



## Understanding the Pupil Asset Parent App

The **Pupil Asset Parents app** is available for all parents with pupils at a school using our Management Information System (MIS). It is designed to bring you a step closer to your child's schooling.

### Logging on for the first time

If it is your first time using the app, tap **First Login/Forgot Password**, then enter the email address that the school has on record for you. When you tap **Submit**, we will send you an email which will allow you to set your password. *You need to inform your school if your email address has changed.*

You will be asked to set a four digit PIN before you login.

The home screen of the app will show any pupils on Pupil Asset where your email address has been given online access. *If your child does not show, please contact the school as they may need to update your child's record.*

### Features

**School Meals** - Record your child's meal choices.

**School information** - See your school's contact information.

**Attendance** - See your child's attendance for the year and log absences.

**Profile** - This is your own profile.

**Payments** - Make payments, to top up your balances and see your payment history.

### Parent Portal

For more detailed information, if you are having problems with the app, or if you simply prefer to use a computer; you can always login to our Parent Portal here: <http://secure.pupilasset.com>

## Hints and Tips

Select Auto update in your phone settings to make sure you have the latest version of the app.

If you have any issues logging in, tap First Login/Forgot Password to generate a new password.

Most issues are resolved by reinstalling the app.

As an alternative to the app, you can use our Parent Portal, login here: <http://secure.pupilasset.com>

If your child does not appear on the app, contact the school. They may need to update the pupil record.

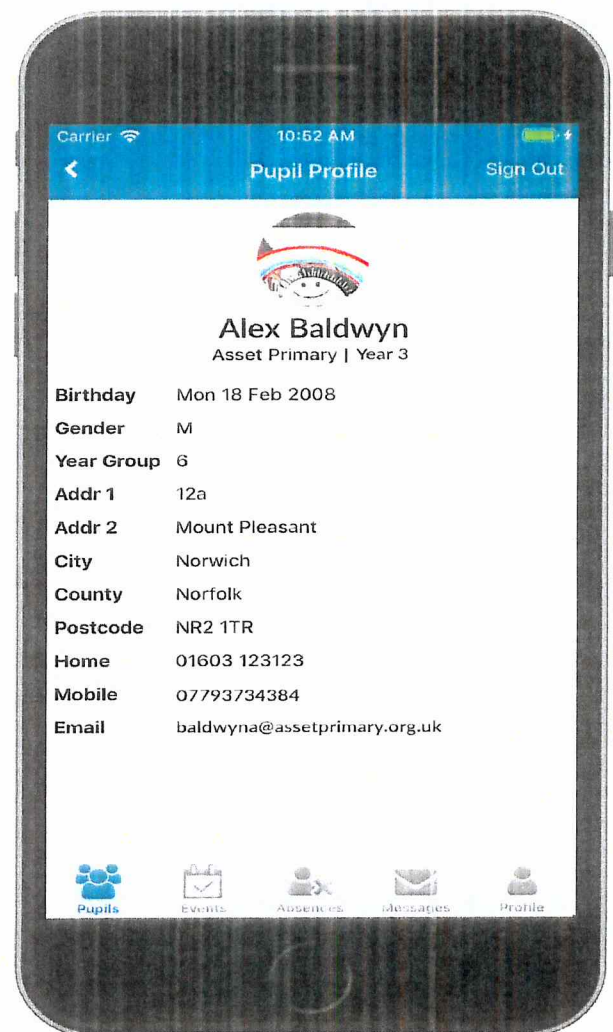
Your username is the email address registered with your school. If you forget it or change it, you need to let them know.

## Navigation

Navigate within each tab using the back button

Some pages require you to scroll to see all the information.

Tap to navigate between tabs. There are different tabs for the Pupil Record, Events, Absences, Messages, and your own Profile



# Understanding Payments

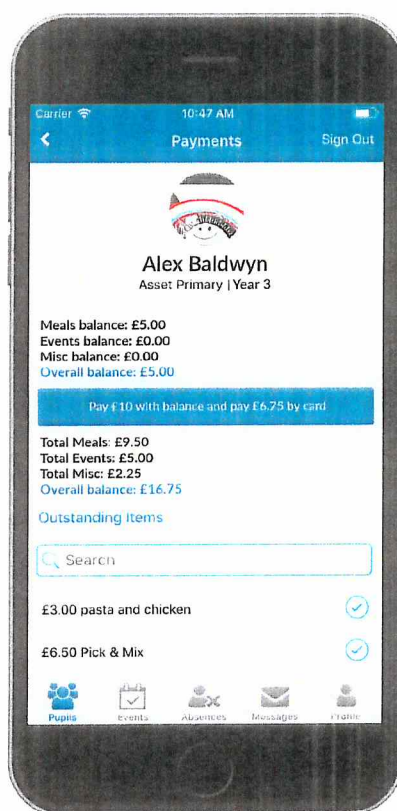
Using our Parents App you can pay for school meals, events, clubs, and items from the school shop.

To find Payments from the home screen, tap on pupil name to open their record, then tap Payments.

If you have balance available you'll see it here. The cost of your outstanding items will be deducted from your balance first.

All of your outstanding items are listed here. You can use the search bar to find specific items or scroll through them.

When you pay for an item it moves into your Payment History, you can find this in the pupil menu.



Payments are separated into different balances for events, meals, and miscellaneous items

Your current balances are shown in blue, when you select items to pay for, it will show you how much you are paying from each balance and how much you are paying by card.

**Please note:** Your school office will be able to answer any queries about recent payments, charges or purchases.

## Understanding Meals

You can pay for school meals using our Parents App.

1

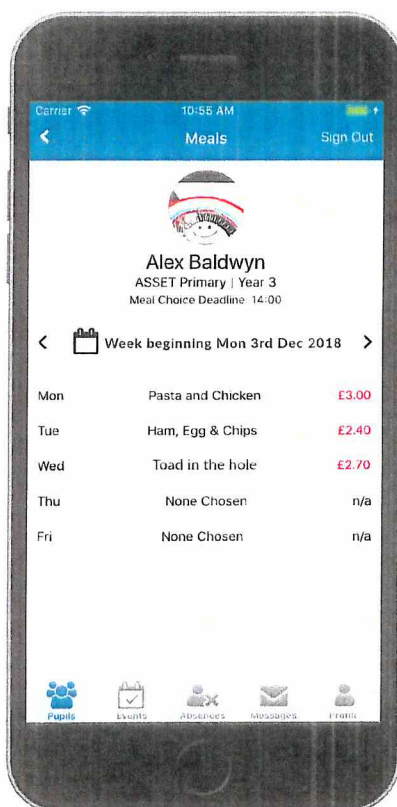
Select the child you want to order from from the homescreen and tap on Meals.

2

Select the week you want to book for, tap on the day to see options.

3

Navigate to Payments and select what you'd like to pay for using the check out. You can also top up your meals balance in the school shop.



Meals that have already been selected will be automatically paid for when you top up your Meals Balance in the school shop.

Your meals balance can only be used for school meals.



## Up to date tab files required for identity management and Google NSIX accounts

ict@norfolk.gov.uk <ict@norfolk.gov.uk>

Wed 09/12/2020 15:44

To: Office (Emneth) <Office@ema.eastern-mat.co.uk>

[EXTERNAL] Warning - this is an e-mail from outside the EMAT organisation.

Hello

It is important that we ensure that our identity management system (IDM) is up to date. From a GDPR point of view we need to ensure that the data we hold is accurate and up to date and that we only hold data that we still need to hold for a designated and agreed purpose.

We can see that your school has not returned a new set of staff and pupil tab files with data from your MIS for some time. It is important that we receive tab files regularly, every time there is a change in your staff or pupil records and at least once a month.

Please could you send us a new set of tab files as soon as possible. If we do not receive up to date tab files we will have to begin the process of suspending Google NSIX accounts for your school.

If you no longer require your Google NSIX accounts then please let us know.

For full details of what data is required and the format of the tab files, please consult the following pages on our website:

<https://icteducation.norfolk.gov.uk/page.aspx?id=157>

<https://icteducation.norfolk.gov.uk/page.aspx?id=160>

The following page provides guidance on how to upload tab files via Anycomms so that we can process them:

<https://icteducation.norfolk.gov.uk/page.aspx?id=1157>

If you need any assistance with how to generate these files or how to send them over via Anycomms, please contact us on 0845 303 3003.

Kind regards,

ICT Solutions

Email: [ict@norfolk.gov.uk](mailto:ict@norfolk.gov.uk)

Website: <http://www.ict.norfolk.gov.uk>

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To see our email disclaimer click here <http://www.norfolk.gov.uk/emaildisclaimer>