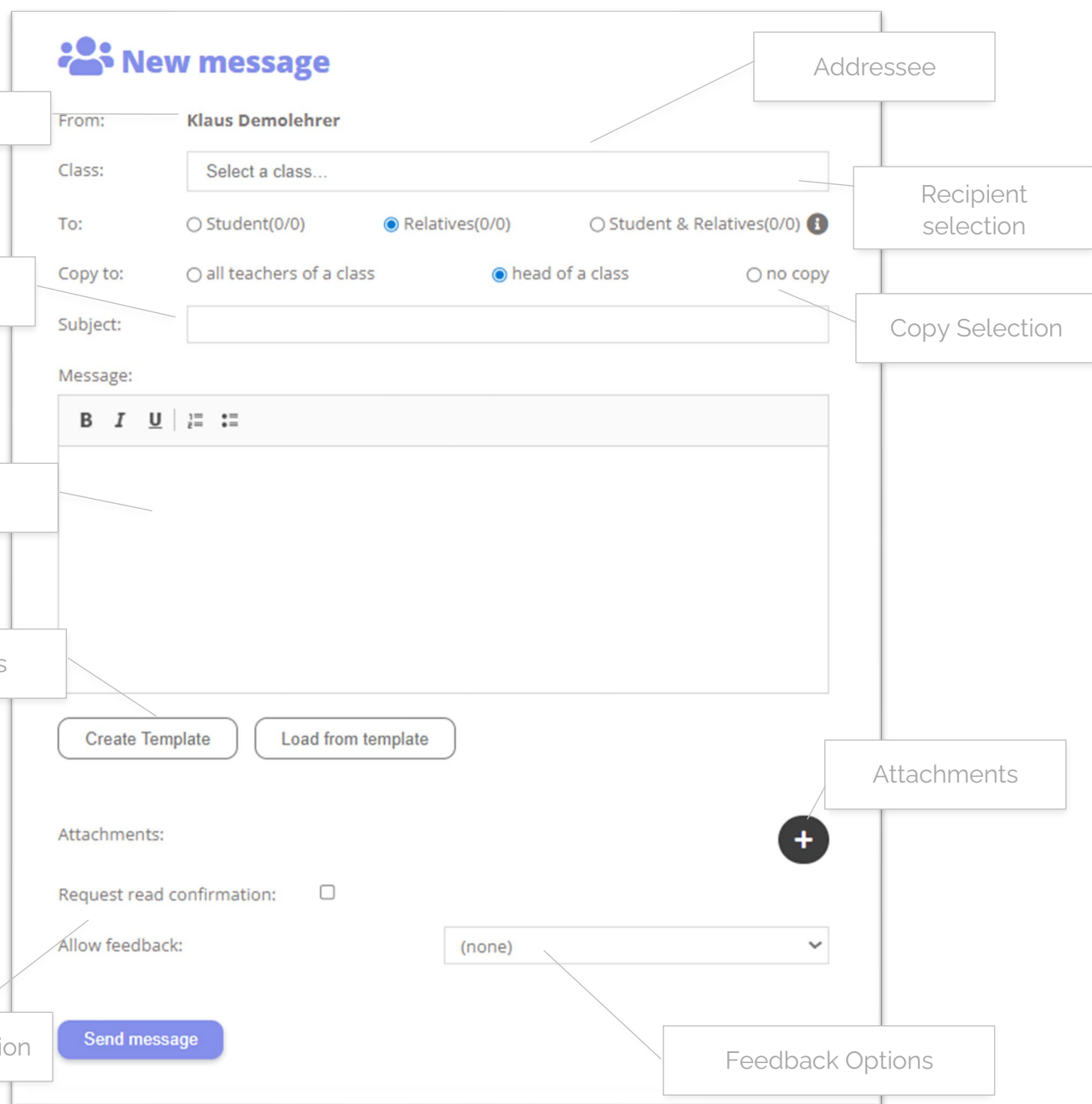
▪ Message (Class):

With this option, a message can be sent directly to an entire class. You can choose to send the message to the parents or directly to the students themselves, if they are registered.



Create new message - Message options & settings

Please note that not all settings are available for every message type.



New message

Sender From: **Klaus Demolehrer**

Class: Select a class...

To: ☐ Student(0/0) ☒ Relatives(0/0) ☐ Student & Relatives(0/0) ⓘ

Copy to: ☐ all teachers of a class ☒ head of a class ☐ no copy

Subject: Subject:

Message: Message:

Templates Create Template Load from template

Attachments: Attachments: +

Request read confirmation: ☐

Allow feedback: (none) ▾

Send message

Feedback Options

Red Confirmation

Addresssee

Recipient selection

Copy Selection

Select the addressee and recipients

In the **To** field, select whether you want to send your message to student or parent contacts, or both.

- **Message to students**
Select this option if you want the message to be sent only to students.
- **Message to relatives**
Select "Relatives" if the message should only be sent to parents.
- **Message to Student & Relatives**
Select this option if you want to send the message to both, student and relatives. If you select the "Yes/No" or "Free text" reply options, either the student or the primary parent contact can reply.

Then, in the **STUDENT** field, select the contacts to whom you want to send your message. Search for the student's name to select their contacts.

Only contacts that support the preselected addressee option will be displayed.

You also have the option of selecting an addressee for the **CLASS MESSAGE**. After selecting a class, the number of available contacts for this option will be displayed next to the addressee.

Copy Selection *NEW*

In the **COPY TO** field, select whether to send a copy of the message to the head of the class, all teachers in the class of the selected student, or no one.

Please note that parents and student contacts cannot view the other recipients.

- **All teachers of a class**
Select this option if the message is to be sent as a copy to all teacher accounts assigned to the classes of the selected student.
- **Head of a Class**
Select this option if the message should be sent as a copy to the head of the class.
- **No Copy**
Select this option if you do not want a copy sent to anyone.

Subject & message text

Enter a subject and write your message in the message field.

The subject you select will be displayed in both the SchoolUpdate message and the email notification, if the recipients have activated it.


Templates

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

- 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.

Add attachments

Click on the icon below the message field  to add as many attachments as you like. The maximum total size is 10 MB. The capacity bar shows how much you have used. PDF, DOCX, and common image formats are supported. However, please note that not every recipient may have an app for DOCX files on their smartphone.

Read confirmation

You have the option of requesting read confirmation. To do so, check the appropriate box.

As soon as the recipient clicks on the eye symbol that appears in the message, a confirmation text will be displayed below the message.

Feedback

There are three options for feedback:


- Parents and students cannot reply to messages.
- Parents and students can reply with "yes" or "no."
- Parents and students can reply with a free text.




To prevent administrators and teachers from being overwhelmed by lengthy discussions or an excessive number of messages, SchoolUpdate is designed so that **only one reply is allowed per person and message**.




Messages

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

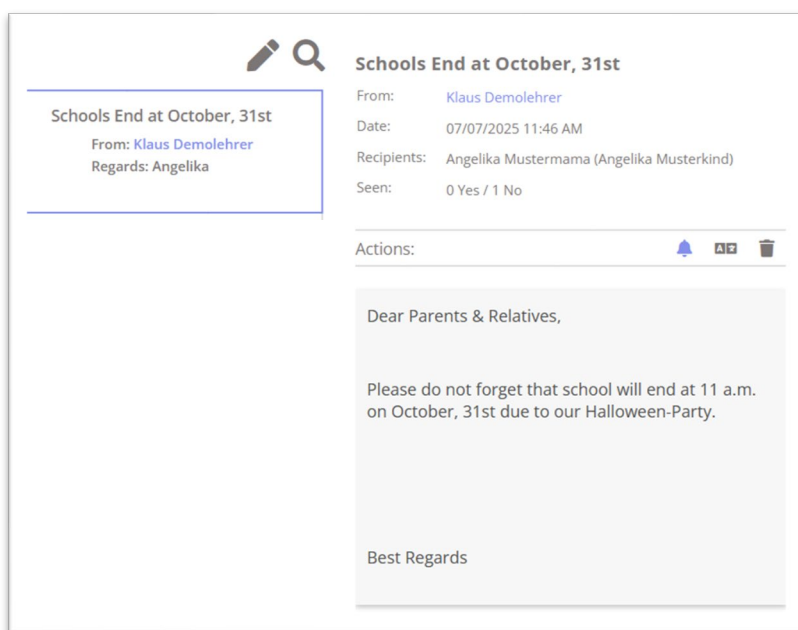
Messages with a gray background either have not been read or require further action.

You can use the magnifying glass symbol  to search within your inbox using the keyword filter. You can also use this feature to filter messages that have not been read by all recipients or messages 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 that you can quickly clear your message area.

In der Detailansicht sehen Sie folgende Punkte:


- **FROM:** Name of Sender
- **DATE:** Sent Date
- **RECIPIENTS:** To whom has this message been sent?
- **COPY TO:** A copy of the message has been sent to the head of the class.
- **SEEN:** Number of recipients who have seen the message. Click on it to see the names of recipients who have not seen the message yet.
- **CONFIRMED:** If you have requested a read confirmation, you can see here how many students and parents have clicked on it. Click on it to see the names of the recipients who have not confirmed the message.




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.

- **Reminder**

This option is only available for messages that you have sent.

If a message has not been read or confirmed by all recipients, you can send a reminder using the bell symbol .


When you send a reminder, each contact who has not read or confirmed the message will receive a notification. The message will also be set as unread in the message area and requeued.

PLEASE NOTE:

- You can only send a message if the parents or students are already registered in SchoolUpdate. Messages cannot be sent to students who have not yet been assigned a contact person.



Absences

Parents, students and teachers can create an absence.  The absence can only be confirmed by the head of the class or, depending on the settings, by the administration.

Create an absence


In the **CHILD** field, search for the student for whom the absence is to be created.


Set the **START and END date** of the absence by clicking on the dates. The end date can be left blank if the return date is uncertain. The class teacher can enter the date when the absence is closed.

Three options are available for the reason in the drop-down menu:

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



You can add an attachment using the button  or send further information in the **DETAILS** field. Click **SEND ABSENCE MESSAGE** to send the message to parents and students.

 **New absence message**

From: Klaus Demolehrer



Child:


Start date:

End date:

Reason:

Details:

B I U  

Attachments: 

Send absence message


Completing Absences

Teachers assigned as Head of Class can respond to absence notifications once. If the absence is excused, click the **CLOSE ABSENCE** button to mark it as such. If you have a reason to not excuse it, close the absence as unexcused. Absences are evaluated via **SETTINGS > CLASSES AND ASSIGNMENTS > SELECT CLASS > ABSENCES**.



If SchoolUpdate is used by parents and students, a clear rule should be established (e.g., during the class forum) regarding who should report absences: parents, students, or both.



The calendar  shows dates relevant to a teacher's classes as well as those relevant to the whole school. Depending on the administrator's settings, official holidays may also be displayed.

PLEASE NOTE:

Calendar entries can be created by administrators and teachers.

Create an Appointment

To schedule a class appointment, select the desired day in the **CALENDAR**. A window opens.

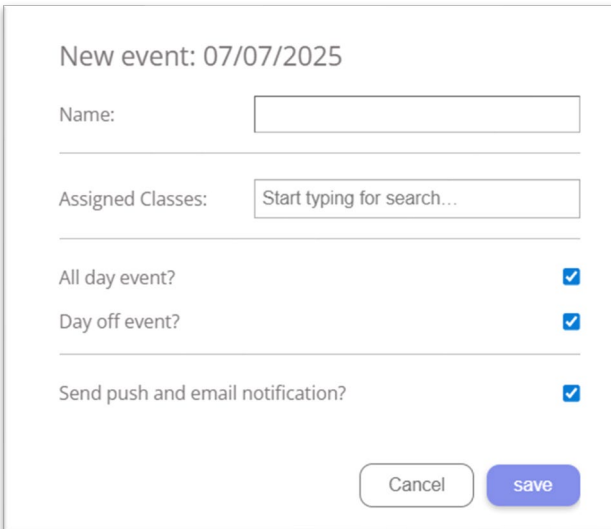
Enter a title for the new appointment. If you clear the checkmark next to **ASSIGNED TO THE WHOLE SCHOOL** you can select the classes to which the appointment should be assigned.

To assign a specific time, clear the checkbox next to **ALL DAY EVENT**.

Two additional fields will then appear where you can enter times. If the all-day event is on a school-free day (e.g., a day off due to school autonomy), place a checkmark next to **DAY OFF EVENT**.

If you want to inform the parents about the new appointment via push notifications (only possible with the mobile app) or email, activate this option.

To create the appointment in the calendar, press **SAVE**.

**Edit & delete the appointment**

If you want to change or delete the appointment, select it again. Make the desired changes, then confirm with **SAVE**. To delete the appointment, press the **DELETE** button.

In the web application, you can use the **PRINT** button to print the calendar month by month. In the mobile app, you can save appointments directly to a 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

This function allows you to create homework assignments for the classes you teach.

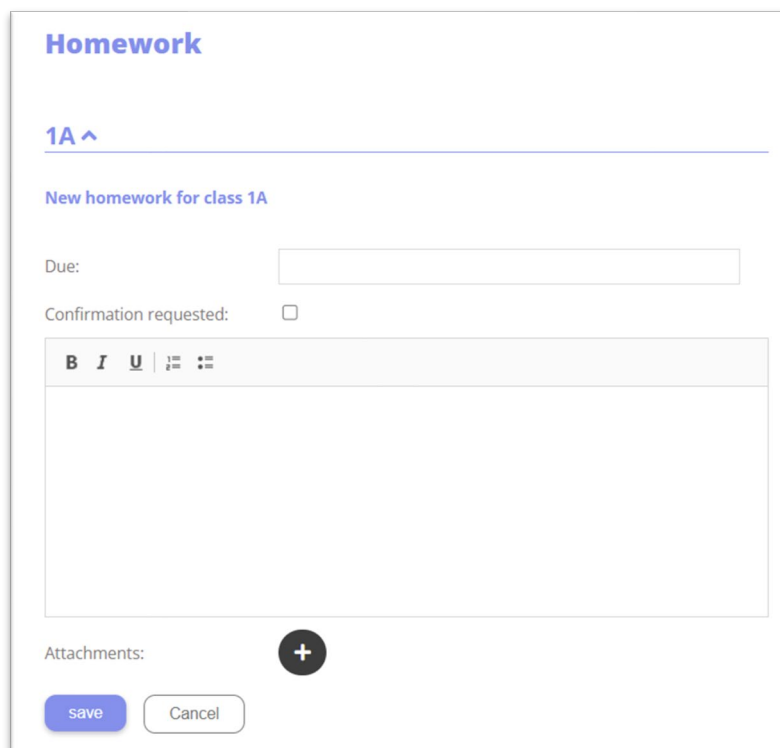
To create a new homework assignment , select **HOMEWORK**. Then, click on a class and press the **NEW HOMEWORK** button. Enter the due date in the **DUE** field. Select whether you would like to receive a confirmation for the new homework assignment by checking the **CONFIRMATION REQUESTED** box.

Then, write or copy the task into the text field. You can also add attachments using the icon . The maximum total size for attachments is 10 MB; the capacity bar shows the amount already used. PDF, DOCX, and common image formats are supported.

Then, save your entries by clicking **SAVE**.

You can make further changes using the **EDIT** button. Use the **DELETE HOMEWORK** button to remove an item from the list.

Then, click **SAVE** again.




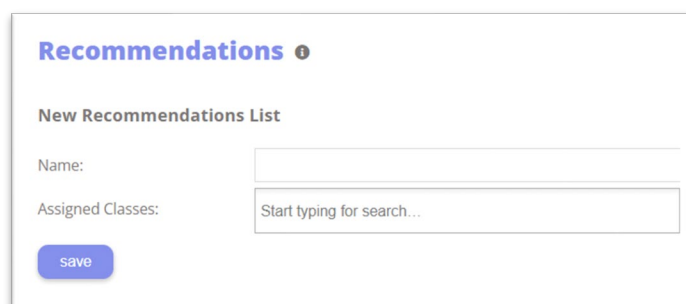
The screenshot shows the 'Homework' form interface. At the top, it says 'Homework' in blue. Below that is a dropdown menu showing '1A ^'. Underneath, it says 'New homework for class 1A'. There is a 'Due:' label followed by a text input field. Below that is a 'Confirmation requested:' label followed by an unchecked checkbox. A rich text editor follows, with a toolbar containing bold (B), italic (I), underline (U), bulleted list, and numbered list icons. Below the text editor is an 'Attachments:' label and a circular button with a plus sign. At the bottom, there are two buttons: 'save' (in blue) and 'Cancel' (in white with a grey border).



Recommendations

Create lists of useful links and assign them to your classes. Parents and students can access these links in the web and mobile applications.

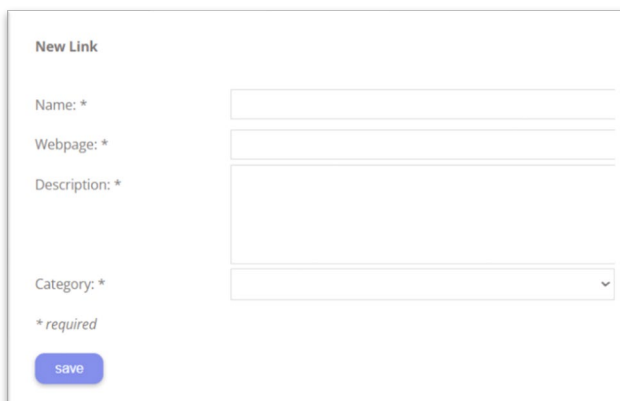
To create a new recommendation list  go to the corresponding menu item and click the **NEW RECOMMENDATION LIST** button



The screenshot shows the 'Recommendations' form interface. At the top, it says 'Recommendations' in blue with an information icon. Below that is a section titled 'New Recommendations List'. There is a 'Name:' label followed by a text input field. Below that is an 'Assigned Classes:' label followed by a text input field with the placeholder text 'Start typing for search...'. At the bottom, there is a blue 'save' button.

First, enter the name of the list and the assigned classes. Then, close the action by selecting **SAVE**. You will then return to the overview. Select **EDIT** to add links to the list.

Fill out the form as needed and select a **CATEGORY**. Confirm your entries with **SAVE**.



New Link

Name: *

Webpage: *

Description: *

Category: *


* required

save



Lists

Similar to a survey, you can create a list with one or more selectable options. Depending on the settings, this list can be viewed by parents or students. Each option can have a value stored, meaning it can only be selected by a limited number of contacts.

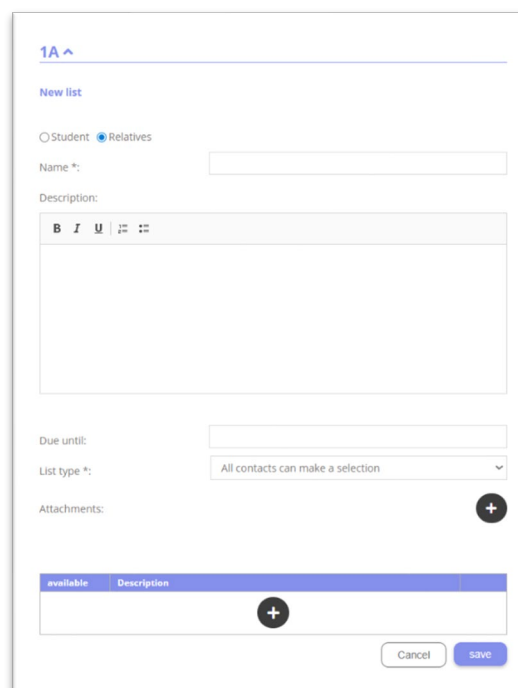
To create a new list, select **LISTS** from the menu  click on a class, and select **NEW LIST**.

- First, select the recipients. If you choose **STUDENTS**, the list will only be visible to student contacts. If you select **RELATIVES**, only parent contacts can be added to your list.

Now, give the list a **NAME**, add a **DESCRIPTION**, and optionally set a due date.

Please note the option under **LIST TYPE**:

- If you previously selected **RELATIVES**, you can decide here if the list should be editable by all "backed" parents (**PRIMARY AND SECONDARY CONTACTS**) or only by the primary contact.
- By clicking on the icon under **+ ATTACHMENTS**, you can attach common file types, such as .docx, .pdf, or image files.
- Fill in the list options. Click on the icon **+** in the list to add more options. Click the icon **✕** to remove an entry.
- If you leave the **TOTAL AVAILABLE** field blank, there will be no upper limit for selection options. If you enter a number, only that many contacts can select the option.
- Click **SAVE** to publish your list for the respective target group.




1A ^

New list

☐ Student ☒ Relatives


Name *:

Description:

B I U 

Due until:

List type *:

Attachments: 


available	Description
<input type="text"/>	<input type="text"/>

+

Cancel **save**



Parent-Teacher-Day

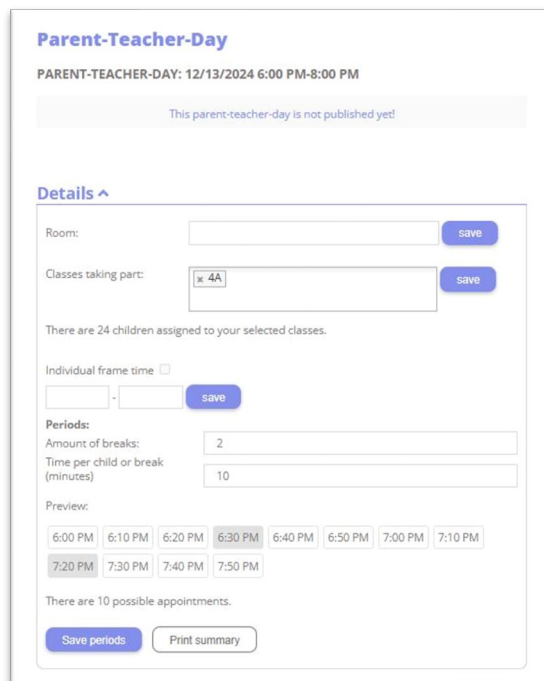
Once the SchoolUpdate administrator has created the framework for parent-teacher-days,  teachers will also have access to this function.

Preparation

First, select a room in which you will be available to meet with parents on the parent-teacher-day. Then, select the classes that will participate and save them with **SAVE CLASSES**.

Depending on the administrator's settings, you may be able to select the number of breaks and how much time you want to spend with each child. Then, confirm your selections by clicking **SAVE CLASSES**.

Your breaks are displayed in the preview as grayed-out time blocks that you can easily move using drag-and-drop.



Parent-Teacher-Day

PARENT-TEACHER-DAY: 12/13/2024 6:00 PM-8:00 PM

This parent-teacher-day is not published yet!

Details ^

Room: **save**

Classes taking part: **save**

There are 24 children assigned to your selected classes.

Individual frame time ☐

- **save**

Periods:

Amount of breaks:

Time per child or break (minutes):

Preview:

6:00 PM	6:10 PM	6:20 PM	6:30 PM	6:40 PM	6:50 PM	7:00 PM	7:10 PM
7:20 PM	7:30 PM	7:40 PM	7:50 PM				

There are 10 possible appointments.

Save periods **Print summary**

Invite parents to a parent-teacher-day

After having completed these entries, you can invite parents to a parent-teacher-day. They can then book an appointment via SchoolUpdate.

The administrator can **PUBLISH** the day for **ALL PARENTS** or select the setting that allows parents can be invited in advance.

The administrator's decision or the status of the parent-teacher-day is displayed in the details.

Completed registration phase

The administrator closes the registration phase, after which no more appointments can be scheduled. For a better overview, you can create a **SUMMARY**.

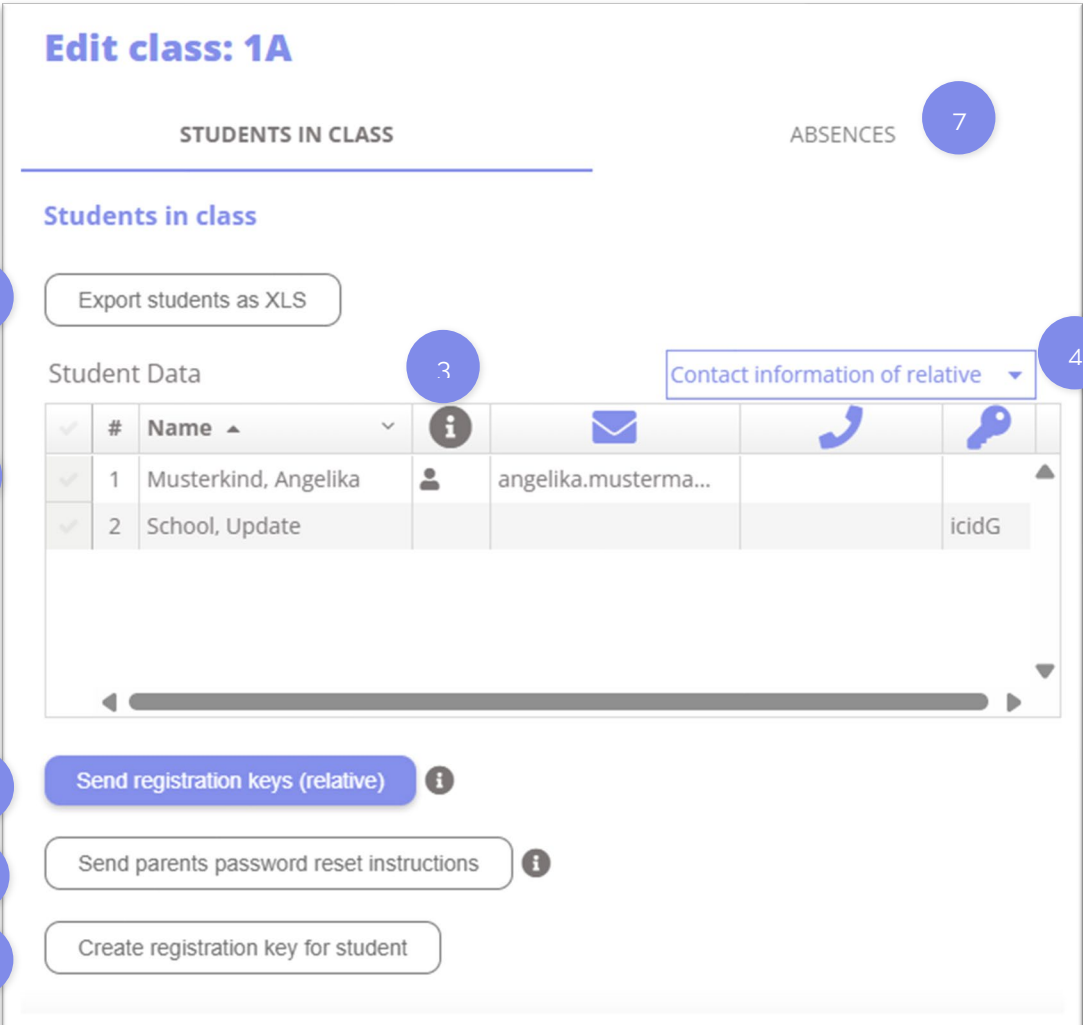
Settings & administration of SchoolUpdate

You can customize SchoolUpdate to your needs and manage your classes in the settings.



Classes and assignments

After selecting a class, the following actions are available to you:



Edit class: 1A

STUDENTS IN CLASS ABSENCES 7

Students in class

1 Export students as XLS

Student Data

3 Contact information of relative 4

	#	Name				
✓	1	Musterkind, Angelika	angelika.musterma...			
✓	2	School, Update				icidG

5 Send registration keys (relative) i

6 Send parents password reset instructions i

8 Create registration key for student

Students in the Class

- 1 Here, you can **EXPORT THE STUDENTS LIST AS AN XLS FILE**, which also shows the registration codes that have not yet been redeemed.
- 2 In the table, you will find the students' names, the parents' or students' contact details, and the registration codes.

3 Here, you can see the types of registered contacts. A student account is represented by a "school bag" icon and a relatives account is represented by a "person icon".

4 Switch between student and relatives views to see their respective data.

5 **SEND REGISTRATION CODES:**

Use this function to send registration codes that have not yet been sent to parents or students. They appear in black at the top of the student list. Make sure contact details (email address or telephone number) are stored so the codes can be sent.

When you click **SEND REGISTRATION CODE**, the codes are sent to the selected group.

6 **SEND PARENTS PASSWORD RESET INSTRUCTIONS:**

Here, you can send parents instructions on how to obtain a new password for the students they have selected in the list. They will receive the information via text message to the number they registered with. If no number is available, an email will be sent to the email address provided.

7 **Absences**

Under **ABSENCES**, you see an overview of the students excused and unexcused absences. You can download and edit these in Excel via the **EXPORT ABSENCES AS XLS** link.

Click on one of the bars in the displayed statistics to access the absence details.

8 This button is no longer needed. It will therefore be removed soon.

Personal settings for your account



Edit Contact Details

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

Note: The email address is required so that you can request a new password via the **REGISTRATION PAGE > FORGOTTEN PASSWORD?** 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:

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**.

The language is usually set when the account is created. If it needs to be changed, you will find the **SETTINGS > CHANGE LANGUAGE** menu item in the web application. In the mobile app, you will find this option under **SETTINGS > LANGUAGE FOR TRANSLATIONS**.



Change Language (Mobile App)

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

On Android devices, you can use this function to select from the available display languages.



Delete data

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

Deleting 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.

- | | |
|-----------------------------------|--------------------------------|
| <input type="checkbox"/> Messages | <input type="checkbox"/> Lists |
| <input type="checkbox"/> Absence | <input type="checkbox"/> All |
| <input type="checkbox"/> Homework | |

Period: -

☐ Delete data for all period

Delete data



Delete User

To delete your account, 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 cannot be undone.



Further Settings

Currently, there are four options available in this menu item. You can activate them by checking the relevant box and clicking Save.

- **PARENTS CAN SEND ME MESSAGES**
This option is always selected for a new account. If you do not want parents to be able to send you messages, uncheck the box.
- **I WANT TO RECEIVE MESSAGES BY EMAIL.**
Remove the checkmark to deactivate email notifications.
- **HIDE CLOSED ABSENCES.**
Check this box to hide all closed absence messages.
- **DO NOT DISTURB! *NEW***
With the **DO NOT DISTURB** function, you can set a period of time during which you do not wish to receive notifications for new SchoolUpdate messages.

Confirm changes by clicking **SAVE**.

Any further questions?

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