



I can't reset my password because it says it doesn't recognise my email address

If you are trying to reset your SchoolPing password but it doesn't recognise your email address, it will be because you haven't verified your email address. Please contact the school office and ask them to give you a new password.

Once you have managed to get successfully logged back in, please go into the SchoolPing app and open up the menu and select 'Settings'. Then select 'My Account' from the menu and resend the verification email. You will then need to find the verification email in your email inbox and click the link to verify your account. Please note you will need to enter your SchoolPing password. This will be the password you have chosen (rather than the temporary one the school gave you when you asked for a new password).

I have forgotten my 4-digit inactivity lockout code

If you have set an 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 SchoolPing app is not working properly

If your SchoolPing app is not working correctly, it is likely that your app is an old version. To keep the app working optimally, we always recommend using the latest version of the app.

To update your SchoolPing app please follow this advice:

- For Android users, search for 'SchoolPing' in the Google Play Store on your phone. If you can see an 'Update' button next to the SchoolPing logo then click it to download. If you can see an 'Open' button, then you are already using the latest version.
- For iPhone users, search for 'SchoolPing' in the App Store on your phone and then follow the same steps as above.

I'm not receiving notifications for SchoolPing messages

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 Android Play 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. Check that app icon badges are also enabled.
- **Do you have Do Not Disturb mode enabled?**- If you have Do Not Disturb mode enabled, you will not receive notifications for SchoolPing. You may be able to override this if you go to the settings area of your device and check your notification preferences for the SchoolPing app. Here you can choose to 'Ignore Do not disturb' which will mean you are still able to receive notifications whilst being in Do Not Disturb mode.
- **Is your device in a battery saving 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 and search for 'battery' under device care (please note that sections in the device settings area may be named and organised differently depending on the make and model of your device). Here you will be able to check the 'sleeping apps' which are the apps which will not run in the background and not send notifications.
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.
- **Is battery optimisation switched on for the SchoolPing app?** - Go to your settings area on your device and search 'Optimise battery usage'. Switch off battery optimisation for SchoolPing. When apps are not battery optimised they won't be kicked into lower-power or partially disabled modes, this means that the app can keep pinging you notifications.
- **Is data saver turned on?** - The data saver feature lets you restrict the amount of data apps use when not on Wi-Fi. This can cause you to miss out on notifications. To switch off data saving, go to your settings area on your device and search for 'data saver'. You can then disable this feature entirely, or choose which apps are allowed to continue running while data saver mode is on.
- **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.
- **For devices running Android 9 (Android Pie) and later** - Adaptive battery puts apps to sleep or outright disables them according to how infrequently they're used. If you find it isn't prioritising your apps well or it's delaying notifications too frequently, you can dig into Settings and just turn it off altogether. Go to your device Settings > Device care > Battery > Three dot menu (top right hand corner) > Settings > Tap the toggle next to Adaptive battery to turn it off.

Please note that how you find Adaptive battery settings through the menus may vary depending on the make and model of your device.
- **Do you have sufficient data, or a mobile data plan to receive messages on the go?** - If you do not have internet access when on the go, you will not receive notifications until your device next establishes an internet connection.
- **Email notifications** - One other thing which you can do is to turn on the option to always receive email notifications for new SchoolPing messages. To do this, please log in to SchoolPing app and open the side menu and click 'Settings', then choose 'Notifications' from the menu. Here you can switch on the option to 'Always receive email notifications for new messages.'

Can I receive messages from two different schools?

Yes - you can receive SchoolPing messages, and see the school calendar, from different schools on the same app.

To enable this functionality, you must verify the same email address in each school you are linked to:

- Download the SchoolPing app onto your mobile device and select the first school to log in to; Enter the username and password for this school and follow instructions to verify your email. You should receive a verification email from SchoolPing. (If not, check your Junk mail). Follow the instructions on this email to verify your email address.

- Sign out of SchoolPing and this time select another other school to login to. Enter your username and password for this school and then follow instructions again to verify your email - ensure you use the same email address as before.
- Repeat this process for each school you are linked with.
- Once your email address has been verified for each school, a 'Switch school' toggle will be enabled within the app which will allow you to switch between your children's schools. A notification will appear on your mobile device, regardless of which school you are logged into.
- If you have already verified different emails for each of your accounts, please log in to one of your accounts and then open the SchoolPing menu and select 'Settings'. Then select 'My Account' from the menu and change the email address to match the verified email address for your other account.