

## **MOBILE APPS**

### **COMMUNICATIONS &**

### **INSPIRING THE EDUCATION THROUGH TECHNOLOGY.**

Welcome to our CampusCare® Mobile App FAQ section!

These questions are made available to help /guide through some of the most common questions that are asked frequently by the users.

This is a secured APP works as an out put of the ERP and communication tool.

If you are not able to clarify your doubts then kindly write to us at ‘parent@entab.in’ or at ‘[parentdesk@entab.in](mailto:parentdesk@entab.in)’ with your mobile number.

(Please note: This Apps are available for schools that are having CampusCare ERP application with parent communication portal as well.)

Write your reviews and rate this app after seeing the features & benefits of the APPS. Your valuable reviews would help us to bring out 'better' next time.

**Q1 : How do I get started setting up the CampusCare® Mobile App? / How do I log in to the CampusCare® mobile App?**

**Ans.** The CampusCare® App can be downloaded from **App store and Google Play Store**. Once you initiate the app on your smart device then **enter the School URL without WWW**, same as used for parent portal, then click on verify button, log in using the same User name and password that you normally use to access online Parent Portal.

For Example: [www.eichercampuscare.in](http://www.eichercampuscare.in) is the URL of Eicher School. We need to use just ‘eichercampuscare.in’ for connecting your Apps to the Eicher school. Similarly you can logon to your wards schools without any difficulty.

**Q2: How to retrieve the user name and password?**

The students admission number prefixed with P would be the user name (Ex: P1234 where 1234 is the admission number) and the password you can take from the ‘forget password’ option. You may have to furnish some information / registered mobile number (that receive sms from school) for receiving the new and arbitrary password. You can initiate the log-in using the user name and password and set new password using the option ‘Change Password’ as per your convenience for the future use. Mobile apps would not be logged out till the time you log out manually.

**Q3: What are the main features of CampusCare® Mobile App?**

**Ans.** The main **Key Features** of CampusCare® Mobile App are given:

- Available for Android and iPhone
- Easy to install and configure

- One time login and access till the time you log out.
- Daily classwork, assignments, circular, timetable, syllabus, holiday homework etc. accessibility on fingertips.
- Hassle free Online fee payment system
- Fee receipt, tuition fee certificates etc. generation at any time
- Notifications ( please keep the notifications feature ON in your App)
- Regular updates are available.
- Access to library, exams /report cards and events.
- Single login system for sibling to access the details.
- School to parent communication made easy and the relation strengthened.
- Our apps have proven to save schools time and money.
- This improve the communication and inspire the children education in turn every PTMs will be a smiling session for parents, teachers and for students.
- This APP brings parents, teachers, educators and students to single platform and inspire success of the school.
- This APP is free to download but school pays for it for the welfare of their students and teachers.

**Q3: For which operating system Mobile App is available?**

**Ans.** CampusCare® Mobile App is available for **Android and iPhone**. We do not guarantee that all phones of Android and iPhones are supported , however 99.9 % of phones are supported. Please ensure the operating system is updated before installing the Mobile APP.

**Q7: Can I use the CampusCare® Mobile App if I am not connected to the internet?**

**Ans.** Not- the CampusCare® Mobile App uses web based data which means that if you aren't connected to the internet you won't be able to access your information through the app. If you are using the CampusCare® Mobile App while connected to your 3G or other network you may be charged, depending on your mobile data plan.

**Q8: Can I get the app on my PC or laptop?**

**Ans.** Thank you for concern. We would like to inform you the App can only be accessed from a mobile device (**iPad, iPhone and Android Phones**).However if you want to access details on your PC you can directly login to the specific URL with user Id and password. **That has more features than mobile APPS.**

**Q9: Do I need to log in every time I use the Mobile App?**

**Ans.** No, Once logged in will remain login in till the time you sign out.

**Q10: What special training do I need to use the CampusCare® Mobile App?**

**Ans.** The CampusCare® mobile app does not require specialized training to use. This app contains all Information

which is used under online parent portal. Within the mobile app, users can view their ward **Assessment, Attendance and other many more details and easily make a fee payment. However you may take a help of some one more familiar with regular mobile APPS before start sign in.**

**Q11: Can I change my profile information in the mobile app?**

**Ans.** No, you cannot directly change contact information in the mobile app. You can send us a message through the mobile app by selecting “**Message In-box Option**”, your school will update your profile.

**Q12: How do I close my account?**

**Ans.** Login to your account and click on top left corner button and click on Log out button.

**Q13: Can we pay fee through the app?**

**Ans.** Yes you can pay the fee by using app, function are same as used in parent portal and you can also view the paid, Dues details and fee summary.

**Q14: How can I give feedback and make suggestions about the app?**

**Ans.** You may directly contact to your ward school for any suggestion and feedback or you can also send an email on [parentdesk@entab.in](mailto:parentdesk@entab.in) We welcome your feedback as this will help us make the app more useful.

**Q15: How I can view Sibling details in mobile app? Can we generate new login for Sibling?**

**Ans.** No, there is **no need to generate new login for sibling**. In sibling case both student comes under one account Login to your account and **click on top left corner button** and click on sibling button, you will find here child name with class, click on student name to get there record.

**Q16: Where can I go if I have additional questions?**

**Ans.** Write to us at ‘parent@entab.in’ or at ‘parentdesk@entab.in’ or dial +91-11-43193333 dial 5 for parent help desk.