

# SCHOOL PING - FREQUENTLY ASKED QUESTIONS

## Log in & iSO/Web/Android App -

### I don't know my login details

An invitation to join SchoolPing will be sent to you directly from the school, either as an email or paper copy. Your invitation will include details on how to log into SchoolPing and setup your account. If you haven't received your SchoolPing invitation, then contact the school for assistance. Please note that the New Era Support team cannot issue login details to parents for security reasons.

### I can't log in using my email address

You can only use your email to log into SchoolPing once it has been verified.

When you log into SchoolPing for the first time, you'll be offered the chance to verify an email address; there will also be subsequent reminders in the app to complete this step.

If your email address isn't verified, you can only log in with your standard SchoolPing username. If you're unsure what your SchoolPing username is, please contact your school office.

*Note: The same email address cannot be verified by multiple users.*

### It's telling me my "username or password is incorrect"

Try checking the following:

#### *Are you on the correct school login page?*

Check you've selected the correct school to log into SchoolPing:

- **App**

Tap your finger onto the school search field, and search again for the school you want to log into. Most schools will have their school branding on the login screen, however some may just have the SchoolPing logo

- **Web**

The school name is displayed along the top of the SchoolPing login page. If the school name is not correct, or not displayed at all, then please check with the school office that you have the correct web address.

### *Are there invalid uppercase or lowercase characters in your username?*

SchoolPing usernames are always lowercase.

Your SchoolPing password is case sensitive - ensure your password is typed exactly as it was issued to you.

If you were emailed an invite to join SchoolPing, and you followed the setup process, you will have a copy of your username in your SchoolPing registration confirmation email.

### *Are there hidden spaces in your username?*

Check whether any unintentional spaces have been added before or after your username - if so remove these.

*A space counts as a character in your username and would therefore lead to your username not being recognised.*

### *Did your username and password auto-fill?*

Depending on your device or browser settings, sometimes you may find your username and password are added (auto-filled) automatically. If this happens and your login attempt is not successful, try clearing the fields and typing your username and password in again without the auto-fill assistance.

## **I can't remember my password**

Once you select our school on the login screen a 'Forgot Password?' link will appear beneath the 'Log In' button. If you follow this link and then enter your email address you will receive an email which will allow you to reset your password.

*Please note that to use this feature you must have logged into SchoolPing previously and verified an email address. If you have not verified your email address previously, then please contact your school who can help to re-issue your login details.*

## **What if I forget my 4-digit passcode and I'm unable to sign in?**

If you have set inactivity lockout on your app, then the 4-digit passcode only applies to the existing app installation on the device. Therefore, if you have forgotten your passcode, you will just need to uninstall and then re-install the SchoolPing app to reset it.

## My attachments are not loading

SchoolPing collects attachments so they load quickly when you re-visit them. Try resetting the file storage for SchoolPing by going to "Settings" and tap "Clear Cache".

## I'm not receiving notifications / My notifications are delayed

If you're logged into the SchoolPing app, you should expect to receive an immediate notification for every message you receive.

The underlying cause of notification issues can vary depending on device hardware, operating system version and user defined preferences.

As a standard line of troubleshooting, we always recommend checking the following to help resolve the issue:

- **Reboot your phone**

The first step towards troubleshooting any issue you face is ensuring it's not a temporary hiccup. To do that, you'll need to reboot your phone. Doing so puts an end to all background processes or services which might hinder an app's ability to push notifications.

- **Are you currently logged into the SchoolPing app?**

You must be logged into the SchoolPing app to receive notifications. Open the SchoolPing app on your device to confirm whether you are prompted to log in.

- **Do you have the latest version of the SchoolPing app?**

Ensure you have the most up to date version of SchoolPing. Visit the Apple App store and search for the SchoolPing app to see if an update is available.

- **Are notifications turned on for the SchoolPing app?**

Go to your settings area on your device and check that the notification settings for SchoolPing are enabled.

- **Do you have Do Not Disturb mode enabled?**

If you have Do Not Disturb mode enabled, you will not receive notifications for SchoolPing.

- **Is your device in a low power mode?**

To preserve battery life, devices may reduce the background activity of apps and this can impact your notifications. This may be a feature the user has enabled, or a default feature the operating system has forced. Go to the settings area on the device check for any battery saving mode options.

- **Is there sufficient storage on your device?**

Low storage or memory on the device could lead to unpredictable performance. Go to the settings area of the device and check the storage/memory status.

- **Do you have a stable Wi-Fi or data internet connection?**

Your device needs a stable Wi-fi or data connection to be able to receive notifications. If you do not have internet access, you will not receive notifications until your device next establishes an internet connection.

## Why do my messages disappear?

Your SchoolPing inbox is managed by the school so messages may be removed when the school feels they are no longer relevant or required.