Eduversity

How to use Eduversity

A quick visual guide for every role

User Guide · 2026-06-25

🏫 Set up your school (new admin)

First-time setup, in order. The dashboard checklist tracks your progress.

1. 1) Settings → institution details, academic year, current term, passing grade, and currency.
2. 2) Classes → create each class/grade and list the subjects taught in it (so assignments & results stay tied to the right subject).
3. 3) Teachers → add teachers and assign their classes + subjects.
4. 4) Students → add students, set their class, and link each to a parent (this creates the family logins).
5. 5) Fees → create fee structures (or bulk-generate), set payment/bank details, and turn on payment plans if you want installments.
6. 6) Announcements → post a welcome message (target parents/teachers/all). WhatsApp/SMS reach phones when configured.
7. Tip: verify your email from the dashboard banner, and share the mobile app (Help → download) with parents and teachers.

🚀 Getting started

Sign in and find your way around.

1. Open your school link, choose your institution, and sign in with your email and password.
2. First time? Use the credentials your administrator gave you, then change your password under My Profile.
3. Switch language between English and العربية with the language button (العربية / English) at the top-right of the top bar — the layout flips to right-to-left automatically and remembers your choice.
4. Use the white section cards in the top bar to move between sections — each card opens a dropdown of its pages (People, Academic, Comms, and more).
5. The bell shows notifications and the envelope shows your messages.
6. Open Help anytime to view this guide, browse Q&A, or download the PDF.

⚒️ Administrator

Run the school: people, classes, fees, settings.

1. Directory (People): the hub for your whole institution. Use the universal search bar to find anyone — student, teacher, parent, admin, or staff — by name, email, or ID, and jump straight to their profile. The role cards show live counts; Students, Teachers, and Parents cards link to their full paginated pages. Administrators, Finance Managers, and Staff are listed inline with their own search and pagination. Click "New Person" to add any role; the permission matrix inside the modal shows exactly what each role can do.
2. Quick search: press ⌘K (Mac) or Ctrl+K (Windows) — or click Search in the top bar — to jump to any student, teacher, class, or page from anywhere. Type a name or ID, use ↑/↓ to move and Enter to open; Esc closes it.
3. Classes & Schedule: create classes (pick the academic year, level and section — the name can auto-fill, and subjects are added as chips with Enter), assign teachers, and build the timetable. Use the search box and grade chips to find a class fast.
4. Exams: schedule exam sittings under Exams — pick the class, subject, component type, date/time, room, and total marks. The exam lands on the calendar, the class's students are notified, and "View marks" jumps to Results filtered to that exam. Mark it Completed once marks are in.
5. Attendance & Results: review attendance and exam results across the school — filter by date (Today / ‹ › day buttons), class, status, subject, exam type, or term, and search by student name. The Attendance-by-class bars show the weakest class first (click to filter), the Most-absences list flags chronic absentees, and Export CSV downloads the filtered records.
6. Insights: open Insights for an early-warning view of slipping students — risk badges (on track / watch / at risk) combine low attendance (below 80% in 30 days), a grade drop of more than 10 points, and 3+ late arrivals in 14 days. Filter by class or risk level, click a class card to focus its students, and click a table row to see exactly why a student was flagged.
7. Fees: create fee records, mark them paid, or waive them — and see who owes what. Pending fees past their due date are flagged Overdue automatically, and the KPI cards filter the list when clicked.
8. Payment reminders: filter Fees to Pending or Overdue, then click "Send Payment Reminders" to notify the linked parents (in-app + push, and WhatsApp/SMS when configured).
9. Announcements & Calendar: post announcements (target a role) and add calendar events. With WhatsApp/SMS enabled, announcements can also reach phones.
10. Absence requests: parents' requests appear under Attendance — Approve or Deny; approving marks the days excused.
11. Bilingual names: add an Arabic name for students, teachers, parents, and classes — the app shows English (العربية).
12. Plan usage: your dashboard shows students/teachers used vs your plan's limit, with an Upgrade prompt as you near the cap.
13. Verify your email: on signup we email a verification link; confirm it (or use Resend on the dashboard banner) to secure the account.
14. Settings: set institution details, academic year, passing grade, and payment/bank details.
15. Student ID format: under Settings → Academic, pick how new student IDs look — choose a preset or build a custom pattern with your institution code, year, grade, and a sequence number; a live

preview shows the next ID. Changing it affects future students only.

16. Audit Log: open Audit Log (System menu in the top bar) to review every significant change made in the portal — who added or removed a user, changed grades, updated settings, modified role permissions, or awarded behaviour points. Filter by actor, action category, entity type, or date range. Expand a row to see the full JSON diff.
17. Bulk report-card export: on the Results page, filter to a specific class (and optionally a term), then click "Export Class Report Cards" to download a single ZIP containing one PDF report card per active student. Admins see all entered results regardless of release status. The export is capped at 200 students per class.
18. OCR Document Scanner: on Add/Edit Student press "Scan ID / Certificate", on Results Import press "Scan report card", on Mark Paid press "Scan receipt", and on Attendance press "Scan printed sheet". Upload or photograph the document — text is read locally in your browser (no AI, no server, fully private). Review and edit every parsed field before applying. Works best on clear, printed documents; handwritten attendance sheets need manual verification.
19. Student ID cards: on the Students page, click "Download ID Cards" (top-right) to generate a ZIP of PDF ID cards for the currently filtered class. Each card includes the student's name, ID, class, photo, and a QR code that links to the public verification page. To download a single card, open the student's profile and click the ID card icon.
20. Board Report (PowerPoint): on the Reports page, click "Board Report (PPTX)" (top-right) to download a ready-to-present deck — enrollment & key indicators, grade distribution, subject performance, the week's attendance, fees & collection rate, and the top / at-risk students. It is built live from the same numbers shown on the page, so it is always current. Open it in PowerPoint, Keynote, or Google Slides.

Finance

Record, confirm, and track every payment.

1. All Payments: search and filter every fee, and export to CSV.
2. Record a payment: click Confirm payment, choose method (cash, bank, cheque, online), then enter the amount received, payer, reference, and date.
3. Partial payment: enter less than the balance — status becomes Partial and shows paid vs due. Add more later.
4. Waive a fee: choose Waive as the method in the same dialog.
5. Review queue: payments submitted by parents wait here — open one, check the proof, then Confirm or Reject.
6. Payment Settings: set accepted methods and bank details (IBAN, SWIFT, account) shown to parents.

📚 Teacher

Attendance, grades, assignments, schedule.

1. My Classes: see your assigned classes and their students.
2. Quick search: press ⌘K (Mac) or Ctrl+K (Windows) — or click Search in the top bar — to find any of your students, classes, or pages fast. Search only shows students and classes you are assigned to.
3. Attendance: pick a class and date, mark present/absent/late, then save. Picking an earlier date loads any marks and notes already saved for that day so you can review or correct them.
4. Results Entry: enter exam and assignment grades for each student.
5. Gradebook: a spreadsheet view of one class + subject + term — students as rows, assessments as columns, and a live weighted total per student. Click any cell to edit (Enter saves, Esc cancels), use "Add assessment" to start a new column, and use a column's menu to release, hold, or schedule its marks. The footer shows the class average per column.
6. Exams: schedule an exam for one of your classes (subject, type, date/time, room, total marks) — students are notified and see it on their schedule. From the exam row, "Enter marks" opens Results Entry pre-set to that class, subject, type, term, and total; then mark the exam Completed.
7. Assignments: create one for a class — pick the class, then the subject (limited to what is taught there). Add instructions, points, a due date/time, attach resource files (PDF/image/doc), and choose whether late submissions are allowed. Students are notified automatically.
8. Grade submissions: expand an assignment to see each student's file/text and a Late tag; enter a score out of the assignment's points + feedback. The student is notified of the grade.
9. Absence requests: review parent absence requests under Attendance and Approve or Deny — approving marks the days excused automatically.
10. Emergency: in the mobile app, raise an emergency for a student (sick, accident, ...) to alert the parent instantly by notification and WhatsApp/SMS.
11. On the go: take attendance and enter grades from the mobile app (More → Teacher tools).
12. Schedule: check your weekly timetable.
13. Messages: open Messages to chat with the parents of students in your classes. Start a conversation about a specific student, reply in the thread, and archive it when resolved — the parent gets an in-app and mobile push notification for every reply.
14. Reports: view class performance.
15. Behavior: open Behavior, select a class, and award merit (+) or demerit (-) points to a student. Choose a category (participation, respect, homework, leadership, disruption, tardiness, other), set the point value (1-10), add an optional note, and confirm. The student and parent are notified instantly.

Parent

Follow your child and pay fees.

1. My Children: see each child’s profile, grade, and class.
2. More than one child? Use the child switcher at the top of a page to choose whose details you’re viewing — your choice is remembered across pages.
3. Request an absence: open Attendance → Request absence, pick the child, dates, and a reason (sick, medical emergency, ...). The school approves or declines and you’re notified.
4. Fees: view what is billed, paid, and due for each child.
5. How to pay: open Fees and read the “How to pay” panel for bank details and accepted methods.
6. Submit a payment: click Mark as paid, choose the method, enter payer and reference, attach a receipt (optional), then submit for finance to confirm.
7. Track status: Pending → Under review → Paid. Partial shows the amount still due.
8. Attendance & Results: follow each child’s attendance and grades.
9. Message a teacher: open Messages → New conversation, pick the child and one of their class teachers, and write your message. Replies arrive as in-app and mobile push notifications; archive a conversation when it’s done.
10. Behavior: open Behavior to view your child's merit and demerit point history, running net total, and per-category breakdown. You are notified on every award.
11. AI Assistant: tap the chat icon (bottom-right corner) to ask the assistant questions about fees, results, attendance, or upcoming assignments — it only sees your child's data. It cannot make changes.

🎓 Student

Schedule, results, assignments, fees.

1. Dashboard: see your fees due, today's classes, and assignments due soon at a glance — each card links to the full page.
2. Schedule: view your weekly timetable.
3. Subjects & Results: see your subjects and exam results.
4. Assignments: open one to read the instructions and download any resource files. Tap Submit to upload your work (PDF/image/doc) and/or type an answer. After the teacher grades it you'll see your score out of the points + feedback. Submitting after the due date is marked Late.
5. Attendance: check your attendance record.
6. Fees: view your fee status.
7. Messages & Announcements: read school news and message your teachers.
8. Behavior: open Behavior to see your running merit/demerit point total and full history. Each award fires an in-app and push notification so you know right away.
9. My ID card: open My Profile → ID Card to download your official PDF student ID. It includes a QR code anyone can scan to verify you are enrolled (no login needed).
10. AI Assistant: tap the chat icon (bottom-right corner) to ask the assistant help questions, look up your schedule or results, or get a summary of upcoming deadlines — all from inside the portal.

🤖 In-portal assistant

A chat assistant available on every page for every role.

1. Click the chat icon (bottom-right) to open the assistant from any page.
2. Ask in plain language — "who is absent today?", "how do I reset a password?", "class average of 9A".
3. The assistant only sees your institution's data and only what your role permits.
4. It is read-only — it can never create, change, or delete any record.
5. Without an AI provider key it runs in basic (keyword) mode; with OPENAI_API_KEY or ANTHROPIC_API_KEY it uses an AI provider for richer answers.

🏛 Platform admin

Manage institutions across the platform.

1. Sign in: on the login page leave the Institution field blank (or type SIS) and use your super-admin email + password.
2. Institutions: create and manage schools — each gets its own isolated database. Open a school to suspend/activate, edit, or reprovision it.
3. Impersonate: from a school's page, click Impersonate to enter its admin dashboard (students, fees, results); use Stop impersonating to return.
4. Plans: define pricing tiers. A plan can be a flat price, or per-student volume pricing with brackets (flat-by-bracket or graduated), billed per year or per term.
5. Requests & Contact Inbox: approve new institution signups and read messages from the public contact form.
6. Billing & Broadcast: track subscriptions and revenue, and send platform-wide announcements.
7. Users, Audit & Settings: manage platform-level accounts (school users live inside each school — reach them via Impersonate), review activity logs, and set platform options.

Questions & answers

Q. Can I get a PowerPoint summary for a board or headteacher meeting?

Yes. On the Reports page click "Board Report (PPTX)" (top-right) to download a ready-to-present deck: enrollment & key indicators, grade distribution, subject performance, the last 7 days of attendance, fees & collection rate, and the top / lowest-attendance students. It is generated live from the current numbers each time, so there is nothing to keep in sync — just download and present in PowerPoint, Keynote, or Google Slides. (The page also exports Attendance / Results / Students as CSV, and the Results page exports report cards and ID cards as PDF.)

Q. How does the Insights page decide a student is "at risk"?

Each student is checked against three early-warning signals: attendance below 80% over the last 30 days, a grade average that dropped more than 10 points (recent results vs earlier ones), and 3 or more late arrivals in 14 days. Each tripped signal adds to a score — one signal usually means Watch, two or more mean At risk. Excused absences don't count against attendance, and students with no recorded data are never flagged. Click a row in the table to see exactly which signals fired. Note: Insights uses all entered results, including ones not yet released to students.

Q. How are Student IDs formatted, and can I change the format?

IDs are generated automatically from the pattern under Settings → Academic → Student ID format. The default is STU-year-number (e.g. STU-2026-0001). Pick a preset or a custom pattern using tokens for your institution code, year, grade, and a sequence number — the live preview shows what the next ID will look like. Changing the format applies to newly added students only; existing students keep their current IDs.

Q. Is there a fast way to jump to a student, teacher, or page?

Yes — press ⌘K on Mac or Ctrl+K on Windows from any page (or click Search in the top bar) to open the command palette. Start typing a name, student ID, email, class, or page name; results are grouped by type. Use ↑/↓ to move, Enter to open the highlighted result, and Esc to close. Teachers see only the students and classes they are assigned to.

Q. How do I link a student to a parent?

Go to Admin → Parents. Find the parent, then click the link icon (person+) on their row to open the Manage Children modal. In the "Link a Student" section, start typing the student's name or ID — a typeahead picker shows up to 20 matching unlinked students. Pick the right student and click Link. Repeat to link more children. To unlink, click the minus icon next to any linked child in the same modal.

Q. Can I bulk-link students to parents using CSV import?

Yes. The student CSV template includes an optional parentEmail column. Fill it with the parent's login email address; at import time the system resolves each email to the matching parent within your school and sets the parent link automatically. If no parent is found for a given email, the student is still created — a non-fatal warning is shown in the import results. Download the CSV template from Admin → Import to get the correct columns.

Q. What is the QR code on a student ID card for?

Each printed ID card carries a QR code. Scanning it opens a public verification page (no login needed) that confirms the person is a valid student of your institution and shows their name, ID, class, status, and photo. If the student is no longer enrolled or the link is wrong, the page shows “Student not found”. Card photos use the student’s uploaded photo when available, otherwise their initials.

Q. How do I remind families about unpaid fees?

Open Fees, set the status filter to Pending or Overdue (or click the Pending/Overdue KPI card), then click “Send Payment Reminders”. Each filtered payment’s linked parent receives an in-app notification and push, plus WhatsApp/SMS when messaging is configured. A banner confirms how many reminders were sent. Students without a linked parent are skipped.

Q. Why does a fee show Overdue when its stored status is Pending?

Pending fees whose due date has passed are automatically displayed as Overdue (red chip and due date) so late fees are never missed. Nothing changes in the database — it is a display rule only.

Q. How do I find who was absent in a specific class on a specific day?

Open Attendance and use the filter bar: pick the date, choose the class, and set status to Absent. The table and the summary counters update to the filtered set. Results has a similar bar (class, subject, exam, term, and student search).

Q. Can I turn parent–teacher messaging off, and can I read the conversations?

Yes to both. Settings → Institution has a “Parent–Teacher Messaging” switch — turning it off hides Messages for parents and teachers and blocks new messages everywhere, including the mobile app. While it’s on, Admin → Messages gives you read-only oversight of all conversations; admins cannot reply.

Q. How do I quickly find any person in the system?

Open Directory (the People menu in the top bar). Type a name, email, or ID in the search bar at the top — results appear within the dropdown covering all roles. Click a result to go directly to their profile. You can also use ⌘K (Mac) / Ctrl+K (Windows) from anywhere for the global quick-search.

Q. What is the difference between the Directory and the Students / Teachers / Parents pages?

Directory is the hub: it shows live counts for every role and lets you search across all of them at once. The Students, Teachers, and Parents pages each show a full paginated, filterable list for that role. Administrators, Finance Managers, and Staff appear inline in the Directory hub (they have no dedicated page) with their own search and pagination.

Q. How do I add a student or parent?

Use the Directory section to add them — click "New Person", pick the role, fill in the details, and save. You can also link a student to a parent during or after creation.

Q. How do I create a fee?

Open Fees → Add Fee Record, then choose the student, amount, and due date.

Q. Where do I set the academic year and passing grade?

In Settings, along with institution details and payment information.

Q. Can I send an announcement to only one role?

Yes — announcements let you target a specific role, such as parents or teachers.

Q. How do I export all report cards for a class at once?

On the Results page, use the Class filter to select a class (and optionally the Term filter), then click "Export Class Report Cards". The system will generate one PDF report card per active student and bundle them in a ZIP file for download. The button is disabled until a class is selected. Release gating does not apply to admin exports — all entered results are included.

Q. I reached my plan's student or teacher limit.

Your dashboard shows usage vs your plan cap. To add more, upgrade your plan (or contact support). Existing records keep working.

Q. Why am I asked to verify my email?

Verifying secures your account. Click the link we emailed on signup, or use Resend on the dashboard banner.

Q. How do I add Arabic names?

When adding or editing a student, teacher, parent, or class, fill the "Name (العربية)" field. The app then shows English (العربية) everywhere, and on bilingual PDF report cards.

Q. What does the Audit Log record, and who can see it?

The Audit Log (System menu in the top bar, admins only) records every high-impact mutation: results created or released, institution settings changed, role-permission matrices updated, per-user permission overrides saved, students or other users added/removed, fee structures created, payments marked paid, and behaviour points awarded. Each entry shows the actor's name and role, the action category, a human-readable summary, and an expandable JSON details panel. Entries are not editable and are kept until the institution is deprovisioned.

Q. How does the document scanner work and does it send data to a server?

The scanner uses Tesseract.js, a WebAssembly OCR engine that runs entirely inside your browser. No image or text ever leaves your device — there is no AI call, no API key, and no server involved. Language data (English + Arabic, ~7 MB) is downloaded from a CDN the first time you use it and cached by the browser for subsequent uses.

Q. What types of documents can I scan and how accurate is it?

Four document types are supported: (1) Student ID / national ID card — extracts name, Arabic name, date of birth, national ID, gender, nationality; (2) Report card — extracts subject names and marks from printed grade tables; (3) Payment receipt — extracts amount, date, reference number, payer name; (4) Printed attendance register — extracts student names and present/absent/late/excused status. Accuracy is best on high-contrast, clearly printed documents. Handwriting, poor lighting, skewed scans, or watermarks all reduce accuracy. Uncertain fields are highlighted in amber — always verify before saving.

Q. The scanner filled in some fields but left others blank — why?

The scanner uses label-matching heuristics (e.g. looks for "Name:", "Date of Birth:", "رقم الهوية"). If the document layout does not include those labels, or the label was misread by OCR, the field will be blank or uncertain (shown in amber). In that case, type the value manually. The scanner only fills blank fields — it will not overwrite data you have already entered.

Q. Why is the attendance scanner unreliable for handwritten sheets?

OCR was designed primarily for printed text. Handwriting varies greatly between people and is hard for any OCR engine to read consistently. The attendance scanner is provided as a time-saving starting point only — every row it produces is flagged as uncertain and you must verify each student name and status before entering them in the system.

Q. The Students / Teachers / Parents page has hundreds of records — how do I find someone fast?

Each list has a search box at the top — type a name, email, or student ID and the list filters in real time. You can also use grade/class chips to narrow it further. For a cross-role search, use the Directory hub (Admin → Directory) or press ⌘K / Ctrl+K from anywhere.

Q. How do I print or download ID cards for a whole class?

Go to Admin → Students, filter by the class or grade you want, then click "Download ID Cards" (top-right). A ZIP file is generated with one PDF ID card per active student. Open the PDFs in any PDF viewer to print. For a single student's card, open their profile and use the ID card download button there.

Q. I reinstalled the mobile app and stopped getting notifications — why?

Push notifications are tied to a device token that changes when the app is reinstalled. Simply sign in again on the app — a fresh token is registered automatically and notifications resume. Old dead tokens are cleaned up automatically, so no action is needed beyond signing in. Also check that notifications are allowed for Eduversity in your phone settings.

Q. How is the total grade per subject calculated?

Marks are entered per component — quiz, test, homework, lab, assignment, project, midterm, final. Under Settings → Academic, the admin sets each component's weight (e.g. quizzes 10%, midterm 20%, final 40%). A component's score is the average of its entries, and the subject total is the weighted mix of the components that have marks. Students and parents see the weighted totals on their Results pages (hover a chip for the breakdown).

Q. Can I enter grades without students seeing them immediately?

Yes. When entering marks (teacher entry or admin import) choose Release now, Hold until released, or Release on a date. Held/scheduled results are invisible to students and parents (web, mobile and report cards) until released. Admin → Results shows each entry's state and a "Release N now" button that publishes the filtered set and notifies the students.

Q. How do I grade an assignment with a rubric?

When creating or editing an assignment, add rubric criteria (a name and its points) under "Rubric". The total points become the assignment's score. When you grade a submission you enter points per criterion and the system sums them automatically. Leave the rubric empty to grade with a single overall score instead.

Q. Can I download every student's submission at once?

Yes. Expand an assignment and click "Download all submissions" to get a single zip containing every uploaded file plus a text file for any typed answers, named by student.

Q. Do students get reminded about assignment due dates?

Yes. Creating an assignment adds a "deadline" entry to the school calendar, and every morning the system notifies the students of that class about anything due that day (in-app + push). No setup needed.

Q. Can I give one staff member different access than others in the same role?

Yes. Open the person (Admin → Directory → click the user) and use the "Permission overrides" button. For each capability choose Inherit (use the role default), Grant (add it), or Deny (remove it). Deny always wins. This works for Finance, Teacher and Staff users; Admins keep full access and Students/Parents use fixed permissions. Role-wide defaults are still set under Settings → Roles.

Q. Can I view or correct attendance I saved on a previous day?

Yes. On Attendance, change the date picker to that day — the saved marks and notes load automatically so you can review them or change a student's status and save again. You will no longer accidentally overwrite records blind.

Q. How do I message a parent?

Open Messages → New conversation, pick a student from one of your classes (only students with a linked parent account appear), add an optional subject, and send. The whole exchange stays in one thread about that student, and the parent is notified in-app and on their phone. Archive the thread when the matter is closed — either side can unarchive it later. If you don't see Messages in the top bar, your school has turned messaging off.

Q. How do I take attendance?

Open Attendance, pick the class and date, mark each student, and save.

Q. Why is the subject list limited when I create an assignment?

After you pick a class, the subject list shows only what is taught in that class (and that you teach). This keeps assignments correctly tied to the right subject. If a subject is missing, ask an admin to add it to the class.

Q. What is the Gradebook and how is it different from Results Entry?

Results Entry records one assessment at a time for a whole class. The Gradebook shows everything for a class + subject + term on one screen: each row is a student, each column an assessment (Quiz 1, Quiz 2, Midterm, ...), and the last column is the weighted total computed from the component weights under Settings → Academic. Click a cell to edit it inline, add a new assessment column with “Add assessment”, and release, hold, or schedule a whole column’s marks from the column menu. Cells are color-coded: red below 50%, amber 50–70%, green above.

Q. How do I enter grades?

Open Results Entry, select the class, and enter a grade for each student.

Q. How do I grade an assignment?

Open Assignments, select the assignment, view the submissions, and grade them.

Q. Can I take attendance or enter grades from my phone?

Yes — in the mobile app open More → Teacher tools → Take Attendance / Enter Grade. You can also approve absence requests and raise an emergency there.

Q. How does a scheduled exam become part of a student’s grade?

Scheduling an exam only creates the sitting (and notifies the class). After the exam, click “Enter marks” on its row — Results Entry opens pre-filled with the exam’s class, subject, component type, term, and total marks. Each saved mark is a Result entry of that component, and the subject total is the weighted mix of components set under Settings → Academic (e.g. midterm 20%, final 40%). Use the Release control while entering to publish marks now, hold them, or schedule a release date — students and parents only see released marks.

Q. How do I award behavior / merit points?

Go to Behavior, select the class, find the student, press "Award". Choose Merit (+) or Demerit (-), set points (1-10), pick a category (participation, respect, homework, leadership, disruption, tardiness, other), add an optional note, and confirm. The student and parent are notified immediately.

Q. How do I message my child’s teacher?

Open Messages → New conversation, choose the child, then one of the teachers of their class, and write your message. Replies appear in the same thread and you’re notified in-app and by mobile push. You can only message teachers who teach your own child’s class. If Messages is missing from the top bar, the school has disabled parent–teacher messaging.

Q. How do I pay my child’s fees?

Open Fees and read “How to pay” for the bank details and accepted methods. Make the payment, then click Mark as paid and submit the details so finance can confirm it.

Q. Do I have to upload a receipt?

It is optional but recommended — attaching proof speeds up confirmation. (Uploading a file requires your school to enable file storage.)

Q. What does “Under review” mean?

You submitted your payment details and finance is verifying them. The status becomes Paid once confirmed.

Q. Can I pay in instalments?

Yes. If your school enables payment plans, you can tap "Payment plan" on a fee and split it into monthly instalments — or finance can set the plan for you. Each instalment then shows as its own fee with its own due date. (Finance can also record partial payments.)

Q. I paid but it still shows Pending.

Payments are confirmed manually by finance. Allow some time after submitting, or contact the school office.

Q. How do I request an absence for my child?

Open Attendance → Request absence. Pick the child, the from/to dates, and a reason (sick, medical emergency, family, travel, appointment, other). The school approves or declines and you're notified.

Q. I have more than one child — how do I switch between them?

Use the child switcher (the name pills) at the top of a page. Your selection is remembered across all parent pages.

Q. What is an emergency alert?

If something urgent happens to your child, a teacher can send you an instant alert — you'll get a notification and, if enabled, a WhatsApp/SMS. Respond as soon as you can.

Q. Where can I see my child behavior points?

Open Behavior from the top bar. You will see the net total, total merits, and total demerits for the selected child, plus a full chronological history of each award with the category and any note. Use the child switcher at the top to view another child.

Q. What can the AI assistant do for me as a parent?

Tap the chat icon (bottom-right) to ask things like "are there any unpaid fees?", "how many days has my child been absent?", "when is the next exam?", or "what assignments are due?". It only sees data for your linked children and cannot make any changes.

Q. Where can I see my unpaid fees, today's classes, and upcoming assignments?

On your dashboard. The "Fees Due" card shows your outstanding balance and opens the Fees page; the "Today's Classes" and "Due Soon" cards list today's timetable and the next assignments due, linking to Schedule and Assignments.

Q. How do I submit my assignment work?

Open the assignment, read the instructions, download any files, then tap Submit to upload your work (PDF/image/doc) and/or type your answer — on the web or in the mobile app (Assignments tab). You can resubmit until it is graded; submitting after the due date is marked Late.

Q. What can the AI assistant do for me as a student?

Tap the chat icon (bottom-right) to ask the assistant things like "when is my next exam?", "what assignments are due this week?", "what is my attendance percentage?", or "show my latest results". It only sees your own data and cannot change anything.

Q. How do I view or download my student ID card?

Open My Profile from the top bar and look for the "ID Card" section. Tap it to download your PDF ID card. It includes your name, student ID, class, photo, and a QR code others can scan to verify your enrollment.

Q. How do I change the language?

Use the language button (العربية / English) at the top-right of the top bar; the light/dark theme toggle sits right beside it. The interface switches to right-to-left automatically and remembers your choice.

Q. I forgot my password. What do I do?

Use “Forgot password” on the sign-in page, or ask your administrator to reset it for you.

Q. How do I change my password?

Open My Profile from the top bar and update your password there.

Q. Where is the user guide?

Open Help from the top bar (Support menu). You can view the visual guide, browse Q&A, or download the PDF in English or Arabic.

Q. Does it work on a phone?

Yes. The layout is responsive — the top bar adapts to small screens and the section cards wrap to fit.

Q. How do I contact Eduversity?

Use the Contact us form (linked in the footer of the sign-in page, or at /contact). Enter your name, email, organization, and phone — we’ll reply by email. See About us for what Eduversity offers.

Q. How do I install the mobile app?

Open /apk in your browser (or tap "Download app" in Help) to get the Android APK (~72 MB). Install it, open the app, enter your institution slug (the short code your admin gave you, e.g. "al-noor"), then sign in with your usual email and password. iOS: the web app is fully responsive — open your school link in Safari and tap Share → Add to Home Screen for an app-like shortcut.

Q. How do I offer a payment plan?

First enable plans in Payment Settings (set the max instalments, and whether parents may choose a plan themselves). Then on any pending fee, use the calendar icon to split it into instalments — the parent is notified. Use the send icon to share a fee with the parent.

Q. How do I confirm a payment?

In All Payments or Fees, click Confirm payment, choose the method, then enter the amount, payer, and reference, and save.

Q. How do I record a partial payment?

Enter an amount smaller than the balance. The status becomes Partial and the remaining amount is tracked automatically.

Q. How do I waive a fee?

Open the payment dialog and choose Waive as the method.

Q. Where do parent submissions appear?

In the Payment Review queue. Open each one, check the proof, and Confirm or Reject it.

Q. How do I set the bank details parents see?

Go to Payment Settings and enter the bank name, IBAN, SWIFT, account number, and the accepted payment methods.

Q. Can I export the payments list?

Yes — use the CSV button on the All Payments page.

Q. What can the assistant do?

The assistant (the chat icon at the bottom-right of every page) can answer help questions using the user guide, search for students, teachers, or classes (admin/teacher), and pull live reports like today's attendance, class averages, and at-risk counts. It only sees data for your institution and your role.

Q. Is the assistant safe — can it change my data?

Yes, it is read-only. The assistant can never create, update, or delete any record. It can only read data your role is allowed to see, scoped strictly to your institution.

Q. The assistant says "basic mode" — what does that mean?

Basic mode is the free, keyword-based fallback. It routes your message to the most relevant tool (help, search, or a report) without AI. Add an OPENAI_API_KEY or ANTHROPIC_API_KEY environment variable to enable full AI mode, where an AI provider orchestrates multiple tools in a single answer.

Q. How do I add a new institution?

Open Tenants → New. A dedicated, isolated database is provisioned for the institution.

Q. How do I approve a signup request?

Open Requests and approve the pending institution.

Q. How do I sign in as super admin?

On the login page, leave the Institution field blank (or type SIS), then enter your super-admin email and password. School admins, by contrast, must enter their institution ID.

Q. Can I see the students/teachers of a school?

Not from a platform list — each school's people live in that school's own database. Open the school and click Impersonate to enter its admin dashboard and see everyone; Stop impersonating returns you to the platform.

Q. How does per-student (volume) pricing work?

Edit a plan and switch it to Per student. Add brackets (e.g. 1–500, 501–1,500 ...) each with a price per student, billed per year or per term. The bill = the school's live student count × the bracket rate. Flat-by-bracket charges the whole count at one bracket's rate; Graduated charges each band separately (like tax brackets) so a bigger school never pays less.

Q. I edited a plan but the card still shows the old values.

Saving updates the plan immediately. If it looks unchanged, hard-refresh the page (Cmd/Ctrl+Shift+R) to clear the cached view. “Reset to Defaults” restores the four standard tiers (Basic/Starter/Pro/Enterprise).

Q. Support: a school says students can’t see their results.

Results have a release setting. Tell the school admin to open Results and release held/scheduled grades (or set release to “now”). Until released, students and parents don’t see them. You can verify by impersonating the school.

Q. Support: a teacher, student, or parent can’t log in.

They must enter their school’s institution ID plus their own email and password. Check the email is spelled correctly (case doesn’t matter). The school admin can reset a password, or the user can use “Forgot password”. New accounts may need email verification first.

Q. Support: a school hit a “limit reached” adding students or teachers.

That’s the plan’s student/teacher cap. Either move the school to a higher plan, or open the school → Edit and raise its max students/teachers directly. Caps are stamped per school at onboarding, so changing the plan template alone doesn’t change an existing school.

Q. Support: the mobile app shows old data.

Pull down to refresh on the screen. The app reads the same live data as the web; if a session expired it returns to login — signing back in resyncs everything.

Q. Is each school’s data isolated, and is it backed up?

Yes. Every school has its own separate database, so one school can never see another’s data. The platform takes automatic daily backups of every school’s database.