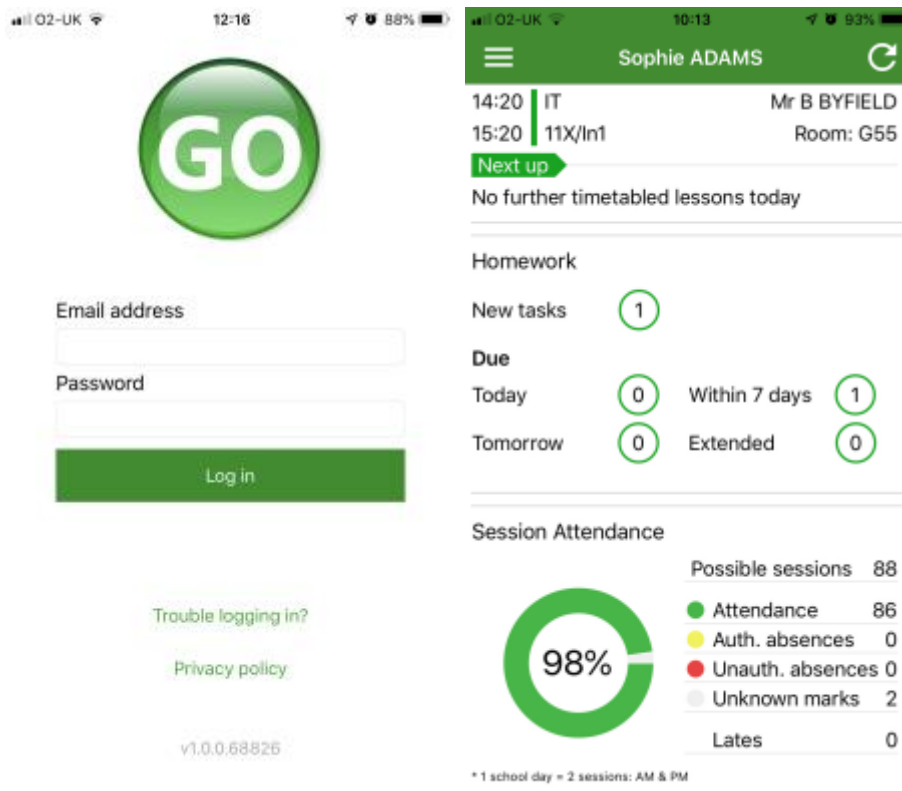


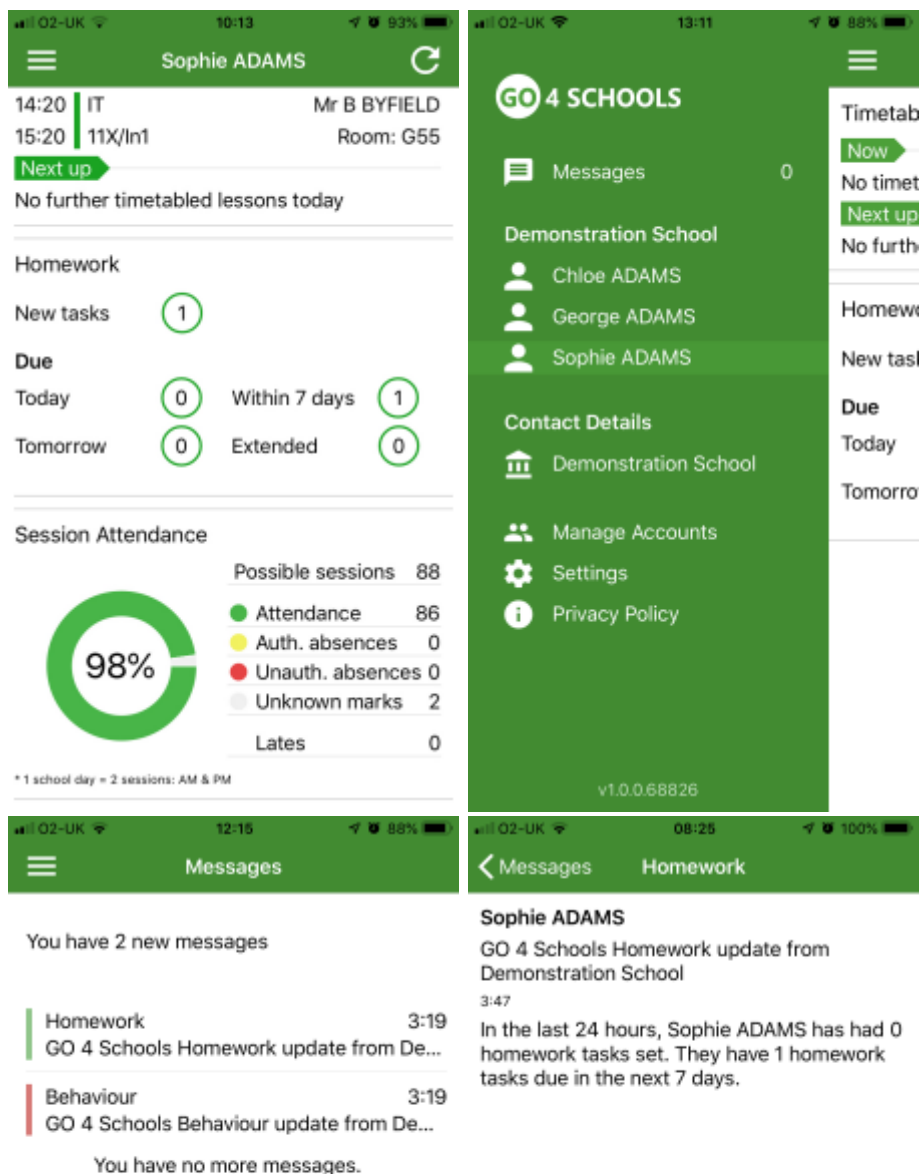
How to log in to the App



1. Tap on the App to open.
2. Type in your email address and password. *This is the same email address and password you use to log into the GO 4 Schools website. If you haven't given the school an email address, please contact Miss Bowstead who can set up access once you have supplied an email address.*
3. Click on "log in". *If you are a first-time user you will need to log into the website first to receive your password.*

The homepage shows a student's current timetable.

How to view your messages



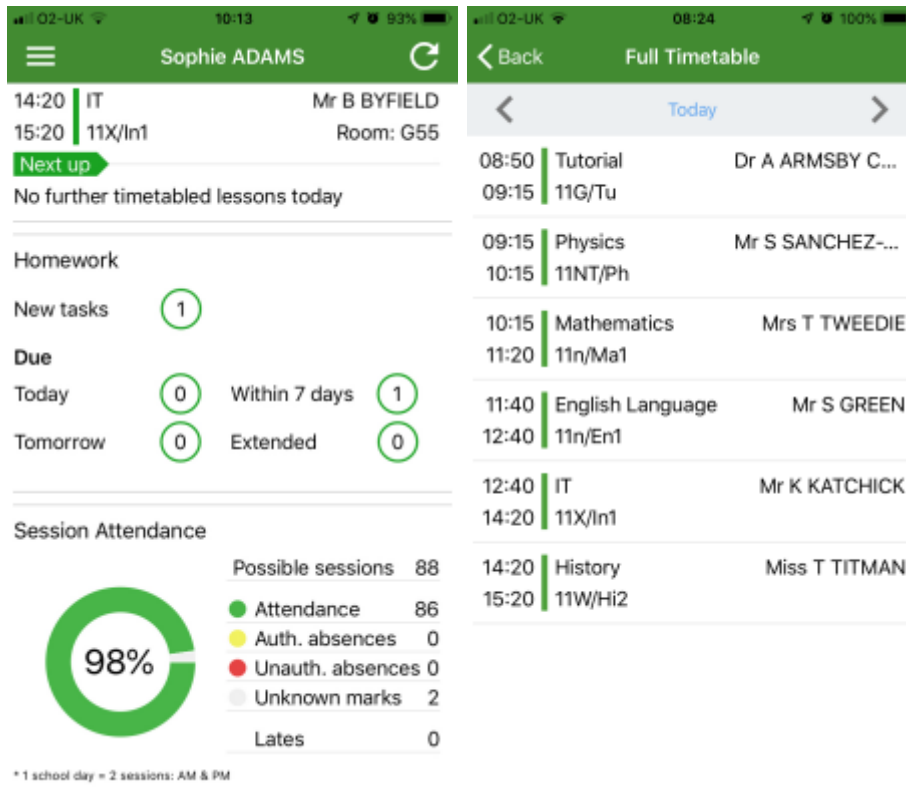
Tap on the menu in the top-left corner to access messages and settings.

From the menu you can view messages, or swap between schools and select individual students with GO 4 Schools accounts. Your settings can also be accessed from this menu.

In the message inbox tap on the message for more detail. Your messages will be organised by date order and titled by areas such as Homework and Behaviour.

Tap back on messages and then your child's name to return to the main screen.

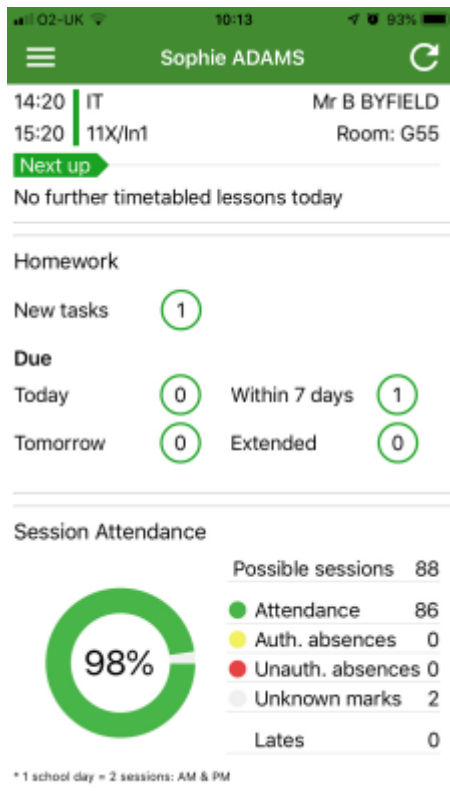
How to view your child's timetable



From the main screen tap on the timetable for more information.

You are then presented with today's timetable. You can tap or swipe to previous and future days at the top.

How to view your child's attendance



The attendance information is displayed on the main App page and shows the overall percentage attendance as a chart with details for authorised and unauthorised absence including a count of late marks. Where an unknown mark is displayed this may be due to school waiting for confirmation for the reason of the absence.

Frequently Asked Question

What information can I see via the Mobile App?

The App will show timetable information plus an overview of attendance data.

As the App is developed further, it will show information from other GO 4 Schools modules, such as behaviour and attainment data. Eventually it will allow schools to send ad-hoc notifications/messages to parents and students.

Are there different versions of the App for students and parents?

No – there is just one app that is used by students and parents.

I have children at multiple schools that use GO 4 Schools, do I need to install the App for each student/school?

No – only one installation is required. You can enter multiple sets of login details to see your child/children at multiple schools.

I am a student at two schools that use GO 4 Schools, do I need to install the App for each school?

No – only one installation is required. You can enter multiple sets of login details to see your information at multiple schools.

How do I log in to the App?

You must log in to the App using a valid GO 4 Schools email address and password.

If you already log in to GO 4 Schools as a student or parent you should use the same details for the App.

If you don't already log in to GO 4 Schools you will need to log in to the GO 4 Schools [parent](#) or [student](#) sites first to set your password and check that you are happy with the privacy policy. After this you can then log into the App with the same email address and password.

Please note that the list of valid email addresses for students and parents comes to GO 4 Schools from your school/your child's school. For data protection reasons we are unable to confirm any details relating to which email addresses we hold. If you believe you should have access but don't you will need to contact Miss Bowstead.

How do I change my school level notification settings?

Currently to change how you receive GO 4 Schools notifications from Da Vinci Academy, you need to do so via the Go 4 Schools website and the "My Settings" link at the top of the page when you login. Students are unable to change the frequency that they receive messages. In the future this will be changed to allow you to do so from within the app.

What do I do if I have forgotten my email address/password?

If you have forgotten your email address, you should contact Miss Bowstead to see which address we have registered for your login.

If you have forgotten your password, you'll need to use the password reset functionality on the [parent](#) or [student](#) sites to set a new password.

Why have I been signed out of the App?

Parents and students can be signed out of the App for various reasons:

1. You have been signed in for more than one year.
2. Your email address has been changed – this is either because you've provided the school with a new email address (as a parent) or the school has issued you a new email address (as a student).
3. Your password has been changed/reset – this is either because you've changed it on the website, or the school has forced a password reset.
4. You have been removed from the school system – this can happen for various reasons, most commonly:
 - As a student, you've left the school, and your leaving date has passed. This would also remove parental access to that specific student, but any remaining students would still be accessible.
 - As a parent you've had your record at the school amended to remove the parent link.
 - If you experience any problems, please first check that you can log in to the GO 4 Schools student/parent web site.

What is the meaning of the error codes I have received?

Error codes that you may see as a user are listed in the table below.

If you experience any problems, please first check that you can log in to the GO 4 Schools student/parent web site.

Error Code	Error meaning
102	Timeout error when receiving information
103	Connection issue reaching system
106	User needs to login again (see above for possible reasons)
108	Lost connection

Error Code**Error meaning**

206	The school has implemented the Exam Embargo, which prevents the sharing of exam information prior to the official release day
207	The school has disabled access for your/your child's year group
208	School has disabled the App.