EasySchoolApp User Guide

For school staff, parents and students

Version 2026-11-20

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Getting Started

This section is for everyone. Read it first, then go to the guide for your role.

What EasySchoolApp is

EasySchoolApp (also called Easy School App or ESA) runs your whole school in one place: students, staff, classes, attendance, scores, report cards, fees, hostel, school bus and messages to parents.

Every school has its own private space in the app. Your school is identified by a **School Unit Code** (for example **10900**). You do not type this code to sign in. The app knows your school from your account. You will see the code at the top of some pages.

There are three portals:

Portal	Who uses it	How they sign in
Staff	School Admin, Principal, Head Mistress, Teacher, Bursar, Driver, Chief Security	Email or phone number + PIN
Parent	Parents and guardians	Mobile number + 4-digit PIN
Student	Students	Admission Number + 4-digit PIN

The app works in any modern browser on a computer, tablet or phone. You can also install it like a phone app (see Install the app on your phone).

Roles at a glance

Your role decides which menus you see. If a menu in this guide is missing for you, your role does not include it. Ask your School Admin.

Menu	School Admin	Principal	Head Mistress	Teacher	Bursar	Driver	Chief Security
Dashboard	✓	✓	✓	✓	✓	✓	✓

Menu	School Admin	Principal	Head Mistress	Teacher	Bursar	Driver	Chief Security
Students	✓	✓	Quick link	–	✓	–	–
Management (staff, payroll)	✓	Staff only	–	–	Payroll only	–	–
Academics (classes, subjects)	✓	✓	–	–	✓	–	–
Results (compute scores)	✓	✓	–	✓	Result SetUp only	–	–
Results (publish, positions)	✓	✓	–	Class results only	Report cards only	–	–
Lesson Plans, Exam Timetable	✓	✓	✓	✓	–	–	–
Chat Moderation	✓	✓	✓	–	–	–	–
Finance	✓	–	–	–	✓	–	–
Facilities: Hostel	✓	–	–	–	✓	–	–
Facilities: Bus	✓	Live Tracking	–	–	✓	My Bus Trips	Live Tracking
More: School Setup, SMS	✓	✓	–	–	✓	–	–
Settings: Staff access & roles, Signature	✓	–	–	–	–	–	–

Menu	School Admin	Principal	Head Mistress	Teacher	Bursar	Driver	Chief Security
My Portal (avatar menu)	–	–	–	✓	–	–	–

> **Note** In the app, the Bursar role is called **Account**. Behind the scenes the Principal role is stored as "User", but the app shows it as **Principal**.

Signing in

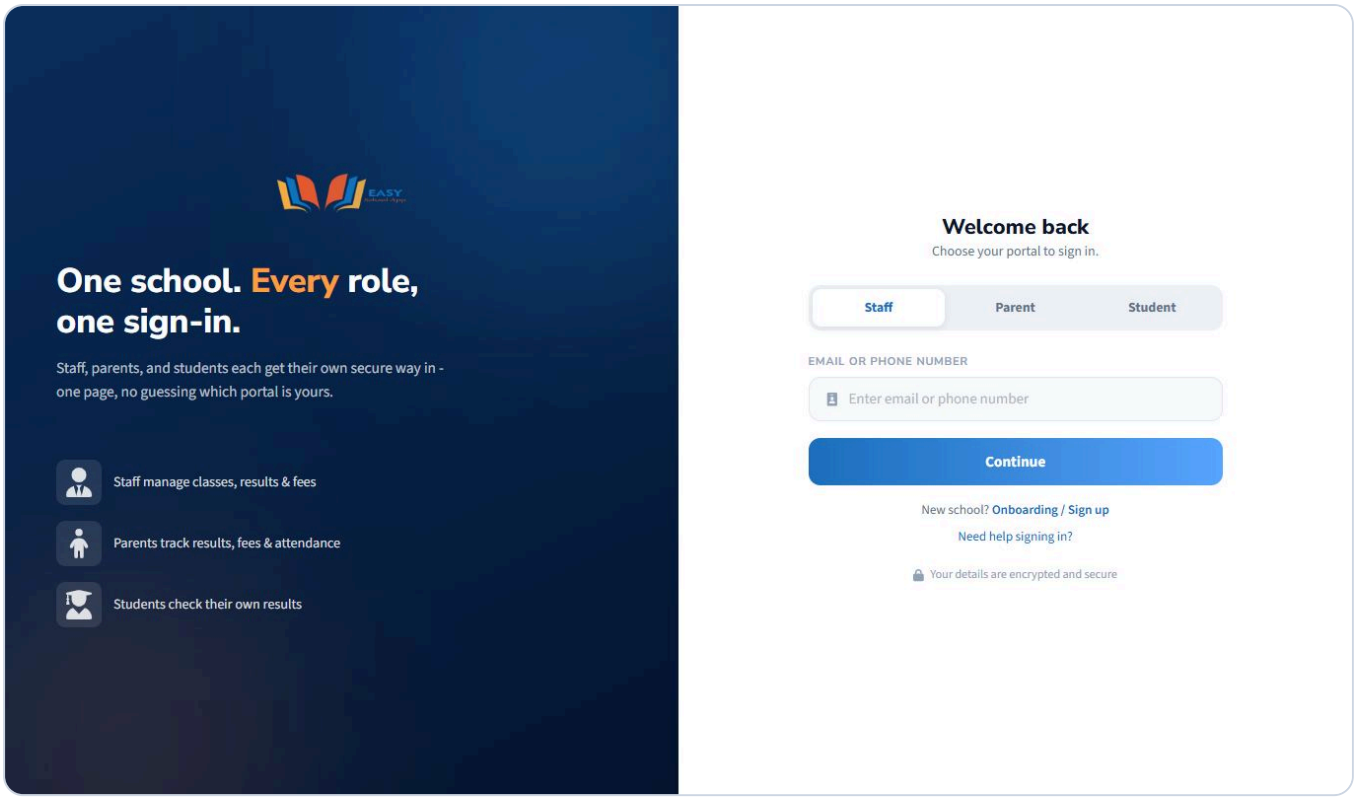
Sign in as staff

Purpose: Open the staff portal to do your daily work.

Who can use it: School Admin, Principal, Head Mistress, Teacher, Bursar, Driver, Chief Security.

Steps

1. Open your school's EasySchoolApp web address (for example `https://app.easyschoolapp.com`).
2. On the **Welcome back** page, make sure the **Staff** tab is selected.
3. In **Email or Phone Number**, type the email or phone number the school registered for you.
4. Click **Continue**.
5. Type your PIN in **Enter PIN**.
6. Tick **Remember me** only if this is your own device.
7. Click **Login**. Your **Dashboard** opens.



The sign-in page with the Staff tab selected

First time signing in (no PIN yet)

1. After you click **Continue**, the app says "*You don't have a PIN set.*"
2. Click **Send OTP**. A 6-digit code (OTP) goes to your registered phone (SMS) and email.
3. Type the code in **Enter OTP** and click **Verify OTP**.
4. Choose a new PIN of 4 to 6 digits. Type it in **New PIN** and again in **Confirm PIN**.
5. Click **Set PIN & Login**.

> **Tips**
>
> - Choose a PIN that is easy for you but hard for others to guess. Do not use 1234 or your birth year.
> - Do not share your PIN. Everything you do in the app is recorded under your name.
> - If you work on a shared computer, do not tick **Remember me**, and always **Logout** from the avatar menu when you finish.

Common errors and fixes

Problem	Fix
"Account not found. Please contact your school."	Check for typing mistakes. Try your phone number instead of your email (or the reverse). If it still fails, ask your School Admin to check your record on **Staff access & roles**.

Problem	Fix
"This account is registered as a parent..."	You are on the wrong tab. Click the **Parent** tab and sign in there.
The OTP does not arrive	Wait 1–2 minutes, check your email spam folder, then click **Resend OTP**. Make sure the school has your correct phone number and email. "Please wait 30 seconds before requesting again" means you clicked too quickly.
"OTP expired. Please request a new one."	Click **Resend OTP** and use the new code straight away.
"Invalid PIN."	Type it again slowly. If you forgot it, use **Forgot PIN?** (see Reset a forgotten PIN).
A page says your school is suspended or billing is locked	Your school's subscription needs attention. Ask the School Admin to contact EasySchoolApp support.

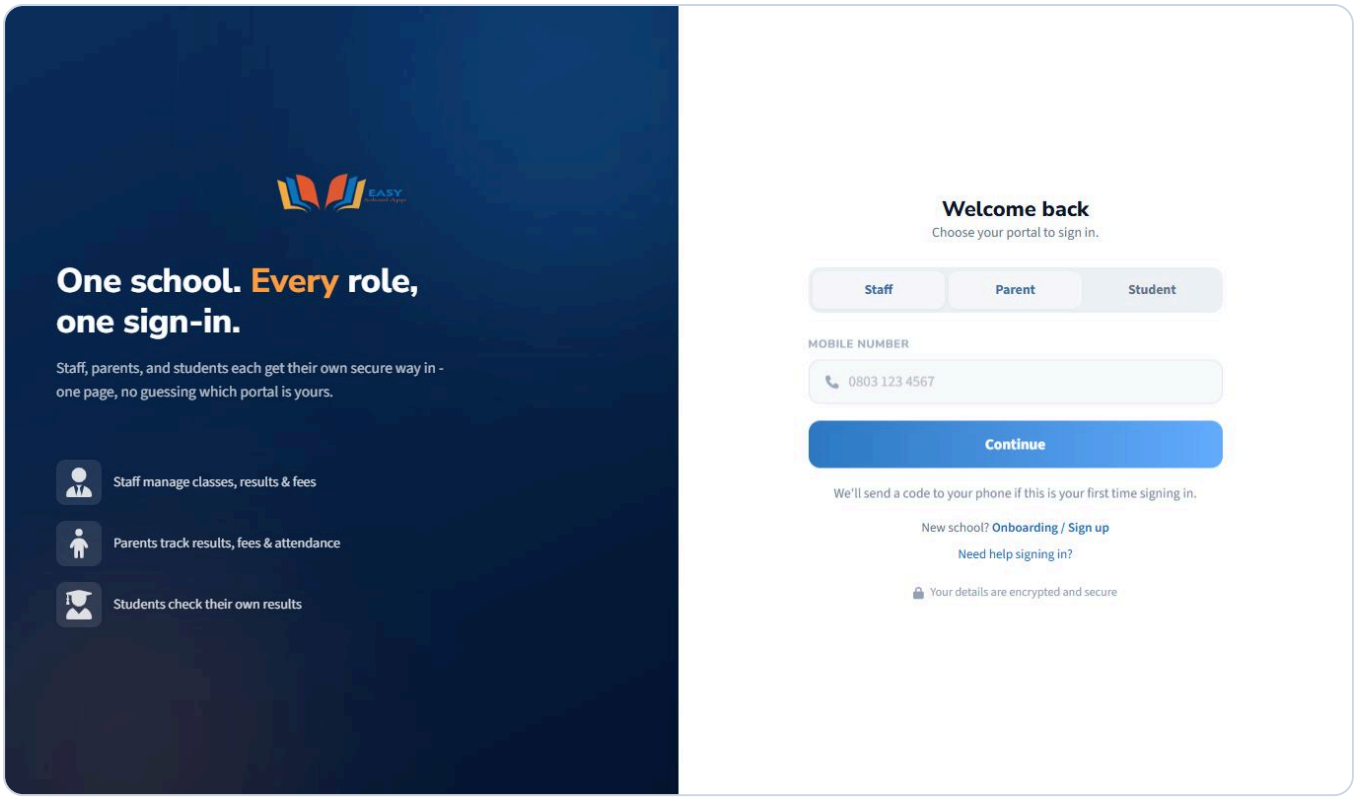
Sign in as a parent

Purpose: Open the Parent Portal to follow your child's classes, results, fees and school bus.

Who can use it: Parents and guardians whose phone number the school saved on the child's record.

Steps

1. Open the EasySchoolApp web address your school gave you.
2. Click the **Parent** tab.
3. In **Mobile Number**, type the phone number the school has for you (11 digits, for example `0803 123 4567`).
4. Click **Continue**.
5. Type your **4-digit PIN** and click **Log In**.



The sign-in page with the Parent tab selected

First time signing in

1. After **Continue**, the app sends a code by SMS to your phone.
2. Type the code and click **Verify Code**.
3. Create a 4-digit PIN you will remember. Type it in **New PIN** and **Confirm PIN**.
4. Click **Set PIN & Login**.

> **Tips**
>
> - One phone number opens all your children in the same school. You switch between them inside the portal.
> - If you changed your phone number, ask the school to update it on your child's record first.

Common errors and fixes

Problem	Fix
"This phone number is not registered with any student"	The school has a different number for you. Call the school office to update the child's **Parent** details.
"Enter a valid 11-digit number"	Type the number without +234, spaces or dashes, for example `08031234567`.

Problem	Fix
The code does not arrive	Wait 1–2 minutes and click **Resend code**. Check that your phone has network and can receive SMS.

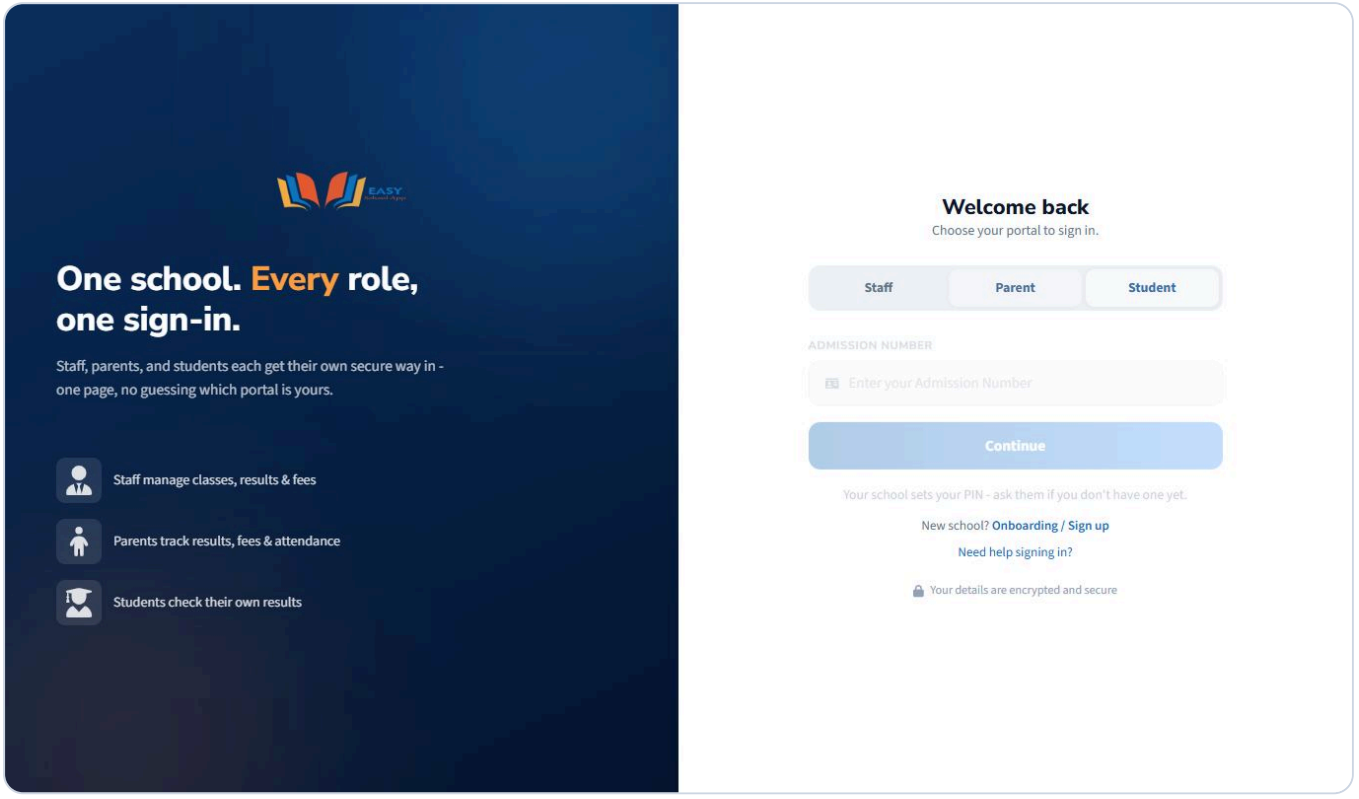
Sign in as a student

Purpose: Open the Student Portal to see assignments, take tests and exams, and view your report card.

Who can use it: Students whose school has set a login PIN for them.

Steps

1. Open the EasySchoolApp web address your school gave you.
2. Click the **Student** tab.
3. Type your **Admission Number** exactly as it appears on your ID card (for example `BFA2026-001`).
4. Click **Continue**.
5. Type your **4-digit PIN** and click **Log In**.



The sign-in page with the Student tab selected

Tips

- Your school sets your first PIN. If you do not have one, ask your class teacher or the school office.
- Never share your PIN with classmates. Tests and exams are recorded under your name.

Common errors and fixes

Problem	Fix
"Admission Number not found. Please check with your school."	Check the dashes and letters. If it is correct, your school has not created your login yet. Ask them to use **Set login PIN** on your record.
"Admission Number not registered for login."	Your record exists but has no PIN. Ask the school to set one.
"Invalid PIN."	Type it again. If you forgot it, use **Forgot PIN?** or ask the school to set a new one.

Reset a forgotten PIN

Purpose: Choose a new PIN when you cannot remember the old one.

Who can use it: Everyone (staff, parents, students).

Steps

1. On the sign-in page, choose your tab (**Staff**, **Parent** or **Student**).
2. Type your email, phone number or Admission Number and click **Continue**.
3. Click **Forgot PIN?**.
4. Staff: click **Send Reset OTP**. Parents and students: a code is sent automatically.
5. Type the code you receive.
6. Type your new PIN twice (**New PIN** and **Confirm PIN**).
7. Click the button to save and sign in (**Set PIN & Login** or **Reset PIN & Login**).

Tips

- Staff codes go to the phone and email on your staff record. Parent codes go by SMS to the parent's phone. A student's code goes by SMS to the **parent's** phone on the student's record.
- A School Admin can also set a new student PIN from **Students › Student list** (see Set a student's login PIN).

Common errors and fixes

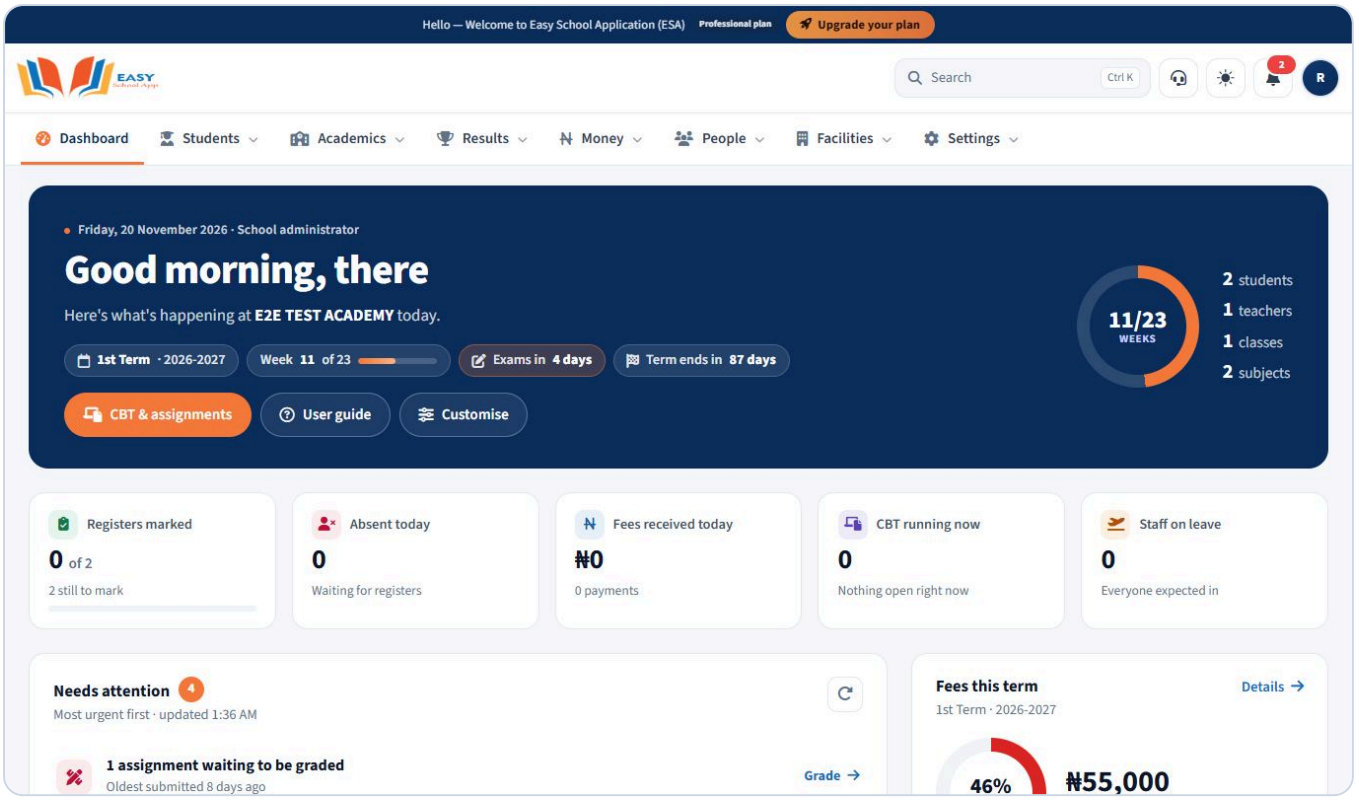
Problem	Fix
"PINs do not match."	Type the same PIN in both boxes.
"PIN must be 4-6 digits."	Staff PINs are 4 to 6 numbers. Parent and student PINs are exactly 4 numbers.
"No parent phone number on file..." (student)	The school has no parent phone for this student. Ask the school office to set a new PIN for you.
"Maximum resend attempts reached. Please wait 10 minutes."	Wait 10 minutes, then try again.
The code has expired	Ask for a new code with **Resend OTP** / **Resend code** and use it straight away.

Using the app

Find your way around the staff portal

Purpose: Know where things are so you can work quickly.

Who can use it: All staff.



The staff dashboard and top menu

The top bar

1. **Main menu: Students**, **Academics**, **Results**, **Money**, **People**, **Facilities** and **Settings**. Hover over or tap a group to see everything in it, with the most-used task highlighted on the right. Teachers also see **My portal**.
2. **Search** (or press **Ctrl + K**): type a few letters like "fees" or "scores" and press **Enter**.
3. **Sun/moon icon:** choose **Light**, **Dark** or **Auto**, and **Menu position**: **Top** or **Side**.
4. **Support** (headset icon): your school's support tickets.
5. **Notifications** (bell): the red number shows unread notifications. **See all notifications** opens a page you can search and filter.
6. **Avatar: My account**, **Change PIN**, **Install app** and **Logout**.

The dashboard

- The top shows the term's progress and the figures that matter today.
- **Needs attention** lists what to do next (for example classes without a register today, unpaid fees, unfinished setup). Click an item to go straight there.
- A section for your job: the **Money desk** (bursar and admin), the **Academic desk** (principal and admin) and **My teaching** (teachers).
- **Customise** (top right) lets you hide or move sections. It is saved for you only.

The page footer

At the bottom of every page you will find the app version and the **Help & User Guide** link. It opens the guide for your role.

> **Tips**
> - On a phone, tap the ☰ button at the top for the menu.
> - A **What's new** box appears after an update. Read it, then click **I understand**. It won't show again on that device.

Read your notifications

Purpose: See messages from the app and the school, such as approvals, reminders and new features.

Who can use it: All staff and parents.

Steps

1. Click the **bell** icon at the top right. A red number means you have unread notifications.
2. Read the list. Click a notification to open the related page.
3. Use the option to mark all as read when you have seen them.

> **Tips**
> - On phones where the app is installed, notifications can also arrive as phone alerts. Allow notifications when your browser asks.

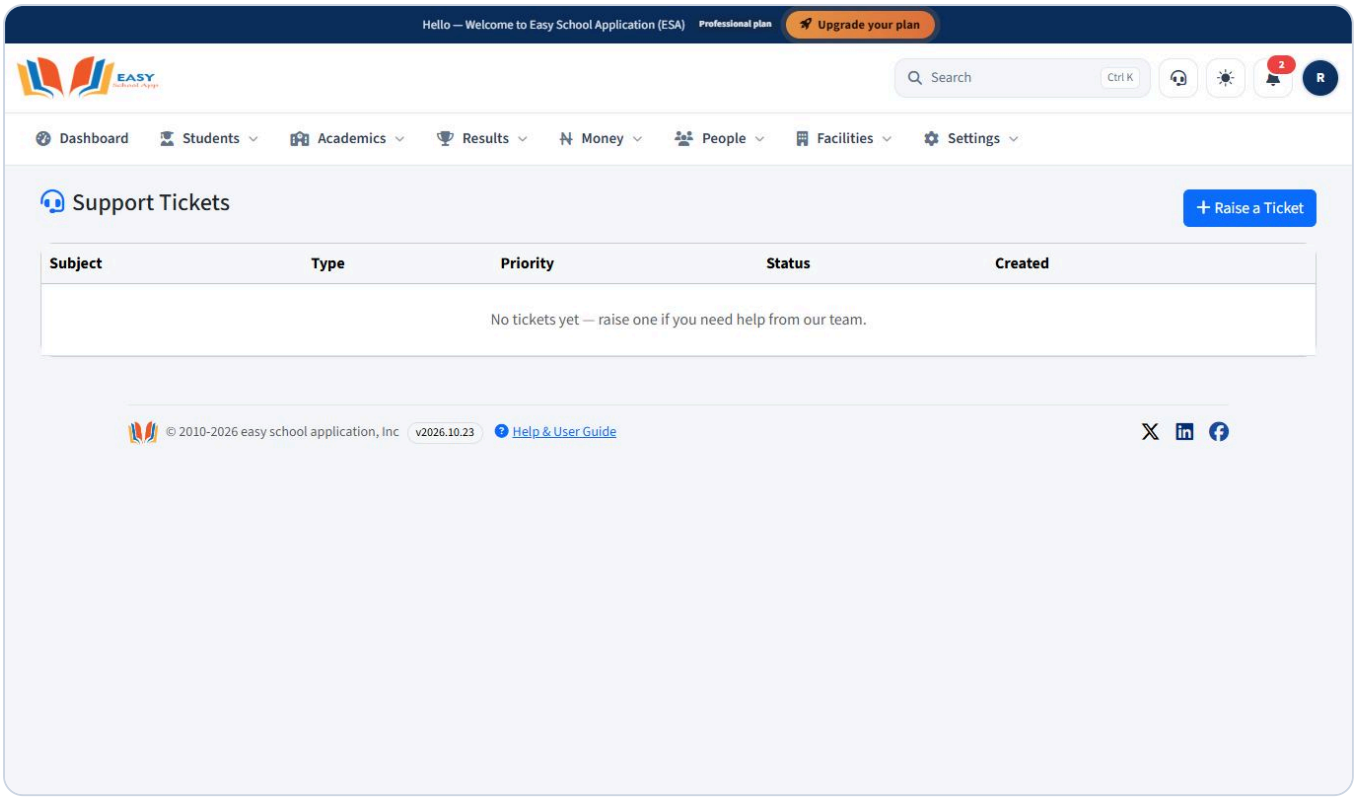
Ask EasySchoolApp for help (Support Tickets)

Purpose: Report a problem or ask a question to the EasySchoolApp support team, and follow their reply.

Who can use it: School Admin, Principal, Bursar.

Steps

1. Click the **Support** (headset) icon at the top right. The **Support Tickets** page opens.
2. Click **Raise a Ticket**.
3. Write a short **Subject**, choose the **Type** and **Priority**, and describe the problem. Say which page you were on and what you clicked.
4. Attach a screenshot if you can.
5. Send the ticket. It appears in the list with its **Status**.
6. Open the ticket later to read replies and answer them.



Support Tickets page

> **Tips**
>
> - One problem per ticket. This makes it faster to solve.
> - Never put PINs or passwords in a ticket.

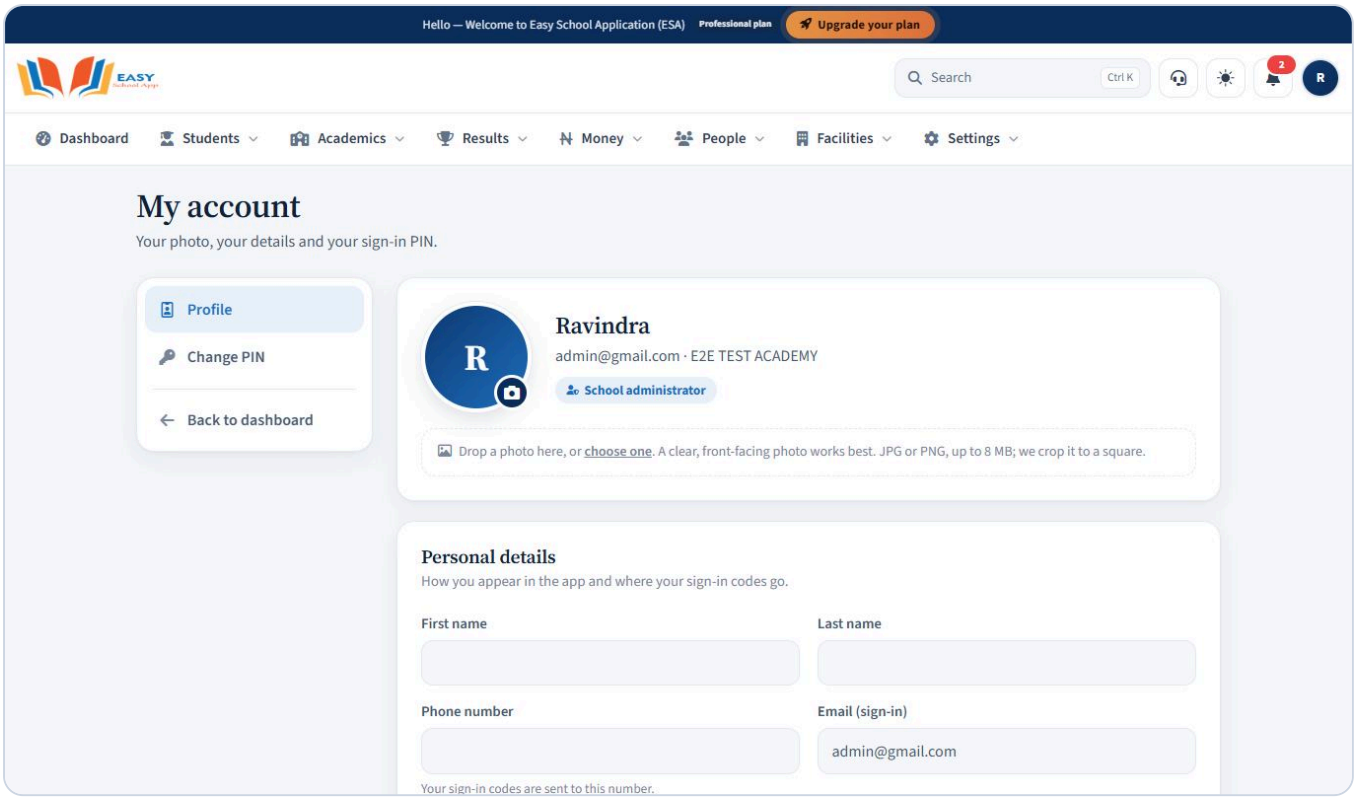
Update your profile

Purpose: See your account details, change your photo, and change your PIN.

Who can use it: All staff.

Steps – your account and photo

1. Click your **avatar** at the top right, then **My account**.
2. Your name, phone and email are shown. Only the School Admin can change them (on **Settings › Staff access & roles › Email & phone**).
3. To change your photo, drop a photo on the page or tap the camera icon.



My account

Steps – change your PIN

1. Open **Avatar › Change PIN**.
2. Click **Send me a code**. A 6-digit code is sent by SMS to your phone and by email.
3. Type the code, then your new PIN twice, and click **Save new PIN**.

> **Tips**
>
> - The code works for 5 minutes. You can ask for a new one after a minute. After 5 wrong codes, ask for a new code.
> - School Admins can turn the Friday **weekly summary email** on or off on **My account**.

Install the app on your phone

Purpose: Open EasySchoolApp from your home screen like a normal app.

Who can use it: Everyone.

Steps (Android, Chrome)

1. Open the EasySchoolApp web address in Chrome.
2. Staff: click your **avatar** and choose **Install app**. Everyone else: tap the browser menu (⋮) and choose **Install app** or **Add to Home screen**.
3. Confirm. The EasySchoolApp icon appears on your home screen.

Steps (iPhone, Safari)

1. Open the web address in Safari.
2. Tap the **Share** button, then **Add to Home Screen**.
3. Tap **Add**.

> **Tips**
>
> - The installed app is the same as the website. You do not need to update it yourself.
> - **Settings › Download our app** has a separate Windows program used for fingerprint staff attendance. Most staff do not need it.

School Admin Guide

You are the School Admin (role **Admin**). You can see every menu and you set the school up for everyone else.

First-time setup checklist

Do these in order when your school is new. Each step links to its instructions.

1. Set up the school profile – name, logo, address.
2. Create an academic session.
3. Set up the school calendar.
4. Add classes and class groups (arms).
5. Add subjects and allocate them to classes.
6. Add staff and give them access and roles.
7. Assign teachers to classes.
8. Create fee names and set fee amounts.
9. Register students.
10. Set up assessment and grading, the report card design and signatures.
11. Buy SMS units and register your SMS sender name.
12. Choose how online payments reach the school.

Start of every term

- Check the school calendar dates.
- Check fee amounts and renew discounts.
- Set up assessment and grading for the term.
- At the start of a new session: promote students, then update teaching assignments.

School setup

Sign up a new school

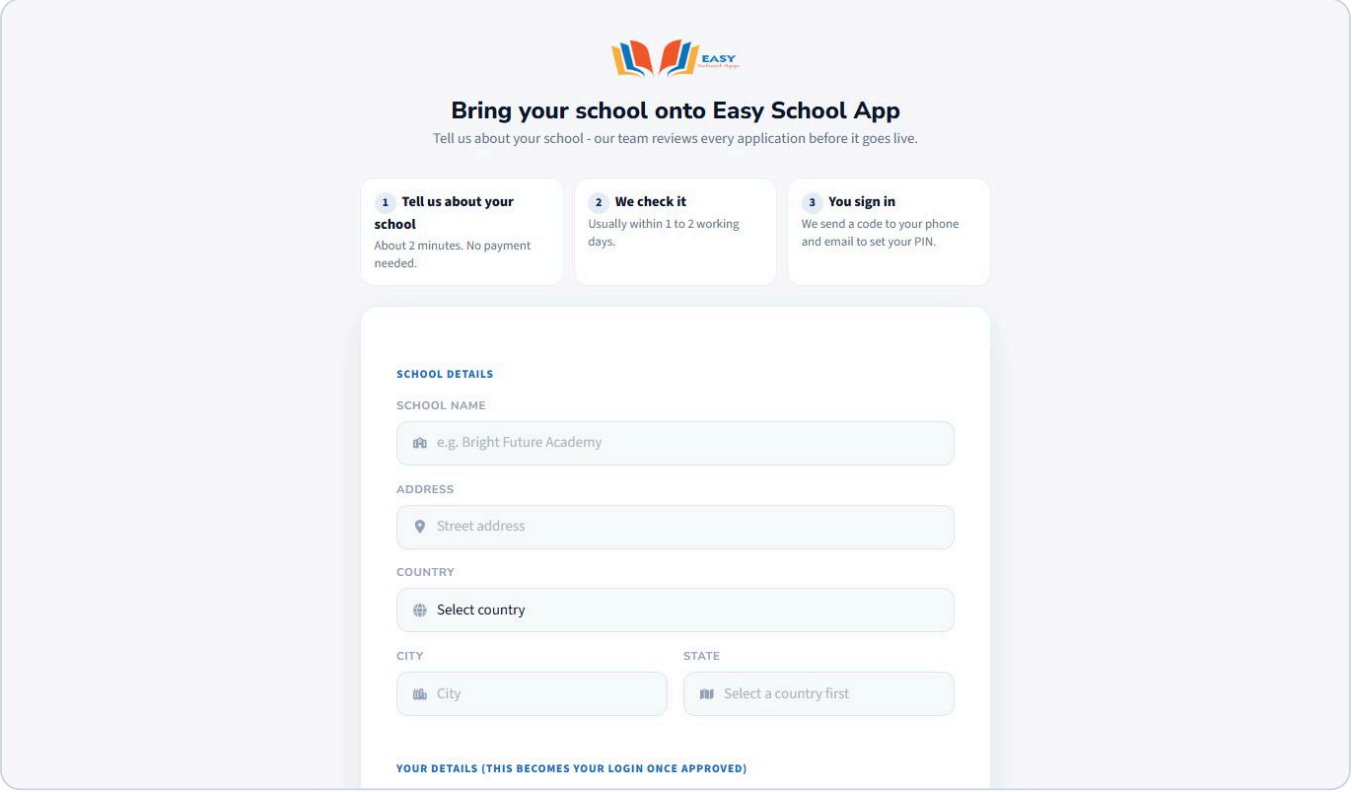
Purpose: Apply to bring a new school onto EasySchoolApp.

Who can use it: The school owner or proprietor (before they have an account).

Where: Sign-in page › **Onboarding / Sign up**

Steps

1. Open the EasySchoolApp sign-in page and click **Onboarding / Sign up** (next to "New school?").
2. Fill in the school's details: **School name**, **Address**, **Country**, **City**, **State** and **Website** (if any).
3. Fill in your details: **First name**, **Last name**, **Email address** and **Phone number**. Add a **Referral code** if someone referred you.
4. Click **Submit application**. You see **Application received**.
5. EasySchoolApp reviews the application. When it is approved, you get your login details.
6. The first time you sign in, answer the short welcome questions (expected number of students, what you use now, when you plan to start, and who decides).



Bring your school onto Easy School App – application form

Tips

- Use an email and phone number you check often. Your sign-in codes go there.
- After approval, follow the first-time setup checklist.

Common errors and fixes

Problem	Fix
The email or phone is "already in use"	That email or phone already has an EasySchoolApp account. Use another, or contact support.

Set up the school profile

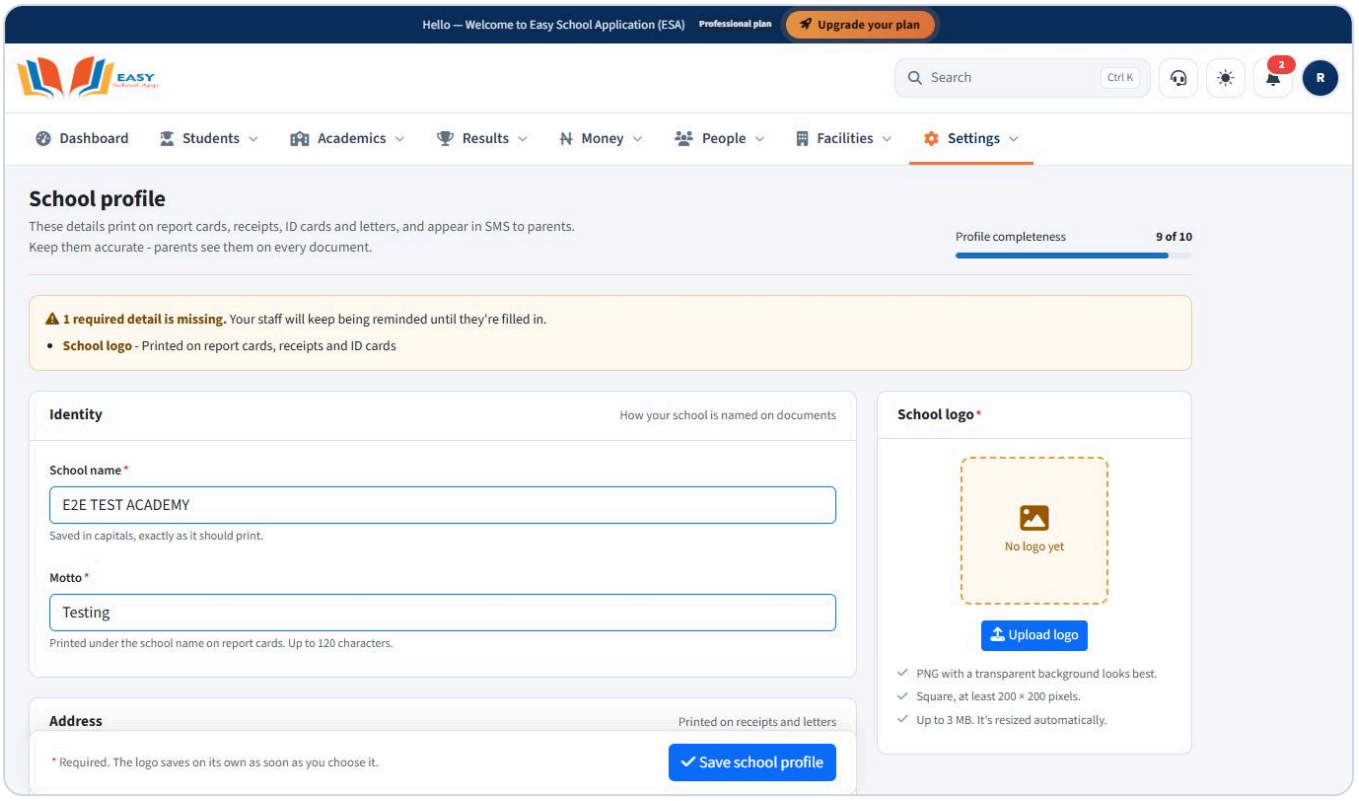
Purpose: Save your school's name, logo, address and contacts. They appear on report cards, receipts, ID cards and messages to parents.

Who can use it: School Admin, Principal, Bursar.

Where: Settings › School profile

Steps

1. Open **Settings › School profile**.
2. Under **Identity**, type the **School name** and **Motto**. Click **Replace logo** to upload your logo (a square PNG or JPG works best).
3. Under **Address**, fill in **Street address**, **City / town**, **State** and **Country**.
4. Under **Contact**, fill in **Office phone**, **Mobile number**, **School email** and, if you have one, **Website (optional)**.
5. Under **Student ID card design**, choose **Modern** (colour header, landscape) or **Classic** (traditional, portrait). Pick a **Main colour** and **Accent colour**. Tick **QR code on the card** or **Barcode on the card** if you want them.
6. Click **Save school profile**.



School profile page

Tips

- Fields marked with * are required.
- Until the profile is complete, a reminder box on the dashboard shows how many items are left. Click **Complete school profile** to finish.
- Check spellings carefully. The school name prints on every report card.

Common errors and fixes

Problem	Fix
Save school profile does nothing	A required field is empty. Scroll up and look for the field marked in red.
The logo looks blurred on report cards	Upload a larger, clear image (at least 300 × 300 pixels).

Create an academic session

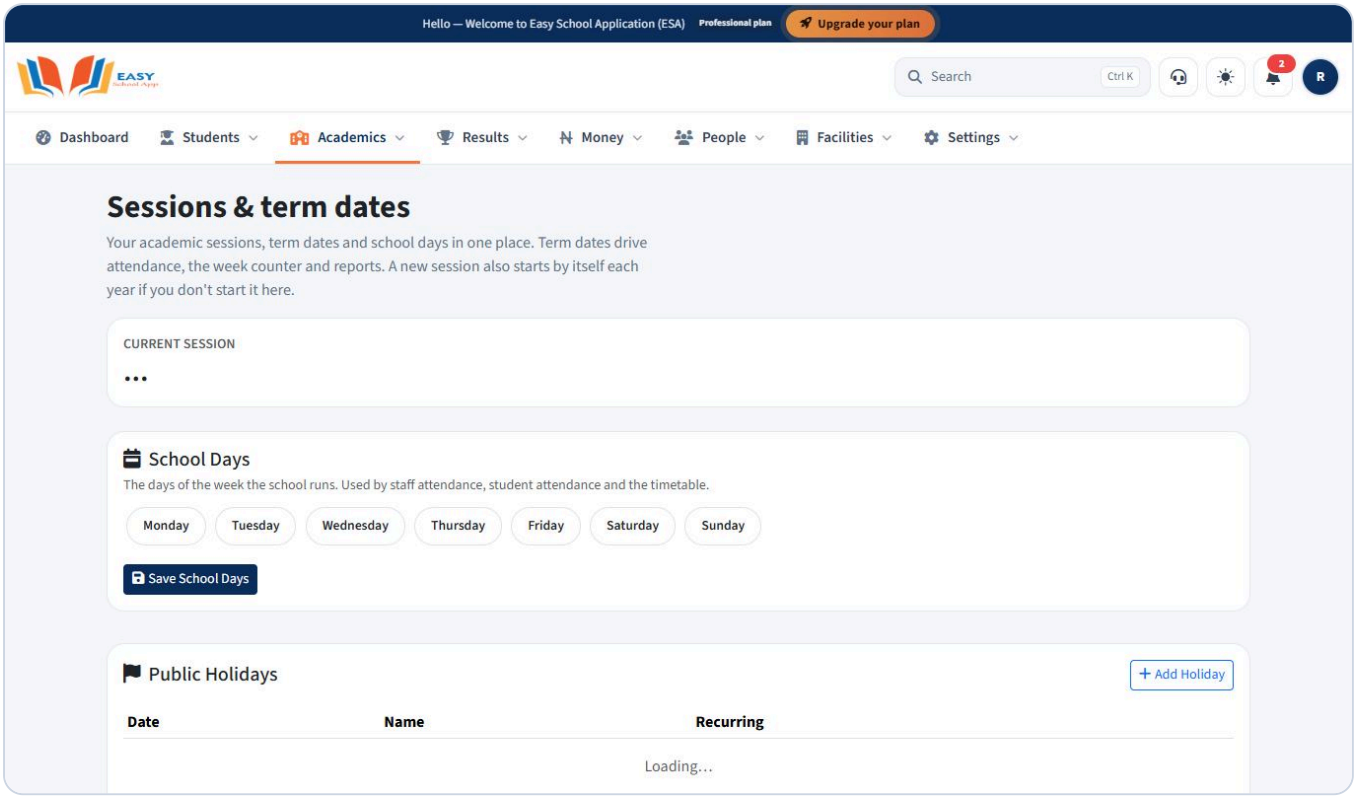
Purpose: An academic session is a school year (for example **2026-2027**). Scores, fees, attendance and promotions are all saved against a session and a term.

Who can use it: School Admin, Principal.

Where: Academics › Sessions & term dates (one page for sessions and term dates)

Steps

1. Open **Academics › Sessions & term dates**. The top shows the **Current** session and your earlier sessions.
2. When the new school year begins, click **Start 2027-2028** (the next session is filled in for you) and confirm.
3. A school's very first session: click **Start a session** and type it, for example `2026-2027`.



Sessions & term dates

> **Tips**
>
> - You can't start the next session until the current one has finished. The page tells you the date: "2027-2028 starts automatically after the 3rd term closes on …".
> - Promoting students at the end of the third term starts the next session for you.

Common errors and fixes

Problem	Fix
"… hasn't been completed yet"	The current session is still running. Wait until its 3rd term closes, or promote students at the end of the year.

Problem	Fix
The **Start** button looks faded	Same reason: the current session hasn't ended. Hover over it to see why.

Set up the school calendar (terms, school days and holidays)

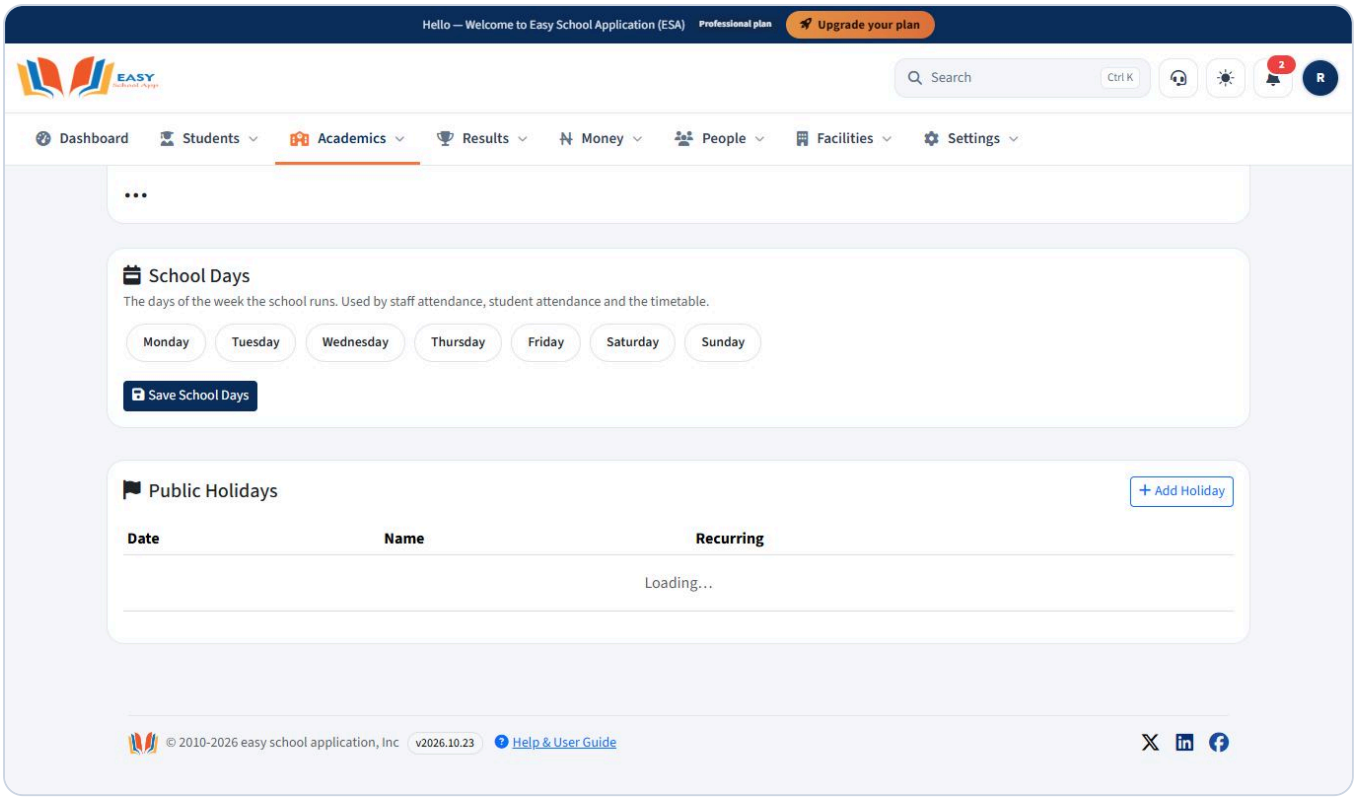
Purpose: Tell the app when each term starts and ends, which days are school days, and which days are holidays. Attendance, scores, fees, salaries and the parent and student apps all follow these dates.

Who can use it: School Admin, Principal.

Where: Academics › Sessions & term dates

Steps

1. Open **Academics › Sessions & term dates**.
2. Under **School Days**, tick the days your school opens (usually **Monday** to **Friday**). Click **Save School Days**.
3. To start quickly with the standard Nigerian calendar, use **Default calendar** and click **Accept the default calendar**. Nothing changes until you accept.
4. To set your own dates, fill each term: **Resumption Date**, **Mid-Term Break**, **Closing Date** and **Holiday Period (after closing)**. Click **Save 1st Term**, **Save 2nd Term** and **Save 3rd Term**.
5. Under **Public Holidays**, click **Add Holiday** for a day the school will be closed. Tick **Repeats every year** for holidays on the same date every year.



Sessions & term dates

Tips

- These dates decide which term is "running". Teachers can't enter scores for a term that hasn't started.
- Parents and students see the term's days left, the mid-term break and when next term begins on their home screens.
- Weekends, holidays and breaks don't count as absences for staff or students.

Common errors and fixes

Problem	Fix
Term will not save	The **Closing Date** must be after the **Resumption Date**, and terms must not overlap.
"Clock-in is closed today." / "Attendance is closed today."	Today is a weekend, holiday or outside term dates. Check the dates here.

Add classes and class groups (arms)

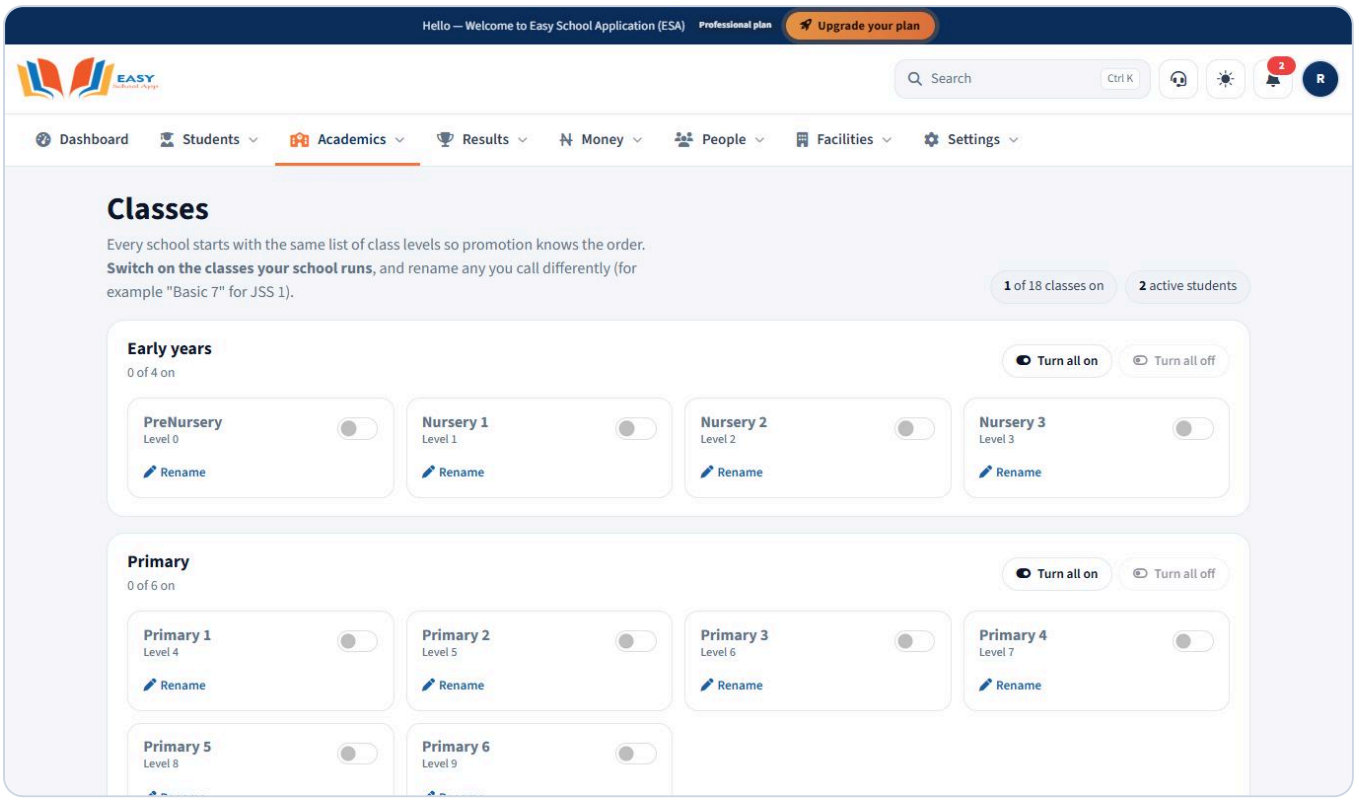
Purpose: Switch on the classes your school runs (for example **JSS 1**, **Primary 4**) and create the arms (groups) inside them (for example **A**, **B**, **Gold**).

Who can use it: School Admin, Principal.

Where: Academics › Classes and **Academics › Arms (groups)**

Steps – classes

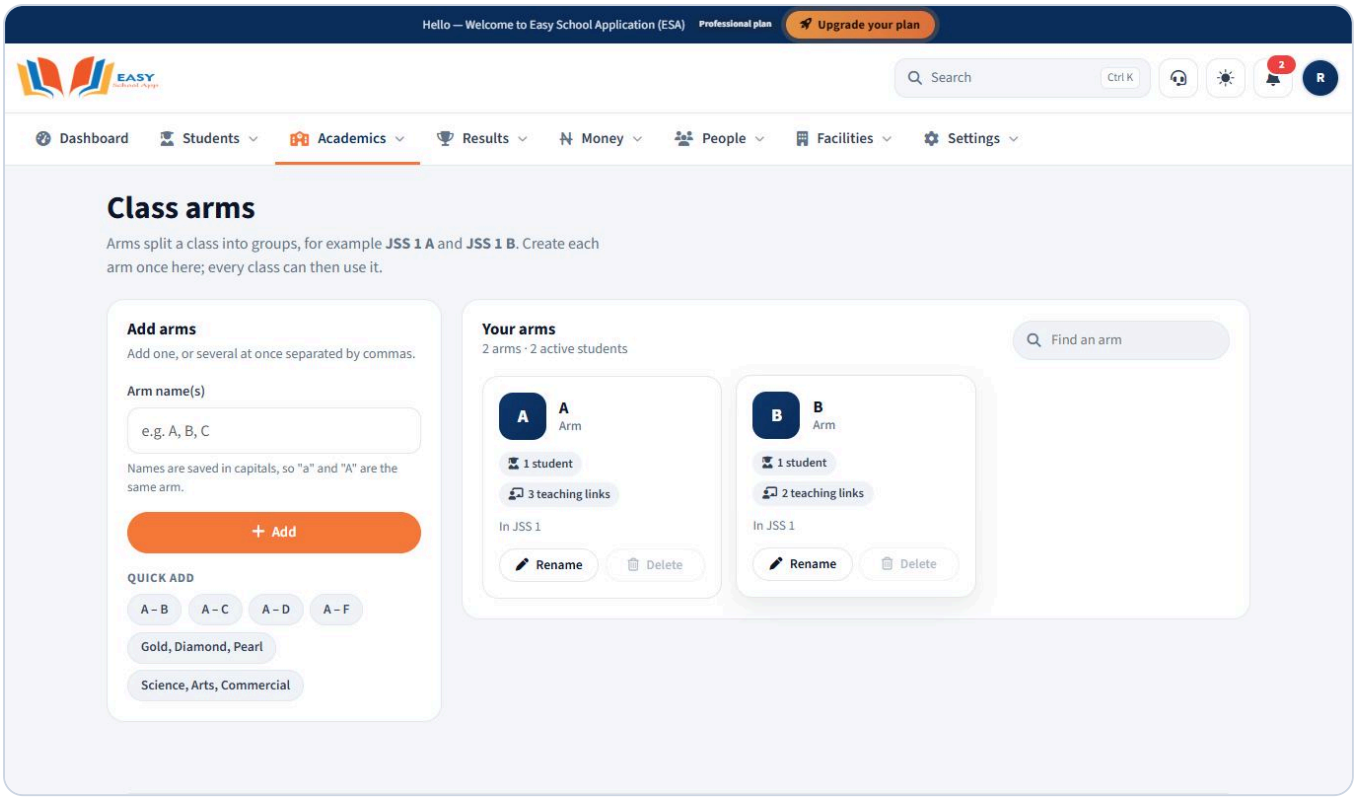
1. Open **Academics › Classes**. Classes are grouped into Early years, Primary, Junior and Senior secondary.
2. Turn each class your school runs on or off, or a whole level at once.
3. To use your school's own name, click **Rename** (for example "Basic 7" instead of "JSS 1").



Classes page

Steps – arms (groups)

1. Open **Academics › Arms (groups)**.
2. Type one or several names at once, for example `A, B, C`, and add them.
3. Each arm shows how many students are in it.



Arms page

Tips

- Arms are shared across classes. Create **A**, **B** and **C** once, and every class can use them.
- On other pages an arm may be called **Section** or **Group**. They mean the same thing.

Common errors and fixes

Problem	Fix
A class can't be switched off	It still has students. The page tells you which classes. Move the students first.
An arm can't be deleted	It still has students in it.

Add subjects and allocate them to classes

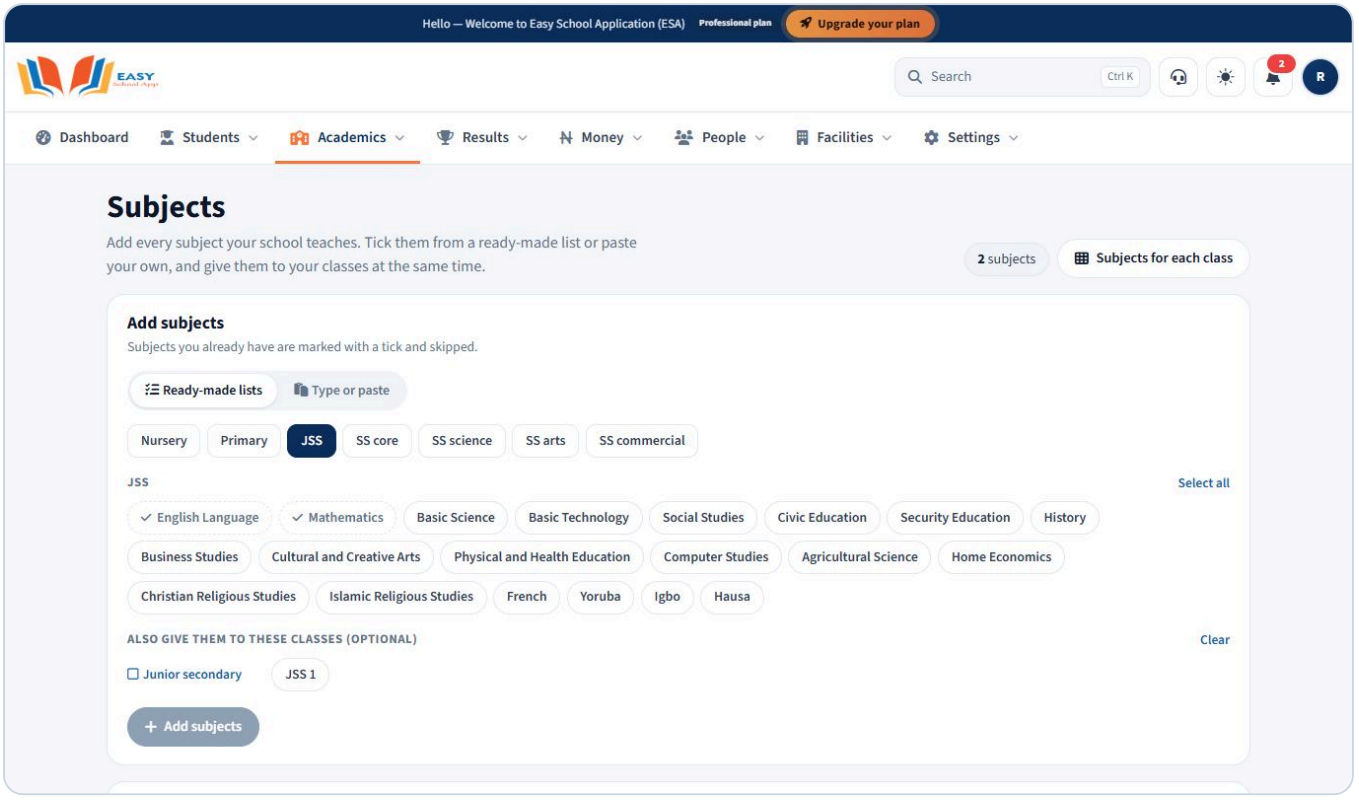
Purpose: Choose the subjects your school teaches, then which subjects each class offers. Score sheets and report cards only show the subjects given to a class.

Who can use it: School Admin, Principal.

Where: Academics › Subjects and **Academics › Subjects for each class**

Steps – add subjects

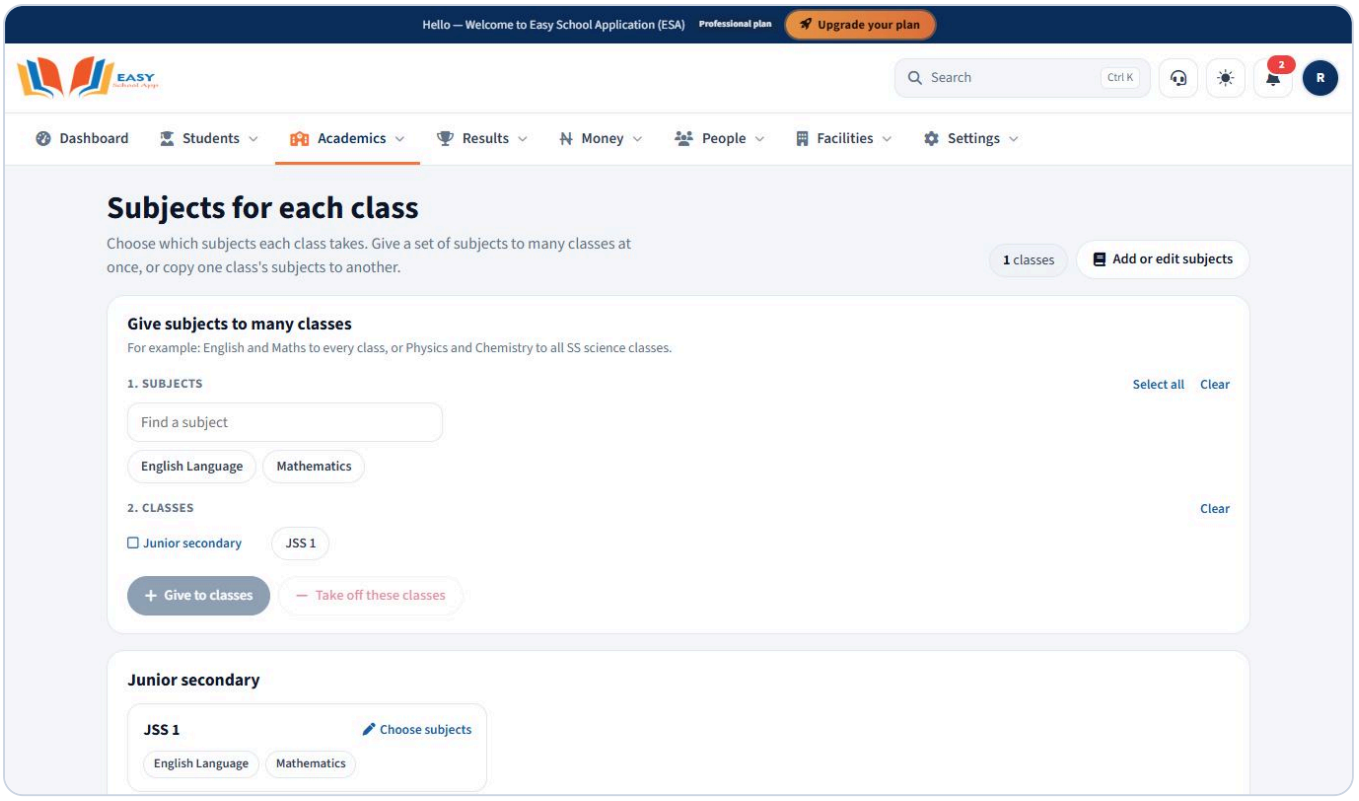
1. Open **Academics › Subjects**.
2. Pick from the ready-made lists (Nursery, Primary, JSS, SS core, SS science, SS arts, SS commercial) and tick what your school offers, or paste your own list. Subjects you already have are skipped.
3. You can give the new subjects to classes in the same step. Choosing the JSS list selects JSS 1–3 for you.



Subjects page

Steps – subjects for each class

1. Open **Academics › Subjects for each class**.
2. Choose subjects and classes once and click **Give to classes**, or open a class and tick its subjects.
3. To save time, copy one class's subjects to another.



Subjects for each class

Tips

- Give subjects to classes before teachers enter scores. A teacher can't enter scores for a subject the class doesn't take.
- Use one clear name per subject. "Maths" and "Mathematics" would count as two subjects.

Common errors and fixes

Problem	Fix
No classes to choose	Switch your classes on first. See Add classes and class groups (arms).
A subject is missing on the score sheet	Give the subject to that class, then reload the score sheet.

Create the class timetable

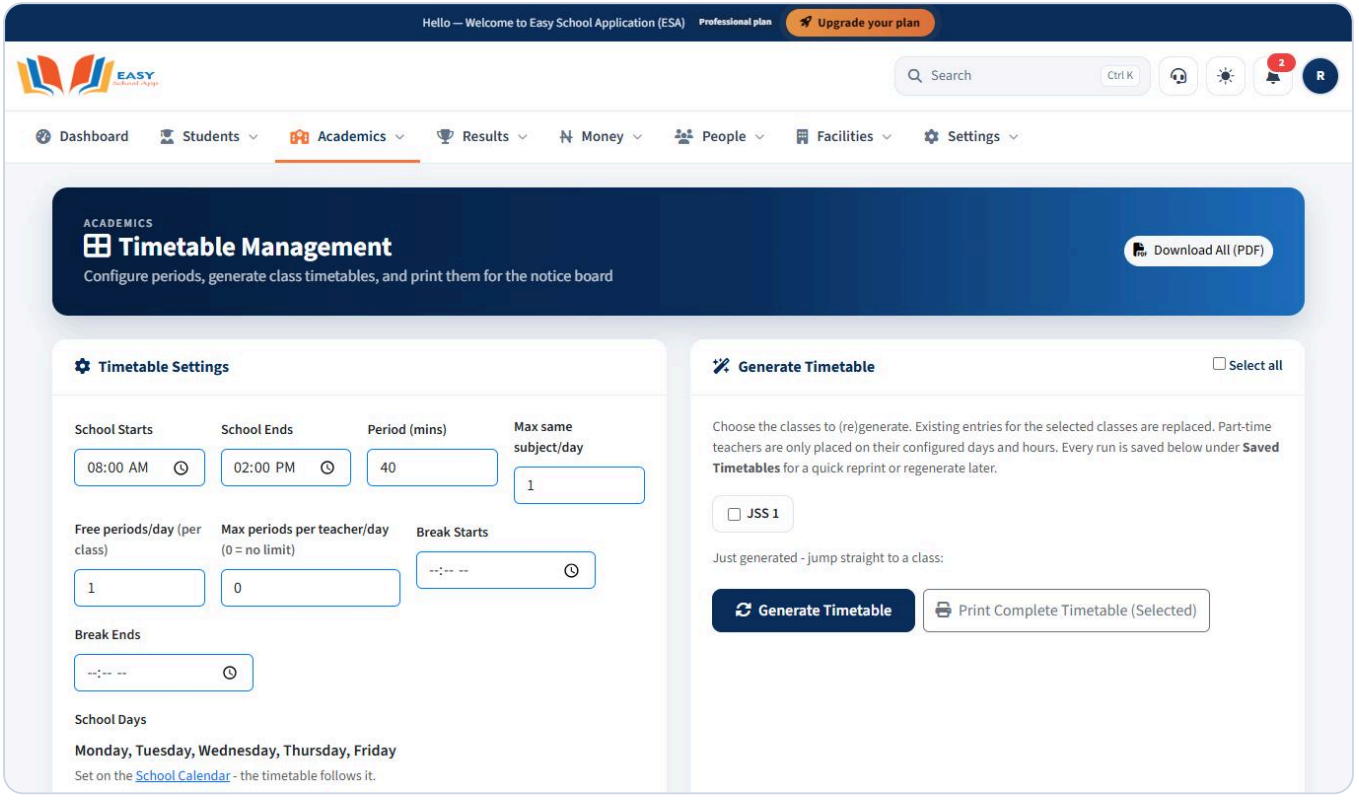
Purpose: Build a weekly timetable for every class automatically, then print it for classes and teachers.

Who can use it: School Admin, Principal. Teachers and the Bursar can view it.

Where: Academics › Timetable

Steps

1. Open **Academics › Timetable**.
2. Fill in the settings: **School Starts**, **School Ends**, **Period (mins)**, **Break Starts**, **Break Ends** and **School Days**.
3. Set the limits: **Max same subject/day**, **Free periods/day (per class)** and **Max periods per teacher/day (0 = no limit)**.
4. Click **Save Settings**.
5. Optional: click **Add Activity** for fixed events such as assembly or sports. Give an **Activity Name**, **Day**, **Starts**, **Ends** and the classes. Click **Save Activity**.
6. Optional: click **Combine Classes** when one teacher teaches two or more classes together. Pick the **Teacher**, **Subject** and the classes, then **Save Combined Session**.
7. Tick the classes and click **Generate Timetable**.
8. Check the **Class Timetable** and **Teacher Timetable** tabs. Click **View** or **PDF** for one class, or **Download All (PDF)**.



Timetable Management page

Tips

- Teaching assignments and subject allocation must be done first. The timetable uses them.
- Parents see their child's timetable in the Parent Portal. Teachers see theirs from the dashboard (**Today's Timetable**).

Common errors and fixes

Problem	Fix
Some periods are empty	Not enough teacher hours for that class. Lower **Max same subject/day** or add teaching assignments.
A teacher is in two places at once	Use **Combine Classes** for joint lessons, then regenerate.

Staff

Add a staff member

Purpose: Create a record for anyone who works at the school, teaching or non-teaching. The record is used for attendance, payroll, ID cards and app access.

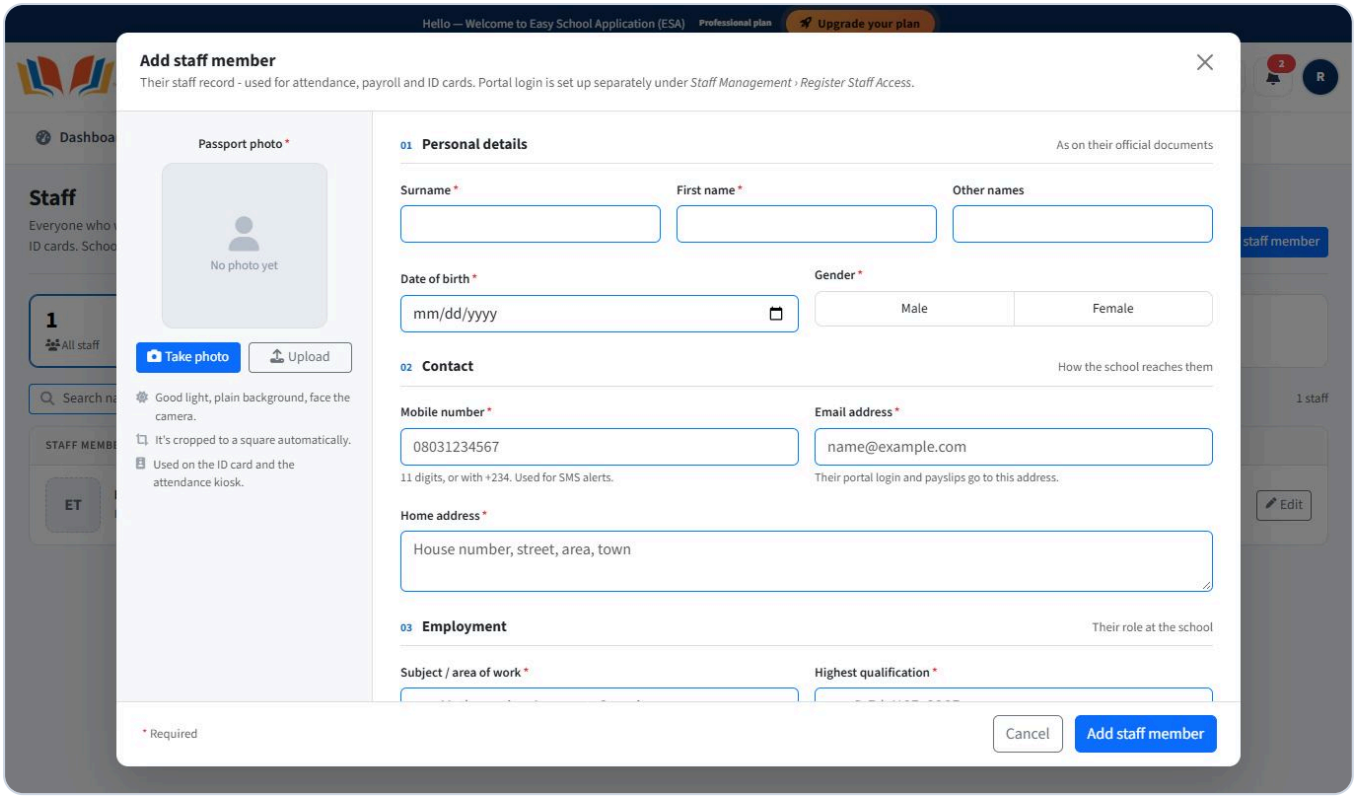
Who can use it: School Admin, Principal.

Where: People › Staff list (or **People › Add staff**)

Steps

1. Open **People › Staff list**. The **Staff** page shows everyone with **All staff**, **Active**, **Suspended** and **Missing photo** counts.
2. Click **Add staff member**.
3. Add a photo: click **Take photo** to use the camera, or **Upload** to choose a picture.
4. Fill in the personal details: **Surname**, **First name**, **Other names**, **Date of birth**, and **Male** or **Female**.
5. Fill in the contact details: **Mobile number**, **Email address** and **Home address**.
6. Fill in the employment details: **Subject / area of work**, **Highest qualification**, **Date joined** and **Years of experience**. **Previous employer** is optional.
7. Tick **Bus driver** if this person drives a school bus. You can then assign them to a vehicle under **Bus › Vehicles**.

8. Click **Add staff member**.



Add staff member form

To change a staff record: click **Edit** on their row, change the details, and click **Save changes**.

Tips

- Use each person's own phone number and email. They will use them to sign in.
- **Blank registration form** prints a paper form that new staff can fill in before you type it in.
- Adding a staff member does **not** give them access to the app yet. Next, give them a role (see Give staff access and roles).

Common errors and fixes

Problem	Fix
The form will not save	A required field (marked *) is empty or the email is not valid. Check the fields marked in red.
The camera does not open	Allow camera access when the browser asks, or use **Upload** instead.

Problem	Fix
Duplicate email or phone	Another staff member already uses it. Each person needs their own email and phone number.

Give staff access and roles

Purpose: Let a staff member sign in, and choose what they can see and do (their roles).

Who can use it: School Admin.

Where: Settings › Staff access & roles

Roles you can give

Role in the app	What it is for
Admin	Full control of the school account (School Admin).
Principal	Academics, results, staff records and the timetable. (It was called "User" before.)
Head Mistress	Supervises assigned classes: lesson plans, exam timetable, chat moderation.
Teacher	Class register, scores, lesson plans, assignments, tests, exams and parent chat.
Account	Bursar or accountant: fees, payroll, income and expenses.
Driver	Runs school bus trips and shares live location.
Chief Security	Watches the school buses live.

Steps – give access to a new staff member

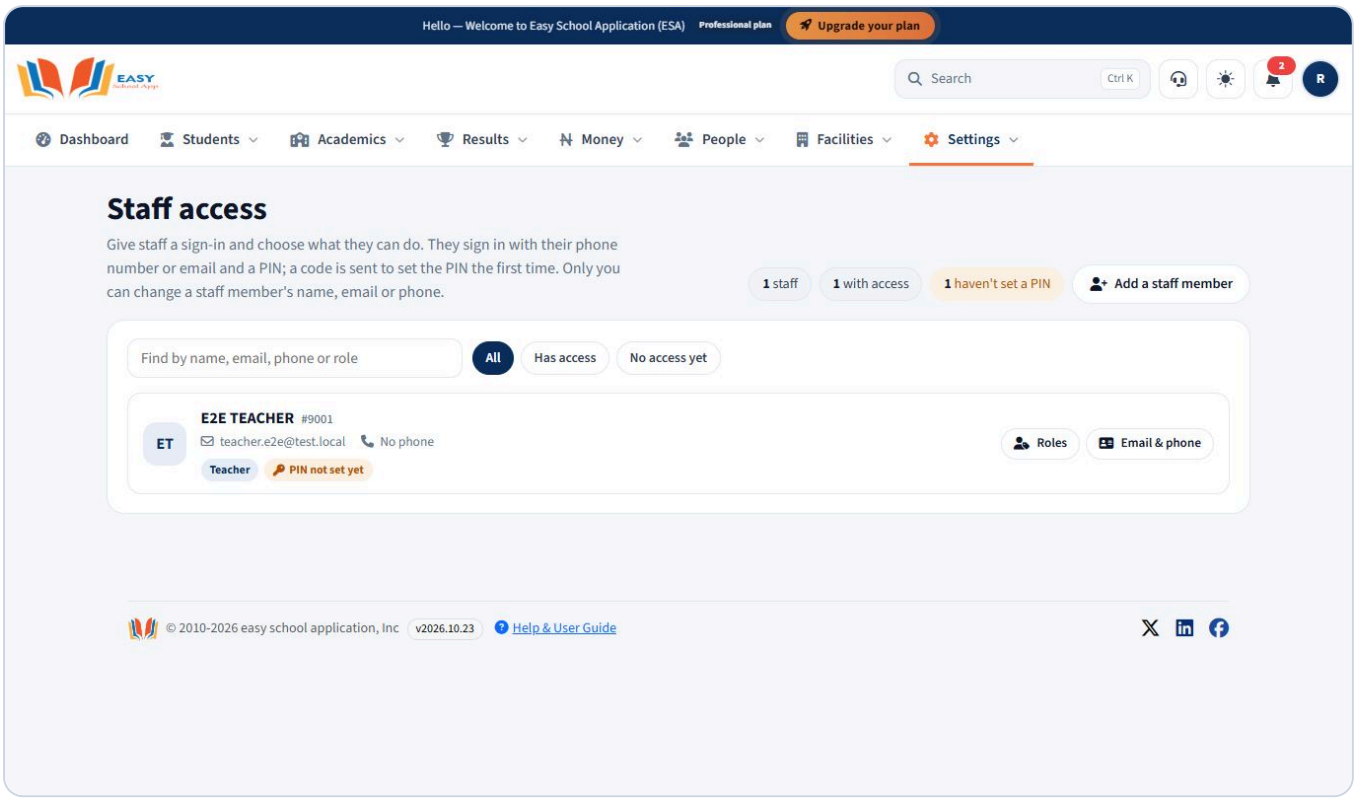
1. Add the person first (see Add a staff member).
2. Open **Settings › Staff access & roles**. There is one card per staff member, with their email, phone, roles and whether they have set a PIN yet.
3. Find the person. Search by name, email, phone or role, or filter **Has access** / **No access yet**.
4. Click **Give access**. The person receives a message with how to sign in and set their PIN.

Steps – change someone's roles

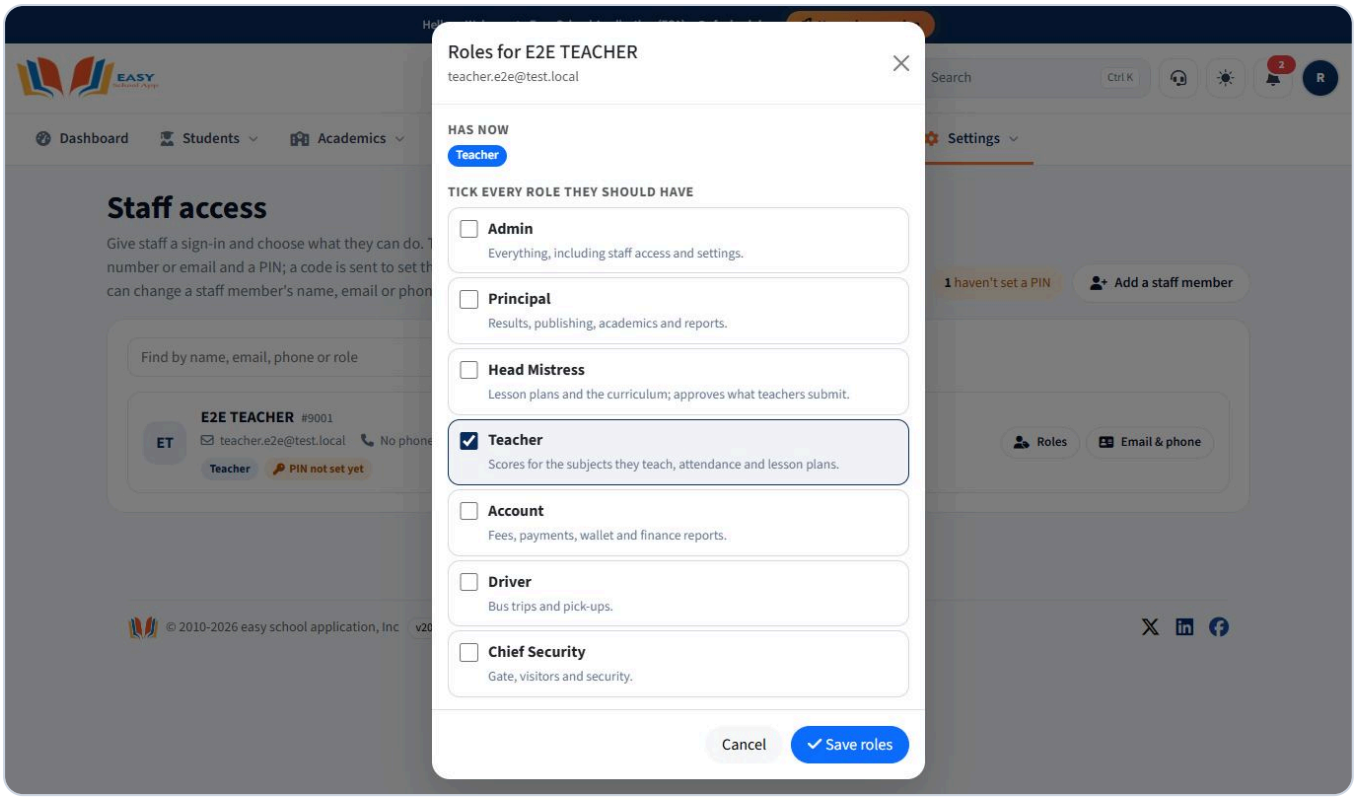
1. On the person's card, click **Roles**. You see their name and current roles, then a tick list of every role with a line explaining what it allows.
2. Tick as many roles as they need (for example **Teacher** and **Head Mistress**) and save.

Steps – correct an email or phone

1. On the person's card, click **Email & phone**.
2. Type the correct email or phone number and save. Staff can't change these themselves.



Staff access & roles



Choosing roles

Tips

- Give each person the smallest set of roles they need. A class teacher only needs **Teacher**.
- When a staff member leaves, remove their roles straight away.
- For safety you can't remove your own Admin role. Another admin must do it.

Common errors and fixes

Problem	Fix
"A user with this email is already registered."	The email is used by another account. Use a different email, or correct the old account with **Email & phone**.
The staff member can't see a menu	Their roles don't include it. Check Roles at a glance and add the right role.
Changes don't show for the staff member	Ask them to **Logout** and sign in again.

Assign teachers to classes

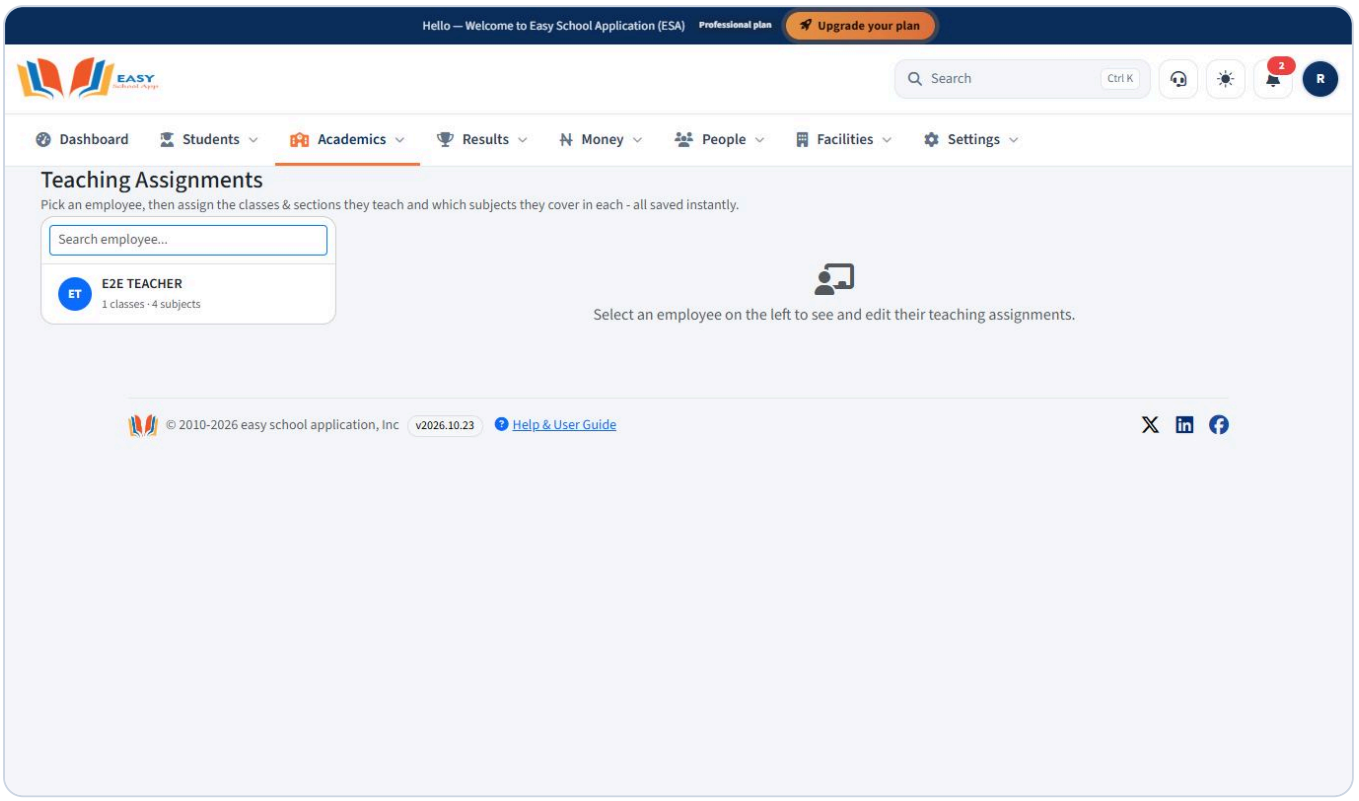
Purpose: Link each teacher to the classes and sections they teach. Teachers only see their own classes in the register, scores and **My Students**.

Who can use it: School Admin, Principal.

Where: Academics › Teaching assignments

Steps

1. Open **Academics › Teaching assignments**.
2. On the left, find the teacher (use **Search employee...**). Click their name.
3. Click to add a class. The **Assign a Class & Section** box opens.
4. Choose the **Class** and the **Section**.
5. Click **Assign**.
6. Repeat for every class the teacher takes.



Teaching Assignments page

Tips

- Do this at the start of every session, after promotion.
- If a teacher says "No class assigned" on the register, they are missing a teaching assignment.

Assign a Head Mistress to classes

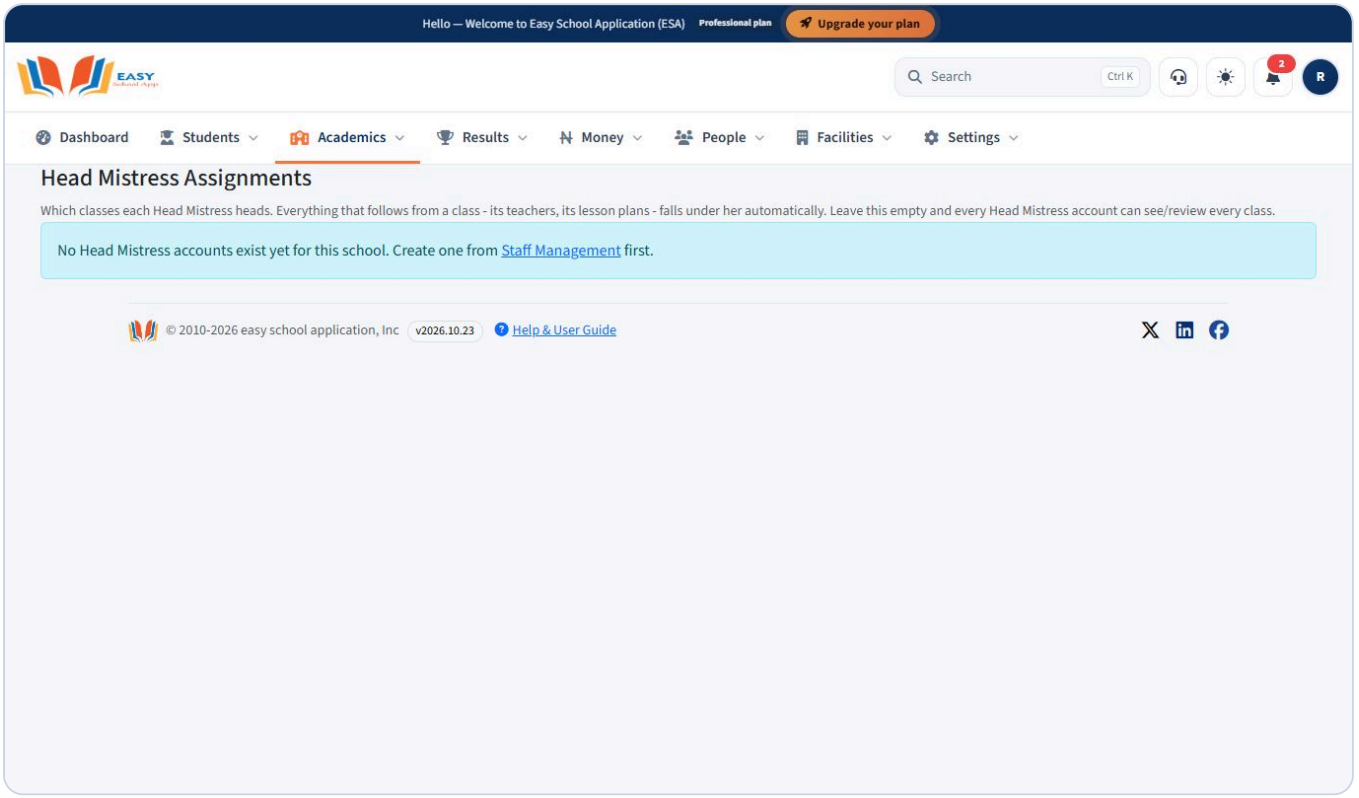
Purpose: Put a Head Mistress (section head) in charge of certain classes. She then supervises those classes' teachers, lesson plans and parent chats.

Who can use it: School Admin, Principal.

Where: Academics › Head Mistress assignments

Steps

1. Make sure the staff member has the **Head Mistress** role (see Give staff access and roles).
2. Open **Academics › Head Mistress assignments**.
3. Under **Assign a Class**, choose the **Head Mistress** and the **Class**.
4. Click **Assign**.
5. Below, **Teachers on this class** lists the teachers she now supervises.



Head Mistress Assignments page

Track staff attendance

Purpose: See who has arrived today, approve kiosk and manual entries, handle leave, and set the late-coming rules.

Who can use it: School Admin, Principal, Bursar.

Where: People › Staff attendance & leave

Click **How it works** at the top of the page for a short explanation.

The tabs

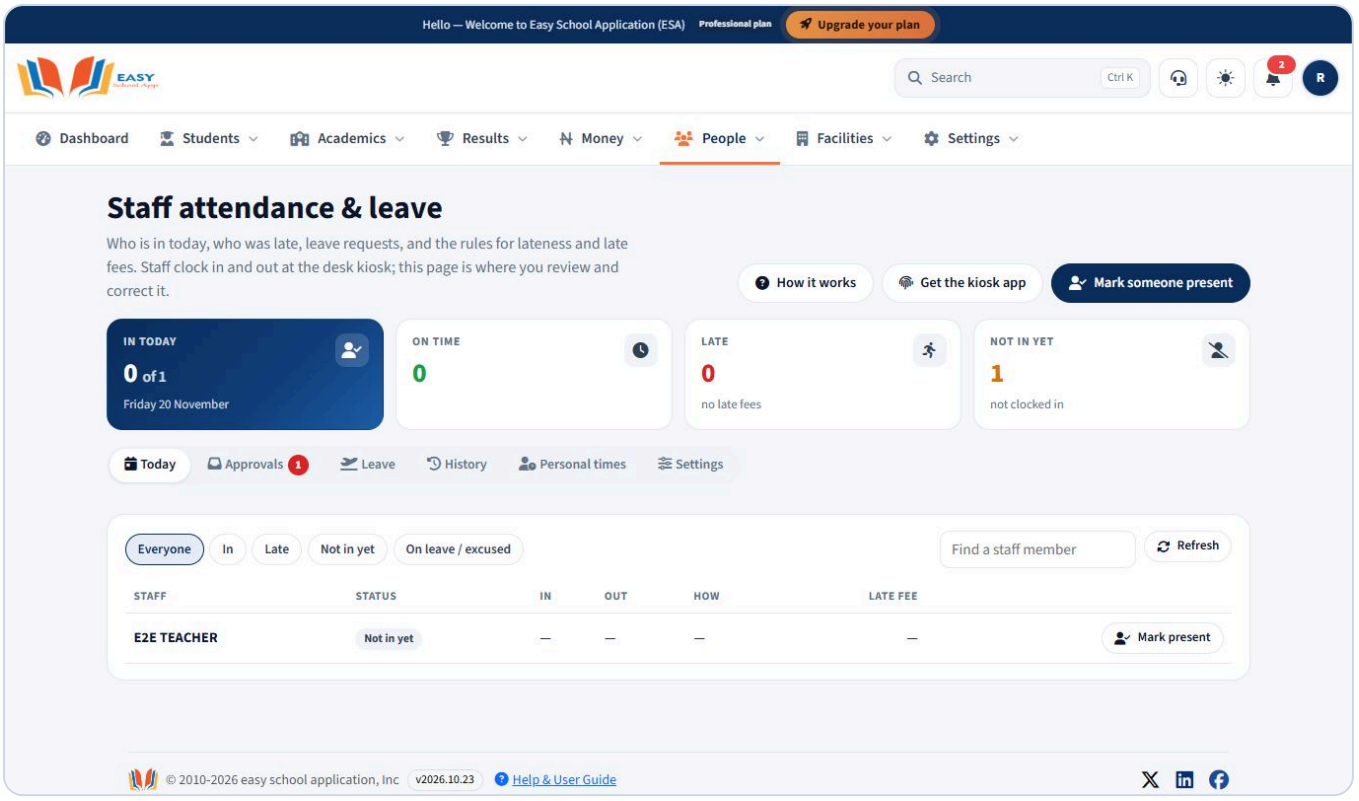
Tab	What it does
Today	Every staff member: arrived, late, on leave or not in yet, with clock-in and clock-out times.
Approvals	Entries from the kiosk that need a decision, and leave waiting for approval. A badge shows how many.
Leave	Leave requests and approved absences.
History	Past days and a summary for a week, month or term.
Personal times	Different arrival or leaving times for one person (for example a part-time teacher).
Settings	Late threshold, late fee, closing time and fingerprint rules (School Admin).

Steps – mark someone present by hand

1. Open **People › Staff attendance & leave**.
2. On **Today**, find the person and choose the manual option.
3. Pick the day (today or an earlier day, never a future day), type a **reason** and save.

Steps – set the rules

1. Click **Settings**.
2. Set the **Late threshold** (arrival after this time is late) and the **Late fee**. Tick **Auto-apply** to charge it automatically.
3. Set **School closing time**. Tick **Count a missed clock-out as a half day** if you want that.
4. Save.



Staff attendance page

Tips

- Fingerprint clock-in uses the EasySchoolApp kiosk program on a Windows computer with a fingerprint reader. Download it from **Settings › Download our app**.
- **Pardon** cancels a late fee when there is a good reason. A reason is required, and the fee is removed from **Income & expenses** too.
- On closed days (weekends, holidays and breaks in **Sessions & term dates**) nobody counts as absent.
- The page refreshes itself every minute.

Common errors and fixes

Problem	Fix
"Clock-in is closed today."	Today is not a school day in **Academics › Sessions & term dates**.
The fingerprint reader is not found	Open the kiosk program, check the reader's cable and restart the program. See **Troubleshooting** on **Download our app**.

Pay staff salaries

Purpose: Set each staff member's pay, work out the month's salary with PAYE tax, pension and NHF, pay it, and manage salary advances.

Who can use it: School Admin, Bursar. Some settings are for the School Admin only.

Where: People › Salary

Click **How it works** at the top of the page for the five steps in short.

Steps – set a person's pay

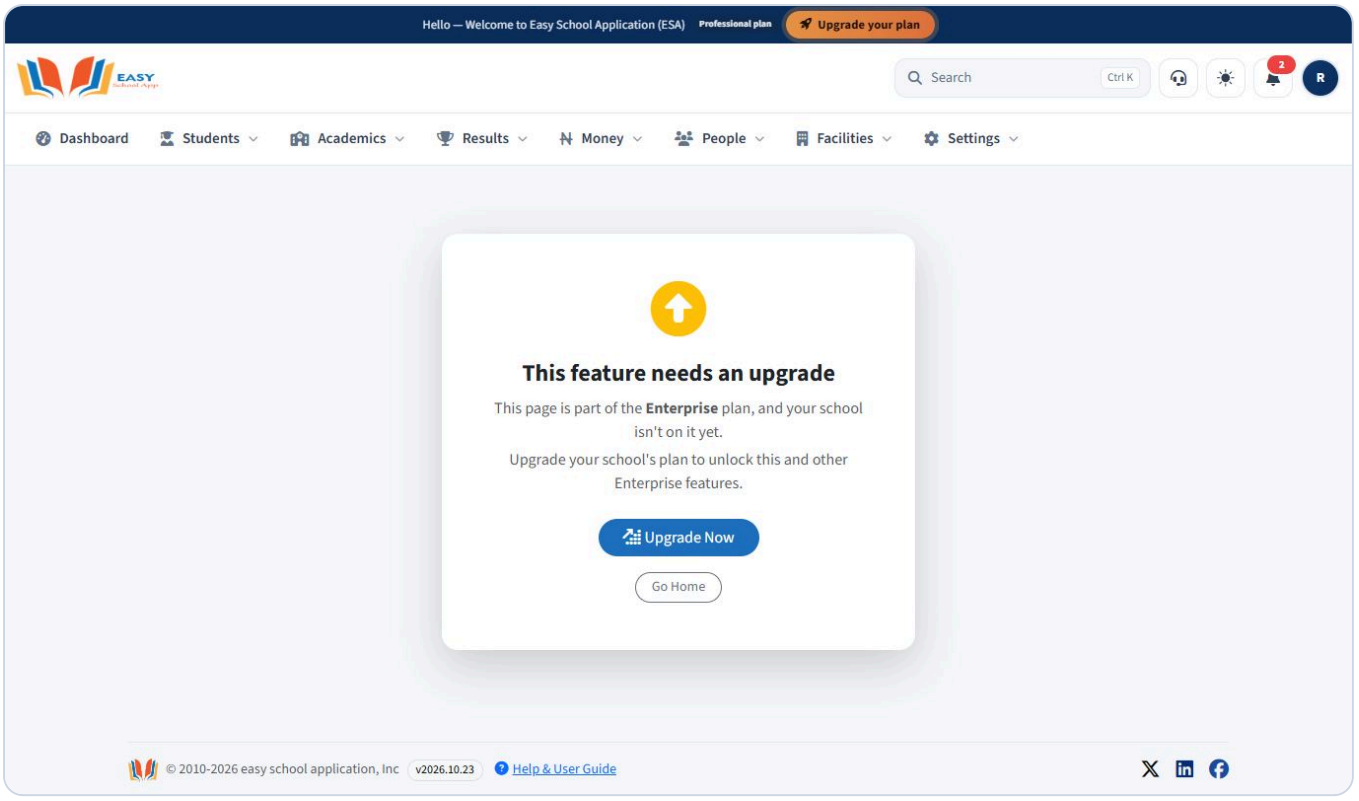
1. Open **People › Salary**. The **Pay structure** tab opens.
2. Choose the staff member.
3. Choose the **Payment type** (**Fixed Monthly**, **Daily Rate** or **Weekly Rate**) and type the amount.
4. Type any **Housing**, **Transport**, **Medical** and **Other** allowances.
5. Under **Statutory deductions**, set the **Pension rate (%)**, whether they take part in NHF and the **NHF rate (%)**, and the **NSITF rate (%)** the school pays. Use **0** for anything that doesn't apply to this person: nothing is then taken off or added for it (the school's 10% pension is only added for staff on pension).
6. Click **Save structure**.

Steps – pay a month

1. Click the **Pay salaries** tab.
2. Check the switch **Work out pay from staff attendance** (School Admin only can change it):
   - **On**: days absent reduce pay, a missed clock-out counts as half a day and late fees are taken off. Approved leave is paid.
   - **Off**: everyone gets their full pay for the period, whatever their attendance.
3. Choose the staff member, the **Period Start** and **Period End** (the period must have ended) and the **Payment Mode**.
4. Click **Calculate Salary**. Read the breakdown: earnings, PAYE tax, pension and NHF at their real rates, late fees, advance repayments, net salary and the cost to the school.
5. Click **Process Payment**. To pay straight to their bank, use the wallet option (the money comes from the school wallet).

Steps – salary advances

1. **Advance requests** lists requests from staff. Approve or reject each one. A red badge on the tab shows how many are waiting.
2. **Give an advance** gives one straight away (School Admin only).
3. Advances are repaid from later salaries in the instalments you agree.



Salaries page

Tips

- Calculating the same month again (before paying) updates it with today's pay structure and attendance.
- **Bank detail changes** lists staff who changed their bank account, pension PIN or TIN. The Admin approves them.
- **Reports & payslips** and **Payment history** give payslips and past payments. Staff see their own in **My portal › My salary**.

Common errors and fixes

Problem	Fix
"Salary period has not ended yet."	Choose a period that has finished.
Salary is lower than expected	Check the attendance figures in the breakdown, and **Advance requests** for repayments. If your school doesn't pay by attendance, turn the switch off.
"No school calendar term covers this payroll period."	Add the term dates in **Academics › Sessions & term dates**, or turn off paying from attendance.

View a staff member's financial record

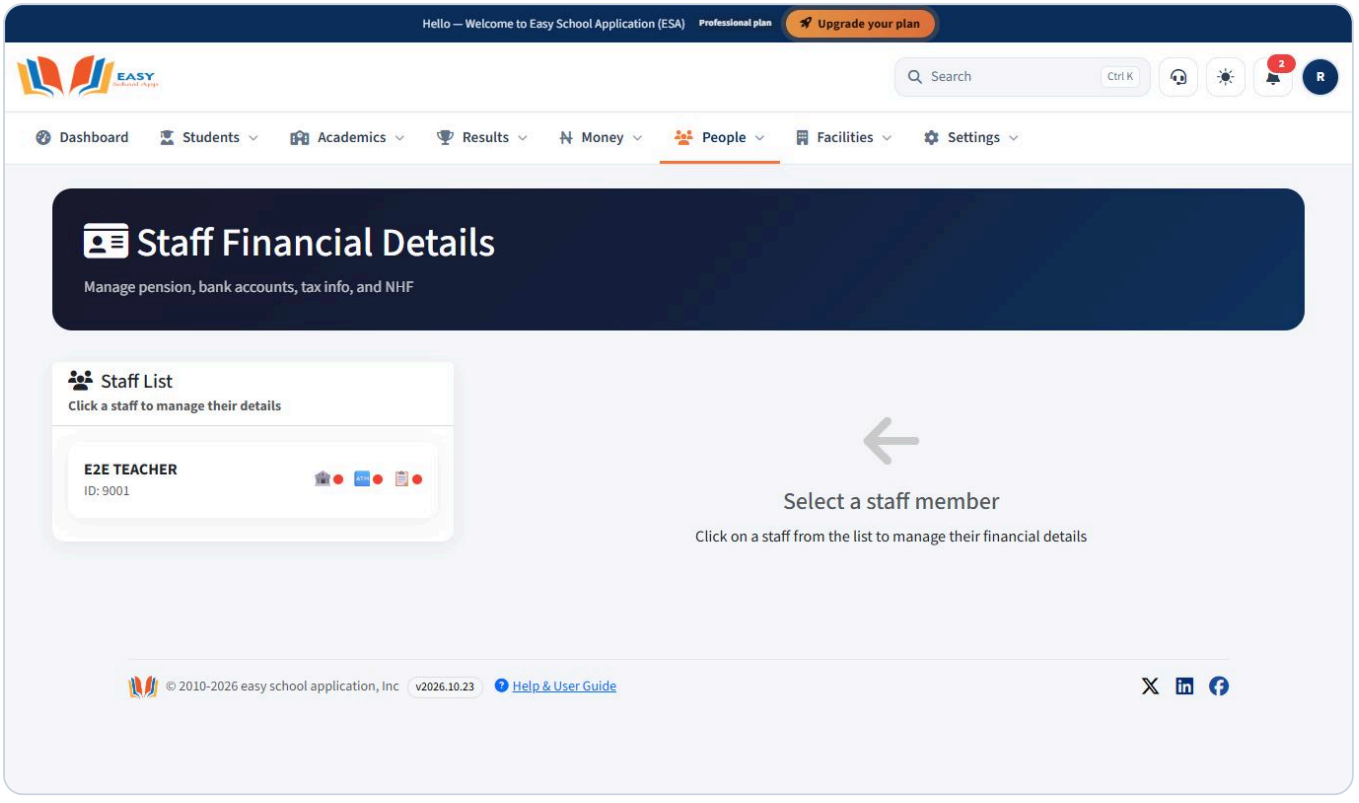
Purpose: See one staff member's bank details, salary, advances and payments in one place.

Who can use it: School Admin, Bursar.

Where: People › Financial records

Steps

1. Open **People › Financial records**.
2. In the **Staff List**, click a staff member.
3. Read or update their financial details. Staff can also request changes from **My Portal**; you see them under **People › Salary › Bank detail changes**.



Staff Financial Details page

Students

Register a new student

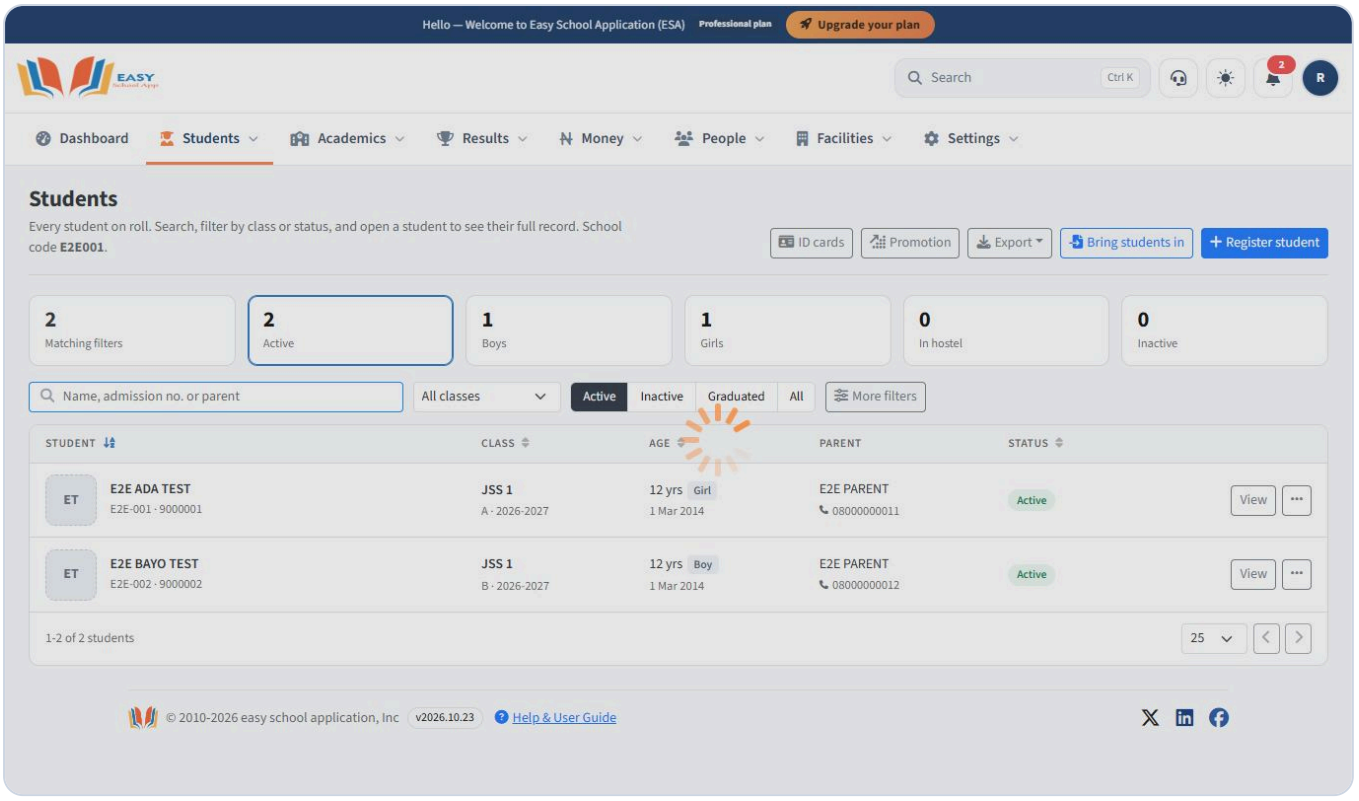
Purpose: Add a new student to the school. The app gives them an admission number, adds them to a class, prepares their first fee bill, and sends the admission number to the parent by SMS.

Who can use it: School Admin, Principal, Bursar.

Where: Students › Register a student (or **Students › Register a student**)

Steps

1. Open **Students › Student list** and click **Register student**. The **Register a new student** form opens. It has six steps.
2. **Step 1 – Class & photo**
   - Click **Take photo** to use the camera, or **Upload** to choose a picture. Good light and a plain background work best.
   - Choose the **Academic session**, **Class group (arm)**, **Current class** and **Admitted into** (usually the same as the current class).
   - Click **Next**.
3. **Step 2 – Student:** fill in **Surname**, **First name**, **Other names**, **Date of birth**, **Male** or **Female**, **Religion**, **Nationality**, **State of origin**, **Local government area** and **Home address**. Click **Next**.
4. **Step 3 – Health:** choose the **Blood group**, whether the student lives in the hostel (**No, day student** or **Yes**), and add any **Medical conditions or allergies**. Click **Next**.
5. **Step 4 – Parent:** fill in the parent or guardian's **Full name**, **Mobile number**, **Email**, **Occupation / workplace**, **Means of identification** and **ID number**. Click **Next**.
6. **Step 5 – Previous school (optional):** add the **School name**, **Admission no. there**, **Year left**, **Last position**, **Total mark** and **Average mark**, or skip. Click **Next**.
7. **Step 6 – Fees & review:** choose **New** or **Returning** student and check the first bill. Add any **Unpaid balance from earlier terms**. Check everything once more.
8. Click **Register student**. The new admission number appears straight away.



Register a new student – Step 1, Class & photo

Tips

- The parent's **Mobile number** is very important. The parent uses it to sign in to the Parent Portal and receives SMS on it.
- The summary box on the left shows the student, class and parent's phone as you type.
- Each step checks its fields before you move on. Fix anything in red, then click **Next**.

Common errors and fixes

Problem	Fix
The app says the student is already registered	A student with the same name and date of birth exists. Search the **Student List** before registering again.
Class group (arm) is empty	No groups exist yet. Create them in **Academics › Arms (groups)**.
The first bill shows ₦0	Fee amounts are not set for that class. See Set fee amounts for classes.
The parent did not get an SMS	Check the parent's number, and check the SMS balance on the Dashboard (**SMS Wallet**).

Find, view and update students

Purpose: Search the list of students, open a full record, edit details, change a photo, print records and ID cards, and export the list.

Who can use it: School Admin, Principal, Bursar.

Where: Students › Student list

Steps – find a student

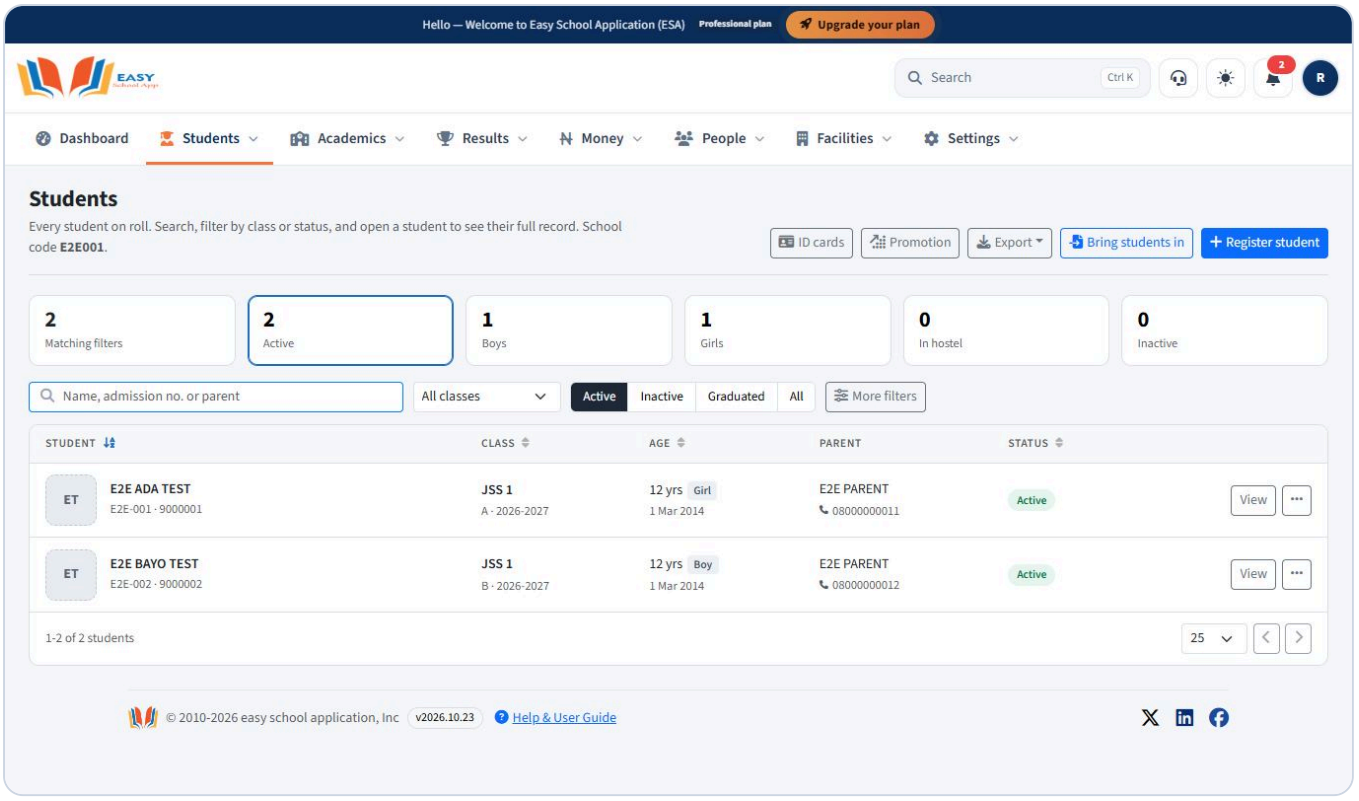
1. Open **Students › Student list**.
2. Type a name, admission number or parent's name in the search box.
3. Use the status buttons: **Active**, **Inactive**, **Graduated** or **All**. Choose a class. Click **More filters** for more.
4. Click the counters (**Boys**, **Girls**, **In hostel**, **Inactive**) to filter by them.

Steps – open and change a record

1. Click **View** on the student's row to see the full record (school, personal, health and parent details).
2. Click the **…** button on the row to see more actions: **Edit**, **Change photo**, **Print record**, **ID card**, **Set login PIN** and **Deactivate**.

Steps – ID cards and export

1. Click **ID cards** at the top to print ID cards for a class.
2. Click **Export** to download the list as a spreadsheet.



Students list

Tips

- The numbers at the top change with your filters.
- Deactivate a student who has left instead of deleting them. Their history (results and payments) is kept.

Common errors and fixes

Problem	Fix
A student does not appear	Check the status filter. Inactive and graduated students are hidden when **Active** is selected.
The ID card has no photo	Use **Change photo** on the **...** menu, then print again.

Set a student's login PIN

Purpose: Give a student access to the Student Portal, or give them a new PIN if they forgot it.

Who can use it: School Admin, Principal, Bursar.

Where: Students › Student list

Steps

1. Open **Students › Student list** and find the student.
2. Click the **...** button on their row.
3. Click **Set login PIN**.
4. Type a 4-digit PIN in the box.
5. Click **Save PIN**.
6. Tell the student their PIN. They sign in on the **Student** tab with their **Admission Number** and this PIN.

Screenshot to add

Student List – the ... menu open on a student row with "Set login PIN" highlighted, and the "Login PIN for ..." box with the 4-digit field and Save PIN button

Common errors and fixes

Problem	Fix
"PIN must be exactly 4 digits."	Type exactly four numbers.
"Set an Admission No for this student first, then try again."	Edit the student and add an admission number.
"This Admission No is already used for another student's login..."	Two students share an admission number. Give this student a unique one first.

Accept online admission applications

Purpose: Let parents apply for admission online from your website, optionally paying an admission fee, and approve them into a class.

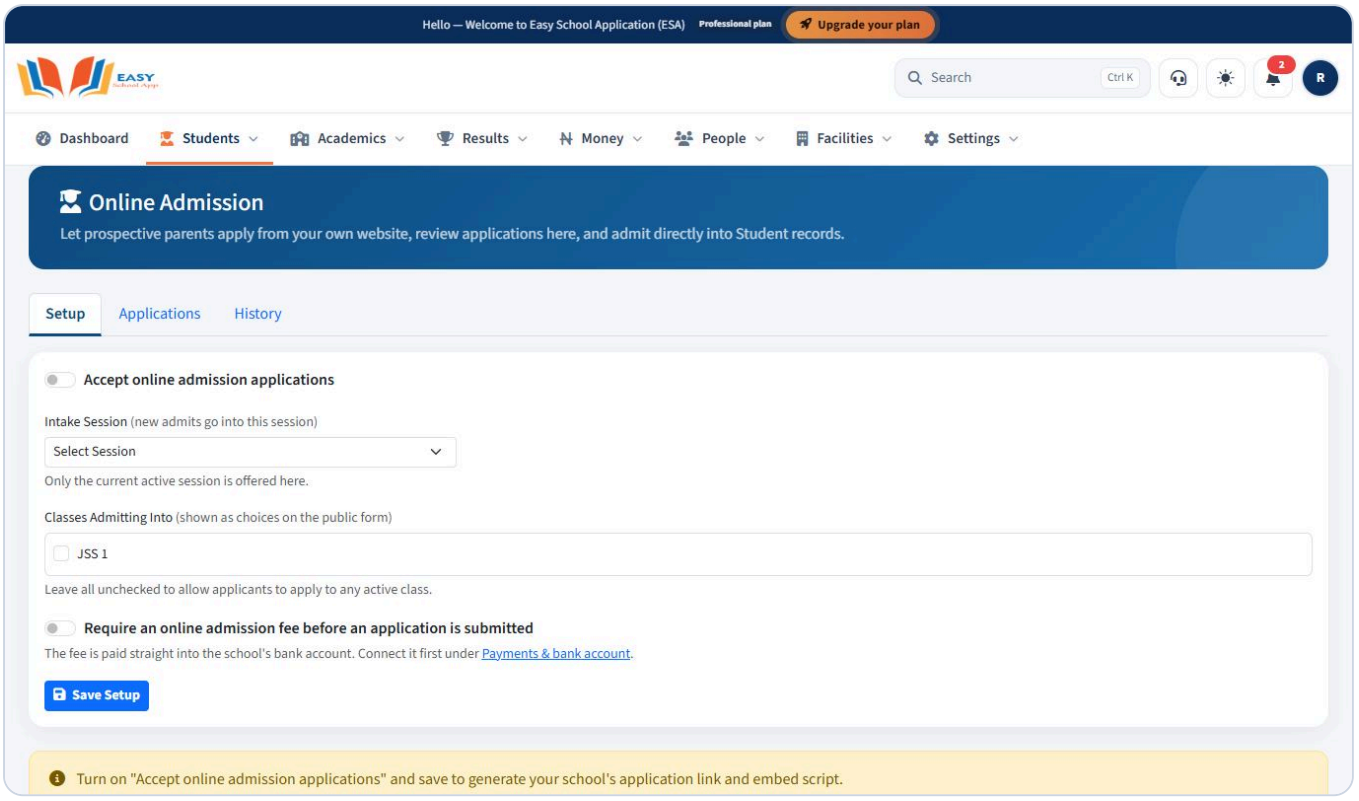
Who can use it: School Admin, Principal, Bursar.

Where: Students › Admission

Steps – set up

1. Open **Students › Admission**. The **Setup** tab opens.
2. Tick **Accept online admission applications**.
3. Choose the **Intake Session**. New admits go into this session.

4. Under **Classes Admitting Into**, tick the classes you are admitting into. Leave all unticked to allow any active class.
5. To charge a fee, tick **Require an online admission fee before an application is submitted**. Type the **Admission Fee (₦)** and a **Fee Description** (for example "Non-refundable admission processing fee").
6. Click **Save Setup**.
7. Copy the link under **Add this to your school website**. Use **Option 1 – Plain link** to share it on WhatsApp or social media, or **Option 2 – Embeddable "Apply for Admission" button** for your website.



Online Admission – Setup

Steps – review applications

1. Click the **Applications** tab. Each row shows the **Applicant**, **Class Applied For**, **Guardian**, **Payment** and **Submitted** date.
2. Open an application and choose to approve or reject it.
3. When you approve, the **Confirm placement** box opens. Choose the **Session**, **Current Class**, **Admitted Class** and **Section**, and confirm. The applicant becomes a student.
4. **History** lists all decided applications.

Screenshot to add

Online Admission – the public application form a parent sees when they open the school's link

Tips

- Online admission fees reach the school through **Payment Settings** (wallet or direct to your bank).
- "Pending Payment" means the parent started but did not finish paying.

Mark the class register (student attendance)

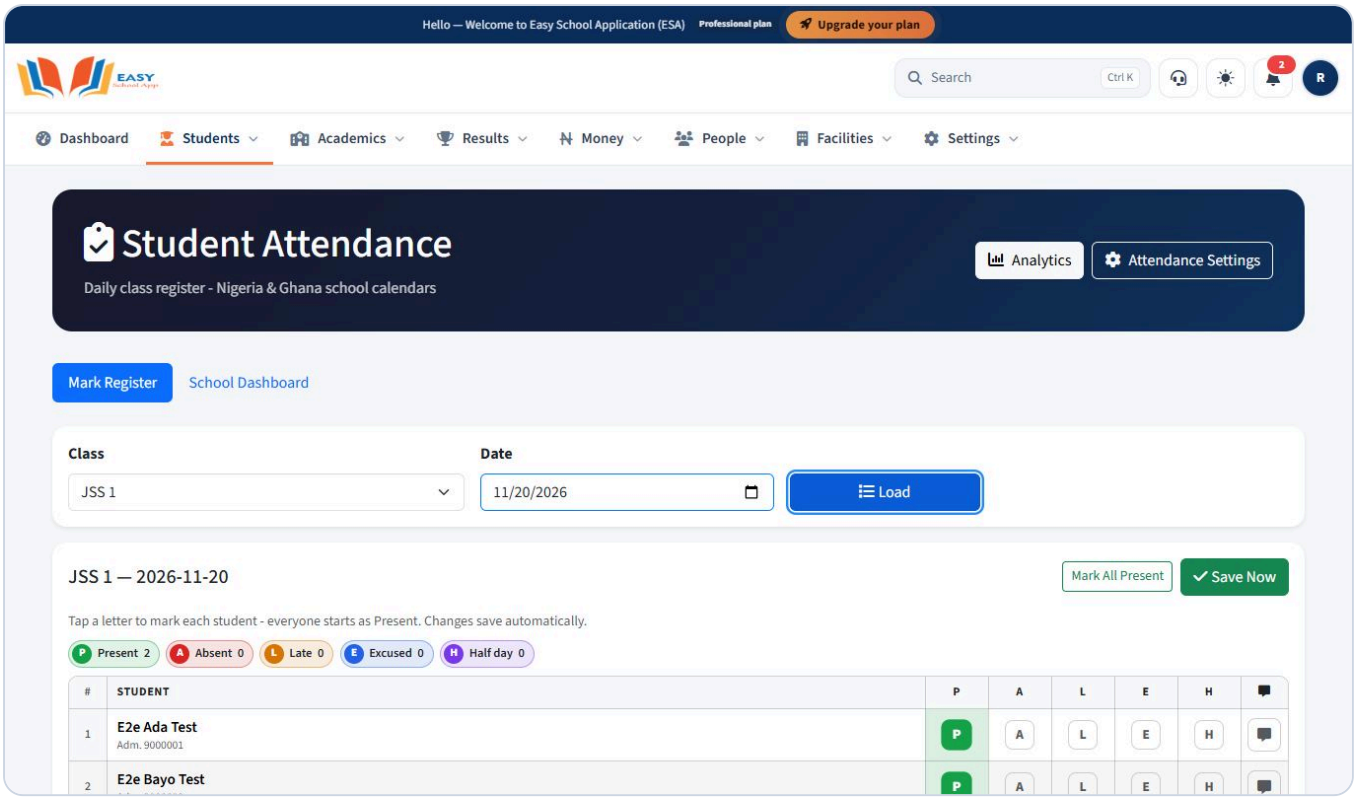
Purpose: Record which students are present, absent, late, excused or on half day. Parents can see attendance, and the school sees trends in **Attendance Analytics**.

Who can use it: Teacher (own classes), School Admin, Principal.

Where: Teachers: **avatar › My Portal › Mark Class Register**. School Admin and Principal: **Students › Student register**. Everyone: **Mark Attendance** on the Dashboard.

Steps

1. Open the register. The **Mark Register** tab opens.
2. Choose the **Class** and **Date** (today is filled in). If your school marks twice a day, choose **Morning (AM)** or **Afternoon (PM)**.
3. Click **Load**. Your students appear. Everyone starts as **Present**.
4. Tap a letter for each student who is not present:
   - **P** – Present
   - **A** – Absent
   - **L** – Late
   - **E** – Excused
   - **H** – Half day
5. Optional: click the remark icon to add a note (for example "Went home sick").
6. Changes save automatically. Click **Save Now** if you want to save at once.



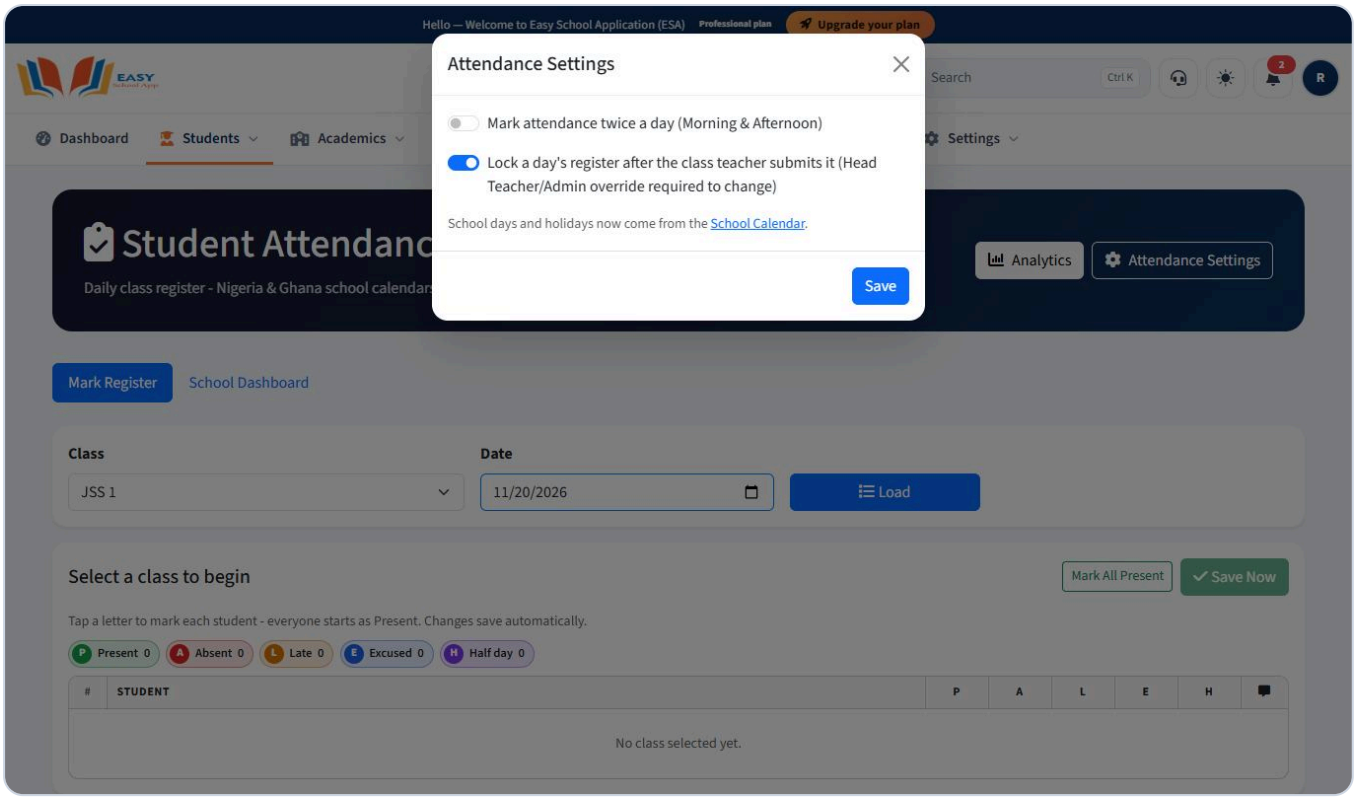
Student Attendance – Mark Register

Tips

- **Mark All Present** sets everyone to present in one click. Then change only the few who are absent.
- Mark the register at the same time every day, before the first lesson.

For School Admin and Principal

- The **School Dashboard** tab shows each class's status today (**Marked** / **Not marked**).
- **Attendance Settings** lets you mark twice a day, and lock a day's register after the class teacher submits it. A locked day can only be changed by a Head Teacher or Admin; the change is recorded as an override.
- **Term Closure** totals the days opened at the end of a term. Choose the class, **Term** and session, click **View** to check, then **Close Term**.



Attendance Settings box

Common errors and fixes

Problem	Fix
"No class assigned"	The teacher has no teaching assignment. Ask the School Admin to add one in **Teaching Assignments**.
"Attendance is closed today."	Today is a weekend or holiday in the **Sessions & term dates**.
"Attendance is closed." for a past day	The day is locked. Contact your Head Teacher or Admin if a correction is needed.
"No students in this class."	No students are placed in that class and section. Check the **Student List**.

Review attendance analytics

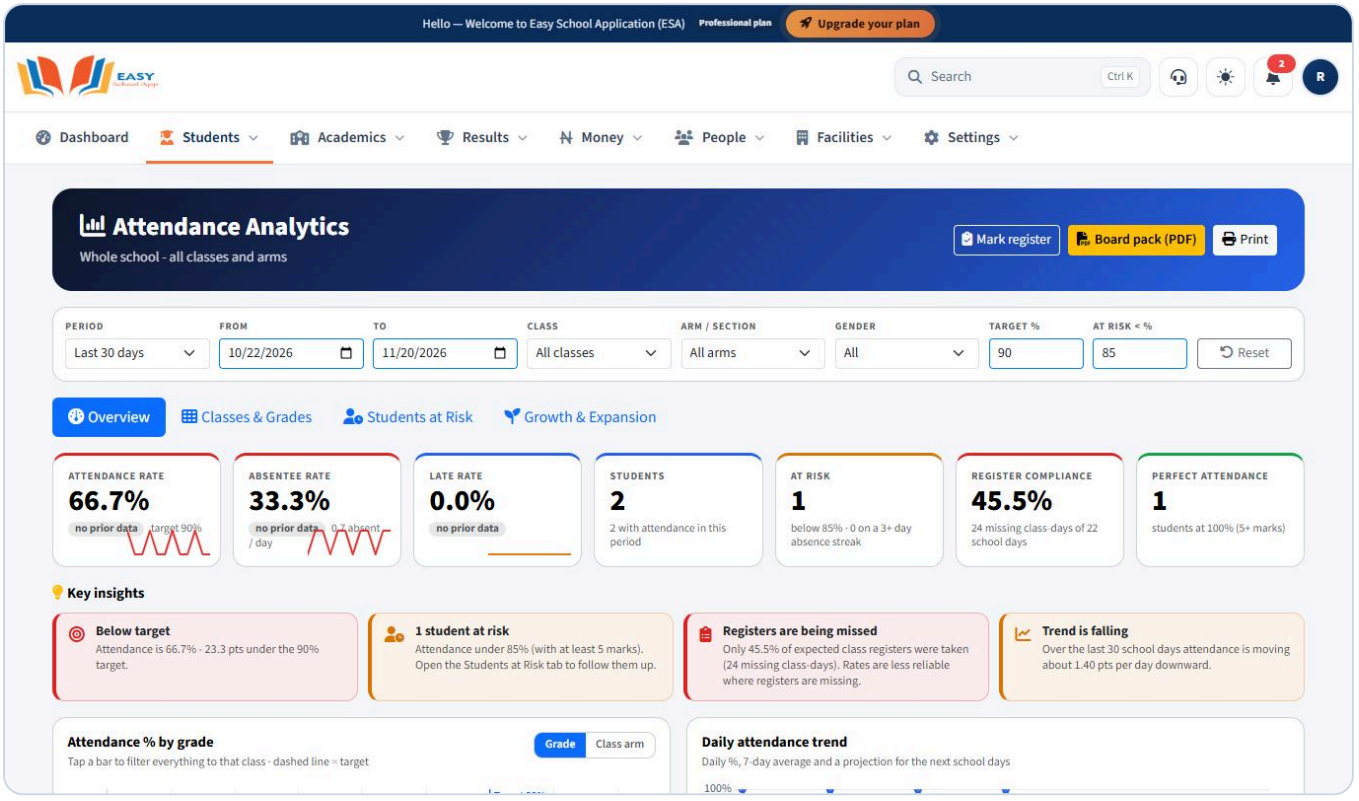
Purpose: See attendance rates for the school, each class and each student, and find students at risk of poor attendance.

Who can use it: School Admin, Principal, Teacher (own classes, shown as **My Classes' Analytics**).

Where: Students › Attendance analytics

Steps

1. Open **Students › Attendance analytics**.
2. Choose the **Period** (or **From** and **To** dates). Optionally choose a **Class**, **Arm / section** and **Gender**.
3. Set the **Target %** and the **At risk < %** level.
4. Read the tabs:
   - **Overview** – overall rate and trend.
   - **Classes & Grades** – rates by class.
   - **Students at Risk** – students below your at-risk level.
   - **Growth & Expansion** – enrolment and attendance over time.
5. Click **Board pack (PDF)** for a printable summary, or **Print**. Click **Reset** to clear the filters.



Attendance Analytics page

Tips

- Call parents of students on the **Students at Risk** list early in the term.

Promote students to the next class

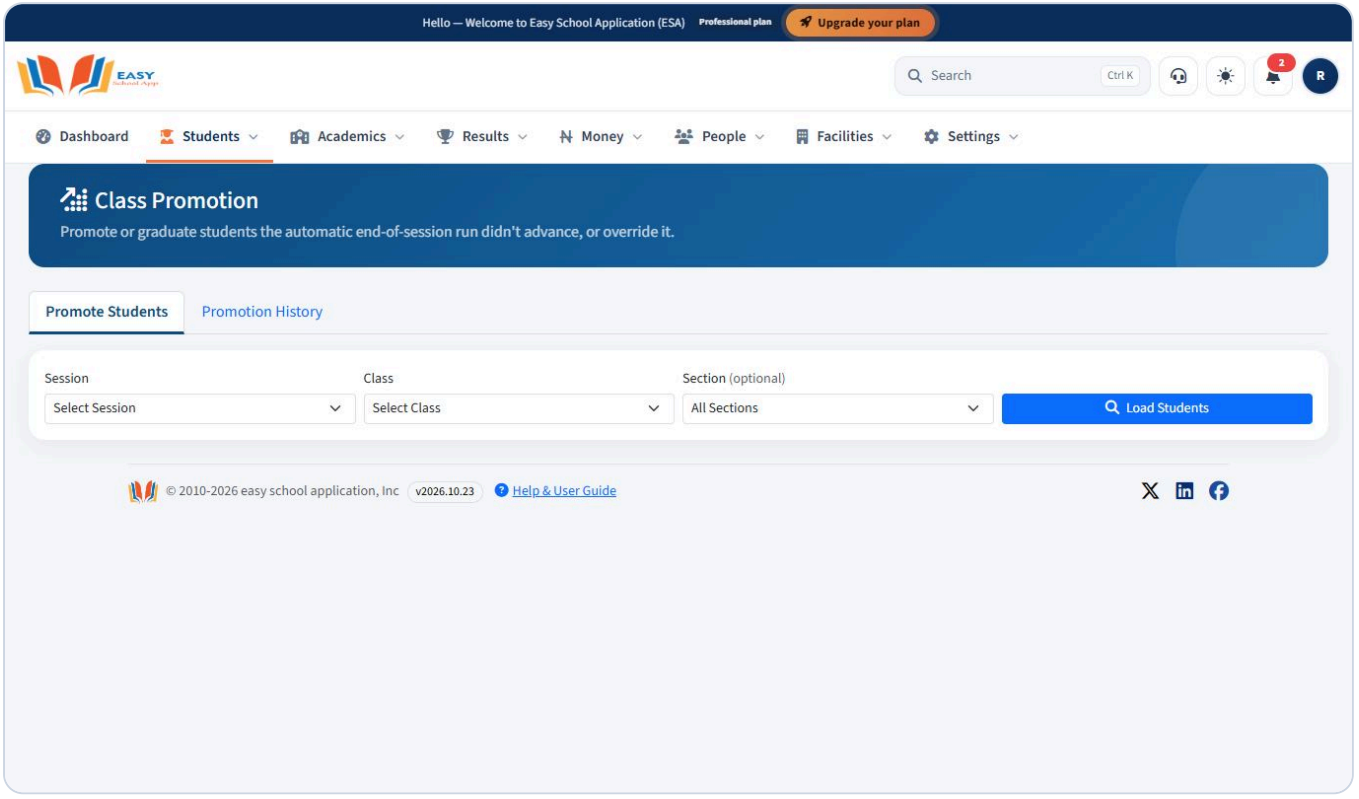
Purpose: Move students up to the next class at the end of the session, or graduate them. The app promotes automatically at the end of the session; use this page for students it did not move, or to change its decision.

Who can use it: School Admin, Principal, Bursar.

Where: Students › Promotion

Steps

1. Open **Students › Promotion**. The **Promote Students** tab opens.
2. Choose the **Session**, the **Class**, and (optional) the **Section**.
3. Click **Load Students**. Each row shows the student's **Result** (for example **Pass**, **Fail**, **No Result**) and **Promotion Status**.
4. Tick the students to move. Use **Select all** for the whole class.
5. Choose the destination in **Promote to...** and click **Promote**.
6. To check what happened, click **Promotion History**. Filter by **Session** and **Type** (**Automatic only**, **Manual only** or both).



Class Promotion page

Tips

- Compute third-term results before promoting. The **3rd Term Avg** is used to decide pass or fail.
- Final-year students who write WAEC or other external exams show **N/A (WAEC)**. Graduate them instead.

Common errors and fixes

Problem	Fix
"No students found for this session/class/section."	Check the session. Promotion uses the session that is ending, not the new one.
Result shows **No Result**	Scores for third term are missing. Compute results first.

Issue graduation testimonials

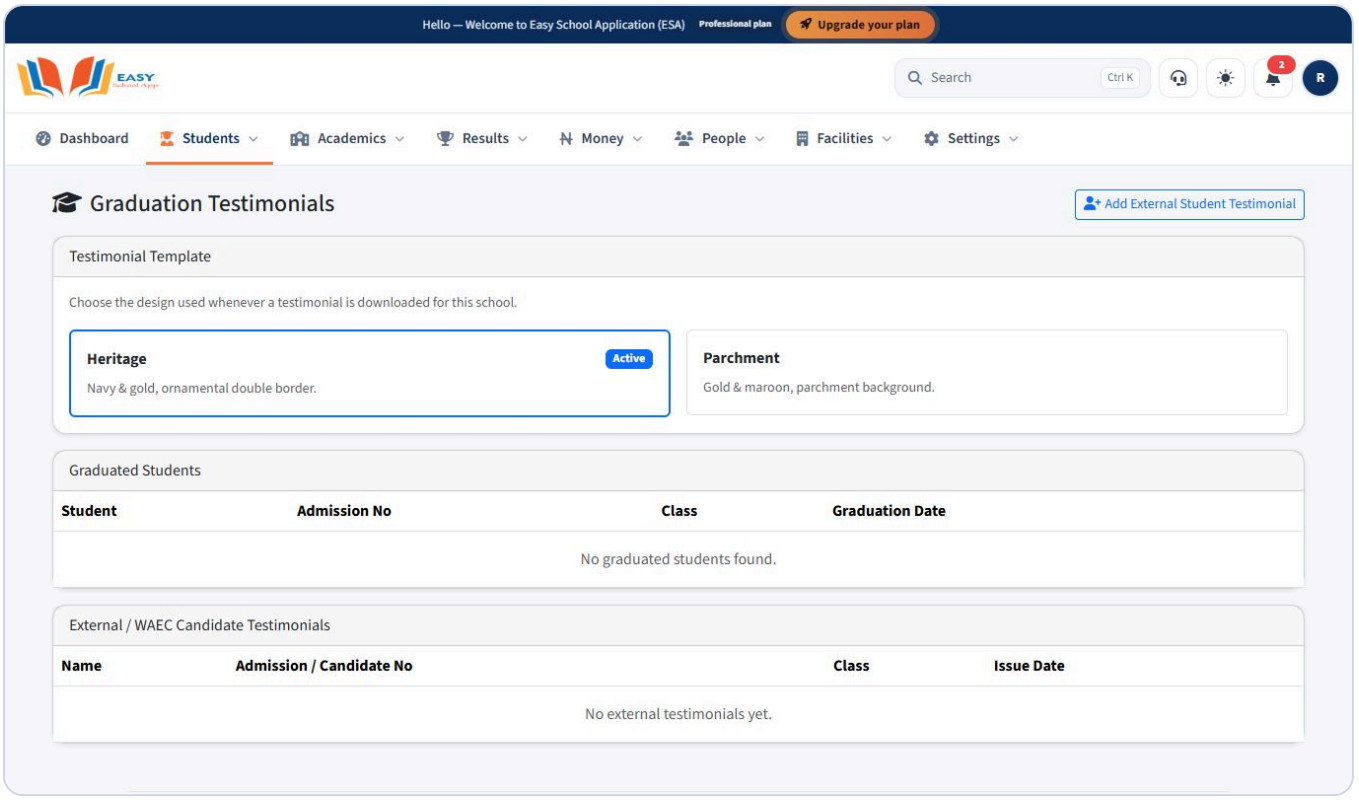
Purpose: Print a testimonial (school leaving letter) for a graduating or former student.

Who can use it: School Admin, Principal, Bursar.

Where: Students › Testimonials

Steps

1. Open **Students › Testimonials**. Graduated students are listed.
2. Open a student's testimonial, or click **Add External Student Testimonial** for someone not in the app.
3. Check or fill in **Full Name**, **Admission / Candidate No**, **Class / Level**, **Date of Birth**, **Gender**, **Reference Number**, **Issue Date**, **Session Admitted** and **Session Graduating**.
4. Write the **Character & Academic Report** and **Commendation**. The **Insert** buttons add ready-made text (**Strong Academic**, **Well-Rounded / Leadership**, **Good Conduct**) that you can edit.
5. Type the **Head Teacher Name** and **Principal Name**.
6. Click **Save**, then **Download PDF** to print.



Graduation Testimonials page

Results and report cards

How results work (the big picture)

Results follow three steps. Every page in the **Results** menu shows them at the top, with how far each class has got:

1. **Enter scores** – teachers type each student's CA, test and exam scores (Enter scores for a subject). Class teachers also rate behaviour and skills.
2. **Compute results** – works out every student's total, average and position in class (Compute results).
3. **Publish & print** – makes results visible to parents and students, locks the scores, and prints report cards (Publish, lock and unlock results).

Before publishing, check the class in **Results › Class results** (Check results before publishing). Set the score limits and grades once in **Results › Assessment & grading setup**, and how the report card looks in **Results › Report card design**.

Tips

- A term that hasn't started (by the dates in **Academics › Sessions & term dates**) can't take scores.
- If a score changes after computing, the class shows **Scores changed, compute again**, and must be computed again before it can be published.
- Parents and students only see results, scores and report cards once the class is published.

Set up assessment and grading

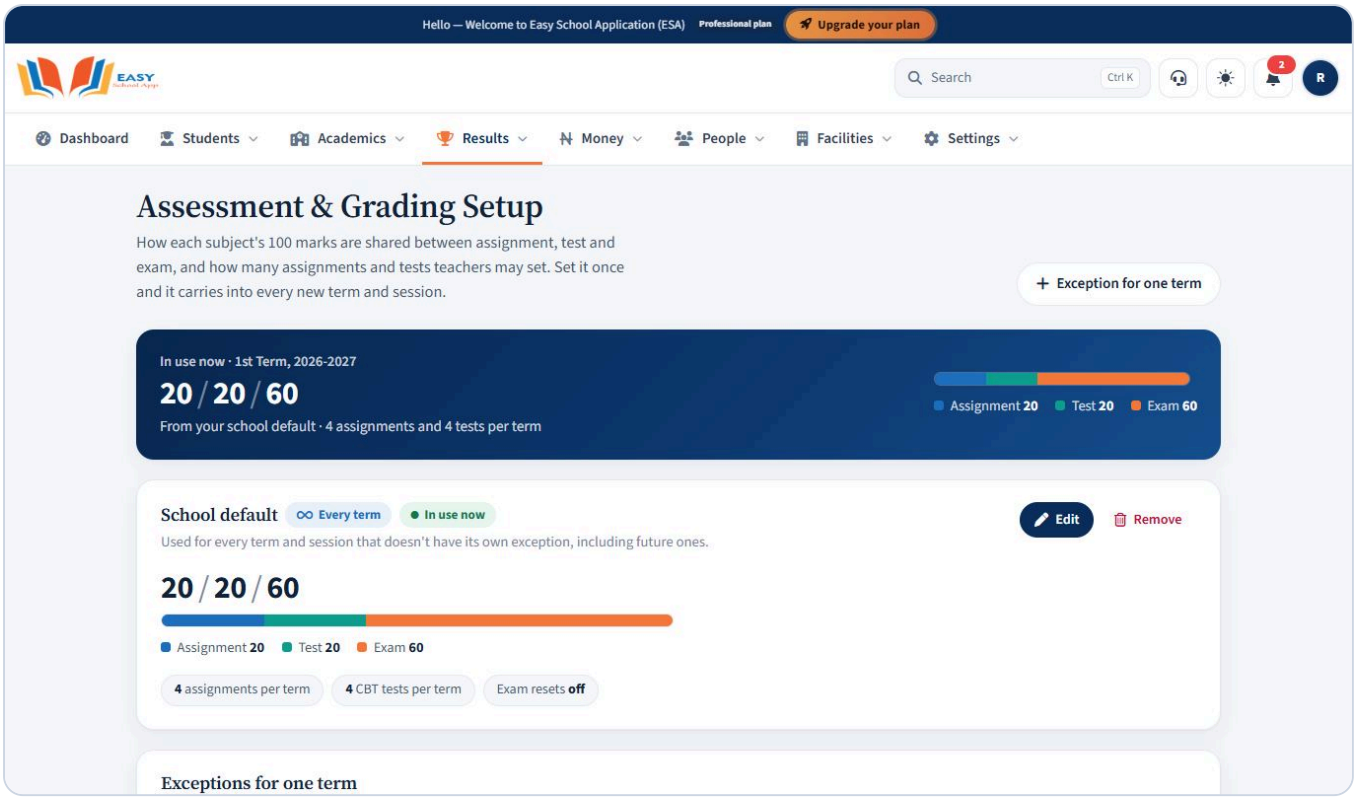
Purpose: Decide how many assignments and tests teachers can give, the maximum marks for assignments, tests (CA) and exams, and the grading scale (A, B, C…).

Who can use it: School Admin, Principal.

Where: Results › Assessment & grading setup

Steps

1. Open **Results › Assessment & grading setup**.
2. Click **New Configuration**.
3. Choose the **Term** and **Session**.
4. Under **Assessment Limits**, set **Max Assignments**, **Max Tests**, **Assignment Score Cap**, **Test Score Cap** and **Exam Score Cap**.
5. Check the **Grading Scale** section. Assignment + Test + Exam caps together must add up to 100 or less.
6. Tick **Allow a student's exam attempt to be reset** if teachers may restart a student's CBT exam after a technical problem.
7. Click **Save Configuration**.



New Assessment Configuration form

> **Tips**
>
> - A common Nigerian setup is Assignment 10 + Test (CA) 30 + Exam 60 = 100.
> - Set this up at the start of each term, before teachers enter scores.

Common errors and fixes

Problem	Fix
"Assignment + Test + Exam max scores add up to …, which is more than 100."	Lower one or more caps so the total is 100 or less.
Teachers can enter scores above the cap	The configuration is for a different term or session. Check **Term** and **Session**.

Enter scores for a subject

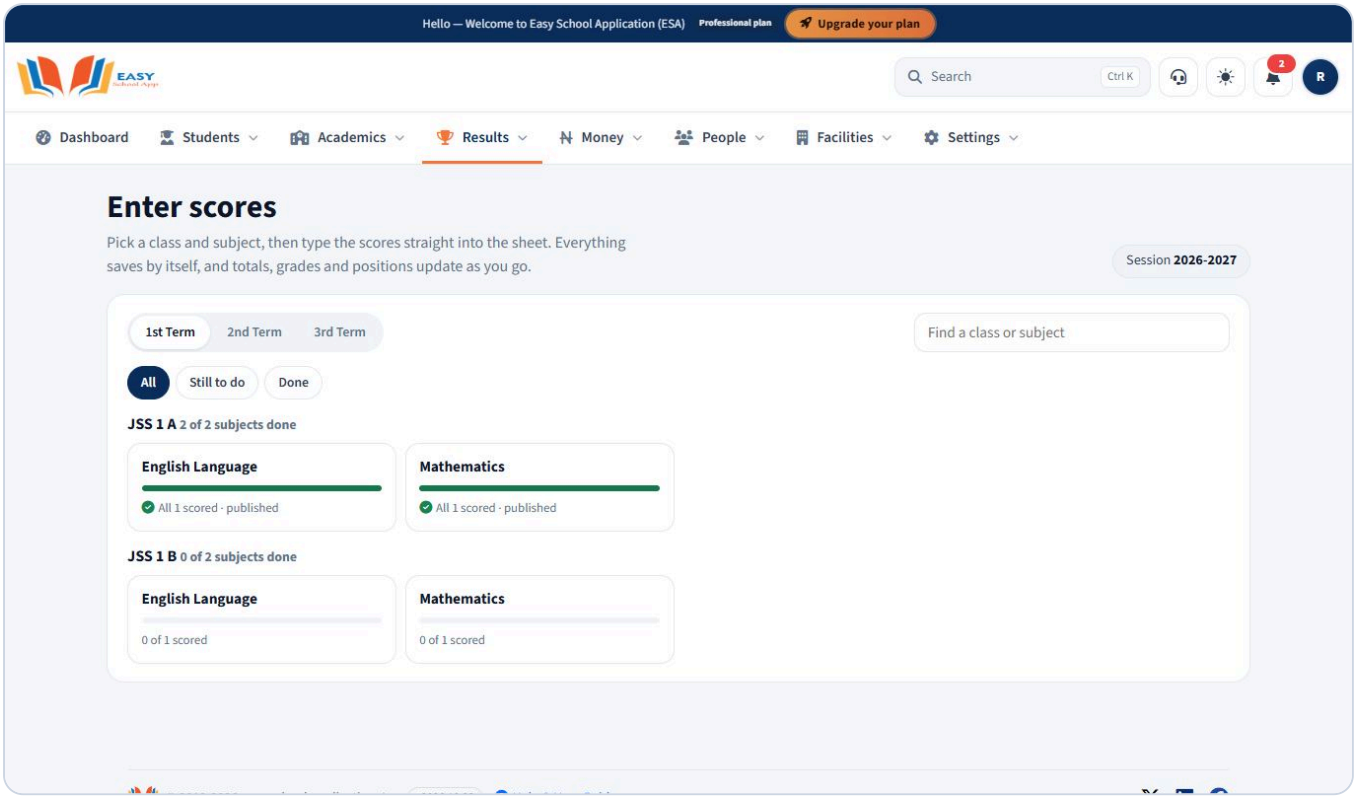
Purpose: Type each student's CA, test and exam scores for one subject in one class.

Who can use it: Teachers (only the subjects they teach), School Admin, Principal.

Where: Results › Enter scores

Steps

1. Open **Results › Enter scores**. You see a card for every class and subject you teach, with progress like "18 of 25 scored".
2. Click a card. Every student in the class is listed, ready to type into. The column headings show your school's limits, for example **Exam /60**.
3. Type a score, then press **Enter** (or the down arrow) to go to the next student. **Tab** moves to the next column.
4. It saves by itself. Watch the corner: **Saving...**, then **All changes saved**.
5. Click **Next sheet** to go straight to your next subject.



Enter scores page

Tips

- Already have the scores in Excel? Copy the column (or several columns) and paste into the first box. Everyone's scores fill in at once.
- Totals, grades and positions update by themselves after each save.
- Scores from an online CBT test show **Online** and can't be typed over.
- School Admins see a **Session** drop-down to correct an earlier session. Teachers always work in the current session.

Common errors and fixes

Problem	Fix
A box turns red, for example "Exam can't be more than 60"	The score is over the limit. Fix it and the row saves.
I can't see a subject I used to see	You only see subjects you teach. Ask the School Admin to assign it to you in **Academics › Teaching assignments**.
I can't click 2nd or 3rd term	That term hasn't started by your school's term dates.
The sheet shows a lock	The class is published. Only an admin can unlock it for a correction.

Enter all subjects for one student

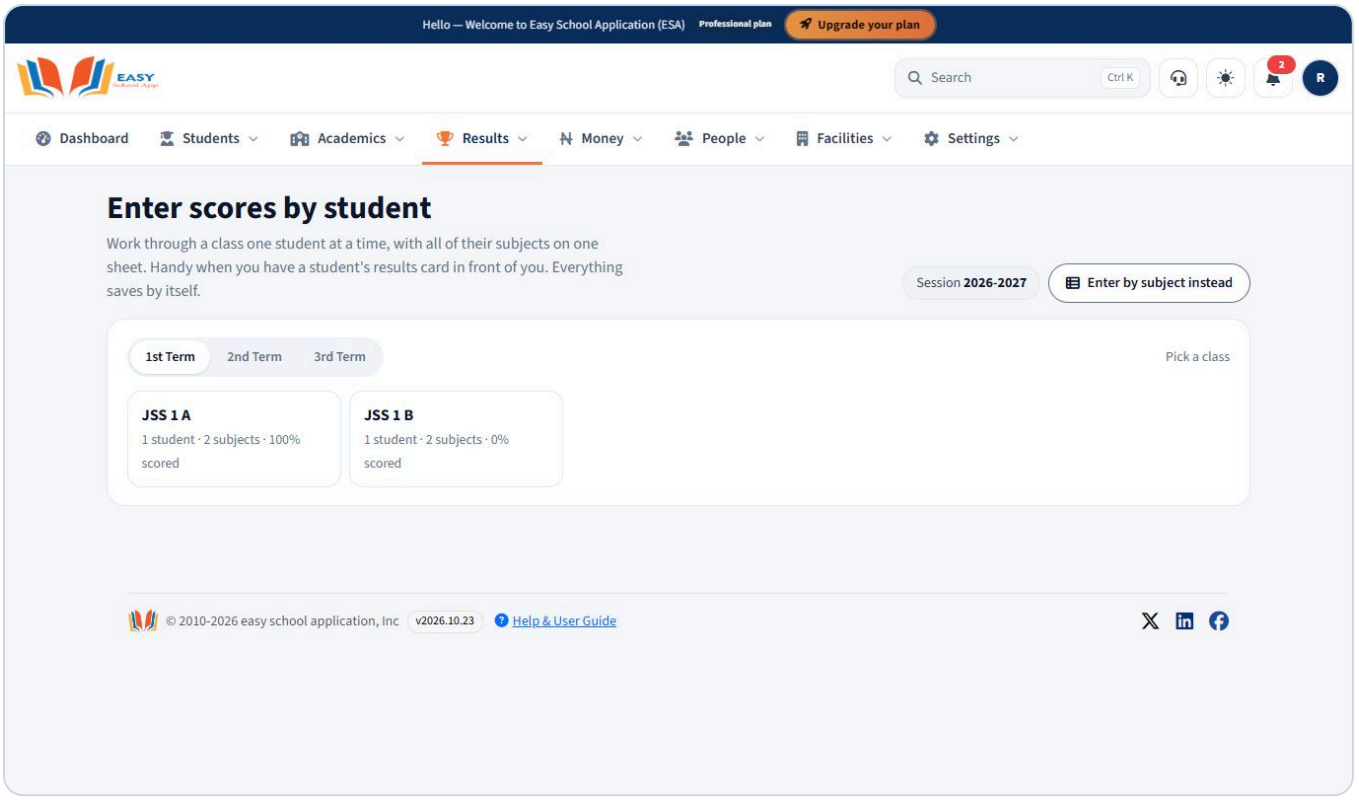
Purpose: Type one student's scores for every subject at once, for example when copying from a results card.

Who can use it: School Admin, Principal, Teachers (their own subjects).

Where: Results › Enter scores by student

Steps

1. Open **Results › Enter scores by student** and pick a class.
2. Work down the list of students on the left (on a phone, choose from the drop-down).
3. Type each subject's scores. It saves by itself, the same way as Enter scores for a subject.



Enter scores by student

Tips

- **Enter** moves down, **Tab** moves across.
- The same limits and locks apply as on **Enter scores**.

Rate behaviour and skills

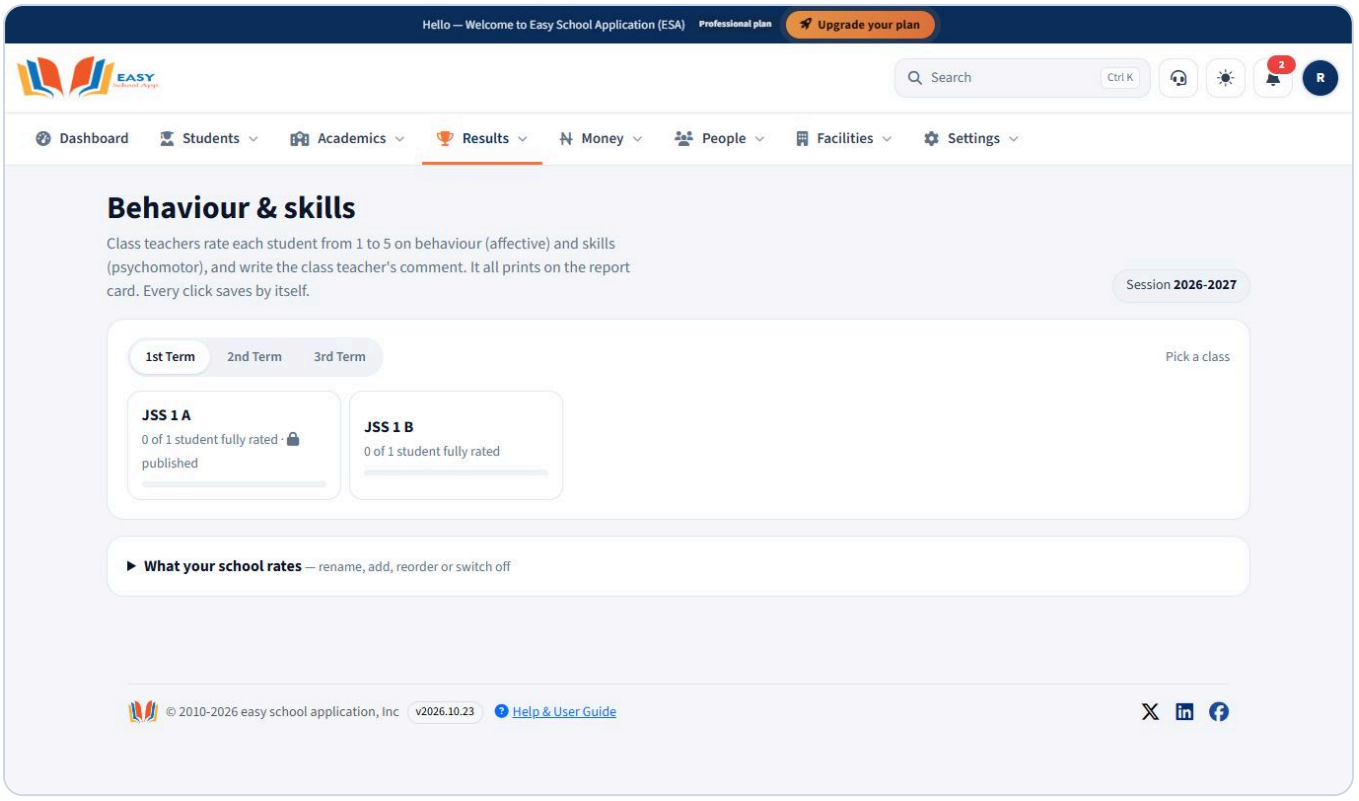
Purpose: Rate each student's behaviour (affective) and skills (psychomotor) from 1 to 5, and write the class teacher's comment for the report card.

Who can use it: Class teachers (for their own class), School Admin, Principal.

Where: Results › Behaviour & skills

Steps

1. Open **Results › Behaviour & skills** and click your class.
2. For each student, click a number next to each trait: **5** Excellent, **4** Very good, **3** Good, **2** Fair, **1** Poor. It saves straight away. Click the same number again to clear it.
3. Type your comment in the box underneath. Leave it empty to keep the automatic remark.
4. Shortcuts: **Same rating for every trait** (one student), **Give everyone this** (one trait, or every trait, for the whole class) and **Copy last term's ratings**.



Behaviour & skills page

Tips

- The class teacher is the teacher allowed to take the class register. The admin sets this in **Academics › Teaching assignments**.
- The admin or principal can rename, add, reorder or switch off traits under **What your school rates** at the bottom of the page.
- Ratings lock when the class is published. **Publish & print** shows how many students are not rated yet, but still lets you publish.

Compute results (totals, averages and positions)

Purpose: Work out each student's total, average and position in class. These are what go on the report card.

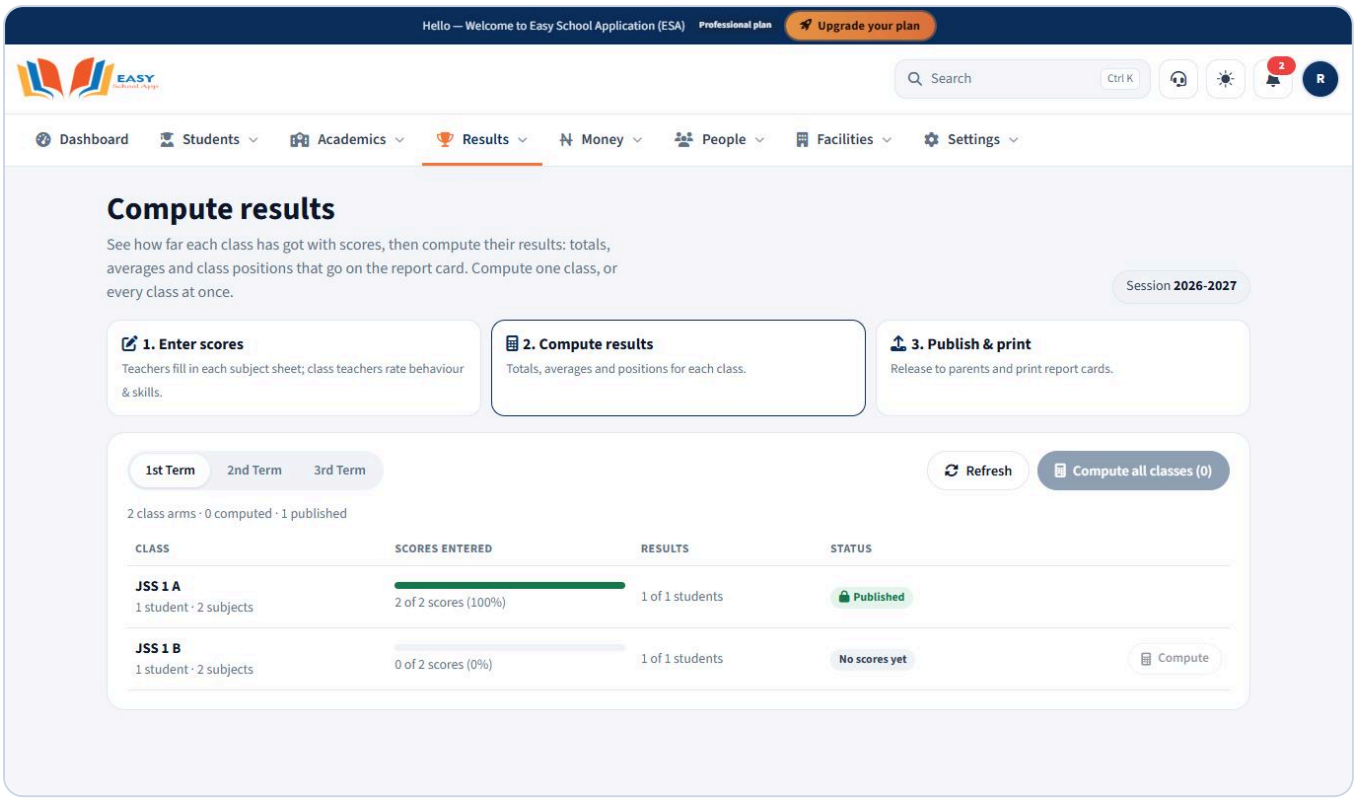
Who can use it: School Admin, Principal, Bursar.

Where: Results › Compute results

Steps

1. Open **Results › Compute results**. Every class arm is listed with a progress bar for scores entered and a status: **No scores yet**, **Not computed yet**, **Computed**, **Scores changed, compute again** or **Published**.

2. Click **Compute** on a row to do one class, or **Compute all classes** to do every class one after another, with progress.
3. When a class shows **Computed**, check it in **Results › Class results**, then publish it.



Compute results page

Tips

- Compute again whenever a score changes. Positions depend on every student in the class.
- School Admins see a **Session** drop-down to correct an earlier session.

Common errors and fixes

Problem	Fix
No scores yet	No scores have been entered for that class. See Enter scores for a subject.
The **Publish** button is missing on Publish & print	The class hasn't been computed since its last score change. Compute it again.

Check results before publishing

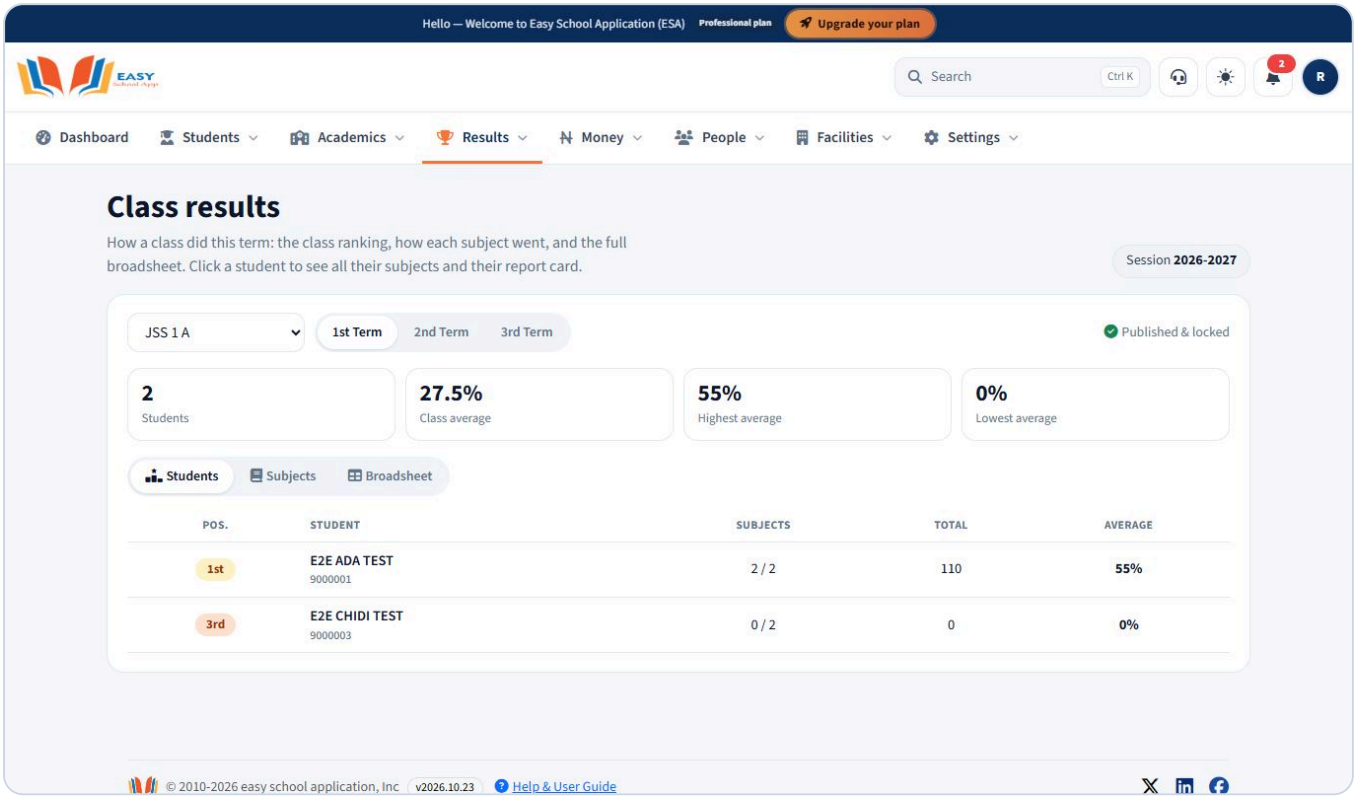
Purpose: Review a class's results by student and by subject, and print a broadsheet.

Who can use it: School Admin, Principal, Teachers (the subjects they teach).

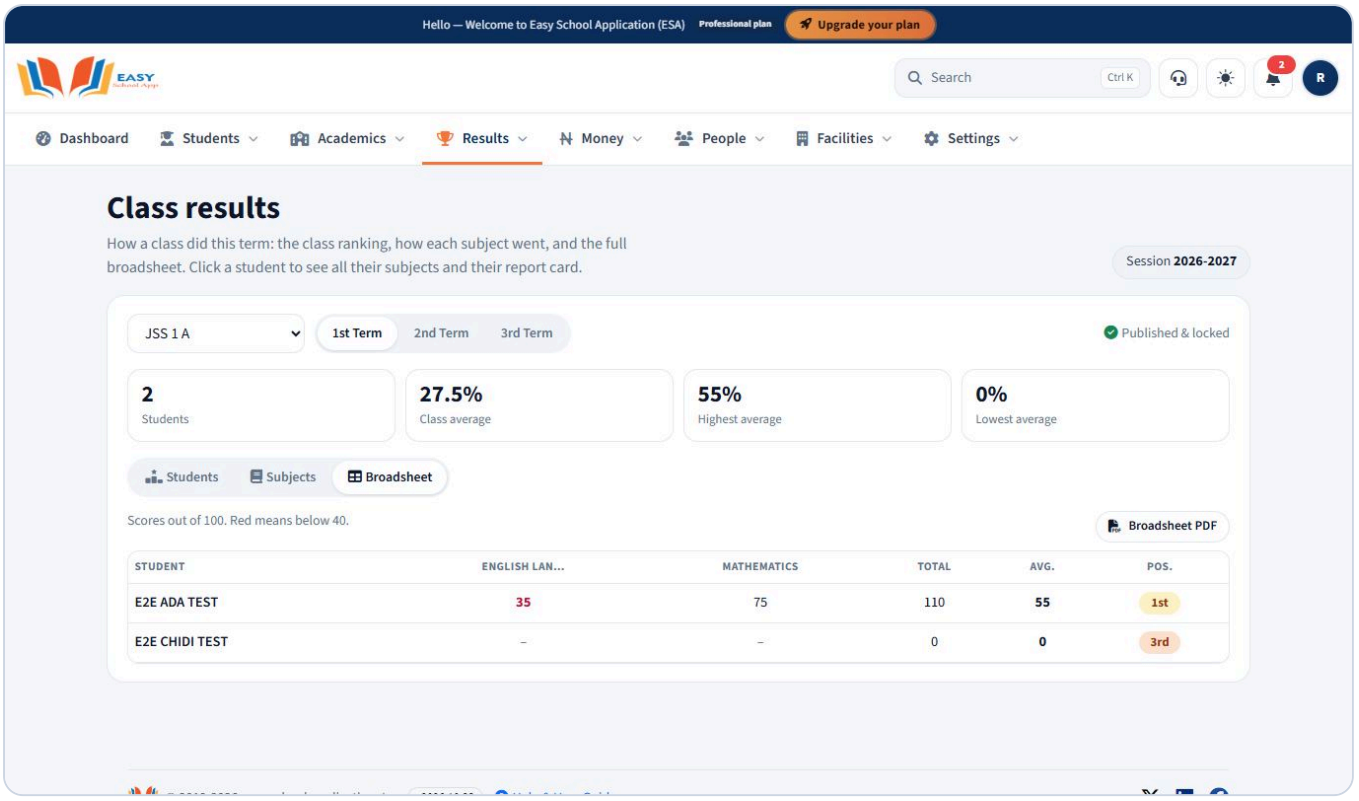
Where: Results › Class results

Steps

1. Open **Results › Class results**. Pick a class and term.
2. Use the tabs:
   - **Students** – the class ranking with positions, totals and averages.
   - **Subjects** – each subject's average, highest and lowest score, pass rate and best student. Click a subject to see every student's position in it.
   - **Broadsheet** – every student and every subject on one screen (scores below 40 in red). Click **Broadsheet PDF** to print it.
3. Click any student to see all their subjects, their report card and the **Full student report**: their position, how they compare with the class in each subject, their strongest and weakest subject, and their average each term.



Class results – Students



Class results – Broadsheet

Tips

- Read the broadsheet at the staff meeting before publishing. It is the easiest way to spot a missing or wrong score.
- Principals and Bursars can look at earlier sessions with the **Session** drop-down. Only published classes appear there.

Publish, lock and unlock results

Purpose: Make a class's results visible to parents and students, lock the scores, and print report cards and the broadsheet.

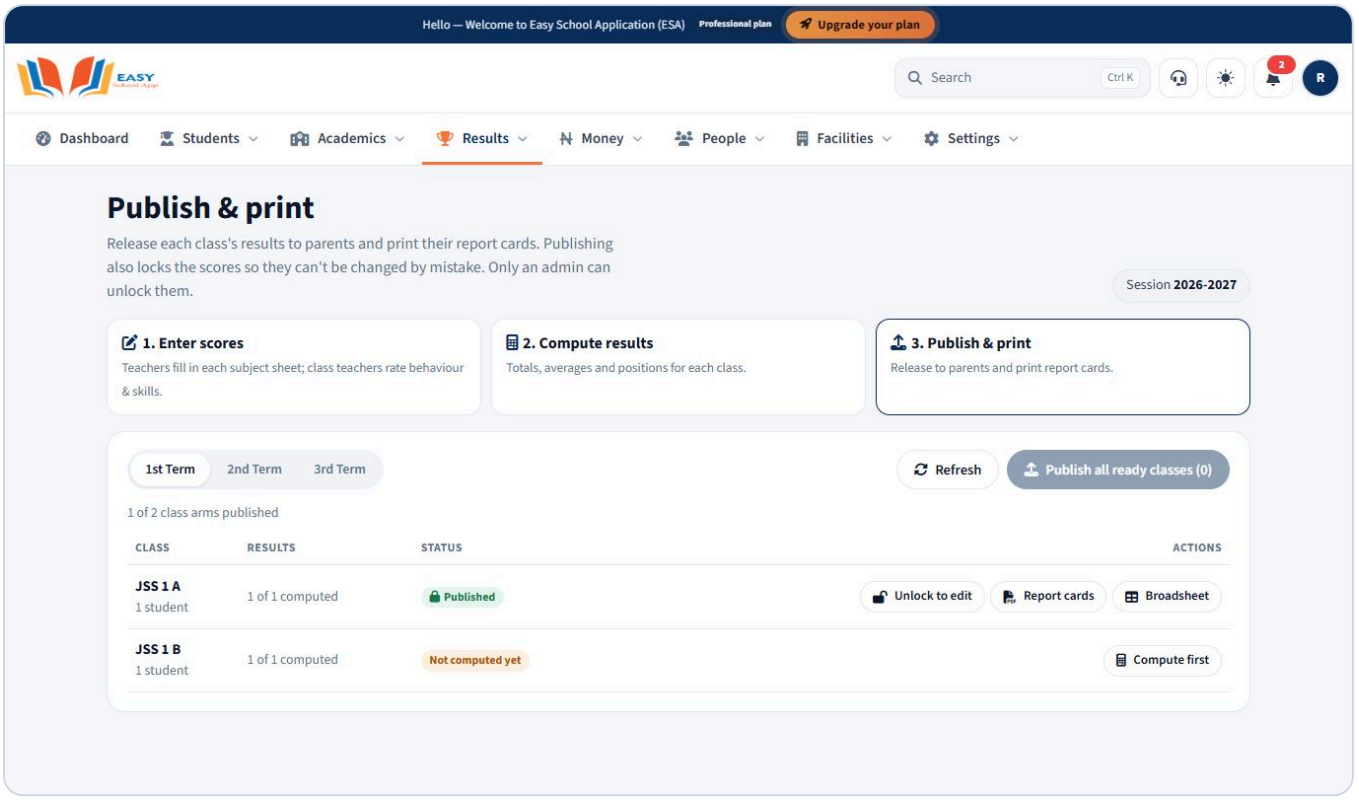
Who can use it: School Admin, Principal.

Where: Results › Publish & print

Steps

1. Open **Results › Publish & print**. There is one row per class.
2. Click **Publish** on a computed class. You are asked whether to **Also send an SMS to parents**. Tick it only if you want it (it uses SMS credit).
3. Or click **Publish all ready classes** to publish every computed class in one click (without SMS).

4. Once published, **Report cards** opens one PDF with every student's card, straight away, and **Broadsheet** opens the class broadsheet.
5. Publishing also locks the scores. To correct something, an admin clicks **Unlock**, fixes the scores, computes again and clicks **Lock** (or publishes again).



Publish & print page

Tips

- Parents can only unlock and pay for a result after it is published, so they never pay for a result that isn't ready.
- The row shows how many students have no behaviour and skills ratings yet.
- School Admins see a **Session** drop-down to work on an earlier session.

Common errors and fixes

Problem	Fix
The **Publish** button is missing	The class hasn't been computed since its last score change. Go to **Results › Compute results**.
The **Report cards** button is missing	Report cards appear once the class is published.

Problem	Fix
Parents didn't get an SMS	The SMS is only sent if you ticked the option. Check **People › SMS history**.

Choose the report card design

Purpose: Pick how your report cards look, or design your own, and choose whether scores are colour-coded.

Who can use it: School Admin, Principal. Colour-coded scores: School Admin and the school owner.

Where: Results › Report card design

Every design shows the student's average and grade, position out of the class size, total, the class average, each subject with your school's own mark split and how the class did, behaviour and skills, attendance, term dates with "Next term begins", comments with signature lines, and a grading key, on one A4 page.

Steps – pick one of our designs

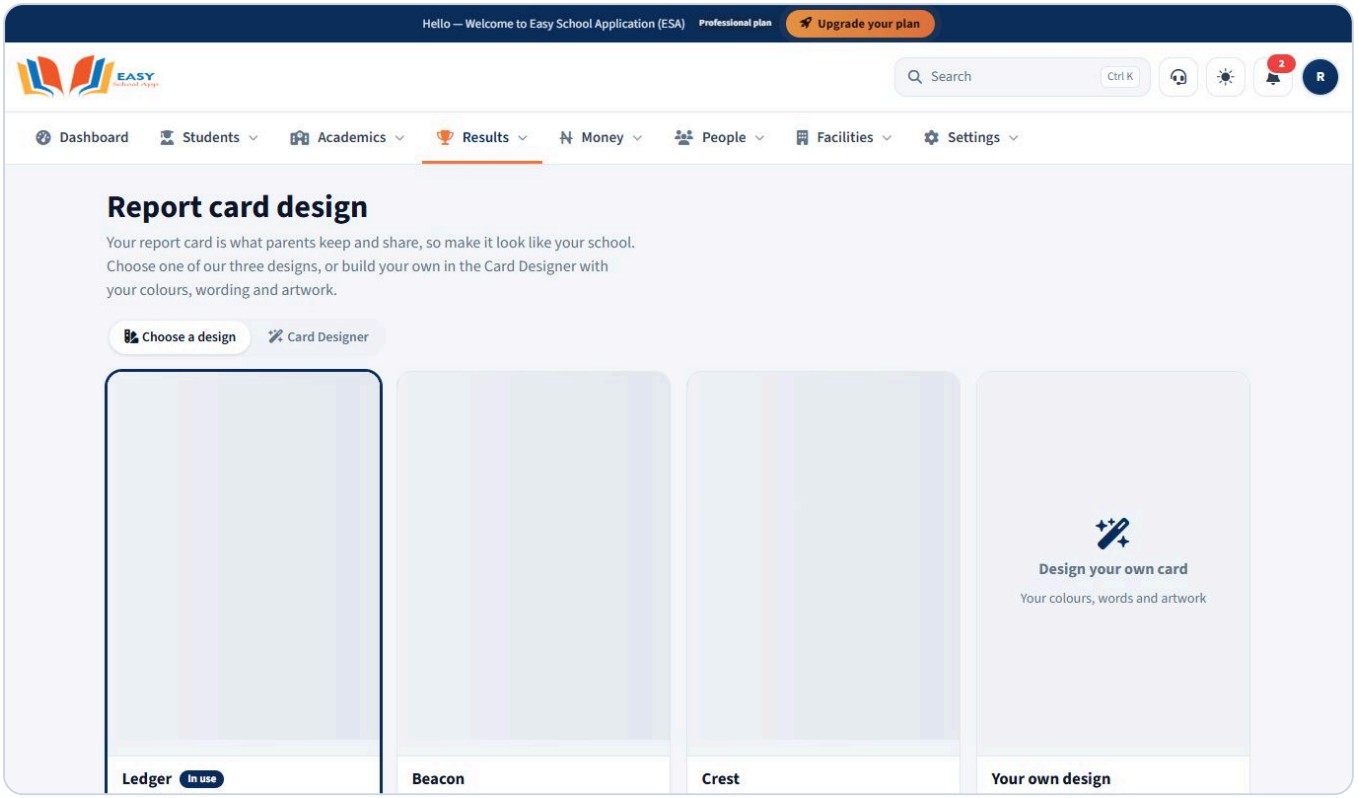
1. Open **Results › Report card design**. The **Choose** tab shows each design as a sample card with your own school name and logo:
   - **Ledger** – classic academic: serif headings, navy and gold rules, framed sections.
   - **Beacon** – modern international: a colour header, summary tiles, coloured grade badges and a bar for each subject.
   - **Crest** – prestige: framed cream paper, an elegant serif, a ribbon title and a school seal.
2. Click **Sample PDF** to see one full size.
3. Click **Use this design**.

Steps – design your own (Card Designer)

1. Click the **Card Designer** tab.
2. Optionally upload a photo or PDF of the report card you use now. It stays beside you while you design, and you can take its colours with one click.
3. Pick a base layout, your colours (**From your logo** uses your logo's colours) and a heading font.
4. Tick the sections to print and put them in your order. Change the wording too, for example "Form Tutor" instead of "Class Teacher".
5. Choose a watermark (your logo, your words or none) and, if you like, upload full-page artwork such as your own border.
6. Watch the preview on the right, then press **Save & use for report cards**.

Colour-coded scores

Turn on **Colour-code the scores** to print CA, test, exam and total scores in red when low, blue when fair and green when good, with a small key under the table. Leave it off for plain black.



Report card design page

> **Tips**
>
> - Your logo, school name and signatures come from **Settings › School profile** and **Signature**. Set those up first.
> - You can go back to one of our designs at any time. Your own design is kept for later.

Add signatures for report cards

Purpose: Save the Head Teacher's and Principal's signatures so they print on report cards and testimonials.

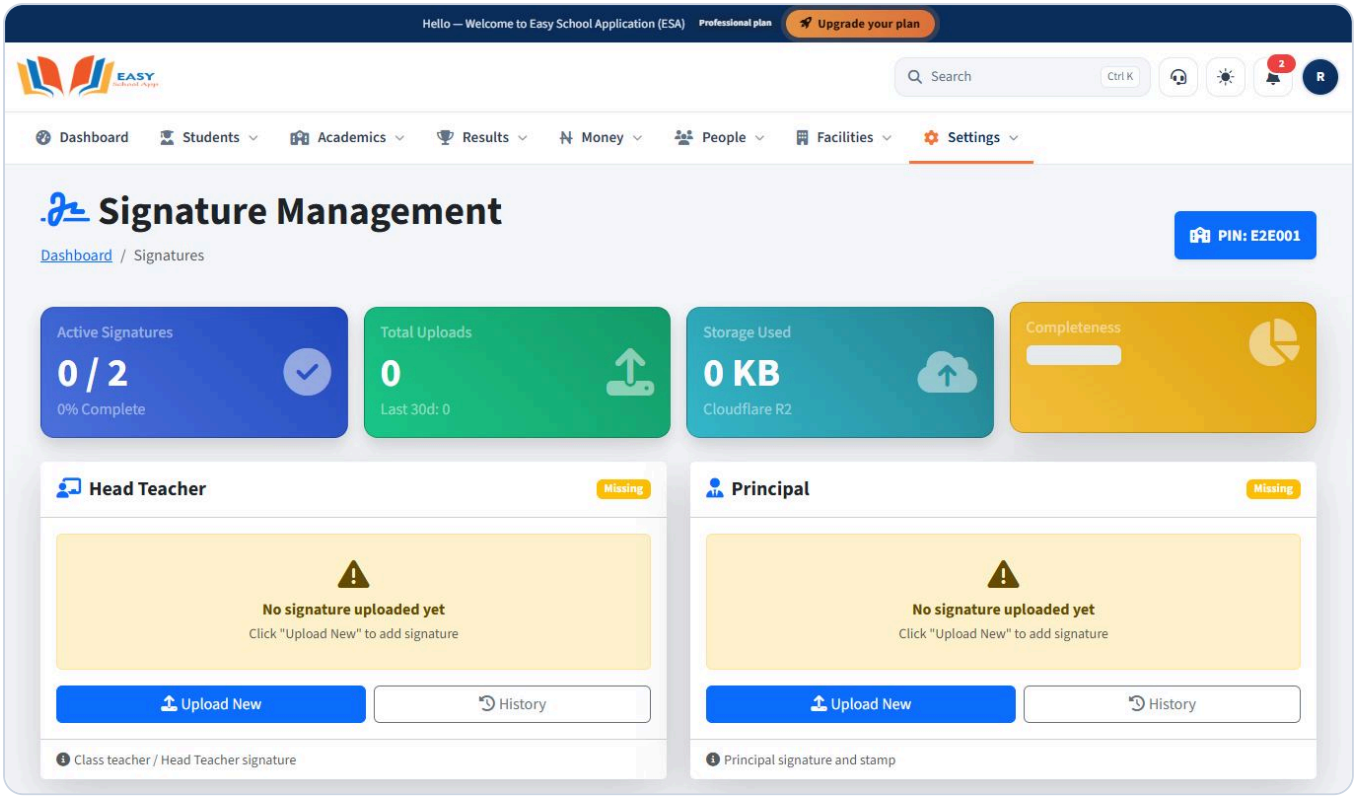
Who can use it: School Admin.

Where: Settings › Signature

Steps

1. Open **Settings › Signature**. You will see a card for **Head Teacher** and one for **Principal**.
2. Click **Upload New** on the card you want.

3. Draw the signature with a mouse or finger. Use **Undo**, **Clear** or **Redraw** to fix it.
4. Click **Upload Signature**.
5. The card shows the signature as active. **Completeness** shows how many of the 2 signatures are set.



Signature Management page

Tips

- Draw on a phone or tablet with your finger for a more natural signature.
- **History** shows every signature uploaded. To stop using one, click **Deactivate**.
- **Recent Signature Usage** shows when signatures were used on reports.

Set up result tokens

Purpose: Decide how parents get the token that unlocks their child's result, set the price, and see who has a token.

Who can use it: School Admin, Principal.

Where: Results › Result tokens

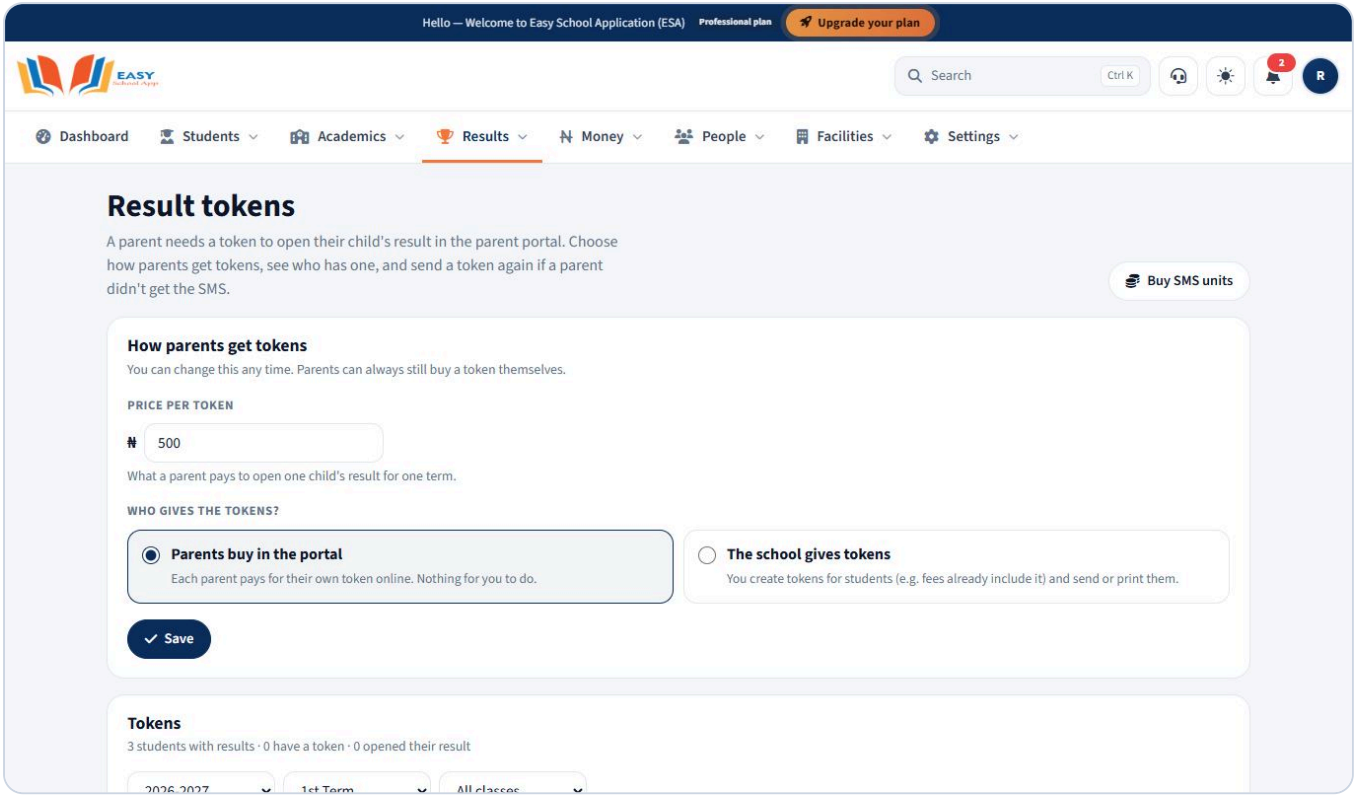
Steps – the settings

1. Open **Results › Result tokens**.

2. Choose how tokens are given: **Parents buy in the portal**, or **The school gives tokens** (by SMS or printed cards).
3. Type the price and save.

Steps – see who has a token

1. Pick a term and class, or search for a name.
2. Every student shows **No token**, **Bought by parent** or **Given by school**, and whether they have opened their result.
3. **Resend SMS** sends the token to the parent's number again. **Other number** sends it to a new number. **Show** reveals the code so you can read it out, and **Card** prints it. Tick several students to resend or print for all of them.



Result tokens page

Tips

- When parents buy tokens online, the school's share goes straight to the school's bank account. Connect it first on **Money › Payments & bank account**.
- Parents can only buy or use a token once the class's result is published.
- Each SMS uses SMS credit, including resending tokens parents bought themselves.

Generate and print report cards

Purpose: Print report cards for a whole class, or reprint one student's card.

Who can use it: School Admin, Principal.

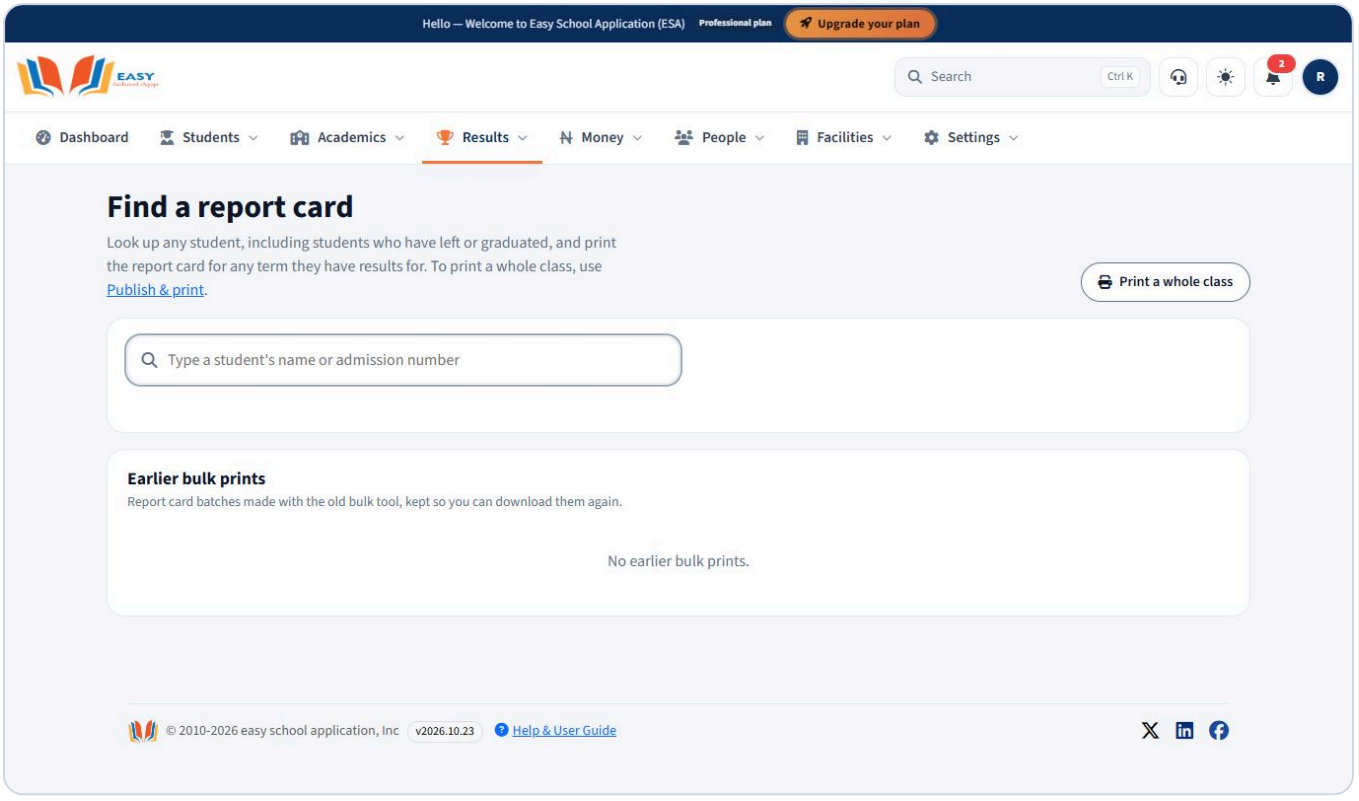
Where: Results › Publish & print (a whole class) and **Results › Find a report card** (one student)

Steps – a whole class

1. Publish the class first (see Publish, lock and unlock results).
2. On **Results › Publish & print**, click **Report cards** on the class's row. One PDF opens with every student's card, ready to print.

Steps – one student

1. Open **Results › Find a report card**.
2. Type the student's name or admission number. Students who have left or graduated are included.
3. Pick the term and click **Report card**.



Find a report card

Tips

- Report cards are free under your subscription plan.
- Choose the design and add signatures before printing (see Choose the report card design and Add signatures for report cards).
- Everything fits on one A4 page, with up to about 20 subjects.

Common errors and fixes

Problem	Fix
The **Report cards** button is missing	The class isn't published yet.
The report card shows no position	**Show class position on the report card** is off in **Report card design**, or results were not computed.
Signatures are missing	Upload them in **Settings › Signature**.

Teaching and learning

Review teachers' lesson plans

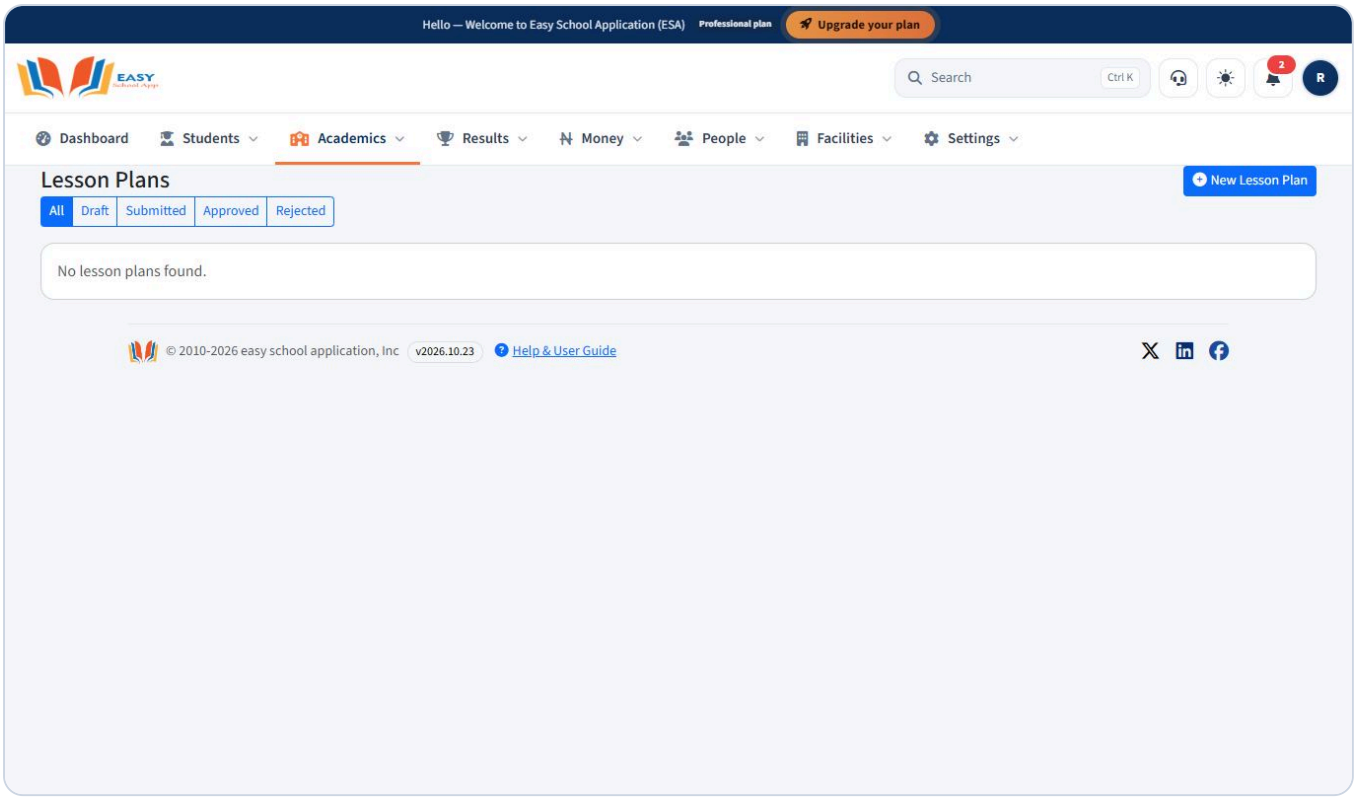
Purpose: Check lesson plans that teachers submit, approve good ones, and send back plans that need changes.

Who can use it: Head Mistress (her assigned classes), Principal, School Admin.

Where: Academics › Lesson plans

Steps

1. Open **Academics › Lesson plans**.
2. Click **Submitted** to see plans waiting for review.
3. Open a plan. Read the **Learning Objectives**, **Teaching / Learning Activities**, **Instructional Materials** and **Assessment Method**.
4. If it is good, click **Approve**.
5. If it needs changes, write a **Note for the teacher (optional)** and click **Send Back**. The teacher sees it as **Rejected** with your note.
6. The **Taught?** column shows whether the teacher has marked the lesson as taught.



Lesson Plans list

> **Tips**
>
> - Be specific in your note, for example "Add a class activity for the second period".

Set up the exam timetable

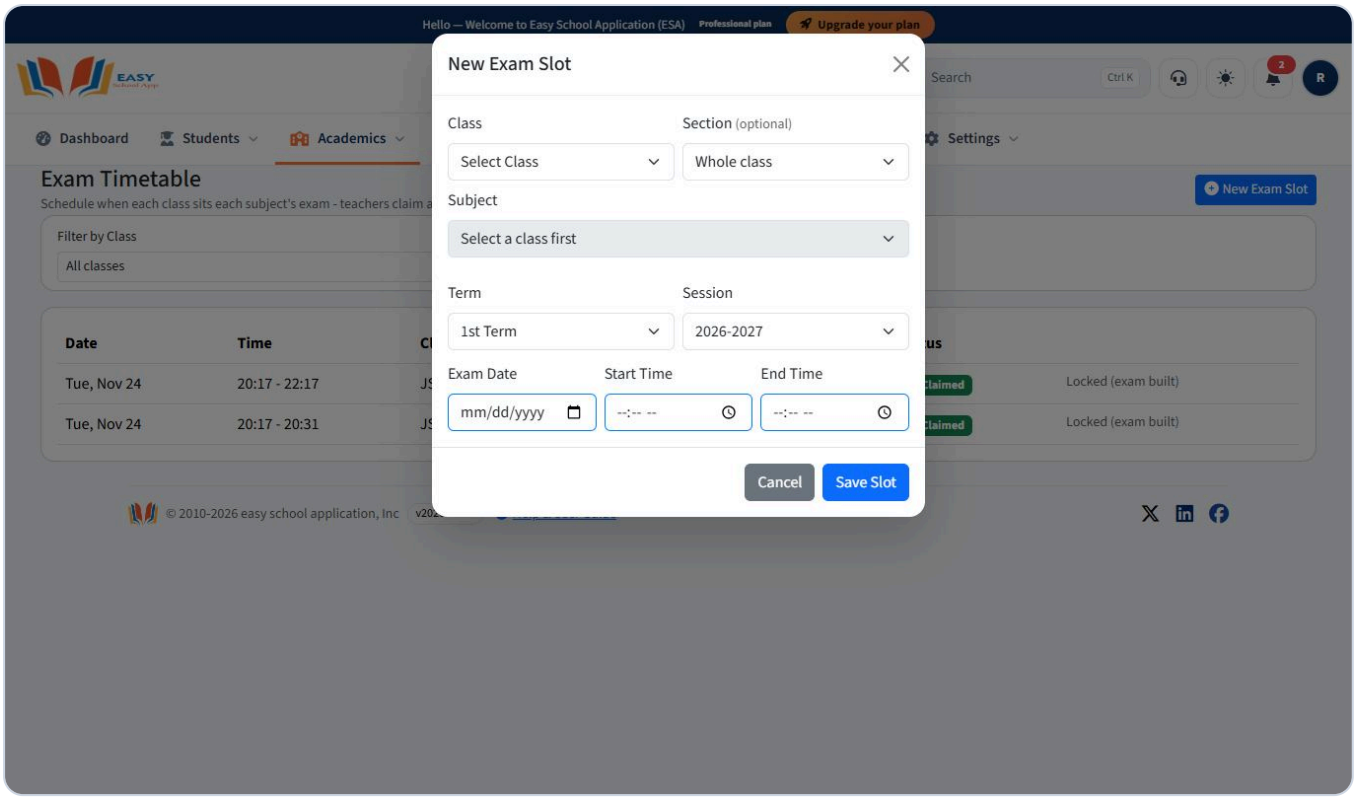
Purpose: Schedule each exam paper by class, subject, date and time. Parents and students see the timetable, and teachers build CBT exams on these slots.

Who can use it: School Admin, Principal, Head Mistress, Teacher.

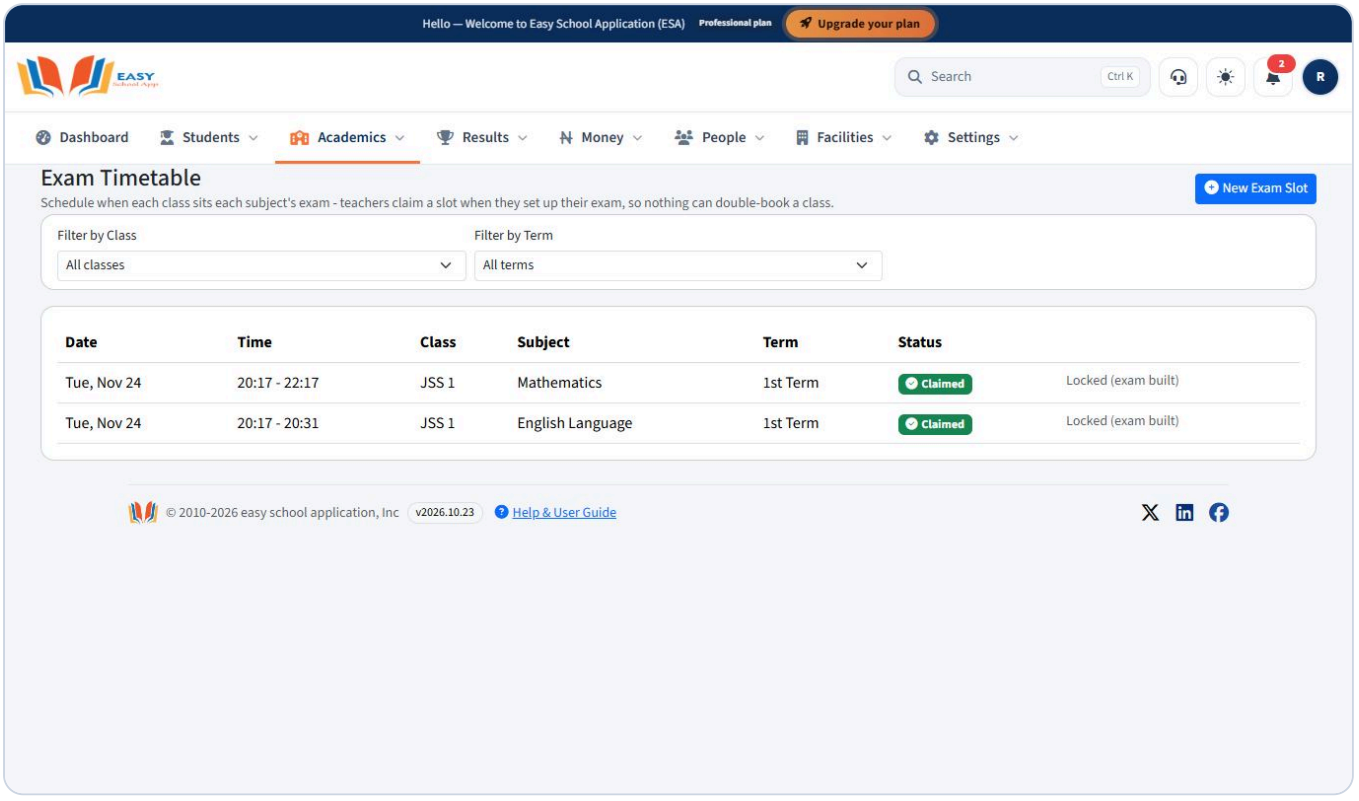
Where: Academics › Exam timetable

Steps

1. Open **Academics › Exam timetable**.
2. Click **New Exam Slot**.
3. Choose the **Class**, **Section (optional)**, **Subject**, **Term** and **Session**.
4. Choose the **Exam Date**, **Start Time** and **End Time**.
5. Click **Save Slot**.
6. Use **Filter by Class** and **Filter by Term** to check the timetable.



New Exam Slot box



Exam Timetable with first-term papers

Tips

- Avoid two papers for the same class at the same time.
- Create slots early. Teachers need a slot before they can set a CBT exam.

Moderate teacher–parent chats

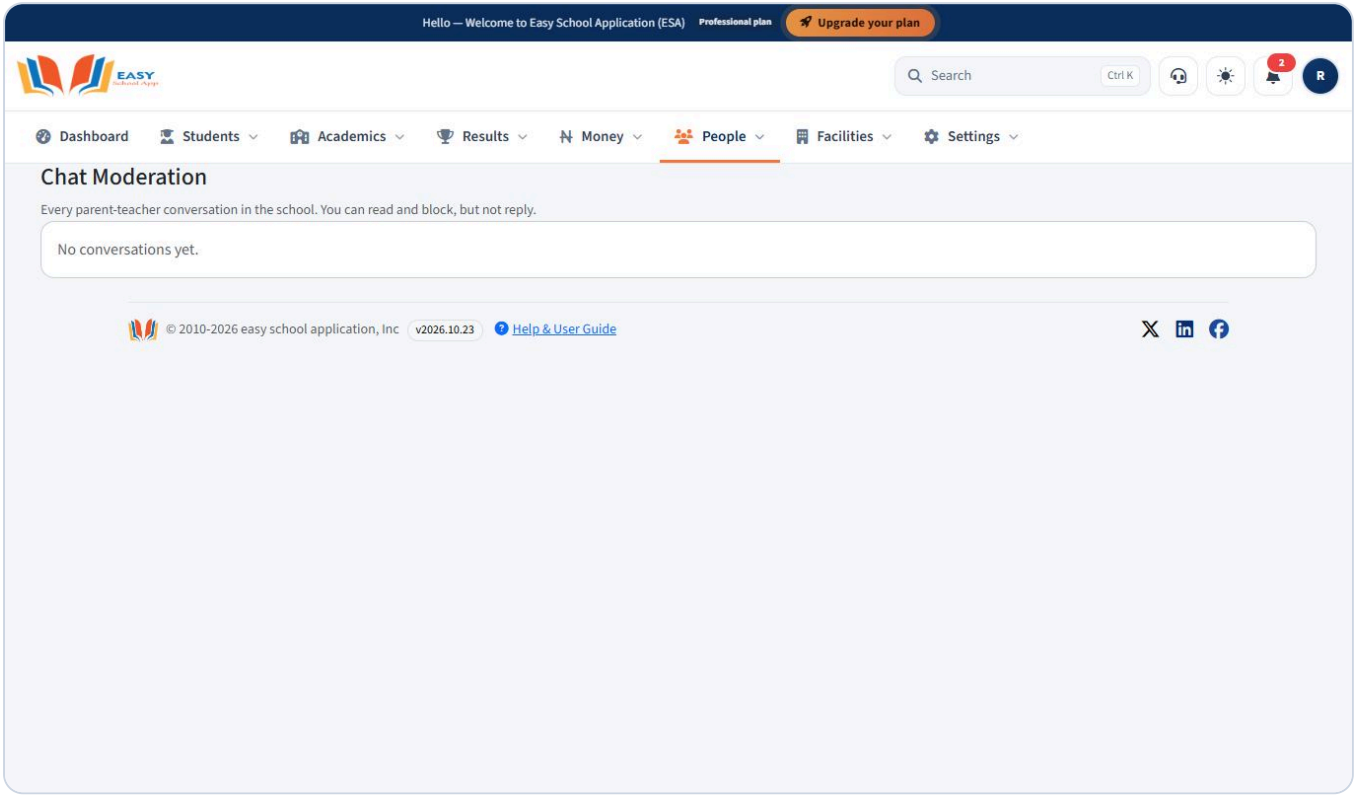
Purpose: Keep messages between teachers and parents respectful. You can see every conversation and block one if needed.

Who can use it: School Admin, Principal, Head Mistress.

Where: People › Chat moderation

Steps

1. Open **People › Chat moderation**. Each row shows the **Student**, **Teacher**, number of **Messages**, **Last Activity** and **Status**.
2. Open a conversation to read it.
3. To stop a conversation, click **Block**. Type a **Reason** (only you can see it) and confirm.
4. To allow it again, click **Unblock**.



Chat Moderation page

Tips

- The parent and teacher see "*This conversation has been blocked by the school.*" Call them to explain.

Fees and finance

Create fee names

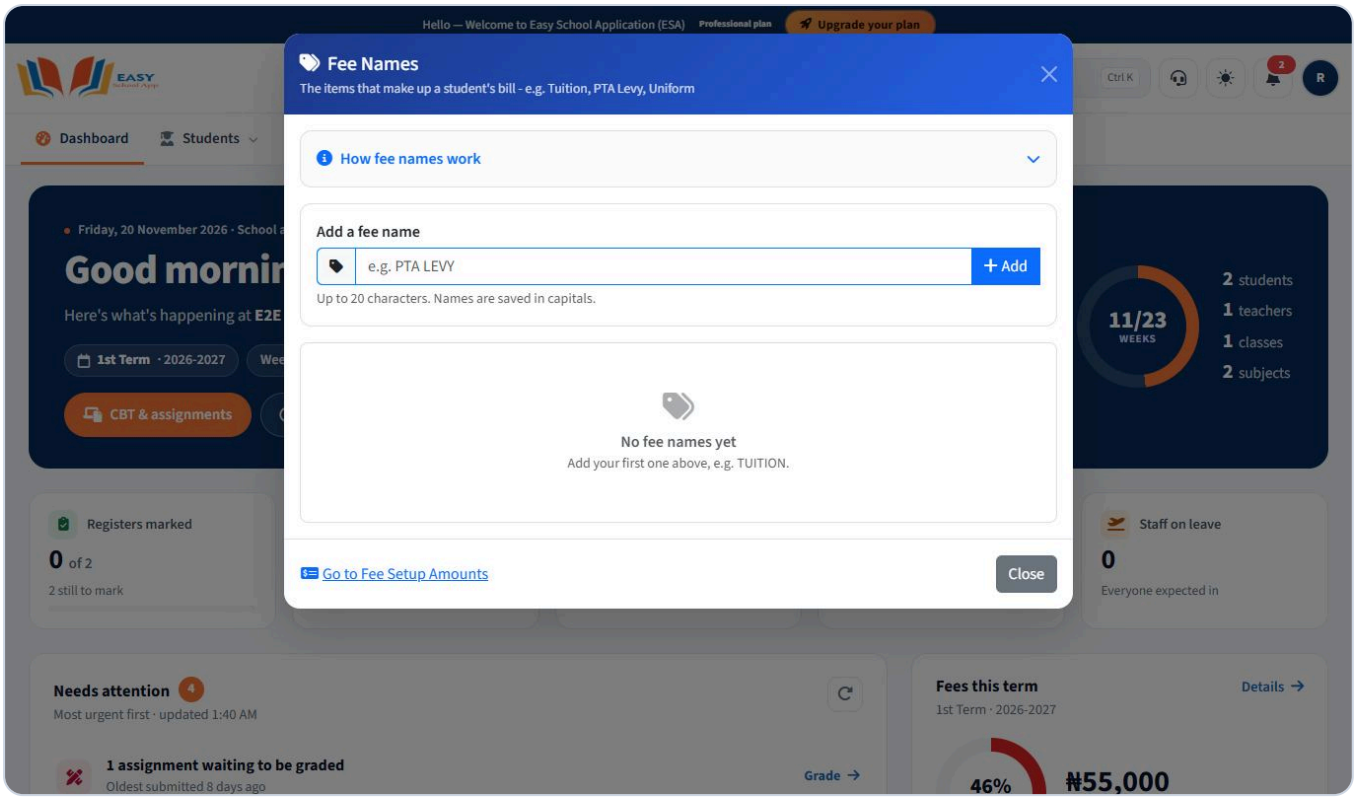
Purpose: List the items you charge for, such as **SCHOOL FEES**, **PTA**, **Uniform** or **Lesson fee**. Amounts are set per class afterwards.

Who can use it: School Admin, Bursar.

Where: Money › Fee names (or the **Fee names** button on **Fee Setup Amounts**)

Steps

1. Open **Money › Fee names**. The **Fee Names** box opens.
2. Type the name in **Add a fee name** and click **Add**.
3. For each fee in the table, set:
   - **Optional** – a parent may decline it (for example a school bus levy or an excursion).
   - **Charge once** – charged only once in the student's time at the school (for example a registration form).
4. When you finish, click **Go to Fee Setup Amounts** to set the amounts.



Fee Names box

> **Tips**
>
> - Use clear names that parents will understand. They print on receipts and statements.
> - The **Billed** column shows whether the fee is already on students' bills.

Set fee amounts for classes

Purpose: Set how much each class pays for each fee item, for new and returning students. Classes that pay the same (for example JSS 1 to JSS 3) can be set together.

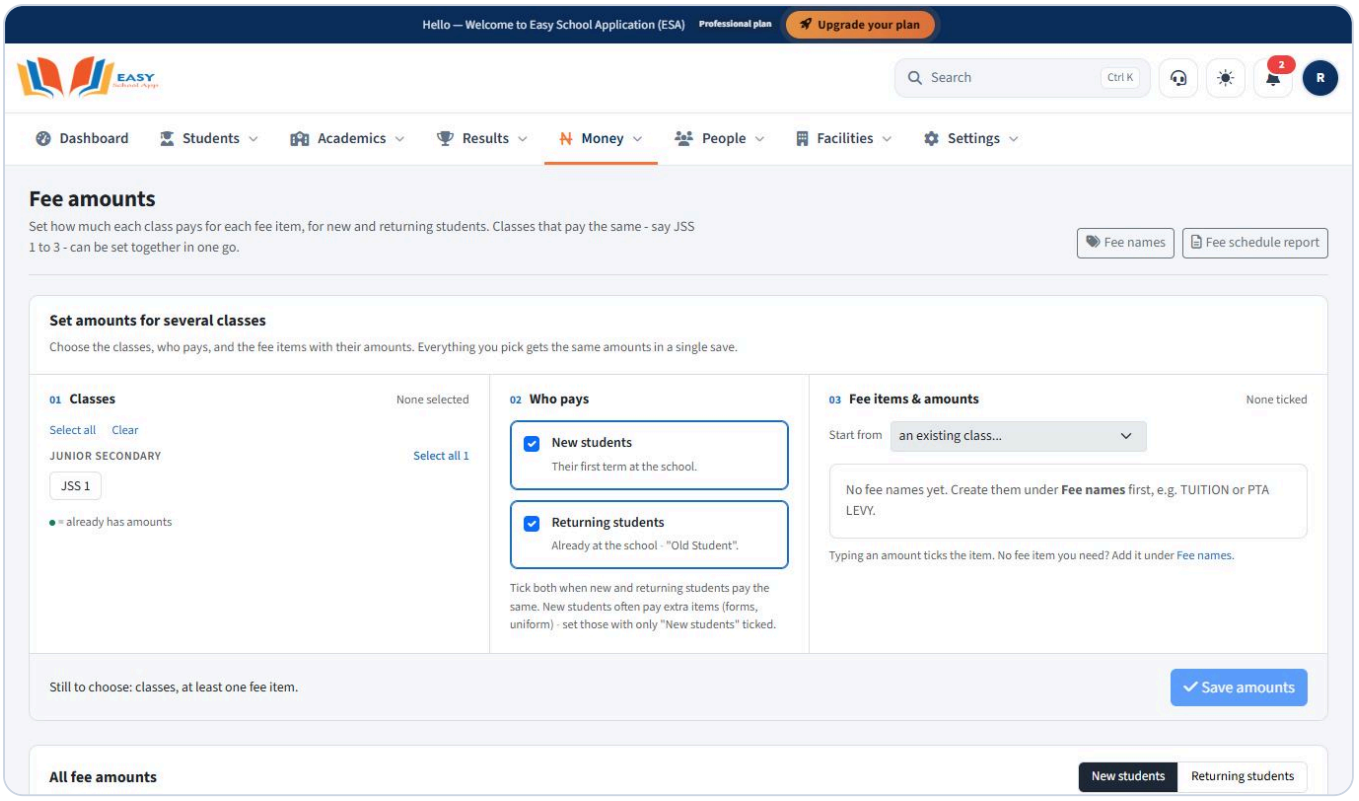
Who can use it: School Admin, Bursar.

Where: Money › Fee setup amounts

Steps

1. Open **Money › Fee setup amounts**. The **Fee amounts** page opens.
2. **01 Classes:** click the classes that pay the same amounts. Use **Select all** or **Clear**. A green dot means the class already has amounts.
3. **02 Who pays:** tick **New students** (first term at the school), **Returning students** ("Old Student"), or both.
4. **03 Fee items & amounts:** type an amount next to each fee item. Typing an amount ticks the item. To copy another class's amounts, use **Start from** and choose the class.
5. Check **Total per student**.

6. Click **Save amounts**.
7. Scroll down to **All fee amounts** to see every class. Switch between **New students** and **Returning students**. Click any amount to change it, then press **Enter** to save or **Esc** to cancel.



Fee amounts page

If you change an amount after bills were made

The app asks whether to **Update bills to the corrected fee amounts**. Click **Update bills** to correct students' bills, or **Not now** to keep the old bills.

> **Tips**
>
> - New students often pay extra items (forms, uniform). Set those with only **New students** ticked.
> - **Fee schedule report** gives a printable list of all amounts (**Preview** or **Print (PDF)**). Share it with parents at the start of term.

Common errors and fixes

Problem	Fix
Save amounts is greyed out	The bar says what is missing, for example "Still to choose: classes, at least one fee item."

Problem	Fix
A fee item is missing	Add it first in **Fee names**.
A student's bill shows the old amount	Use **Update bills** when asked, or edit the amount again and accept the update.

Give fee discounts and scholarships

Purpose: Reduce a student's fee (for example a staff child, scholarship or sibling discount), or remove an optional item the parent declined. Every change is recorded.

Who can use it: School Admin, Bursar.

Where: Money › Discounts

Steps – give a discount

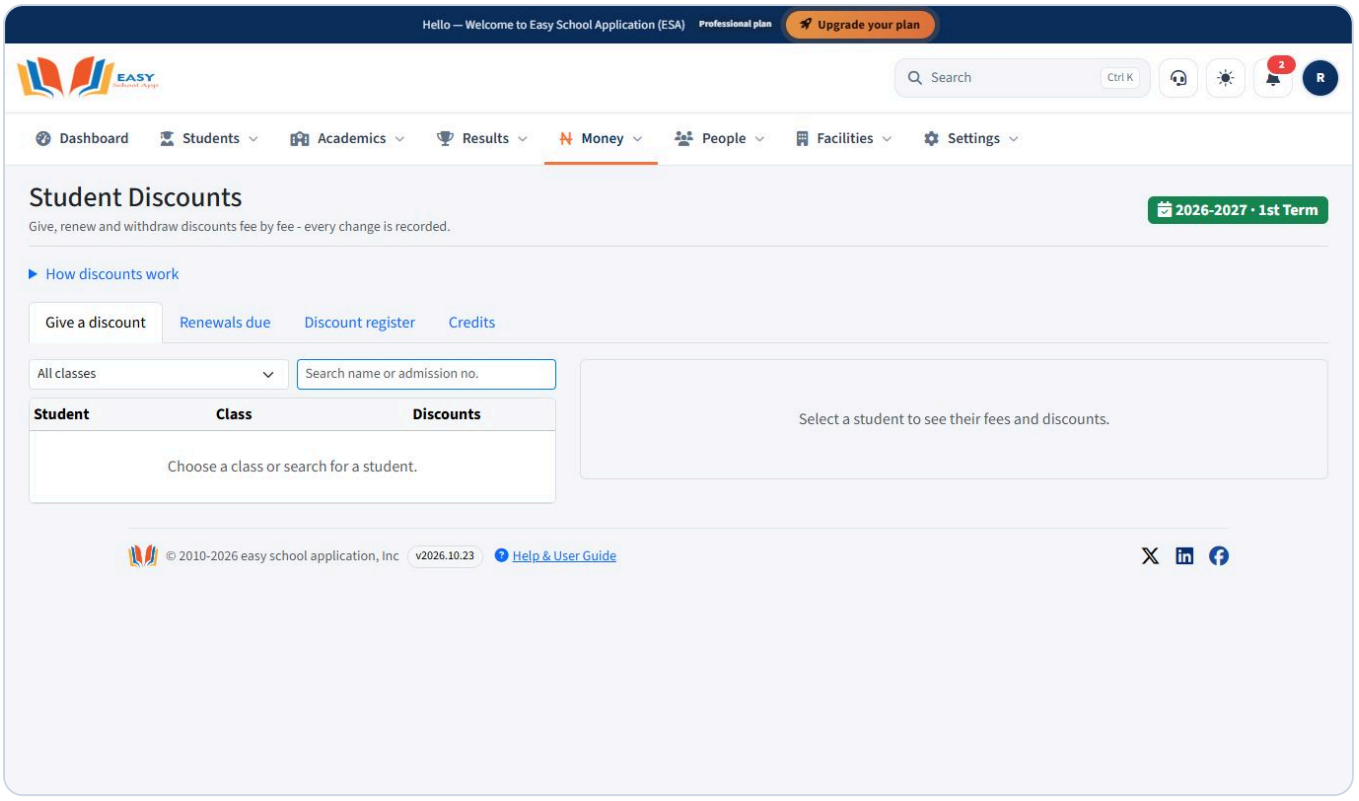
1. Open **Money › Discounts**. The **Give a discount** tab opens.
2. Choose a class, or search by name or admission number. Click the student.
3. Under **Fees this term**, find the fee item.
4. Choose the **Type**: **Percentage (%)** or **Fixed amount (₦)**, and type the amount.
5. Under **Applies to**, choose how long the discount lasts (for example **One term**).
6. Type the **Reason** (for example "Staff child").
7. Click **Give discount**. Large discounts may show **Pending approval** until a senior person approves them.

Steps – remove an optional item

1. Under **Optional items**, choose the **Item the student won't take**.
2. Type the **Reason (required)** (for example "Parent declined PTA levy").
3. Click **Take off bill**. This is not counted as a discount.

Steps – renew discounts for a new term or session

1. Click **Renewals due**.
2. Tick the discounts and click **Renew for this term only**, **Renew for the whole session** or **Renew selected**.



Student Discounts page

Tips

- **Discount register** lists every discount with its status: **Active now**, **Upcoming**, **Lapsed**, **Withdrawn**, **Pending approval** or **Rejected**.
- Discounts can only be changed for the current term onwards. Finished terms stay as they were billed.
- Only mark items as optional in **Fee Name** if parents may truly decline them.

Record a fee payment and print a receipt

Purpose: Record money a parent paid at the school (cash, POS or bank transfer) and give them a receipt.

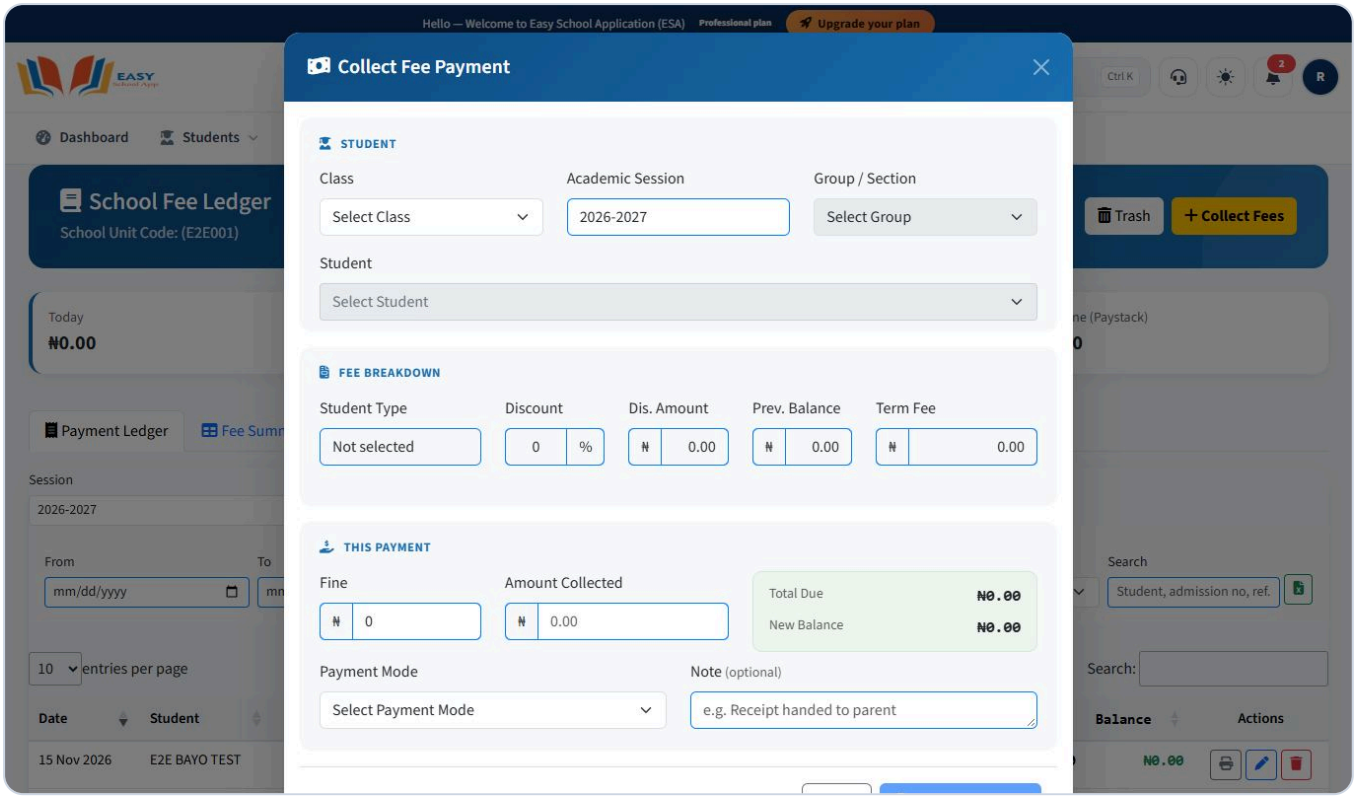
Who can use it: School Admin, Bursar.

Where: Money › Fee collection (the page is titled **School Fee Ledger**)

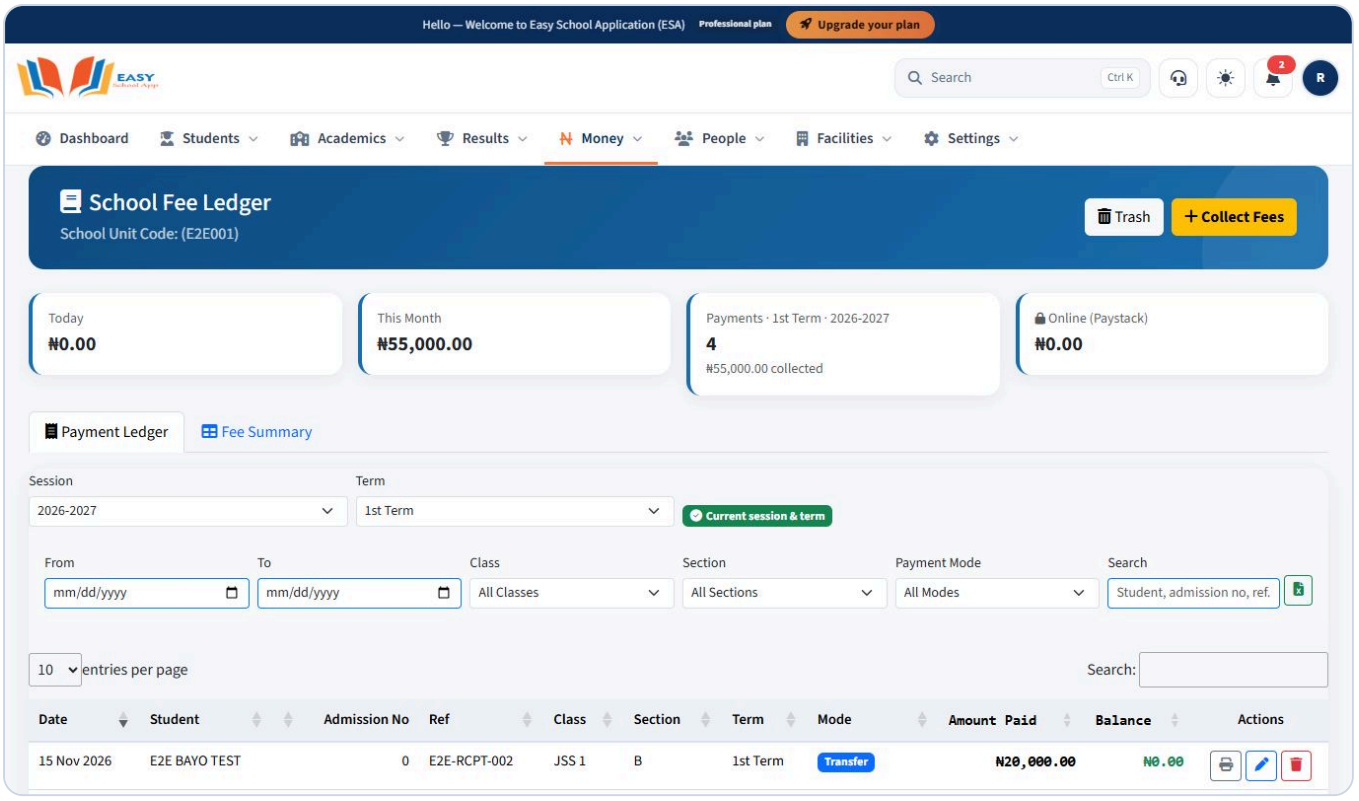
Steps

1. Open **Money › Fee collection**.
2. Click **Collect Fees**. The **Collect Fee Payment** box opens.
3. Under **Student**, choose the **Class**, **Academic Session**, **Group / Section** and **Student**.
4. Check the **Fee Breakdown**: **Student Type**, **Discount**, **Prev. Balance** and **Term Fee** fill in by themselves.

5. Under **This Payment**, type any **Fine** and the **Amount Collected**.
6. Check **Total Due** and **New Balance** on the right.
7. Choose the **Payment Mode** and add a **Note (optional)**, for example "Receipt handed to parent".
8. Click **Submit Payment**.
9. In the **Payment Ledger**, click the **print** icon on the payment's row to print the receipt.



Collect Fee Payment box



School Fee Ledger

Tips

- The cards at the top show today's collections and online (Paystack) payments.
- Use the filters (**Session**, **Term**, **From**, **To**, **Class**, **Section**, **Payment Mode**) to find payments. The green icon exports the list to Excel.
- **Fee Summary** shows what each student owes.
- Online payments by parents appear here automatically. You do not need to record them.

Common errors and fixes

Problem	Fix
Term Fee shows ₦0.00	Fee amounts are not set for the class. See Set fee amounts for classes.
You recorded the wrong amount	Click the **edit** (pencil) icon on the row, correct it in **Edit Payment** and click **Save Changes**.
A payment was recorded twice	Click the **delete** (bin) icon and give a reason. The payment moves to **Trash** (see Restore or remove a deleted fee payment).

Restore or remove a deleted fee payment

Purpose: Review cash and bank payments that were deleted from Fee collection, and either put them back or remove them for good.

Who can use it: School Admin (restore), school owner (delete for good). The Bursar can see the list.

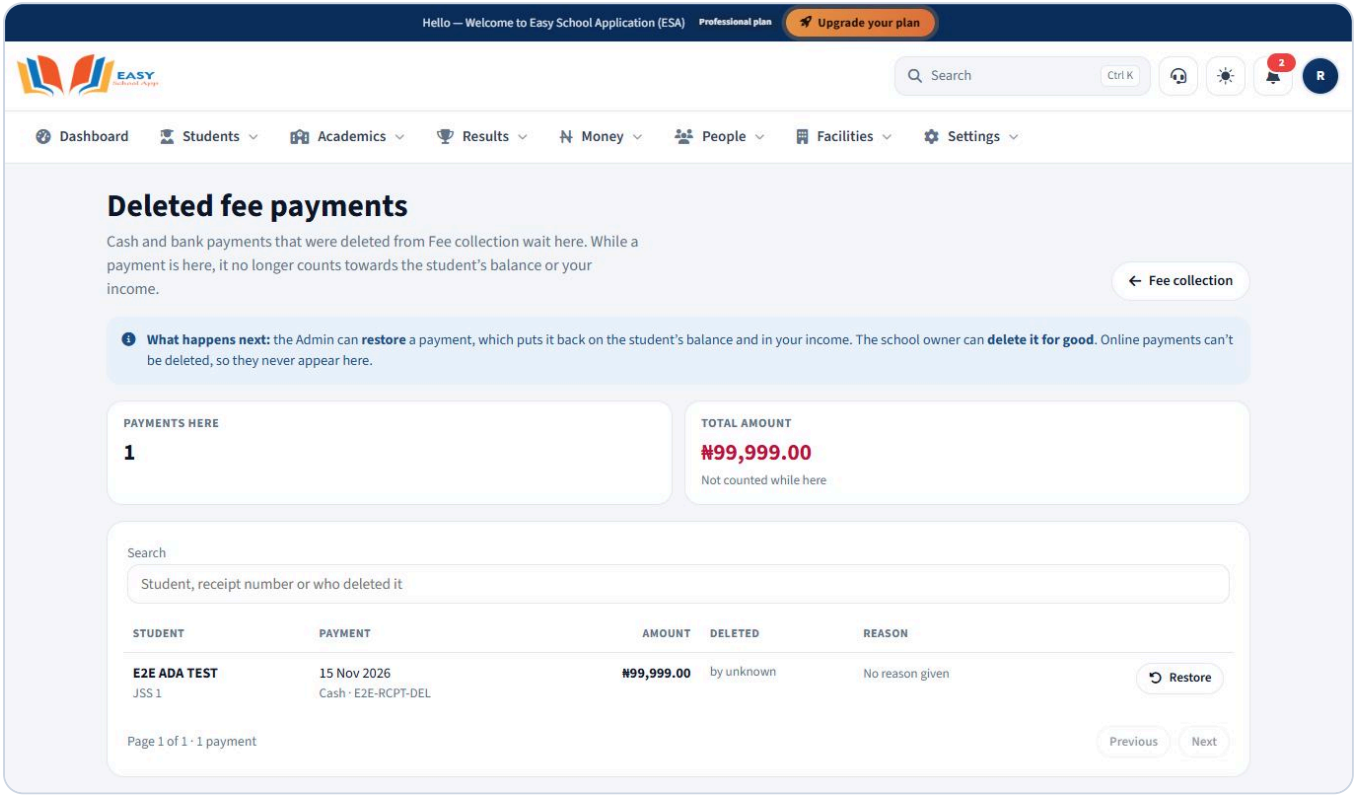
Where: Money › Fee collection › Trash

How it works

When a payment is deleted, it moves here with the reason given, who deleted it and when. While it is here it no longer counts towards the student's balance or your income. The school owner is told every time a payment is deleted.

Steps

1. Open **Money › Fee collection** and click **Trash**. The top shows how many payments are waiting and their total.
2. Search by student, receipt number or the person who deleted it.
3. Click **Restore** to put a payment back. It goes back on the student's balance and into your income.
4. Or, as the school owner, click **Delete for good**. **Empty trash** removes every payment in it. This can't be undone.



Deleted fee payments

Tips

- Online payments can't be deleted, so they never appear here.
- While a deleted payment is waiting here, the same payment can't be entered again for that student and term. Restore it or delete it for good first.

Common errors and fixes

Problem	Fix
There is no **Restore** button	Only the School Admin can restore. Ask them.
"You don't have permission to do that."	Deleting for good is for the school owner only.

Send fee reminders to parents

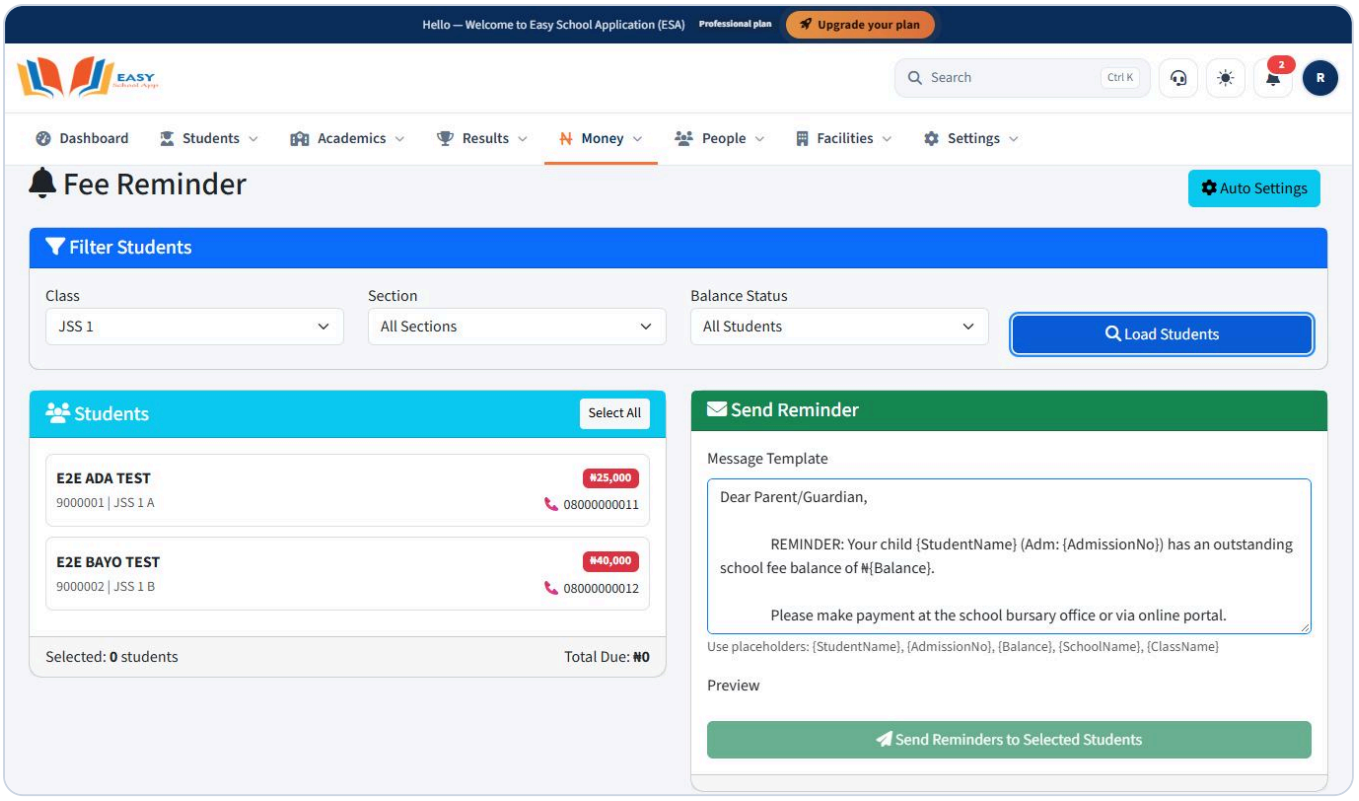
Purpose: Send an SMS to parents whose children still owe fees.

Who can use it: School Admin, Bursar.

Where: Money › Fee reminders

Steps

1. Open **Money › Fee reminders**.
2. Under **Filter Students**, choose the **Class**, **Section** and **Balance Status**.
3. Click **Load Students**. Each student shows their **Balance** and parent's **Phone**.
4. Tick the students, or click **Select All**.
5. Choose a **Message Template** and read the **Preview**.
6. Click **Send Reminders to Selected Students**.
7. **Recent Reminder History** shows what was sent and its **Status**.



Fee Reminder page

Tips

- **Auto Settings** sends reminders automatically on a schedule.
- Each SMS uses SMS units. Check the **SMS Wallet** on the Dashboard first.

Choose how online payments reach the school

Purpose: Connect the school's bank account so that school fees, admission fees and result tokens that parents pay online go straight into it. EasySchoolApp never holds your fee money.

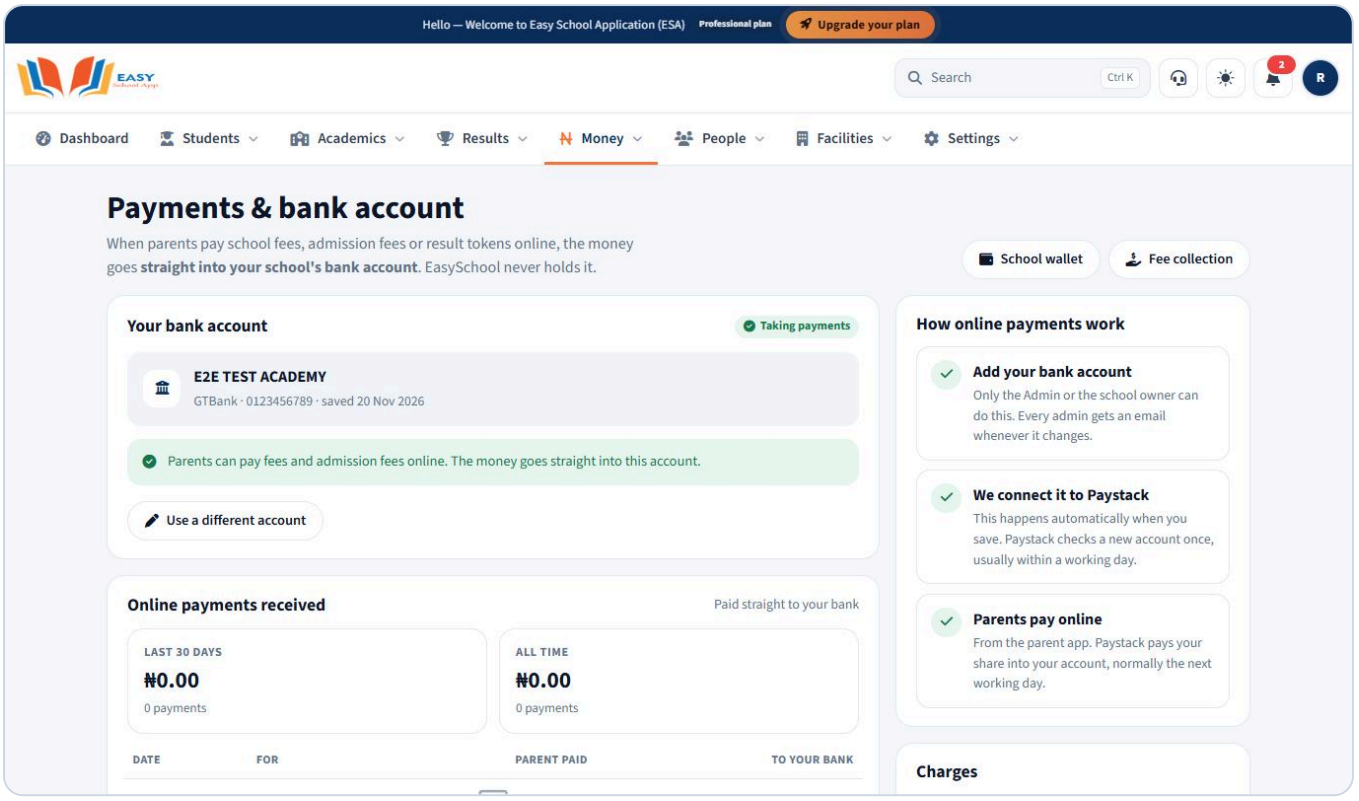
Who can use it: School Admin and the school owner can change the bank account. The Bursar can see it.

Where: Money › Payments & bank account

Steps

1. Open **Money › Payments & bank account**.
2. Under **Your bank account**, choose the **Bank** and type the 10-digit **Account number**.
3. Click **Check account**. The account name appears. Make sure it is the school's account.
4. Click **Yes, use this account**. The account is connected to Paystack straight away.
5. The badge at the top shows the status:

- **Being checked by Paystack** – Paystack checks a new account once, usually within a working day. Parents can already pay; the money reaches you once the check is done.
- **Taking payments** – everything is ready.



Payments & bank account page

What parents pay

The school receives the full fee. On top of it the parent pays EasySchoolApp's 1% processing fee and Paystack's own charge. Paystack pays the school's share into your account, normally the next working day. **Online payments received** on the same page lists every payment and what reached your bank.

> **Tips**
>
> - Use the school's official business account, not a personal account.
> - To change banks, click **Use a different account**. Every admin gets an email whenever the bank account changes. If you didn't expect that email, check this page straight away.
> - Until a bank account is connected, parents see "pay the school directly" instead of the **Pay now** button, and you can't require an online admission fee.

Common errors and fixes

Problem	Fix
"We couldn't find that account."	Check the 10-digit number and the bank, then click **Check account** again.
Not connected shows under the account	Click **Try again**. If it keeps failing, raise a support ticket.
The Bursar can't change the account	Only the School Admin or the school owner can.

Use the school wallet

Purpose: Keep money in the app to pay staff salaries straight to their banks and to settle EasySchoolApp bills, and take money out to the school's bank account. Parents' fee payments don't come here: they go straight to your bank (see Choose how online payments reach the school).

Who can use it: School Admin, Bursar. Only the School Admin or the school owner can take money out.

Where: Money › School wallet

Steps – see the balance

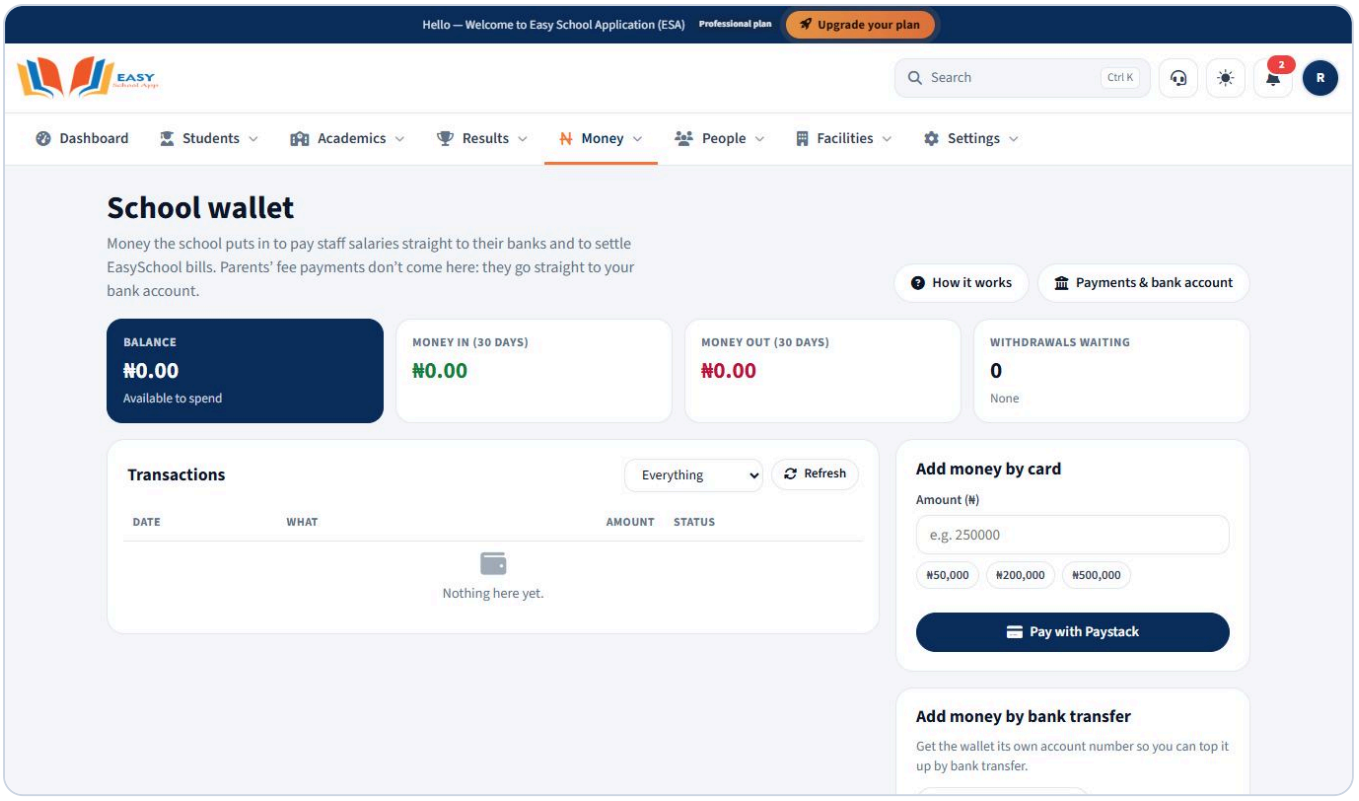
1. Open **Money › School wallet**. The top shows the **Balance**, **Money in** and **Money out** for the last 30 days, and **Withdrawals waiting**.
2. **Transactions** lists every entry in plain words (**Money in**, **Paid out**, **EasySchool term bill**). Use the drop-down to show one kind only, and **Refresh** to update.

Steps – add money

1. By card: under **Add money by card**, type the **Amount (₦)** or tap a quick amount. The box below shows exactly what you will pay, including Paystack's fee. Click **Pay with Paystack**.
2. By bank transfer: click **Get an account number** once. After that, any transfer to the wallet's own account number is added automatically.

Steps – take money out

1. Under **Take money out**, check the school's bank account shown.
2. Type the **Amount (₦)** and click **Ask for a withdrawal**. Paystack's transfer fee is taken from the wallet too.
3. The request shows as **Waiting for approval**, then **Sending**, until the money is sent.



School wallet page

Tips

- Before online fees went straight to schools they were kept in the wallet. Any of that older money is still there and can be withdrawn as usual.
- Click **How it works** at the top of the page for a short explanation.

Common errors and fixes

Problem	Fix
"Add the school's bank account first."	Add it on **Money › Payments & bank account**.
A bank transfer has not appeared	Click **Refresh**. If it is still missing after some time, raise a support ticket with the transfer reference.
The Bursar can't ask for a withdrawal	Only the School Admin or the school owner can take money out.

Print finance reports and student statements

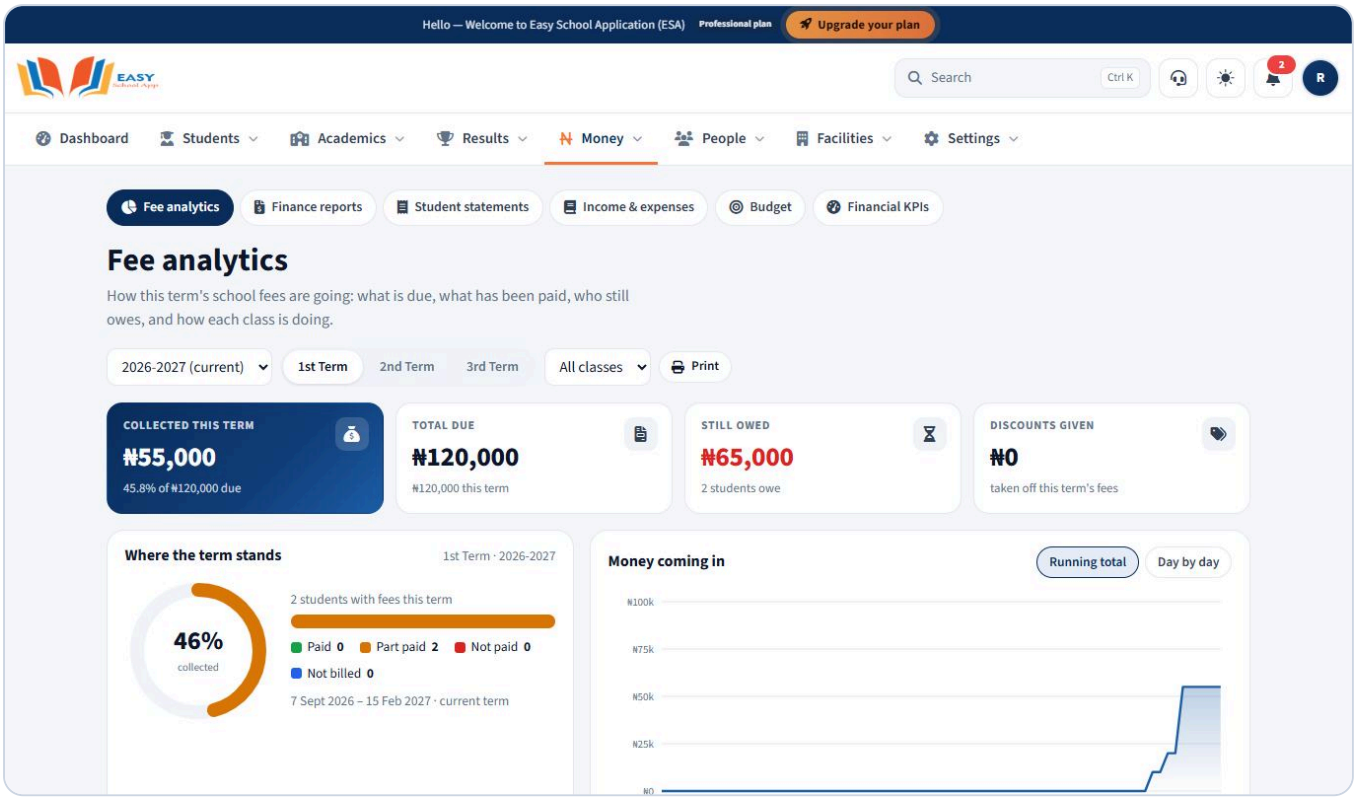
Purpose: See where fee collection stands, what has been paid and owed, income and expenses, and one student's full payment statement.

Who can use it: School Admin, Bursar.

Where: Money › Fee analytics, **Money › Finance reports** and **Money › Student statements**

Steps – Fee analytics

1. Open **Money › Fee analytics**.
2. **Where the term stands** shows what is due, paid and owed for the term. **Money coming in** shows the running total and each day.
3. **Classes** shows every class's progress. **Owing the most** lists the students with the biggest balances. **How parents paid** splits the money by payment mode, and **What stands out** points out anything unusual.

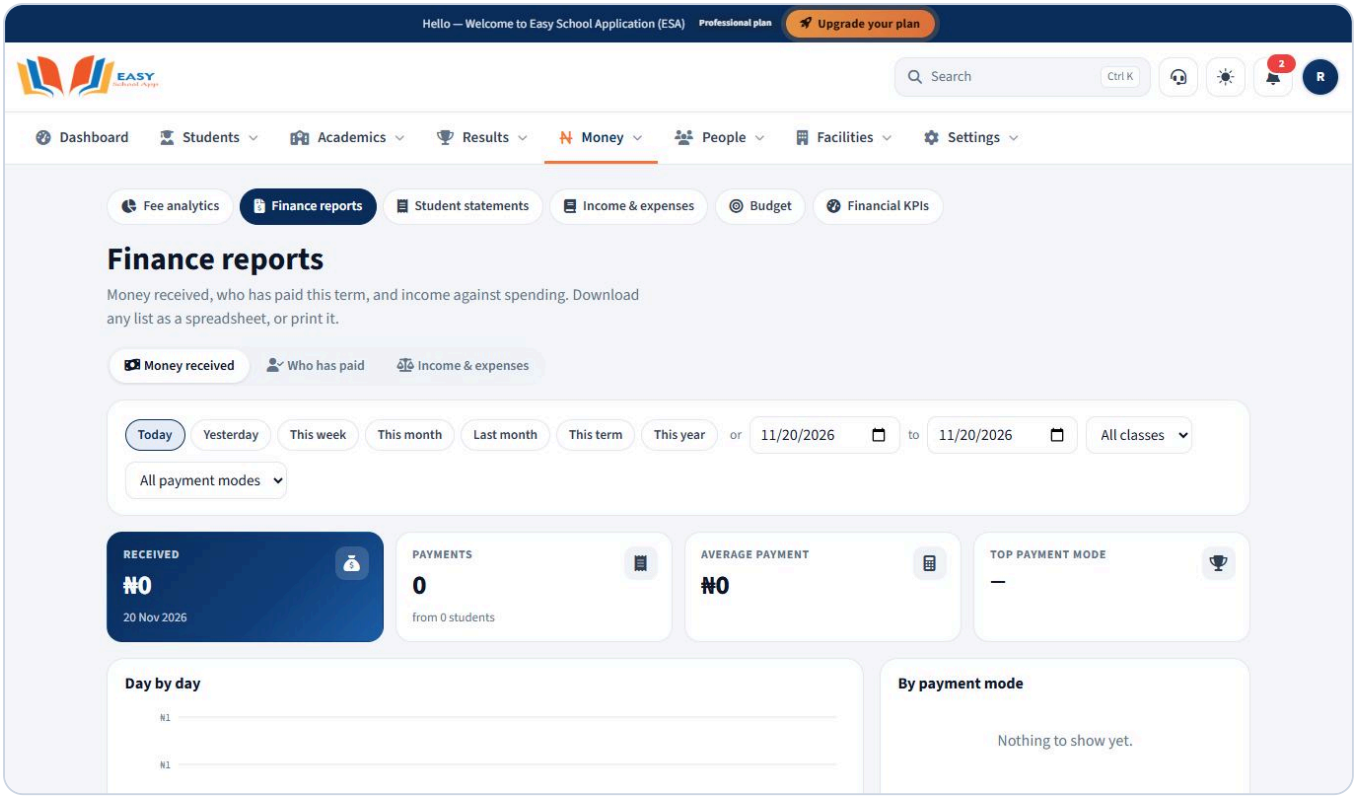


Fee analytics

Steps – Finance reports

1. Open **Money › Finance reports**.
2. Choose a tab:
   - **Money received** – every payment, with the balance after it. Also **By payment mode**.
   - **Who has paid** – each student's term fees, anything carried over, what was paid and the balance.
   - **Income & expenses** – month by month, where money came from and where it went.
3. Choose the period (and class, where offered).

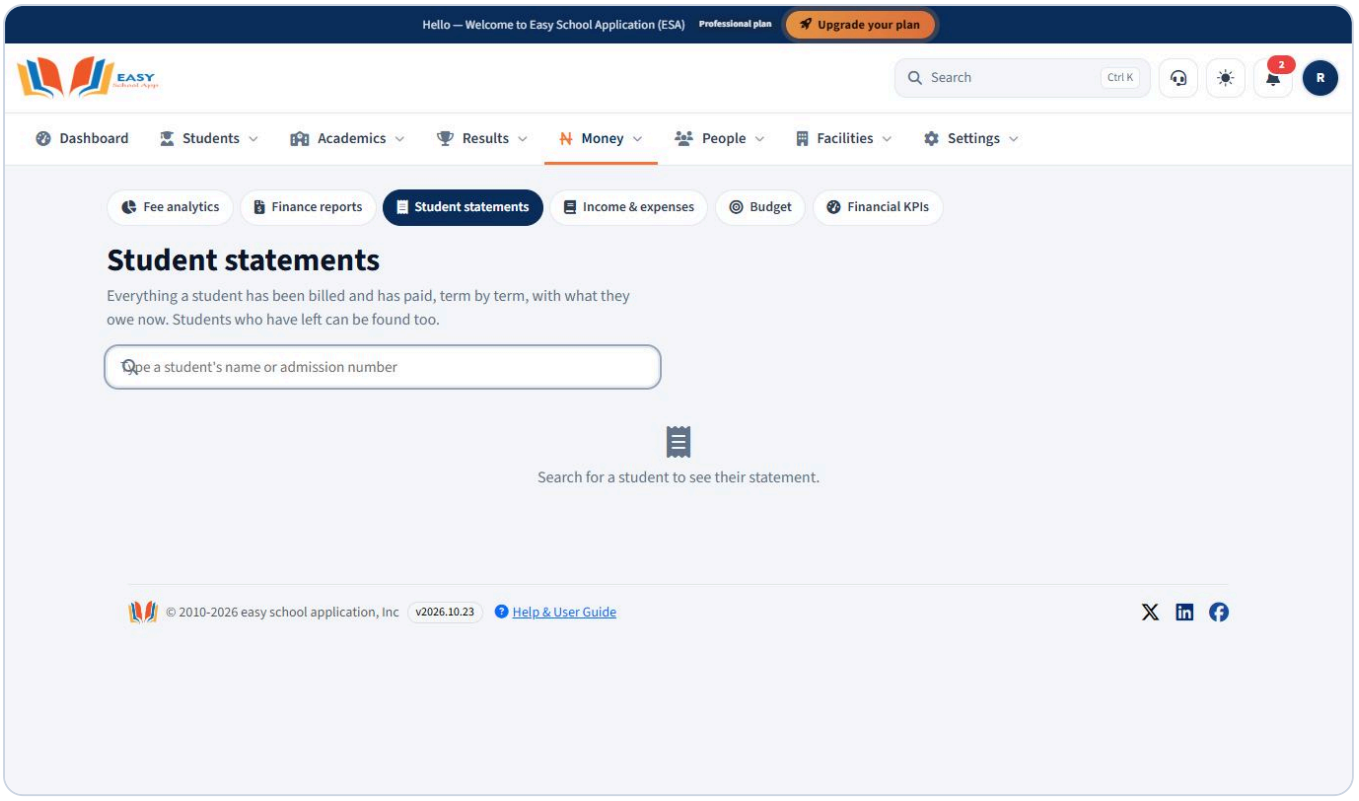
4. Click **Spreadsheet** to download it, or **Print**.



Finance reports

Steps – one student's statement

1. Open **Money › Student statements**.
2. Search for the student. Their payments, term by term, are listed with the balance.
3. Click **Print statement**. **Collect a payment** takes you straight to recording a new one.



Student statements

Tips

- Every finance page uses the same figures: deleted payments are left out, debts carried over are never counted twice, and days follow Nigerian time.
- Give parents the statement when they question a balance. It lists every payment with its date and mode.
- **Facilities › Hostel fee ledger** opens the hostel fee ledger.

Read financial KPIs and profit & loss

Purpose: See how the school is doing financially: income, expenses, profit and loss, money owed, and expected income.

Who can use it: School Admin, Bursar. (Principals can also open the page by its link.)

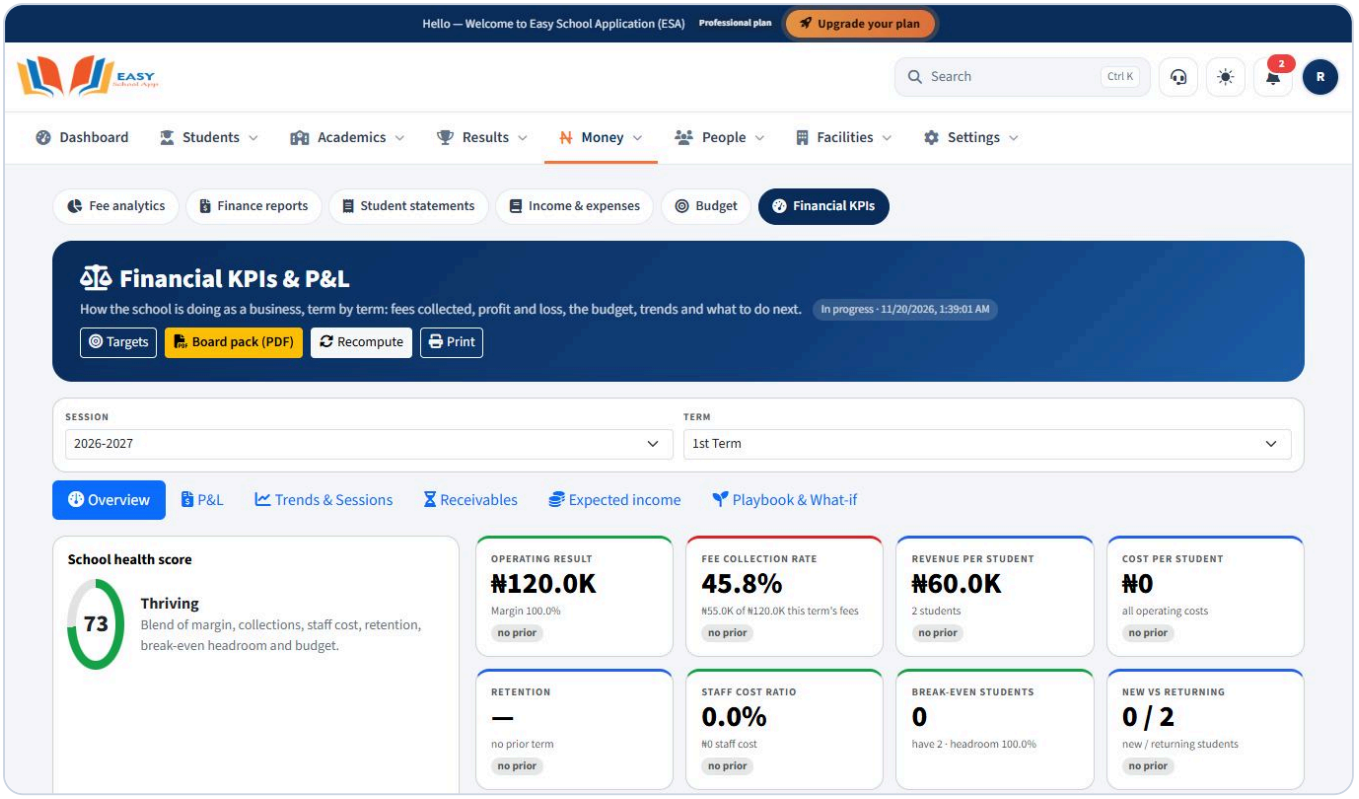
Where: Money › Financial KPIs & P&L

Steps

1. Open **Money › Financial KPIs & P&L**.
2. Choose the **Session** and **Term**.
3. Read the tabs:
   - **Overview** – the key numbers at a glance.

- **P&L** – profit and loss.
- **Trends & Sessions** – how this term compares with earlier ones.
- **Receivables** – fees still owed.
- **Expected income** – what the school should collect.
- **Playbook & What-if** – suggestions, and what happens if fees or costs change.

4. Click **Targets** to set your school's financial targets. Use **Use recommended** for suggested targets, then **Save targets**.
5. Click **Board pack (PDF)** for a report for the board or proprietor, or **Print**. Click **Recompute** after recording new transactions.



Financial KPIs & P&L page

Record income and expenses

Purpose: Keep a record of money coming in (other than school fees) and going out, such as salaries, diesel, repairs and donations.

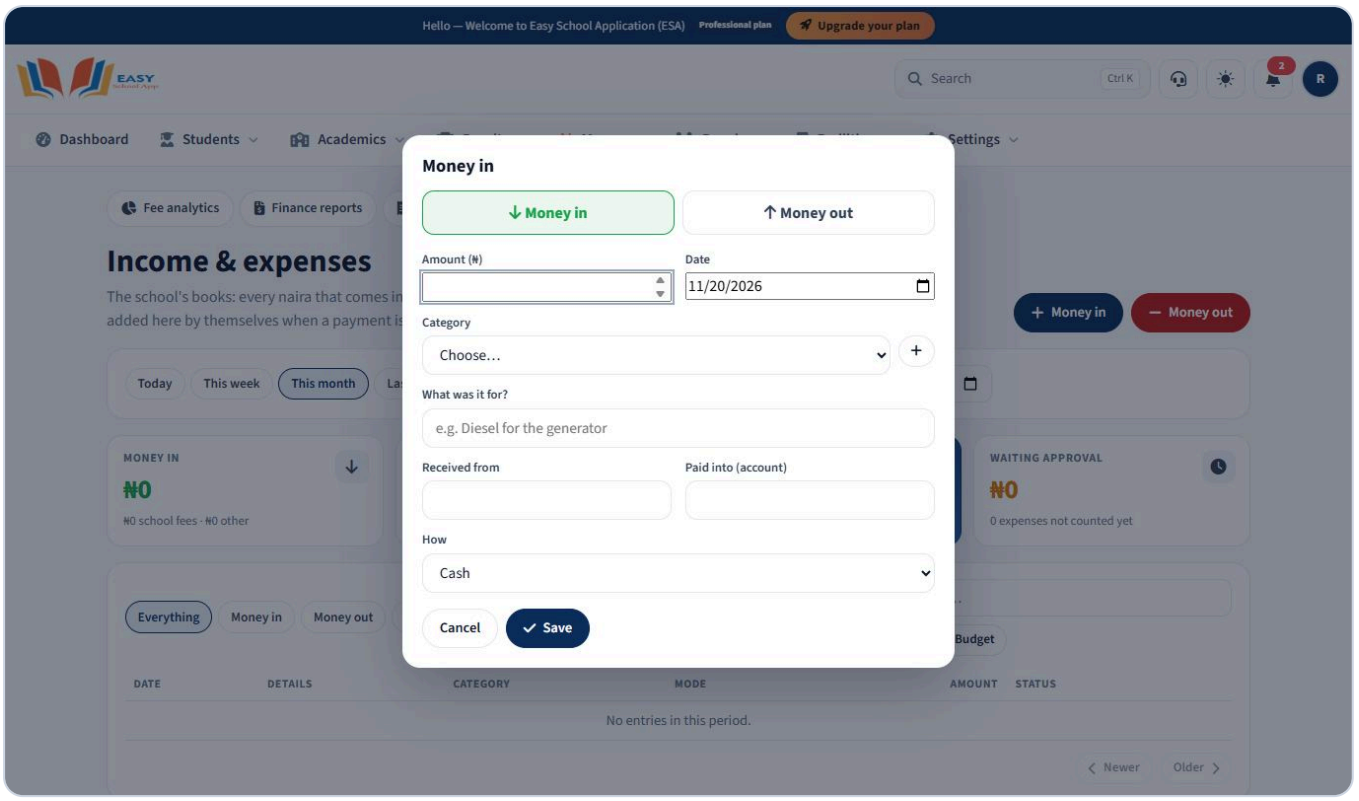
Who can use it: School Admin, Bursar. Approving expenses: School Admin.

Where: Money › Income & expenses

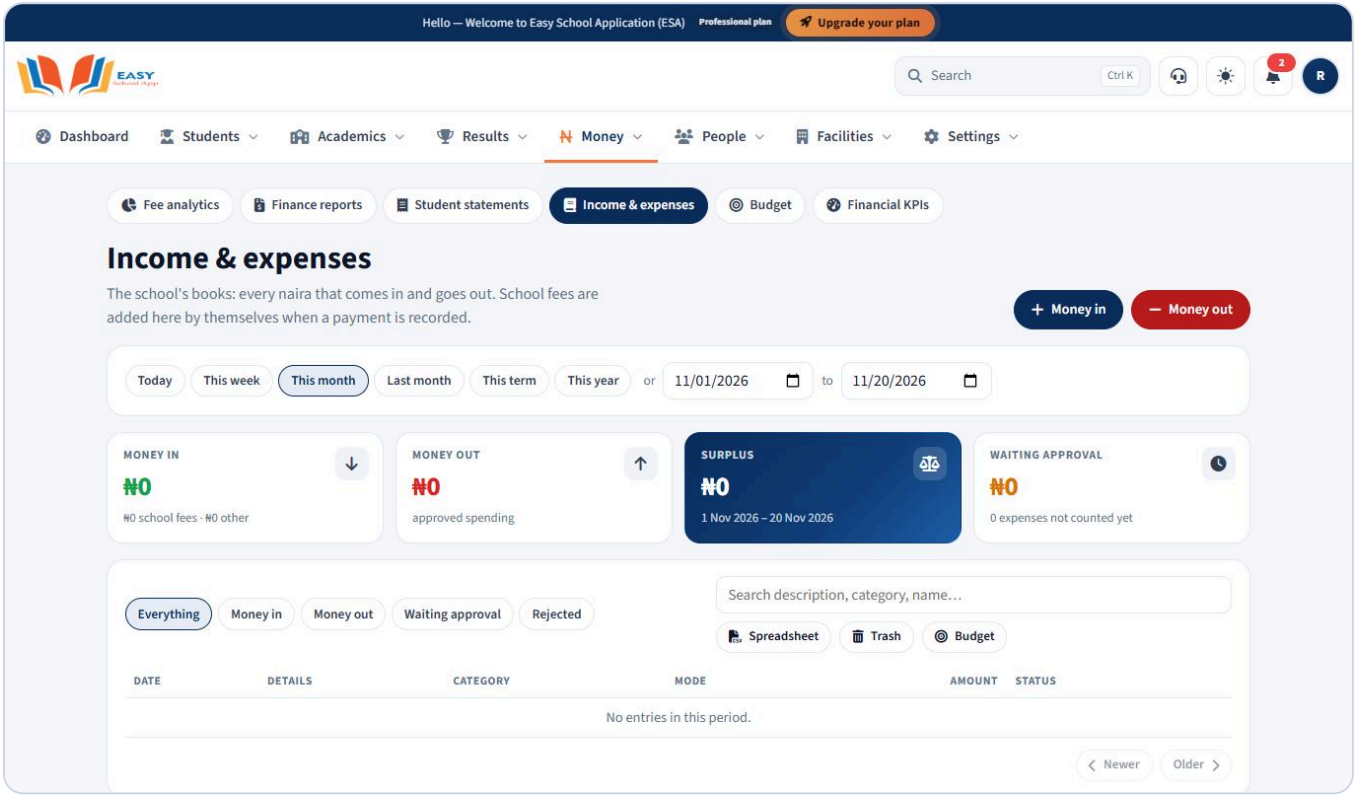
Steps

1. Open **Money › Income & expenses**. The top shows **Money in** and **Money out** for the period.
2. Click **Money in** or **Money out** to add an entry.

3. Type the **Amount (₦)** and the date, choose the **Category** (or add a new one), and write **What was it for?**.
4. Fill in **Received from** or **Paid into**, choose **How** it was paid, and click **Save**.



Adding an entry



Income & expenses

Tips

- Fee payments appear here by themselves, with a lock. Correct them on **Money › Fee collection**, not here.
- Expenses wait for the School Admin's approval (**Expenses waiting for approval**, then **Approve** or **Reject**). Nobody can approve their own entry by choosing a status.
- Use the tabs **Everything**, **Waiting approval** and **Rejected**, and **Spreadsheet** to download.
- A wrong entry goes to **Trash** with a reason, so it is kept for audit.

Plan a budget

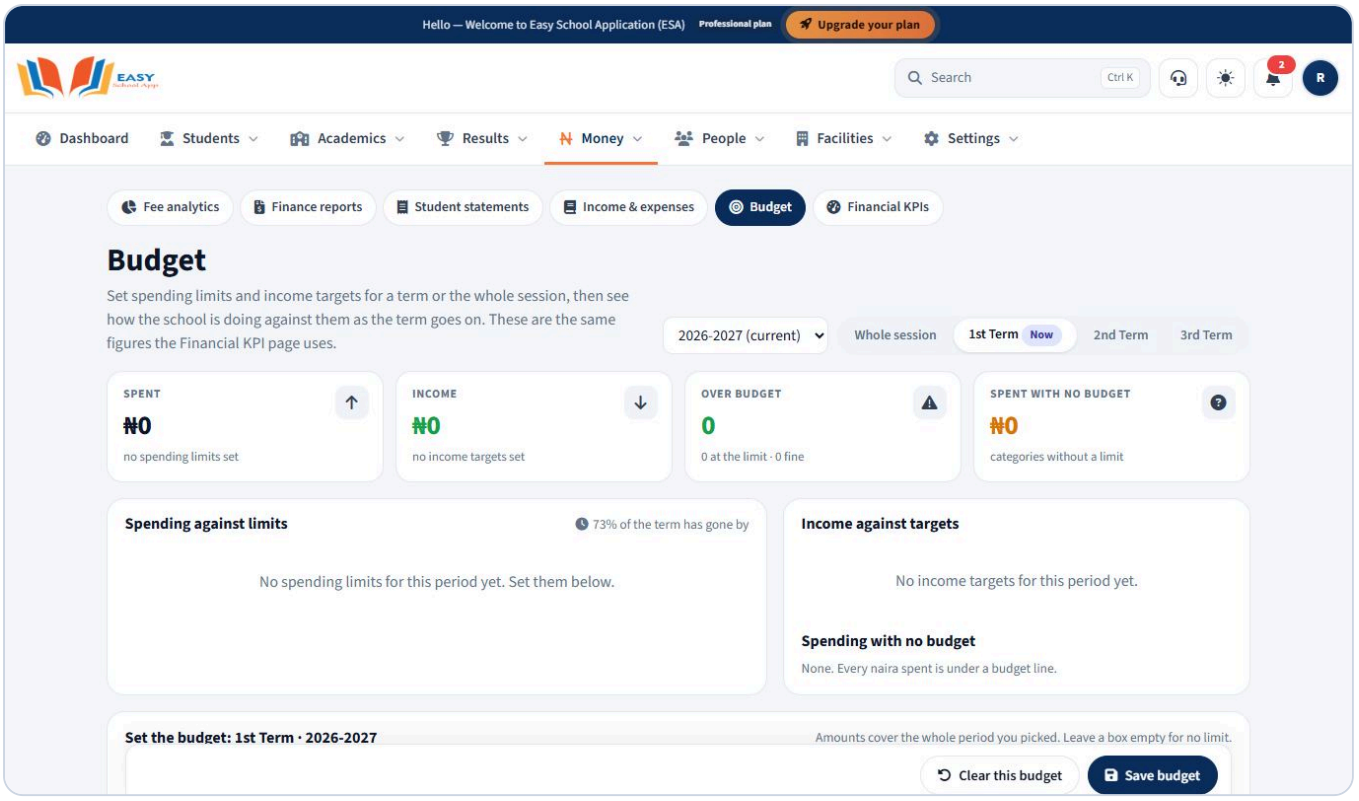
Purpose: Set spending limits and income targets for a session or term, and compare them with what really happened.

Who can use it: School Admin.

Where: Money › Budget

Steps

1. Open **Money › Budget** and choose the session (and a term, if you want).
2. The top shows **Spending against limits**, **Income against targets** and **Spending with no budget**, worked out from your real income and expenses.
3. Under **Set the budget**, type a **Limit (₦)** for each spending category and a **Target (₦)** for each income line, with a **Note** if needed. Save.
4. For a quick start, click **Suggest from history**. Adjust the assumptions (new admissions, fee increase, salary increase, price rises, fee collection target, contingency reserve) and click **Recalculate**. Choose **Prudent**, **Expected** or **Stretch**, tick the lines you want and click **Apply ticked lines to the form**.



Budget page

Tips

- Salaries, employer pension and NSITF all count under **Salary**.
- **Clear this budget** removes the figures for the chosen period only.

Messaging

Buy SMS units

Purpose: Top up the SMS credit used for messages to parents and staff (admission numbers, results, fee reminders, messages you send).

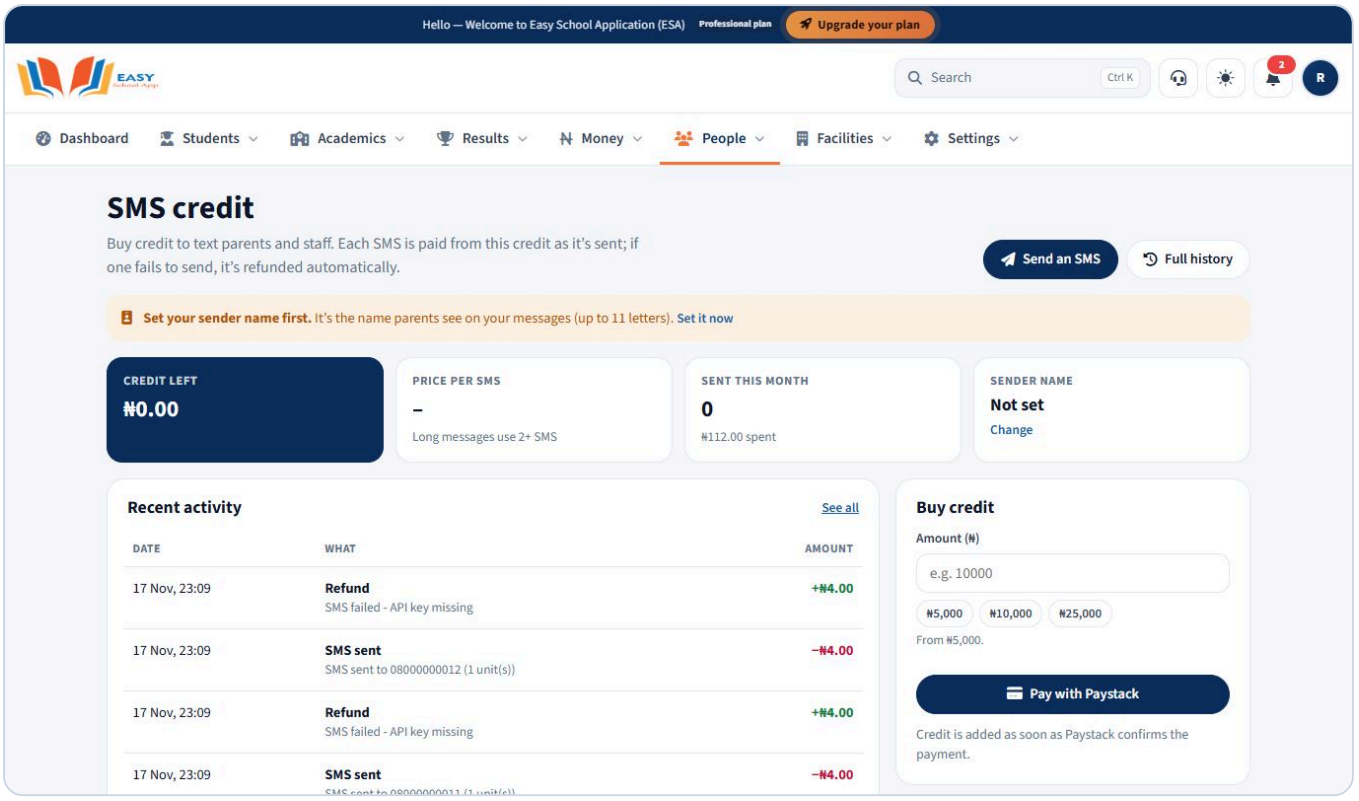
Who can use it: School Admin, Principal, Bursar.

Where: People › SMS credit

Steps

1. Open **People › SMS credit**. The top shows your **Credit left** (and about how many SMS that is), the **Price per SMS**, how many SMS were **Sent this month**, and your **Sender name**.

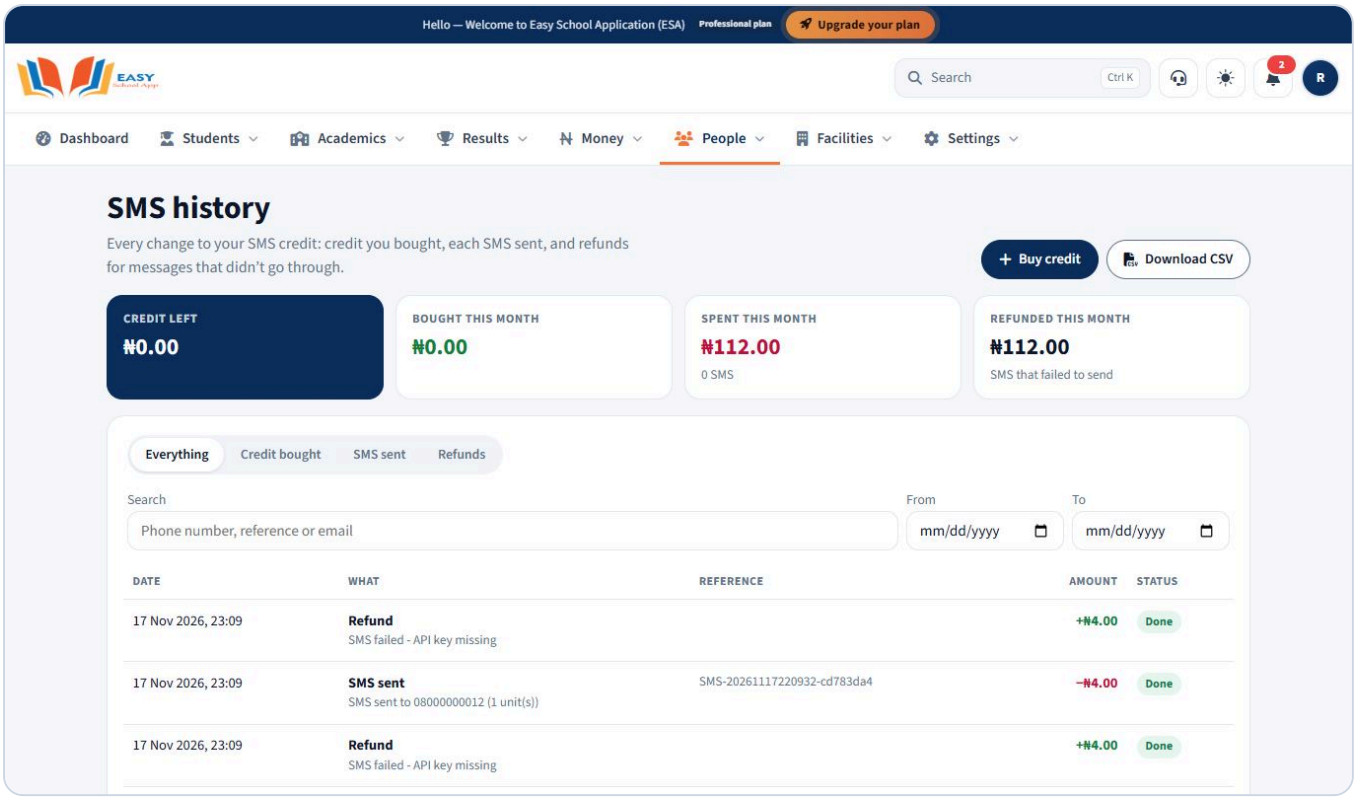
2. Under **Buy credit**, type the **Amount (₦)** (from ₦5,000) or tap a quick amount. The box shows the Paystack fee and what you will pay.
3. Click **Pay with Paystack** and pay with your card or bank.
4. When Paystack confirms the payment, the credit is added and shows under **Recent activity**.



SMS credit page

See where the credit went

Open **People › SMS history**. It is one statement of every change to your credit: **Credit bought**, each **SMS sent** (with the phone number) and **Refunds** for messages that failed to send. Use the tabs and the search box (phone number, reference or email), pick dates, and click **Download CSV** for a spreadsheet.



SMS history page

Tips

- A long message uses 2 or more SMS for each person. A failed SMS is refunded automatically.
- Set your **Sender name** first (the name parents see on your messages). Click **Change** on the SMS credit page.
- Buy credit before results day and before sending fee reminders. The page warns you when credit is running low.

Common errors and fixes

Problem	Fix
"Enter an amount between ₦5,000 and ₦5,000,000."	The smallest purchase is ₦5,000.
You paid but the credit hasn't appeared	Wait a minute and refresh. It is added as soon as Paystack confirms the payment. If not, raise a support ticket with the reference from **SMS history**.

Register your SMS sender name

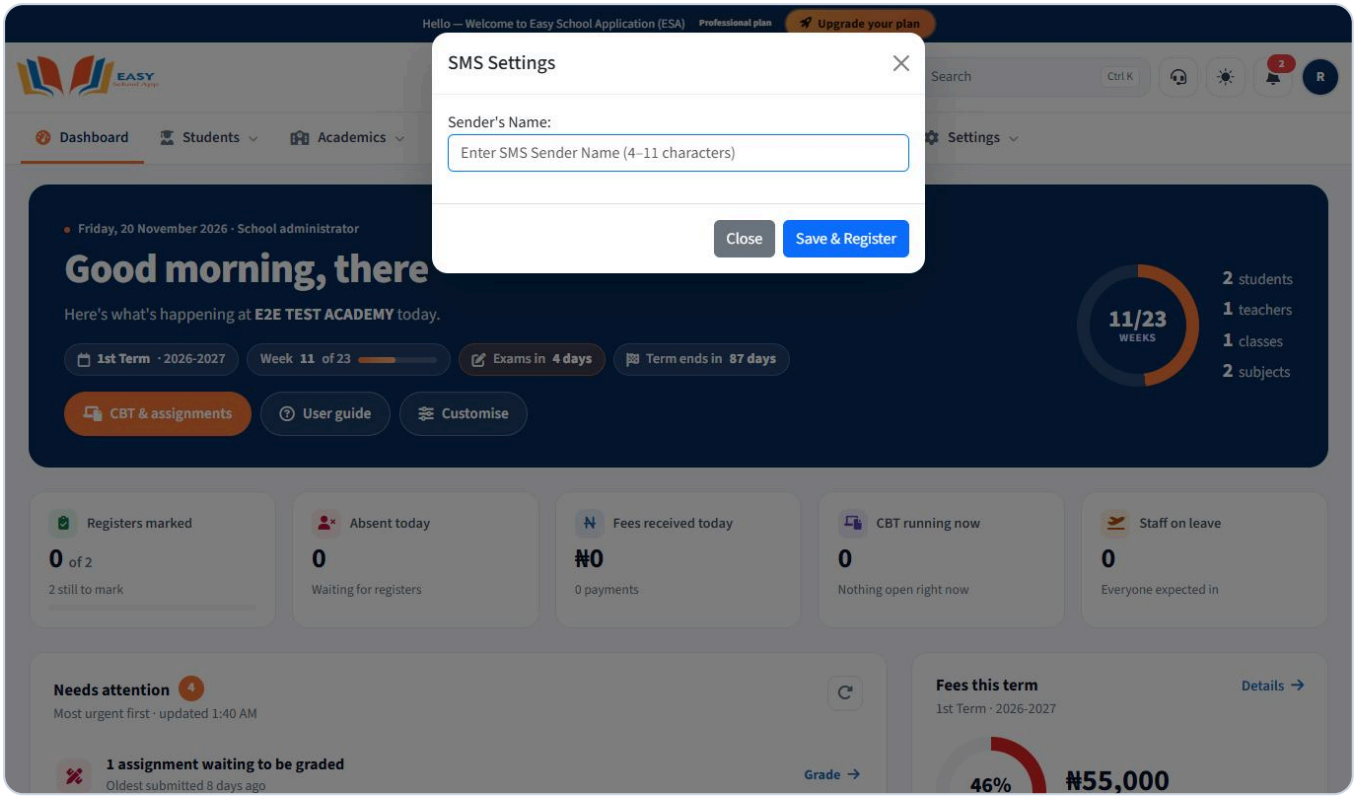
Purpose: Make text messages show your school's name (for example **BRIGHTHZN**) instead of a phone number.

Who can use it: School Admin, Principal, Bursar.

Where: People › SMS sender name

Steps

1. Open **People › SMS sender name**. The **SMS Settings** box opens.
2. Type the **Sender's Name** (up to 11 letters or numbers, no spaces is safest).
3. Click **Save & Register**.
4. **Sendchamp Registration Status** shows whether the name is approved. Approval is done by the network and EasySchoolApp, and can take a few days.



SMS Settings box

Tips

- Choose a name parents will recognise, such as a short form of your school name.

Send a bulk SMS to parents

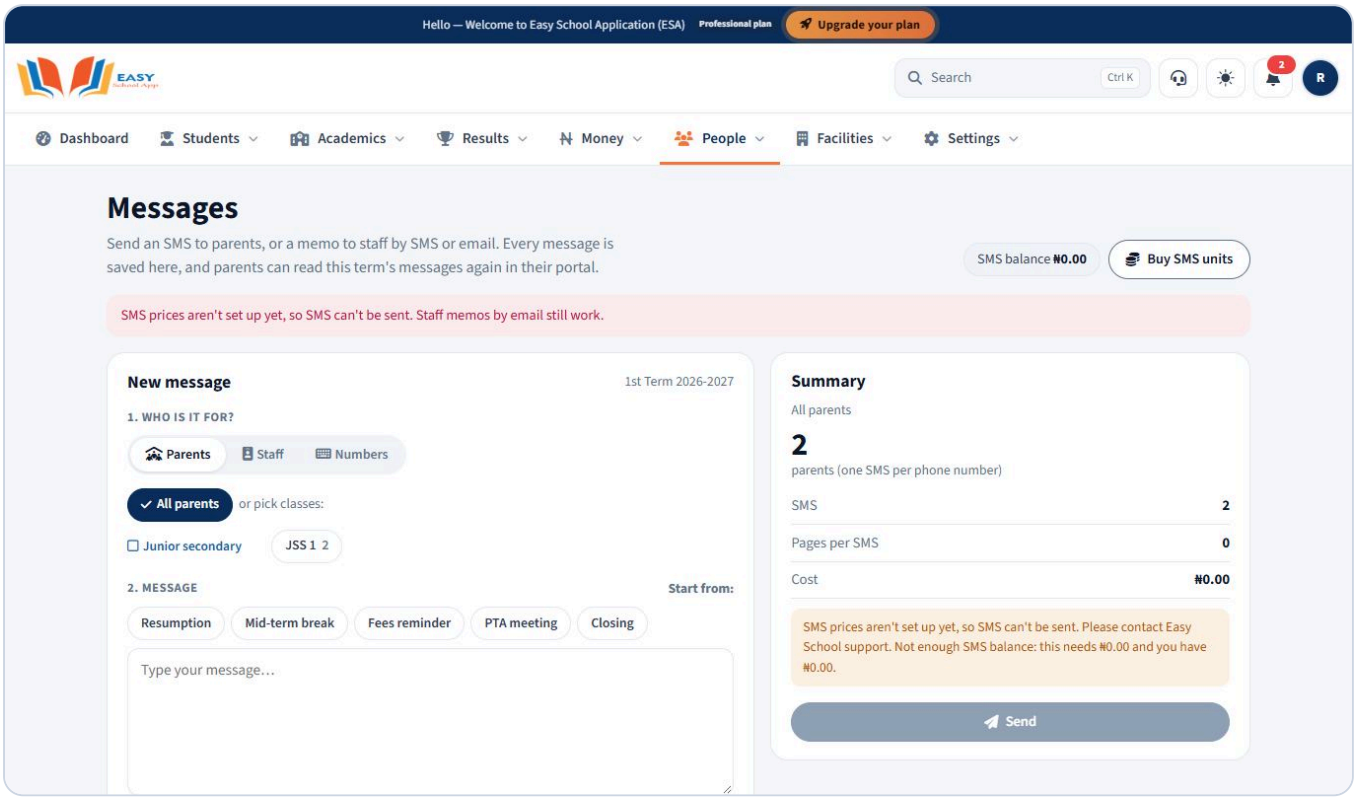
Purpose: Send one message to parents, staff or a list of numbers, for example a PTA meeting, a closing date or a staff memo.

Who can use it: School Admin, Principal, Bursar.

Where: People › Send SMS & staff memos

Steps

1. Open **People › Send SMS & staff memos**.
2. Choose who gets it:
   - **Parents** – all, or tick classes and levels.
   - **Staff** – all, or tick people. Staff memos can go by SMS, by email (free), or both, with a heading.
   - **Numbers** – paste phone numbers.
3. Type the message, or start from ready-made wording (Resumption, Mid-term break, Fees reminder, PTA meeting, Closing; Staff meeting, Results deadline, Lesson plans, Holiday notice). Replace the parts in [brackets].
4. Check the summary: how many people, pages per SMS and the cost against your balance.
5. Click send. Sending runs in the background, so you can leave the page.



Send SMS & staff memos

Tips

- A message over 160 characters uses more than one SMS for each person.
- A parent with two children in the school gets one SMS, not two.
- Every message is saved: who sent it, when, how many it reached and the cost. Open one to see every recipient, and use **Send again to failed** after topping up.
- Parents can read again every SMS the school sent them this term in the Parent Portal.

Common errors and fixes

Problem	Fix
Not enough credit	Top up on **People › SMS credit** (see Buy SMS units).
Some messages failed	Check the numbers on the student records, then use **Send again to failed**. Failed SMS are refunded automatically.

Hostel and feeding

Manage the hostel (boarding)

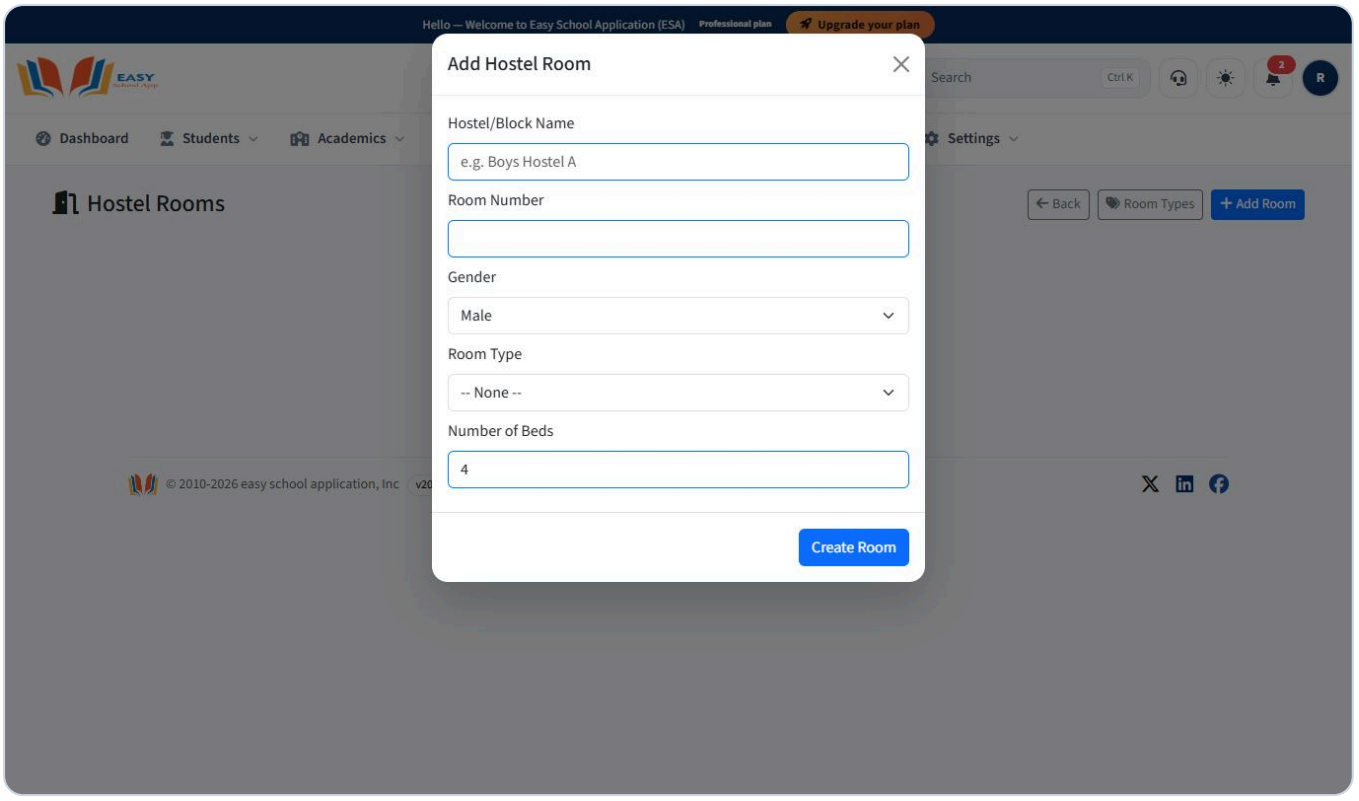
Purpose: Set up hostel rooms and beds, put boarding students into beds, and collect hostel fees.

Who can use it: School Admin, Bursar.

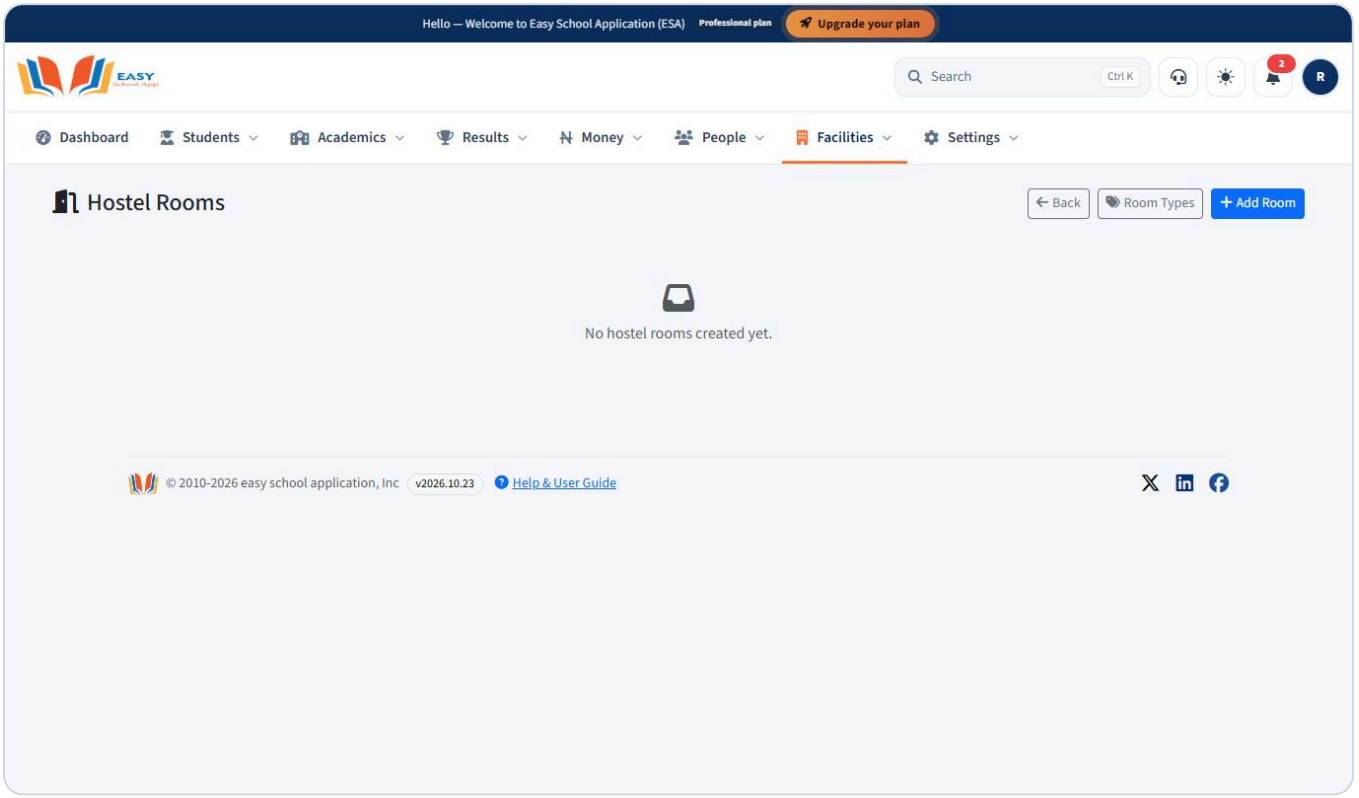
Where: Facilities › Hostel overview

Steps – set up rooms

1. Open **Facilities › Rooms & beds**.
2. Click **Room Types** to create room types (for example "Standard 6-bed").
3. Click **Add Room**. Fill in the **Hostel/Block Name**, **Room Number**, **Gender**, **Room Type** and **Number of Beds**. Tick **Active**.
4. Click **Create Room**.



Add Hostel Room box



Hostel Rooms list

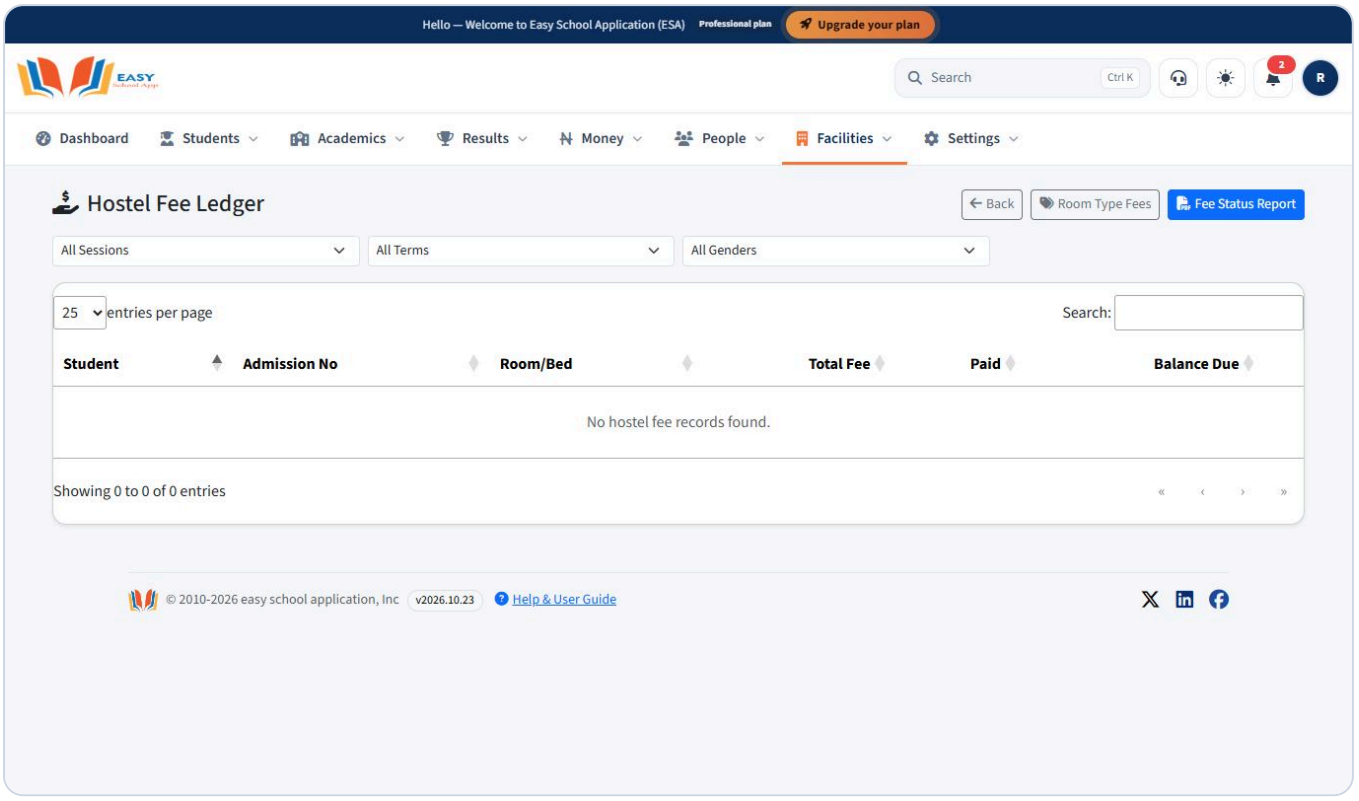
Steps – put a student in a bed

1. Open **Facilities › Allocate a student**.
2. Choose the **Male** or **Female** tab.

3. Select the student and a free bed.
4. Click **Allocate Selected Student to Selected Bed**.
5. **Facilities › Hostel roster** lists all students in the hostel. To remove a student, use **Vacate**, add a **Reason (optional)** and click **Confirm Vacate**.

Steps – hostel fees

1. Open **Facilities › Room type fees** and set the **Termly Fee (₦)** for each room type.
2. Open **Facilities › Hostel fee ledger**. Each student shows the **Total Fee**, **Paid** and **Balance Due**.
3. To record a payment, open the student and fill in **Term**, **Amount Paid (₦)**, **Payment Mode** and **Payment Details (optional)**. Click **Record Payment**.
4. Click **Fee Status Report** to print who has paid.



Hostel Fee Ledger

Tips

- The **Overview** page (**Facilities › Hostel overview**) has buttons for every hostel task and an **Allocation Report**.
- Each room has a **Gender**. Use the **Male** or **Female** tab that matches the student.

Manage feeding fees and food purchases

Purpose: Charge boarding students a feeding fee and record food bought for the kitchen.

Who can use it: School Admin, Bursar.

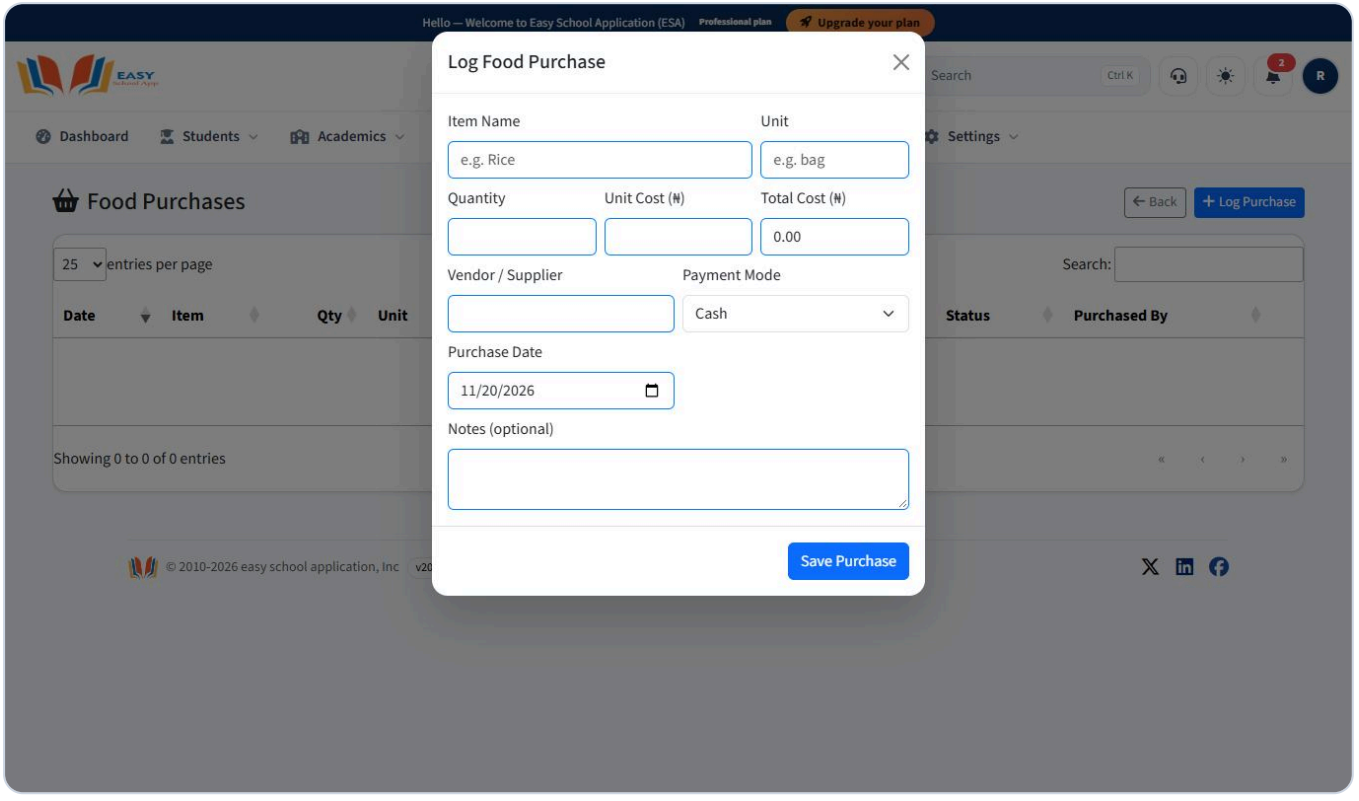
Where: Facilities › Feeding fee ledger, **Feeding Fee Setting** and **Food Purchases**

Steps – set and collect feeding fees

1. Open **Feeding Fee Setting**. Type the **Termly Feeding Fee (₦)** and click **Save**.
2. Open **Feeding Fee Ledger**. Each student shows the **Total Fee**, **Paid** and **Balance Due**.
3. To record a payment, fill in **Term**, **Amount Paid (₦)**, **Payment Mode** and **Payment Details (optional)**, then click **Record Payment**.

Steps – log a food purchase

1. Open **Food Purchases** and click **Log Purchase**.
2. Fill in **Item Name**, **Unit**, **Quantity**, **Unit Cost (₦)** (the **Total Cost** is worked out), **Vendor / Supplier**, **Payment Mode** and **Purchase Date**. Add **Notes (optional)**.
3. Click **Save Purchase**.



Log Food Purchase box

> **Tips**
>
> - To remove a wrong purchase, use **Remove** and give a **Reason**.

School bus

Set up school buses and routes

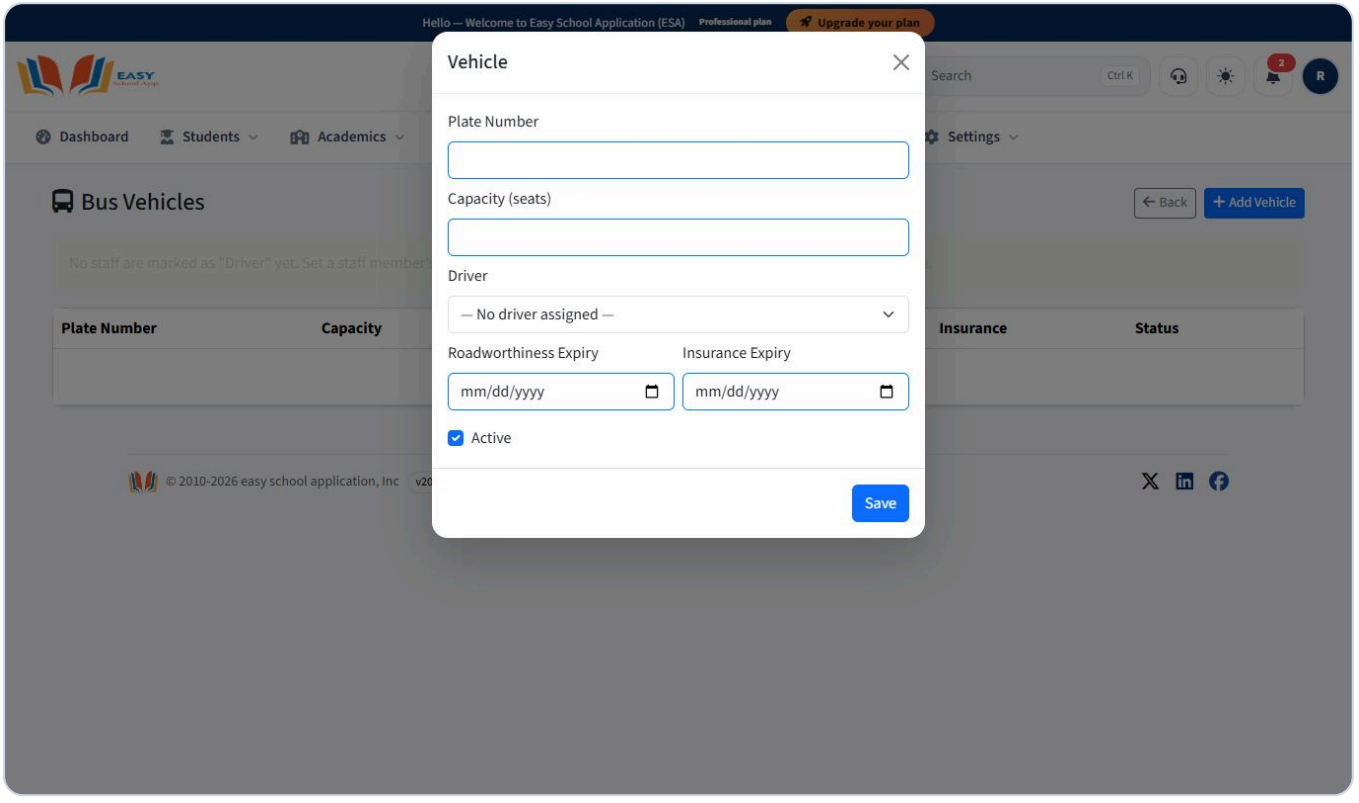
Purpose: Record your buses and routes, and assign students to a route and stop. Parents can then follow the bus and are told when it reaches their stop.

Who can use it: School Admin, Bursar.

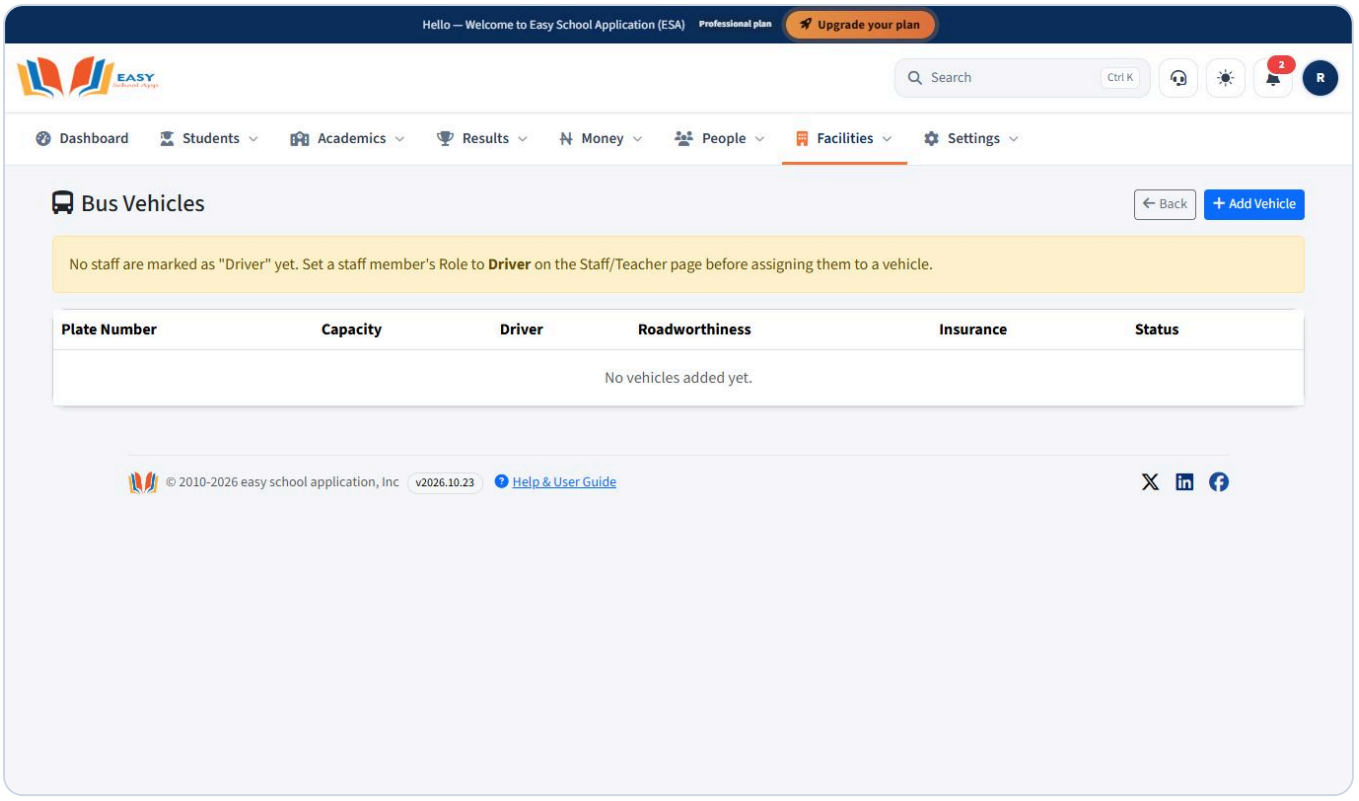
Where: Facilities › Bus overview

Steps – add a vehicle

1. Open **Facilities › Vehicles** and click **Add Vehicle**.
2. Fill in the **Plate Number**, **Capacity (seats)**, **Driver**, **Roadworthiness Expiry** and **Insurance Expiry**. Tick **Active**.
3. Click **Save**.



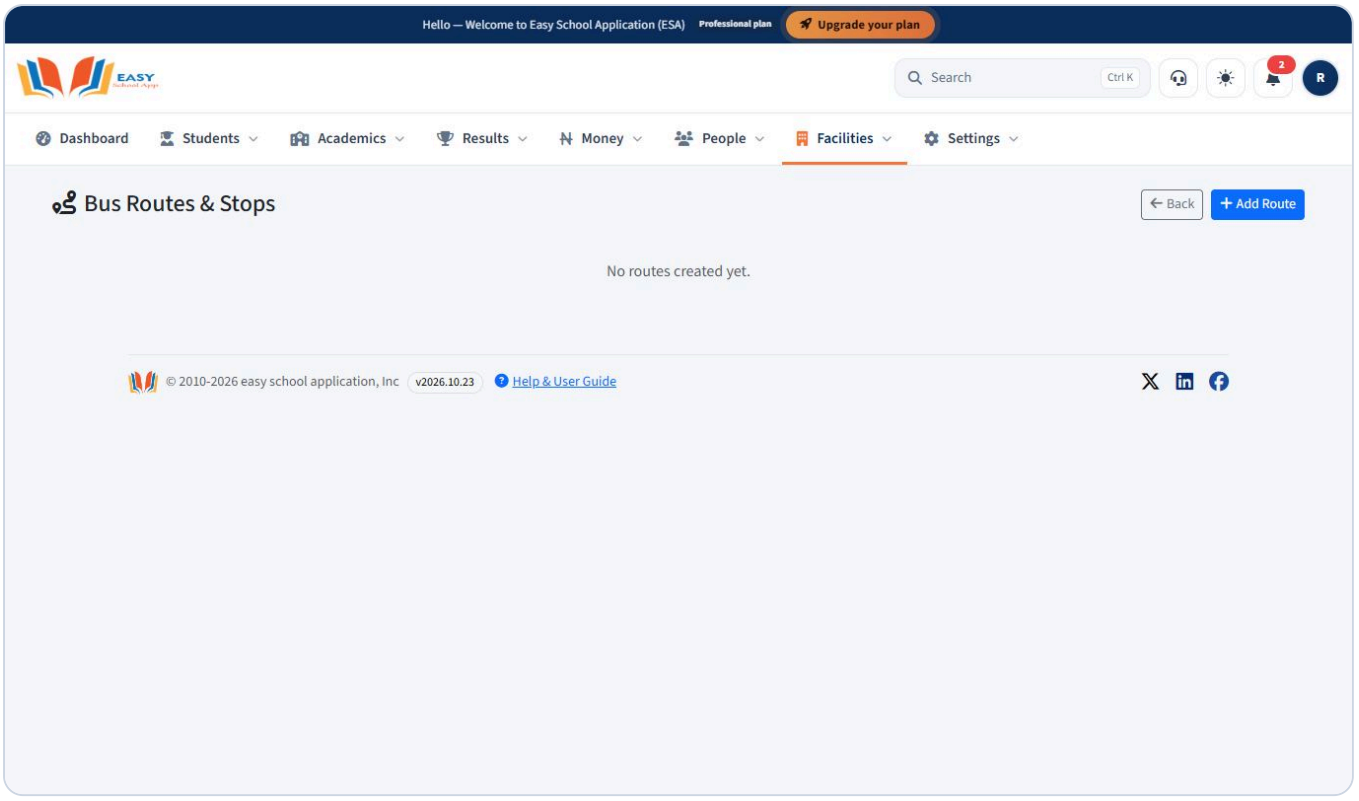
Vehicle box



Bus Vehicles list

Steps – add a route and stops

1. Open **Facilities › Routes & stops** and click **Add Route**.
2. Fill in the **Route Name**, **Description** and **Termly Fee (₦)**. Tick **Active**. Click **Save**.
3. On the route, click **Add Stop**. Type the **Stop Name** (for example "Junction Market Gate"), then click the map at the stop's location. The **Latitude** and **Longitude** fill in by themselves. Click **Save Stop**. Add stops in the order the bus reaches them.



A route with its stops

Steps – assign students

1. Open **Facilities › Assign students**.
2. Choose the **Session**, **Route** and **Stop**, then select the student.
3. Click **Assign Selected Student**.
4. If the student is picked up away from the normal stops, click **Set a Custom Pickup Point**. Type the **Pickup Point Name**, **Latitude** and **Longitude** (or click **Look Up This Student's Home Address**), then **Save & Assign**.
5. **Facilities › Bus roster** lists all students on each route and stop.

> **Tips**
>
> - The driver must be a staff member with **Bus driver** ticked and the **Driver** role.
> - Zoom in on the map before you click, so the stop is placed exactly.
> - The **Vehicles** list shows each bus's **Roadworthiness** and **Insurance** expiry dates. Check it at the start of each term.

Collect bus fees and log bus expenses

Purpose: Record bus fee payments and running costs such as fuel and repairs.

Who can use it: School Admin, Bursar.

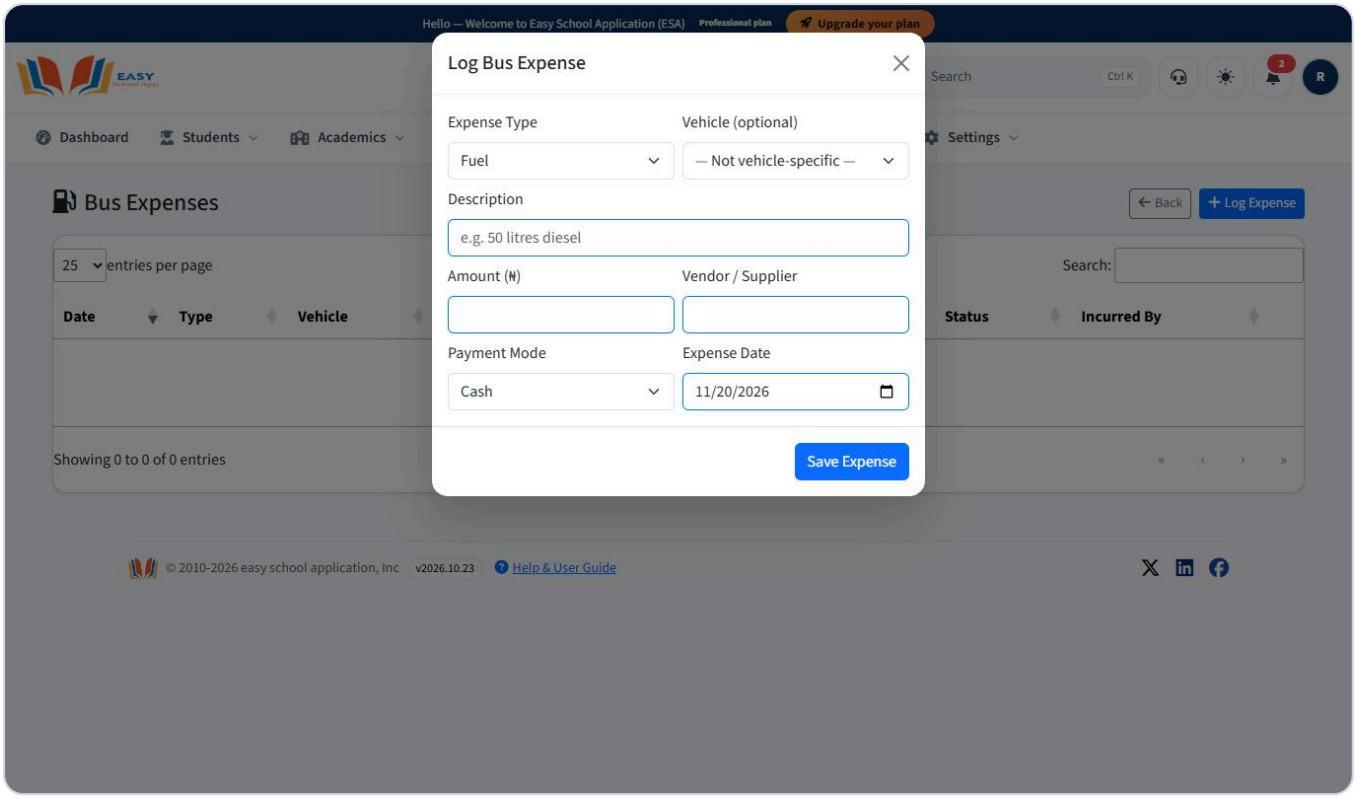
Where: Facilities › Bus fee ledger and **Facilities › Bus expenses**

Steps – bus fees

1. Open **Facilities › Bus fee ledger**. Each student shows the **Route / Stop**, **Total Fee**, **Paid** and **Balance Due**.
2. Open the student. Fill in **Term**, **Amount Paid (₦)**, **Payment Mode** and **Payment Details (optional)**.
3. Click **Record Payment**.

Steps – bus expenses

1. Open **Facilities › Bus expenses** and click **Log Expense**.
2. Choose the **Expense Type** and **Vehicle (optional)**. Fill in the **Description**, **Amount (₦)**, **Vendor / Supplier**, **Payment Mode** and **Expense Date**.
3. Click **Save Expense**.



Log Bus Expense box

Tips

- The bus fee is the route's **Termly Fee**. Change it in **Routes & Stops**.

Watch buses live and check stop history

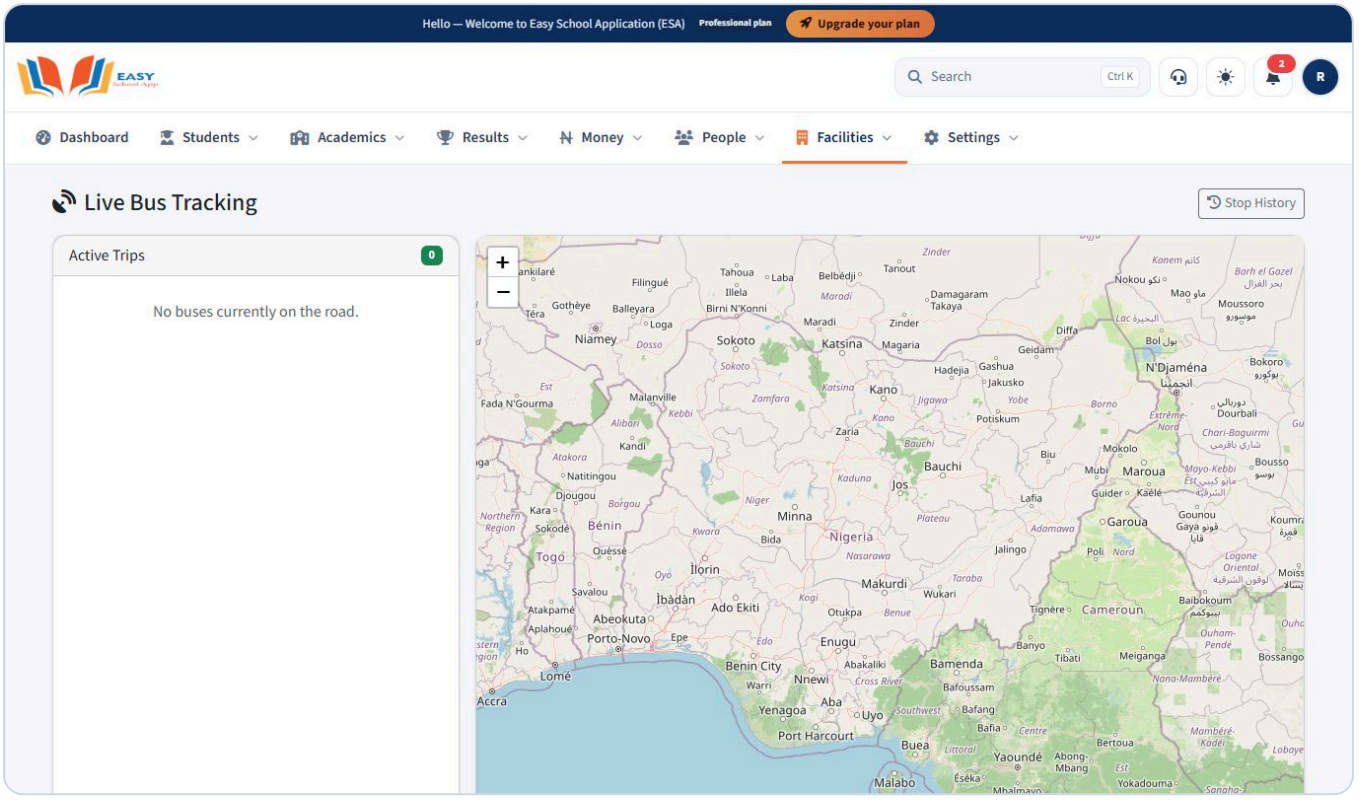
Purpose: See where each school bus is right now, and check when buses reached each stop.

Who can use it: Chief Security, School Admin, Principal.

Where: Facilities › Live tracking and **Facilities › Stop history**

Steps – live tracking

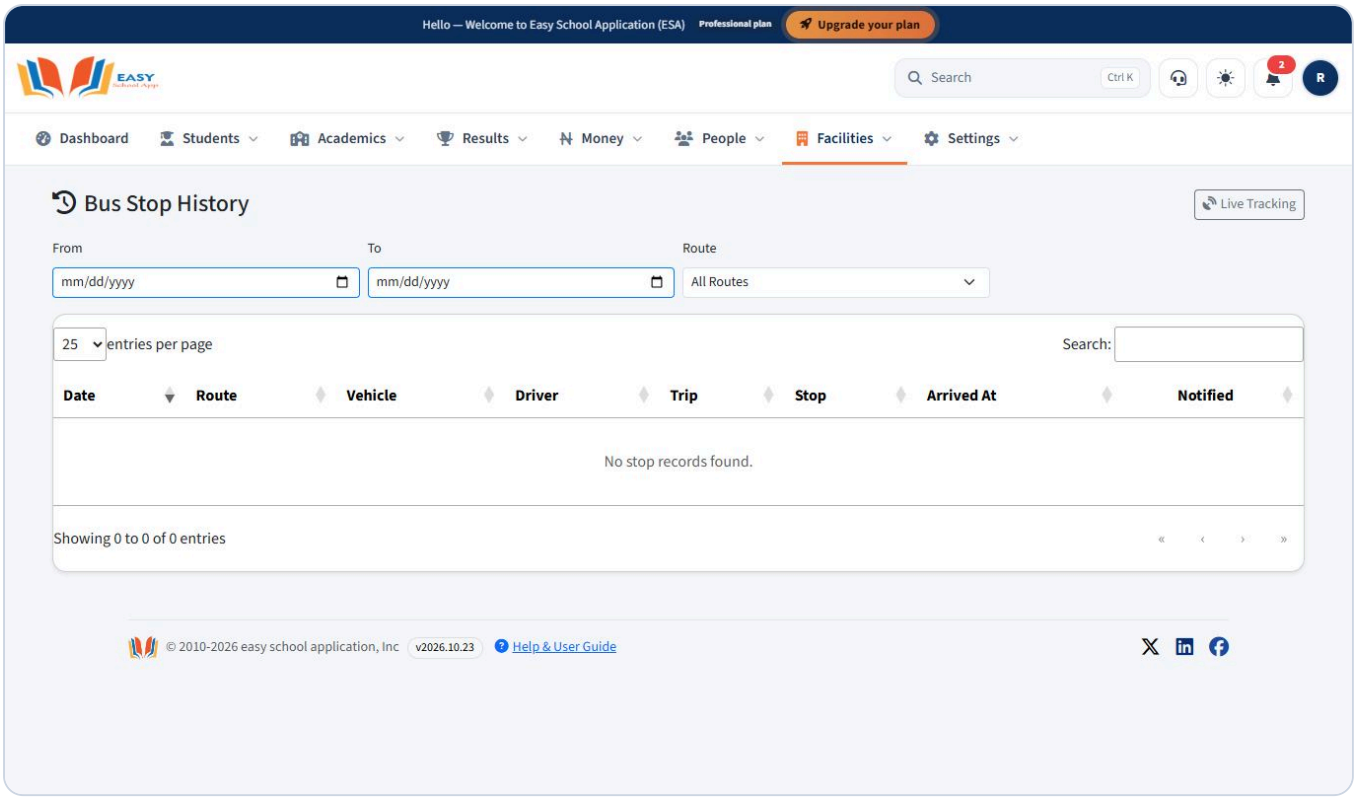
1. Open **Facilities › Live tracking**. The **Live Bus Tracking** map shows each bus on a trip.
2. Click a bus to see its route, driver and last update.



Live Bus Tracking page

Steps – stop history

1. Open **Facilities › Stop history** (or click **Stop History** on the live page).
2. Choose **From**, **To** and **Route**.
3. The table shows each **Date**, **Route**, **Vehicle**, **Driver**, **Trip**, **Stop**, **Arrived At** time, and whether parents were **Notified**.



Bus Stop History page

Tips

- A bus only shows on the map while its driver has started a trip and is sharing location.
- If a bus has not moved for a long time, call the driver.

Your account with EasySchoolApp

Manage your plan, branches and web address

Purpose: Upgrade your subscription, open new branches of your school, and use your own web address.

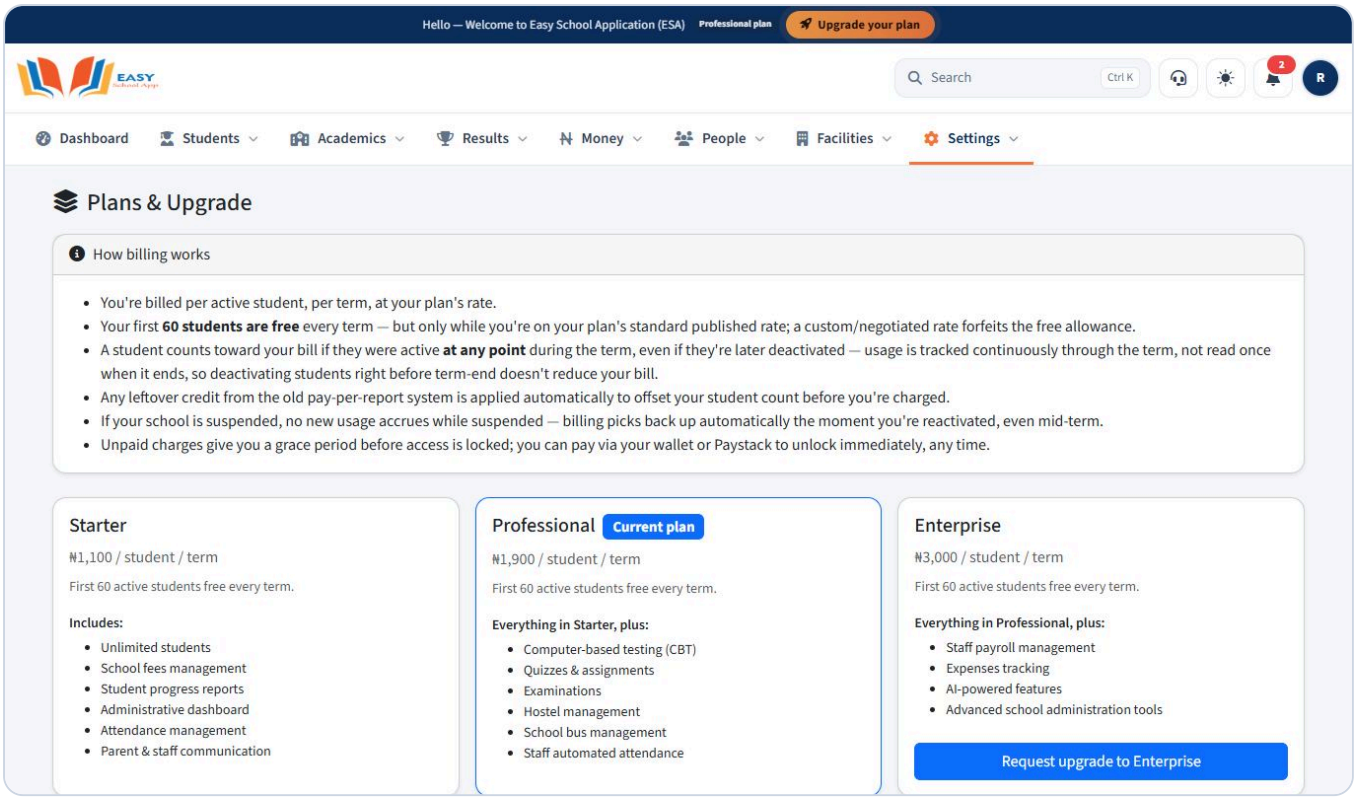
Who can use it: School Admin.

Where: Settings › Plans & upgrade, **Settings › Request a new branch**, **Settings › My branches**, **Settings › Custom domain**

Steps – upgrade your plan

1. Open **Settings › Plans & upgrade** (or the upgrade button at the top of the page).
2. Compare **Starter**, **Professional** and **Enterprise**. Your plan shows **Current plan**.

3. Choose a plan and follow the steps to request the upgrade. Past payments are listed below.



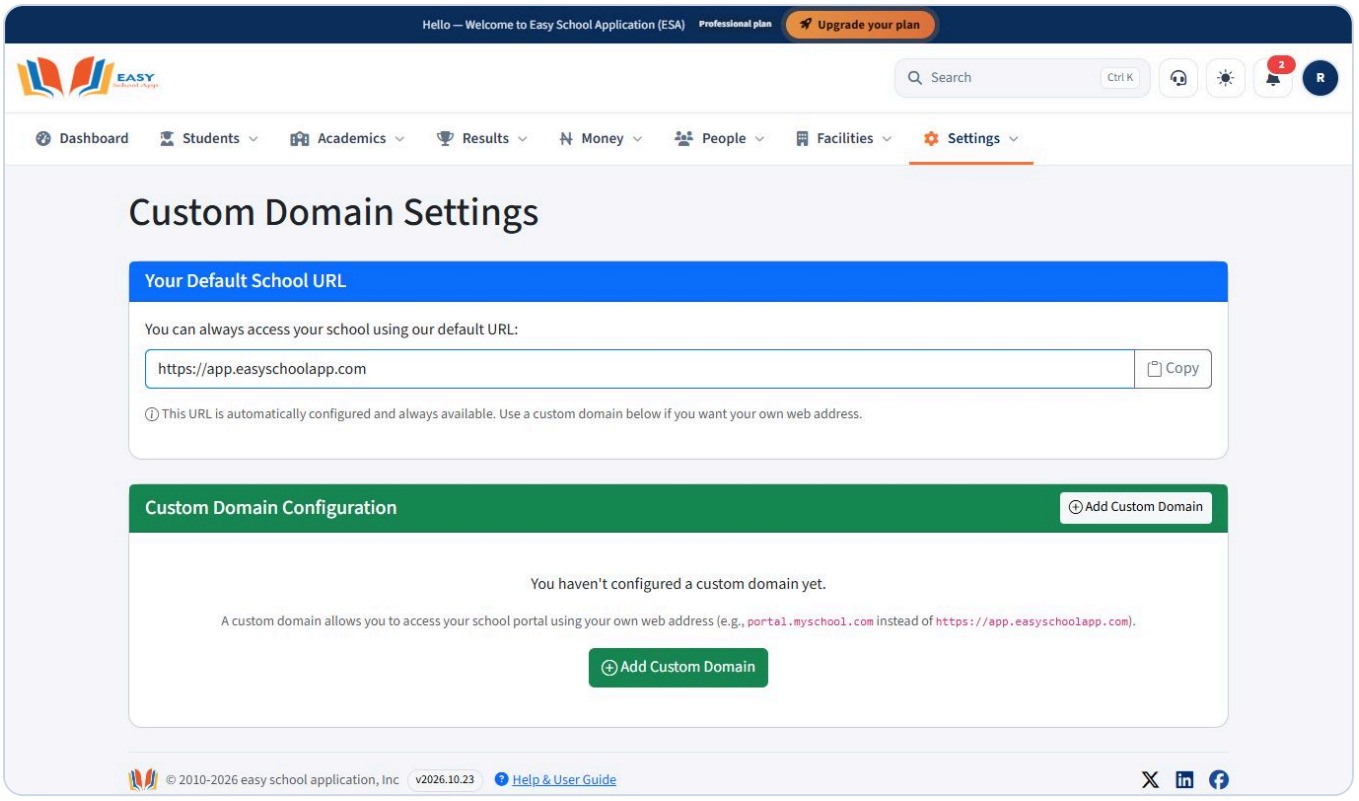
Plans & Upgrade page

Steps – request a new branch

1. Open **Settings › Request a new branch**.
2. Fill in **Branch name**, **Address**, **City**, **State**, **Country**, **Branch contact email** and **Branch contact phone**.
3. Click **Submit request**. The table shows the **Status** of each request. EasySchoolApp approves it.
4. When approved, **Settings › My branches** lists each branch with its **Pincode**. Use **Switch to** to work in a branch.

Steps – custom domain

1. Open **Settings › Custom domain**. **Your Default School URL** is shown; click **Copy** to share it.
2. To use your own address (for example `portal.myschool.com`), click **Add Custom Domain** and follow the instructions.



Custom Domain Settings page

Ask EasySchoolApp for help (Support Tickets)

This task is the same in the Getting Started guide. See Ask EasySchoolApp for help (Support Tickets).

Principal Guide

You are the Principal (in the app, the **Principal** role). You lead academics: classes, subjects, teachers, the timetable, results and report cards. You do not handle money pages, except viewing the financial KPIs.

Your main jobs each term

1. Check classes, subjects and teaching assignments.
2. Build the timetable and the exam timetable.
3. Review lesson plans.
4. Watch attendance.
5. At the end of term: make sure scores are in, compute results, check them, publish them and print report cards.

Academic setup

Create an academic session

This task is the same in the School Admin guide. See Create an academic session.

Set up the school calendar (terms, school days and holidays)

This task is the same in the School Admin guide. See Set up the school calendar (terms, school days and holidays).

Add classes and class groups (arms)

This task is the same in the School Admin guide. See Add classes and class groups (arms).

Add subjects and allocate them to classes

This task is the same in the School Admin guide. See Add subjects and allocate them to classes.

Assign teachers to classes

This task is the same in the School Admin guide. See Assign teachers to classes.

Assign a Head Mistress to classes

This task is the same in the School Admin guide. See Assign a Head Mistress to classes.

Create the class timetable

This task is the same in the School Admin guide. See Create the class timetable.

Set up the school profile

This task is the same in the School Admin guide. See Set up the school profile.

Staff

Add a staff member

This task is the same in the School Admin guide. See Add a staff member.

Students

Register a new student

This task is the same in the School Admin guide. See Register a new student.

Find, view and update students

This task is the same in the School Admin guide. See Find, view and update students.

Set a student's login PIN

This task is the same in the School Admin guide. See Set a student's login PIN.

Accept online admission applications

This task is the same in the School Admin guide. See Accept online admission applications.

Mark the class register (student attendance)

This task is the same in the School Admin guide. See Mark the class register (student attendance).

Review attendance analytics

This task is the same in the School Admin guide. See Review attendance analytics.

Promote students to the next class

This task is the same in the School Admin guide. See Promote students to the next class.

Issue graduation testimonials

This task is the same in the School Admin guide. See Issue graduation testimonials.

Results and report cards

How results work (the big picture)

This task is the same in the School Admin guide. See How results work (the big picture).

Set up assessment and grading

This task is the same in the School Admin guide. See Set up assessment and grading.

Enter scores for a subject

This task is the same in the School Admin guide. See Enter scores for a subject.

Rate behaviour and skills

This task is the same in the School Admin guide. See Rate behaviour and skills.

Enter all subjects for one student

This task is the same in the School Admin guide. See Enter all subjects for one student.

Compute results (totals, averages and positions)

This task is the same in the School Admin guide. See Compute results (totals, averages and positions).

Check results before publishing

This task is the same in the School Admin guide. See Check results before publishing.

Publish, lock and unlock results

This task is the same in the School Admin guide. See Publish, lock and unlock results.

Choose the report card design

This task is the same in the School Admin guide. See Choose the report card design.

Set up result tokens

This task is the same in the School Admin guide. See Set up result tokens.

Generate and print report cards

This task is the same in the School Admin guide. See Generate and print report cards.

Teaching and learning

Review teachers' lesson plans

This task is the same in the School Admin guide. See Review teachers' lesson plans.

Set up the exam timetable

This task is the same in the School Admin guide. See Set up the exam timetable.

Moderate teacher–parent chats

This task is the same in the School Admin guide. See Moderate teacher–parent chats.

Messaging and support

Buy SMS units

This task is the same in the School Admin guide. See Buy SMS units.

Send a bulk SMS to parents

This task is the same in the School Admin guide. See Send a bulk SMS to parents.

Watch buses live and check stop history

This task is the same in the School Admin guide. See Watch buses live and check stop history.

Ask EasySchoolApp for help (Support Tickets)

This task is the same in the Getting Started guide. See Ask EasySchoolApp for help (Support Tickets).

Head Mistress Guide

You are a Head Mistress (section head). The School Admin or Principal assigns you to certain classes on **Head Mistress Assignments**. You supervise those classes: their teachers' lesson plans, the exam timetable, assessments and teacher–parent chats.

What you see

- **Dashboard**, with a quick link to the student list.
- **Academics › Lesson plans**, **Exam Timetable** and **Chat Moderation**.
- The Teacher Dashboard (assignments, tests and exams), and **My Students**.

If you also teach, ask the School Admin to give you the **Teacher** role too. Then also read the Teacher Guide.

Your tasks

Review teachers' lesson plans

This task is the same in the School Admin guide. See Review teachers' lesson plans.

Write and submit a lesson plan

Purpose: Plan each week's lesson and send it to your Head Mistress or Principal for approval.

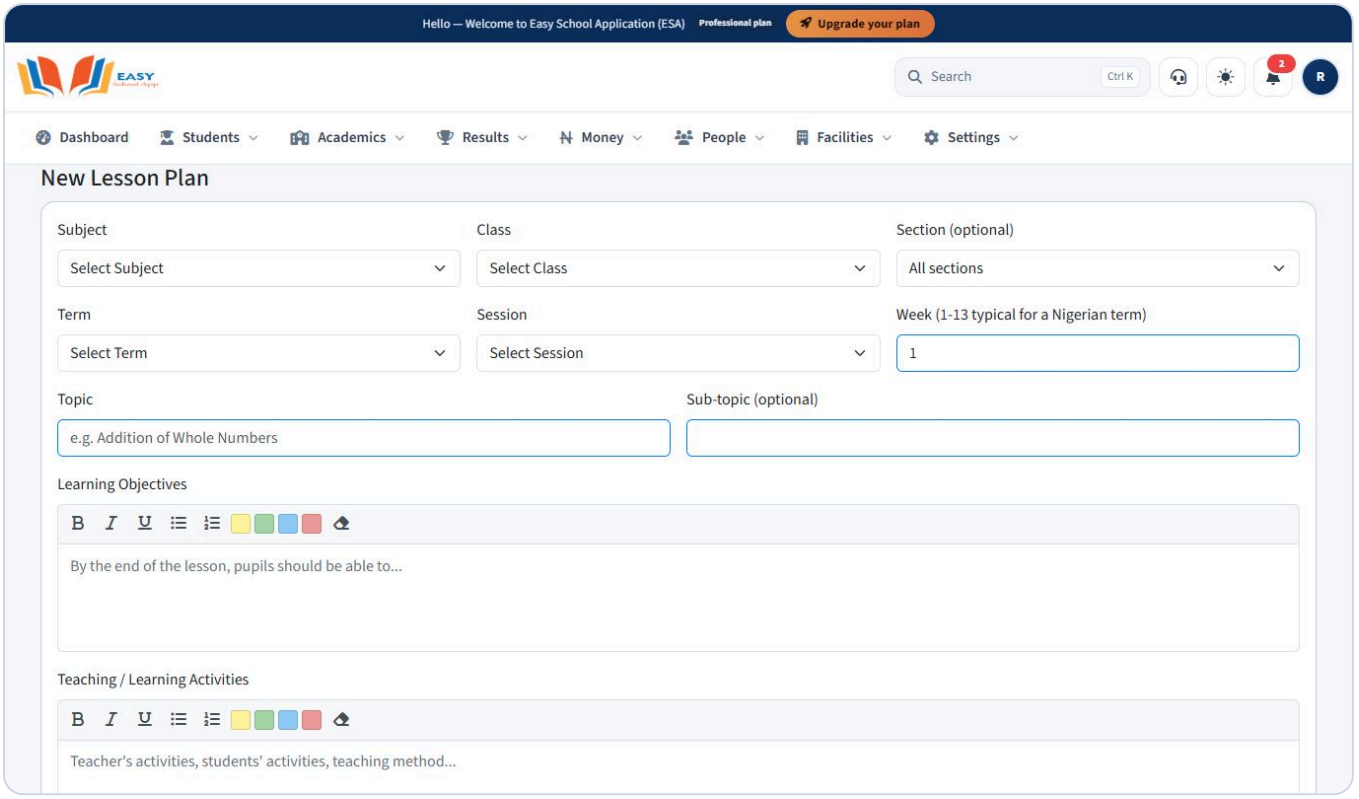
Who can use it: Teacher. School Admin, Principal and Head Mistress can also write plans.

Where: Academics › Lesson plans

Steps

1. Open **Academics › Lesson plans**.
2. Click **New Lesson Plan**.
3. Choose the **Subject**, **Class**, **Section (optional)**, **Term** and **Session**.
4. Type the **Week** (1–13 in a typical Nigerian term), the **Topic** and the **Sub-topic (optional)**.
5. Fill in **Learning Objectives**, **Teaching / Learning Activities**, **Instructional Materials** and **Assessment Method**.

6. Click **Save as Draft**. You can come back and change it.
7. When it is ready, open it and click **Submit for review**. The status changes to **Submitted**.
8. After you teach the lesson, click **Mark as taught** and add a **Progress Note** if you wish.



New Lesson Plan form

Tips

- Use the filter buttons (**All**, **Draft**, **Submitted**, **Approved**, **Rejected**) to find your plans.
- If a plan comes back **Rejected**, read the note from your reviewer, correct it and submit again.

Common errors and fixes

Problem	Fix
You cannot change a submitted plan	Submitted plans are locked while they are reviewed. Ask the reviewer to **Send Back** the plan.

Set up the exam timetable

This task is the same in the School Admin guide. See Set up the exam timetable.

Give and grade assignments

Purpose: Give students homework online, collect their answers, and grade them.

Who can use it: Teacher. School Admin, Principal and Head Mistress can also use it.

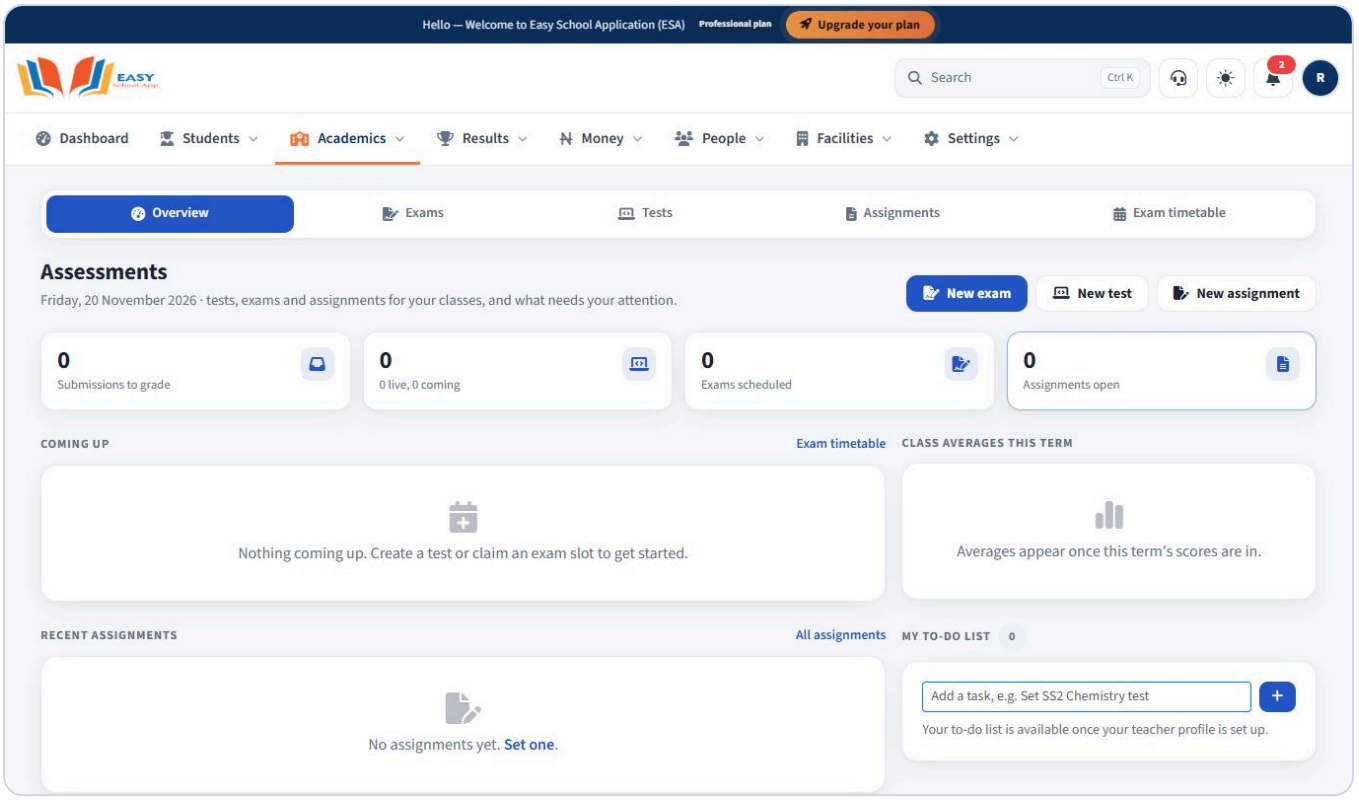
Where: Dashboard **Quick Actions › Assignment Management** (the **Teacher Dashboard** page)

Steps – create an assignment

1. On the Dashboard, click **Assignment Management**. The **Teacher Dashboard** opens.
2. Click **New Assignment** (or **Create New Assignment** on the **My Assignments** page).
3. Type the **Assignment Title**.
4. Choose the **Subject**, **Class**, **Term**, **Session** and **Section/Group**.
5. Choose the **Start Date** and **Due Date**, and type the **Total Marks**.
6. Add a **Description** and **Instructions**. You can upload an **Instruction File (PDF)** of up to 10 MB.
7. Save. Students see it in their portal, and parents see it under **Academics › CBT & assignments**.

Steps – grade submissions

1. On the Teacher Dashboard, click **Grade Submissions** (or open the assignment from **Recent Assignments**).
2. Under **Student Submissions**, open each student's **Submitted File** or **Text Answer**.
3. Type the **Marks** and **Remarks**, and save.
4. To give the same mark to everyone not yet graded, use **Bulk Grading**: type the **Marks for All Pending Submissions** and click **Apply to All Pending**.



Teacher Dashboard for assessments

Tips

- The number of assignments per term and the maximum marks are set by the School Admin in **Assessment & Grading Setup**.
- Late submissions are marked **Late** automatically.
- The **To-Do List** on the Teacher Dashboard helps you keep track of your own tasks.

Common errors and fixes

Problem	Fix
"Class is required. Please select a subject."	Choose the **Subject** first. The class list fills in after that.
You cannot create more assignments	You have reached **Maximum assignments per term**. Check with the admin for a higher limit.

Set CBT tests and exams

Purpose: Create computer-based tests (CBT) and exams with multiple-choice questions. Students take them in the Student Portal and are marked automatically.

Who can use it: Teacher, School Admin. Principal and Head Mistress can manage exams.

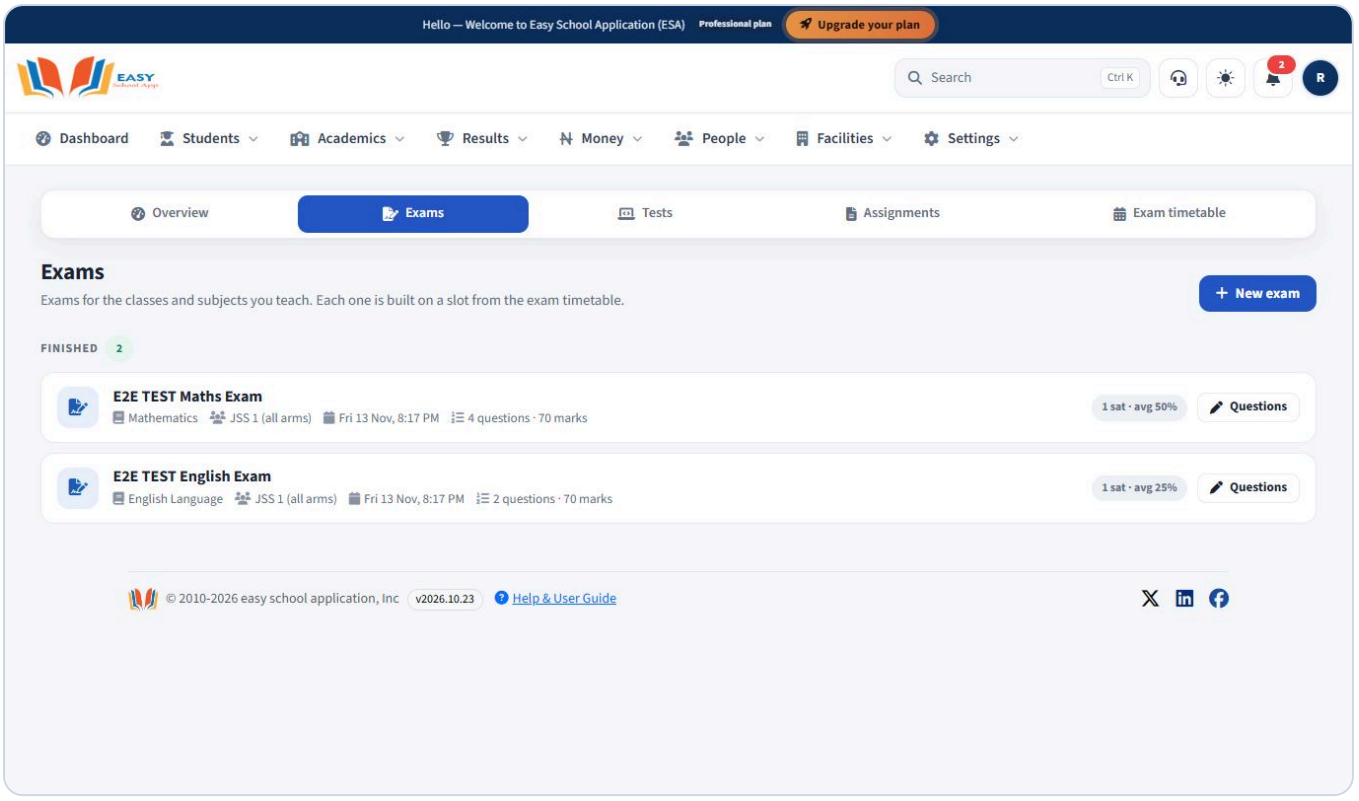
Where: Teacher Dashboard **New Test** / **New Exam** / **Manage Exam Questions**

Steps – create a test

1. On the Teacher Dashboard, click **New Test** (or **Create New Test** on **My Tests**).
2. Under **Test Information**, type the **Test Title** and choose the **Subject**, **Class**, **Term**, **Session** and **Section (Optional)**.
3. Set the **Start Time**, **End Time**, **Duration (Minutes)** and **Total Marks**.
4. Choose **Shuffle Questions**, **Shuffle Options** and **Show Result Immediately** if you want them.
5. Add **Questions**: type the **Question Text**, **Option A** to **Option E** (A and B are required), choose the **Correct Answer** and the **Marks**. Add an **Explanation (Optional)**.
6. Save.

Steps – create an exam

1. Make sure the exam has a slot in the **Exam Timetable**.
2. On the Teacher Dashboard, click **New Exam** (or **Exam Management › New Exam**).
3. Click **Manage Questions** on the exam.
4. Click **Add Objective Question** for a normal question, or **Add Comprehension Passage** to add a reading passage with questions under it.
5. Click **Save Question**, or **Save & Add Another** to continue.



Exam Management page

Tips

- Shuffling makes it harder for students to copy from each other.
- During an exam, the app warns a student who leaves the exam page. Tell students to stay on the page until they submit.
- If a student's exam stops because of a network or power problem, their attempt can be reset if the School Admin allowed it in **Assessment & Grading Setup**.

Common errors and fixes

Problem	Fix
Students cannot see the test	Check the **Start Time** and **End Time**, and that it is for the right class and section.
"No questions yet"	Open **Manage Questions** and add questions.

See your students

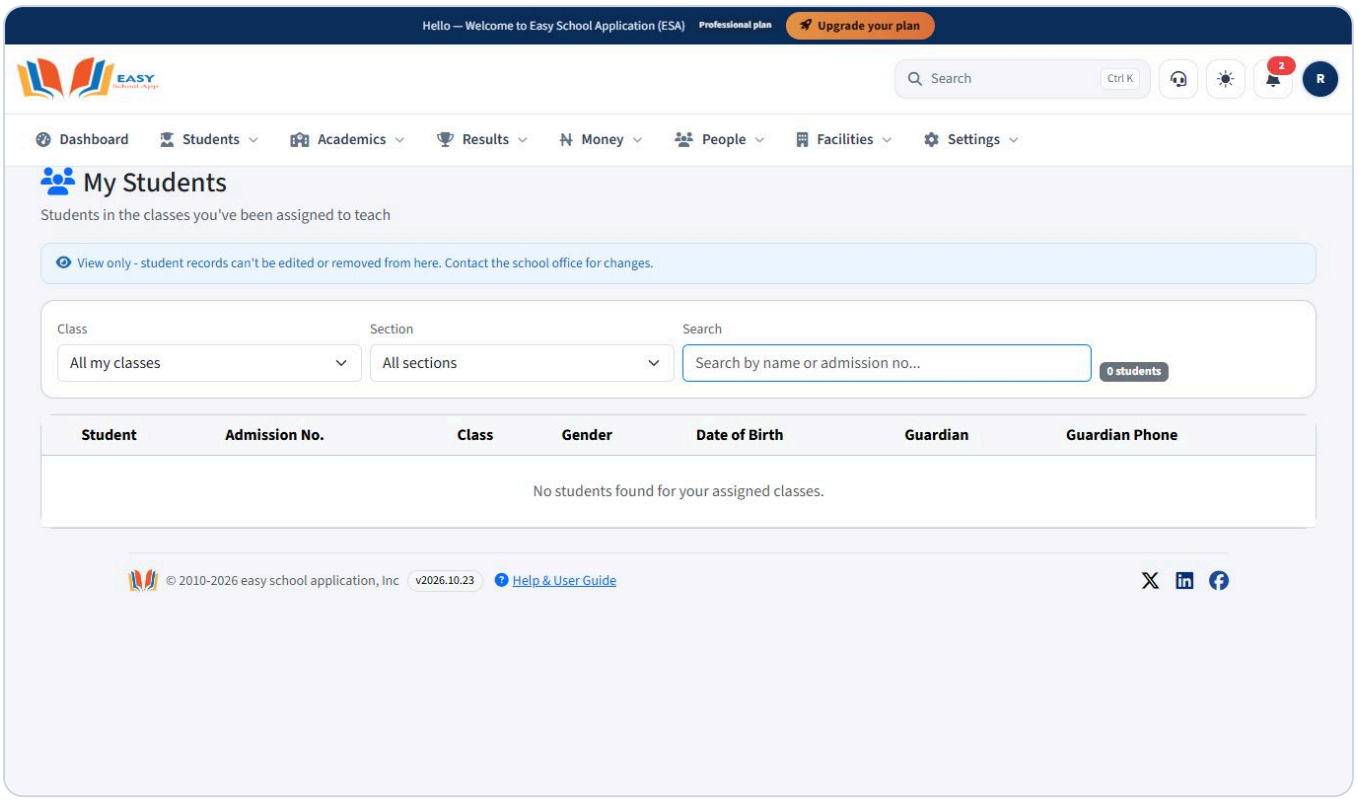
Purpose: See the students in the classes you teach, with their guardians' phone numbers.

Who can use it: Teacher, Head Mistress, Principal, School Admin.

Where: avatar › My Portal › My Students

Steps

1. Click your **avatar**, then **My Students**.
2. Choose the **Class** and **Section**, or type in **Search**.
3. The table shows each **Student**, **Admission No.**, **Class**, **Gender**, **Date of Birth**, **Guardian** and **Guardian Phone**.



My Students page

Tips

- Only classes in your **Teaching Assignments** appear.

Moderate teacher–parent chats

This task is the same in the School Admin guide. See Moderate teacher–parent chats.

Teacher Guide

You are a Teacher. You take the class register, enter scores, write lesson plans, set assignments, tests and exams, and talk to parents. You only see the classes the School Admin assigned to you.

Your day

1. Sign in and open **Mark Attendance** on the Dashboard. Mark the register.
2. Check **Today's Timetable** on the Dashboard.
3. Reply to parents in Messages.

Your week

- Write your lesson plan and submit it.
- Give and grade assignments.

End of term

- Enter scores for every subject you teach, before the deadline.
- Check your class in Class results.

Where your menus are

- **My portal** (top menu): **My dashboard**, **My students**, **Mark class register**, **My classes' analytics**, **My timetable**, **My attendance**, **My salary**, **My advances**, **My employee profile**, **My reports**.
- **Results: Enter scores**, **Enter scores by student**, **Behaviour & skills** (class teachers), **Class results**.
- **Academics: CBT & assignments**, **Lesson plans**, **Exam timetable**.
- **Dashboard:** the **My teaching** section shows today's register, your classes and what is due.

Register and students

Mark the class register (student attendance)

This task is the same in the School Admin guide. See Mark the class register (student attendance).

Review attendance analytics

This task is the same in the School Admin guide. See Review attendance analytics.

See your students

This task is the same in the Head Mistress guide. See See your students.

Scores and results

Enter scores for a subject

This task is the same in the School Admin guide. See Enter scores for a subject.

Rate behaviour and skills

This task is the same in the School Admin guide. See Rate behaviour and skills.

Enter all subjects for one student

This task is the same in the School Admin guide. See Enter all subjects for one student.

Check results before publishing

This task is the same in the School Admin guide. See Check results before publishing.

Teaching

Write and submit a lesson plan

This task is the same in the Head Mistress guide. See Write and submit a lesson plan.

Give and grade assignments

This task is the same in the Head Mistress guide. See Give and grade assignments.

Set CBT tests and exams

This task is the same in the Head Mistress guide. See Set CBT tests and exams.

Set up the exam timetable

This task is the same in the School Admin guide. See Set up the exam timetable.

Parents and your own records

Chat with parents

Purpose: Send and receive messages with the parents of your students.

Who can use it: Teacher.

Where: Dashboard **Quick Actions › Messages**

Steps

1. On the Dashboard, click the messages quick link. The **Messages** page opens.
2. Select a student. "*Select a student to start chatting with their parent.*"
3. Type your message and send it.
4. New replies show in your **Notifications**.

Screenshot to add

Teacher Messages page – student list on the left and an open conversation with a parent on the right

Tips

- Keep messages short and polite. The school can read all conversations.
- If you see "*This conversation has been blocked by the school.*", speak to your Head Mistress or Principal.

Use My Portal (your attendance, salary and payslips)

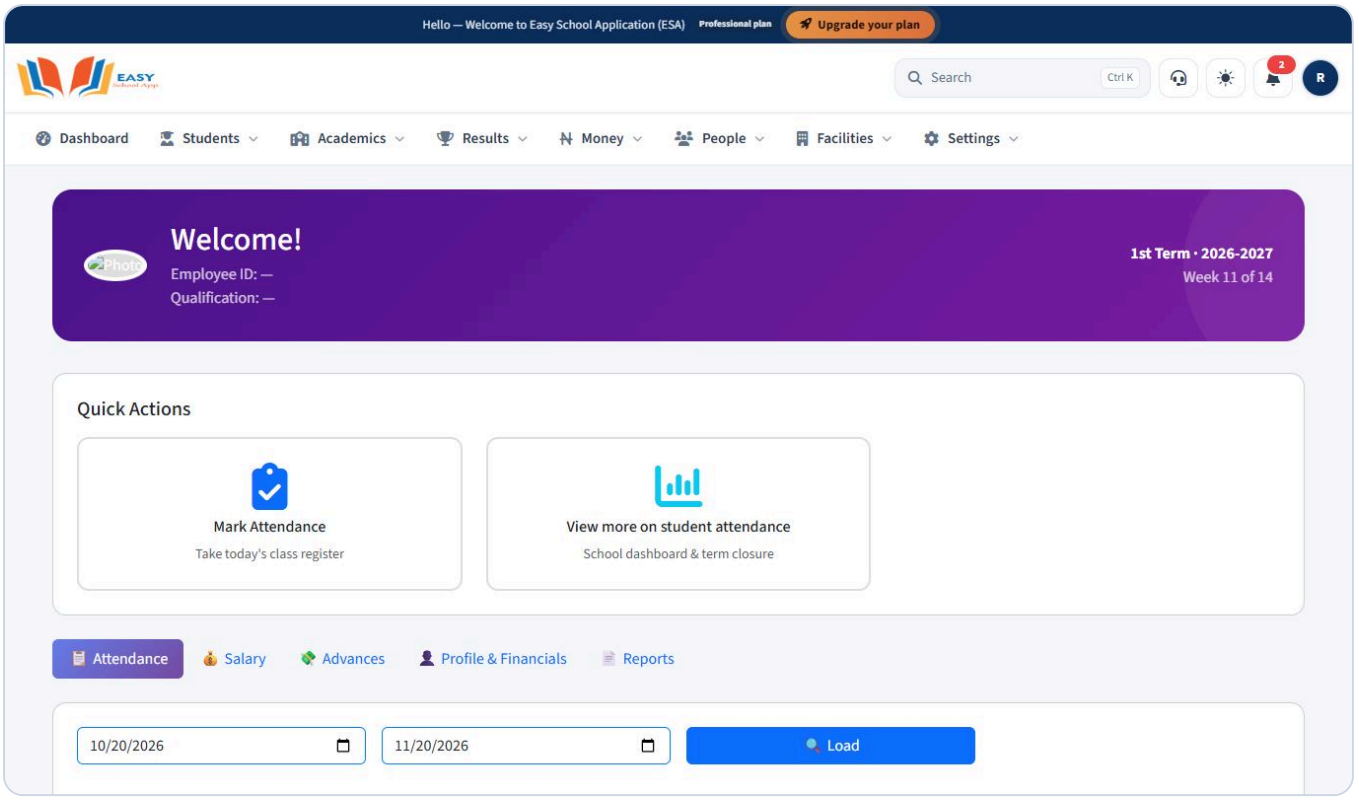
Purpose: See your own clock-in record, salary and payslips, ask for a salary advance, and keep your bank details up to date.

Who can use it: Teacher (all staff with the Teacher role).

Where: avatar › My Portal › My Dashboard (also **My Attendance**, **My Salary**, **My Advances**, **My Employee Profile**, **My Reports**)

Steps

1. Click your **avatar** at the top right. Under **My Portal**, click **My Dashboard**.
2. Use the tabs:
   - **Attendance** – your clock-in and clock-out times, **Status** and any **Penalty**. Click **Load** to choose dates.
   - **Salary** – your salary history.
   - **Advances** – ask for a salary advance. Type the **Amount (₦)**, the number of **Installments** and the **Reason**, then **Submit Request**. Track its status here.
   - **Profile & Financials** – your employee details and bank account. Request a change if something is wrong.
   - **Reports** – download your attendance report and payslips.



My Dashboard for staff

Tips

- Advance requests follow the school's **Advance Policy** (maximum amount and number of installments).
- If your clock-in is wrong, ask the School Admin to correct it in **People › Staff attendance & leave**.

Bursar / Accountant Guide

You are the Bursar or Accountant (in the app, the **Account** role). You handle school fees, payments, discounts, payroll, income and expenses, hostel and bus fees, and financial reports.

Start of term

1. Check fee names and fee amounts for every class.
2. Renew discounts that are due.
3. Share the **Fee schedule report** with parents.

Every day

- Record payments and print receipts.
- Check online payments in the **Payment Ledger** and the wallet.
- Record income and expenses.

Every month

- Pay staff salaries.
- Send fee reminders.
- Review Financial KPIs & P&L and the budget.

Fees

Create fee names

This task is the same in the School Admin guide. See Create fee names.

Set fee amounts for classes

This task is the same in the School Admin guide. See Set fee amounts for classes.

Give fee discounts and scholarships

This task is the same in the School Admin guide. See Give fee discounts and scholarships.

Record a fee payment and print a receipt

This task is the same in the School Admin guide. See Record a fee payment and print a receipt.

Restore or remove a deleted fee payment

This task is the same in the School Admin guide. See Restore or remove a deleted fee payment.

Send fee reminders to parents

This task is the same in the School Admin guide. See Send fee reminders to parents.

Print finance reports and student statements

This task is the same in the School Admin guide. See Print finance reports and student statements.

Online payments and wallet

Choose how online payments reach the school

This task is the same in the School Admin guide. See Choose how online payments reach the school.

Use the school wallet

This task is the same in the School Admin guide. See Use the school wallet.

Accounts

Record income and expenses

This task is the same in the School Admin guide. See Record income and expenses.

Plan a budget

This task is the same in the School Admin guide. See Plan a budget.

Read financial KPIs and profit & loss

This task is the same in the School Admin guide. See Read financial KPIs and profit & loss.

Payroll and staff

Pay staff salaries

This task is the same in the School Admin guide. See Pay staff salaries.

View a staff member's financial record

This task is the same in the School Admin guide. See View a staff member's financial record.

Track staff attendance

This task is the same in the School Admin guide. See Track staff attendance.

Students and report cards

Register a new student

This task is the same in the School Admin guide. See Register a new student.

Find, view and update students

This task is the same in the School Admin guide. See Find, view and update students.

Compute results (totals, averages and positions)

This task is the same in the School Admin guide. See Compute results (totals, averages and positions).

Generate and print report cards

This task is the same in the School Admin guide. See Generate and print report cards.

Hostel, feeding and bus fees

Manage the hostel (boarding)

This task is the same in the School Admin guide. See Manage the hostel (boarding).

Manage feeding fees and food purchases

This task is the same in the School Admin guide. See Manage feeding fees and food purchases.

Set up school buses and routes

This task is the same in the School Admin guide. See Set up school buses and routes.

Collect bus fees and log bus expenses

This task is the same in the School Admin guide. See Collect bus fees and log bus expenses.

Messaging and support

Buy SMS units

This task is the same in the School Admin guide. See Buy SMS units.

Send a bulk SMS to parents

This task is the same in the School Admin guide. See Send a bulk SMS to parents.

Ask EasySchoolApp for help (Support Tickets)

This task is the same in the Getting Started guide. See Ask EasySchoolApp for help (Support Tickets).

Driver Guide

You drive a school bus. You use EasySchoolApp on your phone to start each trip and share the bus location. The school watches the bus, and parents get an SMS when you reach their stop.

Before you start

- The School Admin must give you the **Driver** role and tick **Bus driver** on your staff record.
- The School Admin must assign you to a vehicle in **Bus › Vehicles**.
- Install the app on your phone (see Install the app on your phone).

Your tasks

Sign in as staff

This task is the same in the Getting Started guide. See Sign in as staff.

Run a bus trip

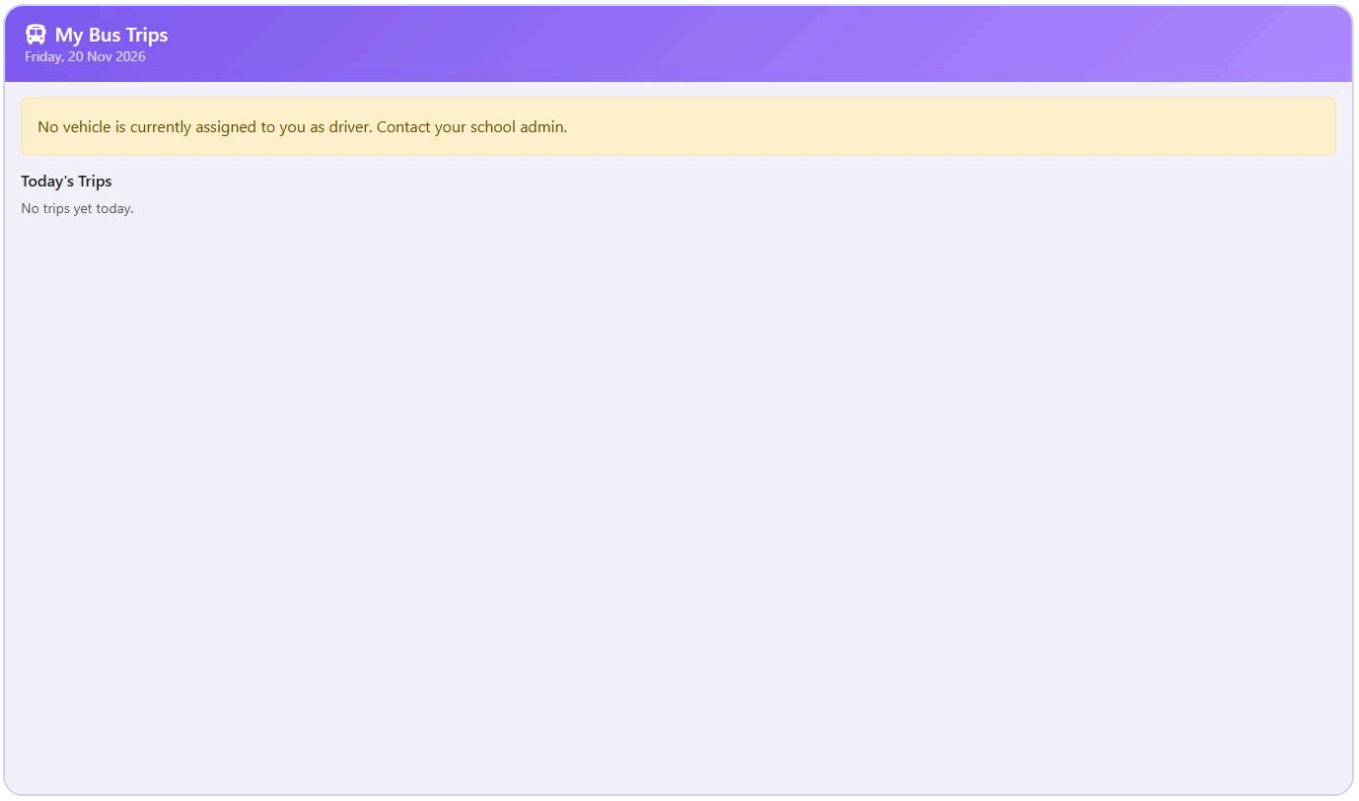
Purpose: Start a pickup or drop-off trip and share the bus location, so the school can watch the bus and parents get an SMS when it reaches their stop.

Who can use it: Driver (and School Admin).

Where: Facilities › My bus trips, or the bus link in **Quick Actions** on the Dashboard

Steps

1. Sign in on your phone and open **My Bus Trips**.
2. Under **Start a New Trip**, choose the **Vehicle**, the **Route** and the **Trip**: **Morning Pickup** or **Afternoon Drop-off**.
3. Tap **Start Trip**.
4. Tap **Start Reporting Location**. Allow location access when the phone asks.
5. Keep the page open and the screen on while driving. The page lists the **Stops** and the students for each stop. Tap **Navigate** to open directions.
6. At the end of the route, tap **End Trip**.



My Bus Trips page

Screenshot to add

Driver trip page on a phone – "Start Reporting Location" and "End Trip" buttons, and the list of stops with students

Tips

- Charge your phone fully and keep mobile data on.
- If you left the page, open **My Bus Trips** and tap **Resume** under **Today's Trips**.
- Do not use the phone while the bus is moving. Start the trip before you drive off.

Common errors and fixes

Problem	Fix
The page shows **GPS off**	Turn on Location in your phone settings, then tap **Start Reporting Location** again.
"No stops configured for this route."	Ask the School Admin to add stops in **Routes & Stops**.

Problem	Fix
You cannot see **My Bus Trips**	Ask the School Admin to give you the **Driver** role and assign you to a vehicle.

Install the app on your phone

This task is the same in the Getting Started guide. See Install the app on your phone.

Chief Security Guide

You are the Chief Security officer. You watch the school buses: where they are now, and when they reached each stop.

What you see

- **Dashboard**
- **Facilities** › **Live tracking** and **Stop History**

Your tasks

Sign in as staff

This task is the same in the Getting Started guide. See Sign in as staff.

Watch buses live and check stop history

This task is the same in the School Admin guide. See Watch buses live and check stop history.

Parent Guide

The Parent Portal lets you follow your child's school life from your phone: timetable, assignments, tests, results, fees, the school bus and messages with teachers.

You sign in with the phone number the school has for you. One phone number opens all your children in the school.

Sign in as a parent

This task is the same in the Getting Started guide. See Sign in as a parent.

Reset a forgotten PIN

This task is the same in the Getting Started guide. See Reset a forgotten PIN.

Find your way around the Parent Portal

Purpose: Understand the Parent Portal home screen.

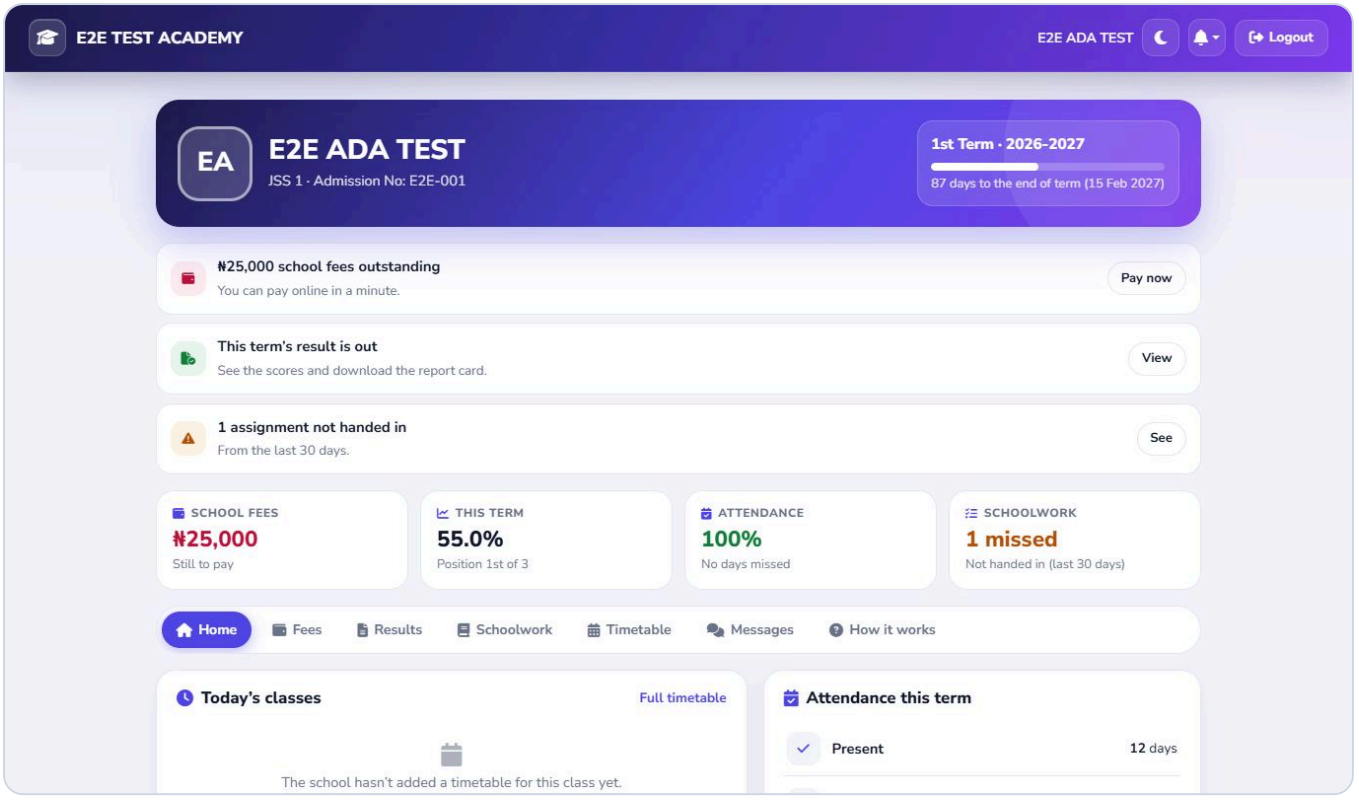
Who can use it: Parents.

Steps

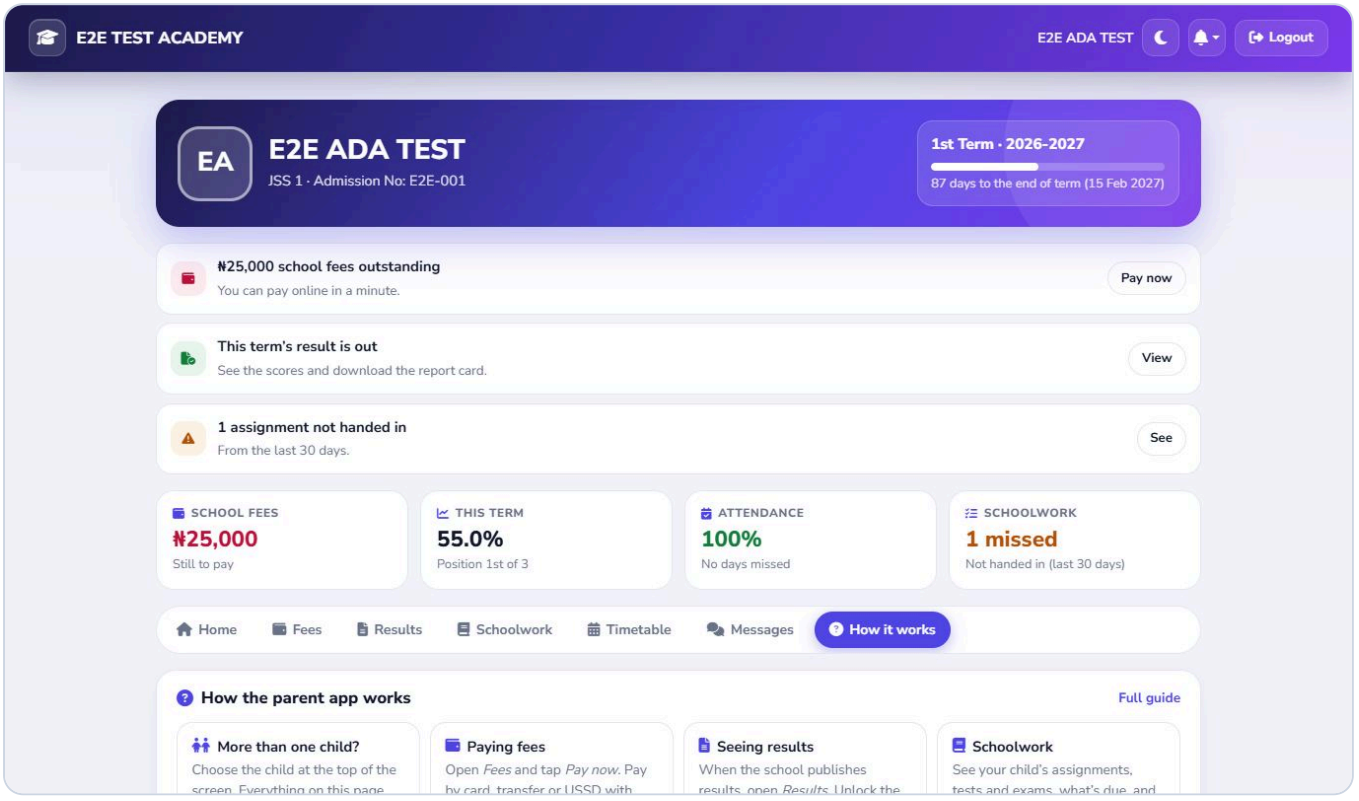
1. Sign in on the **Parent** tab. Your dashboard opens. (If you go to the school's main web address while signed in, you are always brought back here.)
2. If you have more than one child in the school, choose the child at the top right. Everything on the page changes to that child.
3. The top of the page shows your child's photo, name, class and **Admission No**, and the current term: how many days are left, the mid-term break and when the next term begins.
4. **Needs your attention** lists up to three things to do, each with a button, for example fees still owed (**Pay now**), a result that is out (**View**), or work not handed in (**See**).
5. Four tiles give the picture at a glance. Tap one to open its tab:
   - **School fees** – what is still to pay this term.
   - **This term** – your child's average and position once results are published.
   - **Attendance** – the share of school days your child was in school this term.
   - **Schoolwork** – assignments, tests and exams to do or missed.
6. The tabs below hold the details: **Home**, **Fees**, **Results**, **Schoolwork**, **Timetable**, **Messages** and **How it works**.
7. **Home** shows **Today's classes** (the one happening now is highlighted), **Coming up**, **Attendance this term**, the latest **From the school** messages and, if your child takes the

school bus, **Track the bus**.

8. The top bar has the dark/light button (moon), the **bell** for notifications, and **Logout**.



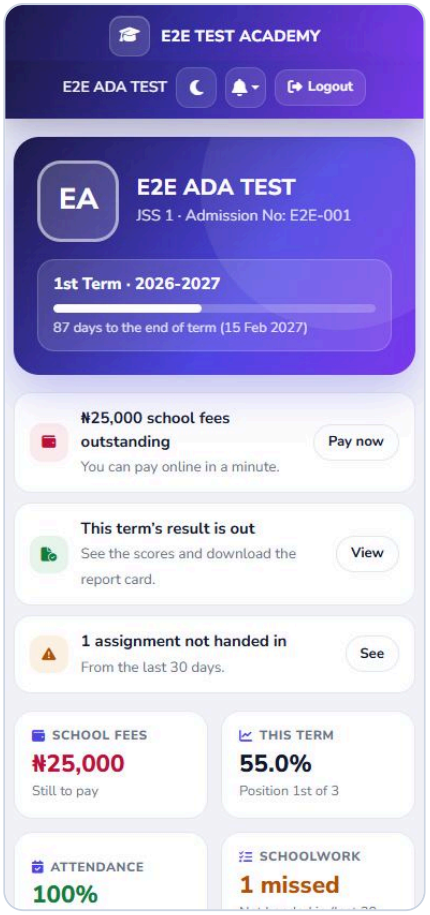
Parent Portal home screen



The How it works tab

Tips

- The **How it works** tab explains every part of the portal in plain words.
- On a phone, the tiles sit two by two and the tabs scroll sideways.



Parent Portal on a phone

Check and pay school fees online

Purpose: See what you owe and pay online by card, bank transfer or USSD.

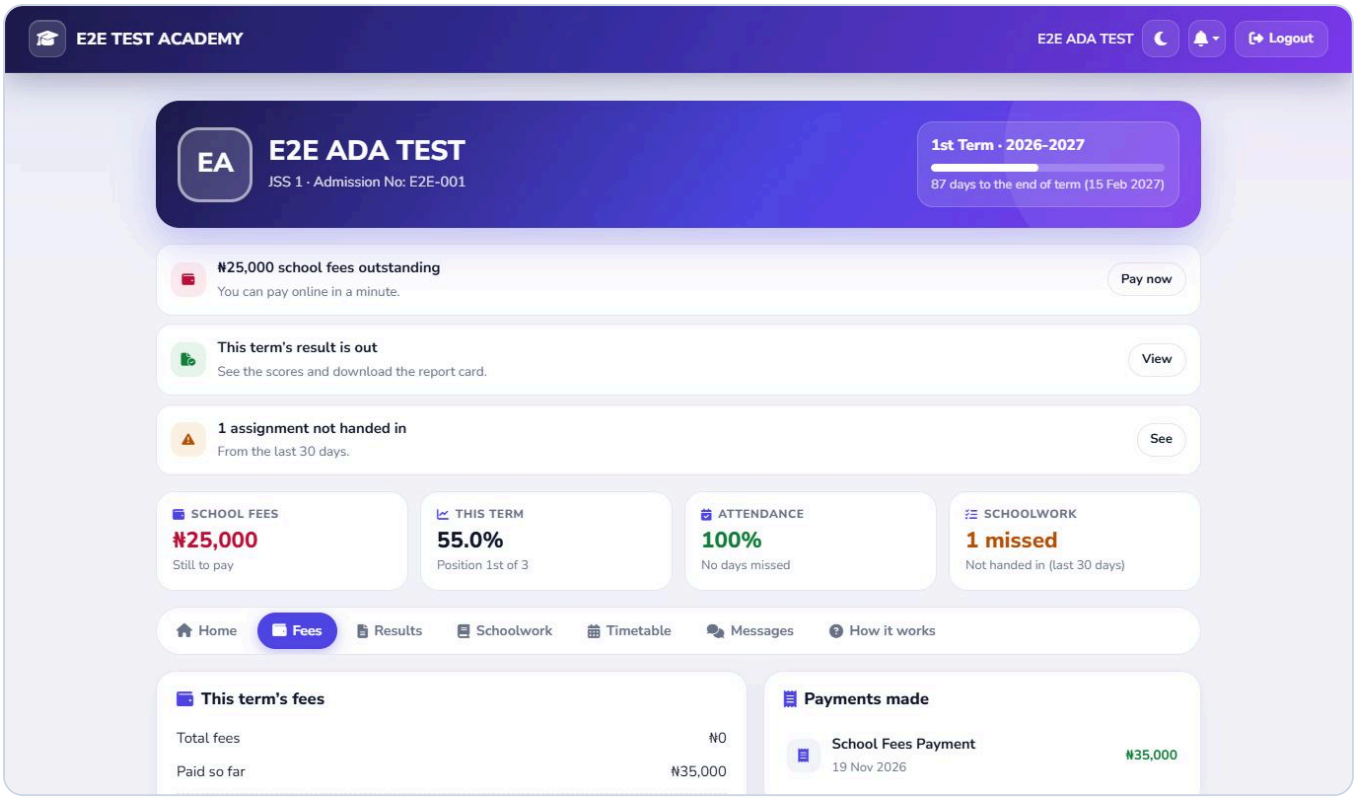
Who can use it: Parents.

Where: Parent Portal › **Fees** tab

Steps

1. In the Parent Portal, open the **Fees** tab (or tap the **School fees** tile).
2. **This term's fees** lists each fee item, then **Total fees**, any **Discount**, anything **Owed from before**, **Paid so far** and **Still to pay**.
3. Click **Pay ₦... now**. The amount includes a small processing fee, shown just above the button. Paystack may add its own small charge.
4. Complete the payment on the secure Paystack window.

5. When the payment is confirmed you see **Payment received**, and a receipt is sent by SMS. **Payments made** lists every payment, and the balance updates.



Fees tab with the Pay now button

Tips

- The money goes straight to the school's bank account. You do not need to send proof of payment.
- If you see "pay the school directly" instead of the **Pay** button, the school hasn't set up online payment yet. Pay at the school.

Common errors and fixes

Problem	Fix
"Couldn't load this."	Check your internet connection and refresh the page.
Paid but the balance did not change	Wait a few minutes and refresh. If it still has not changed, give the school's bursar the reference shown after paying.
The amount looks wrong	Ask the school's bursar for a student statement.

View and download your child's report card

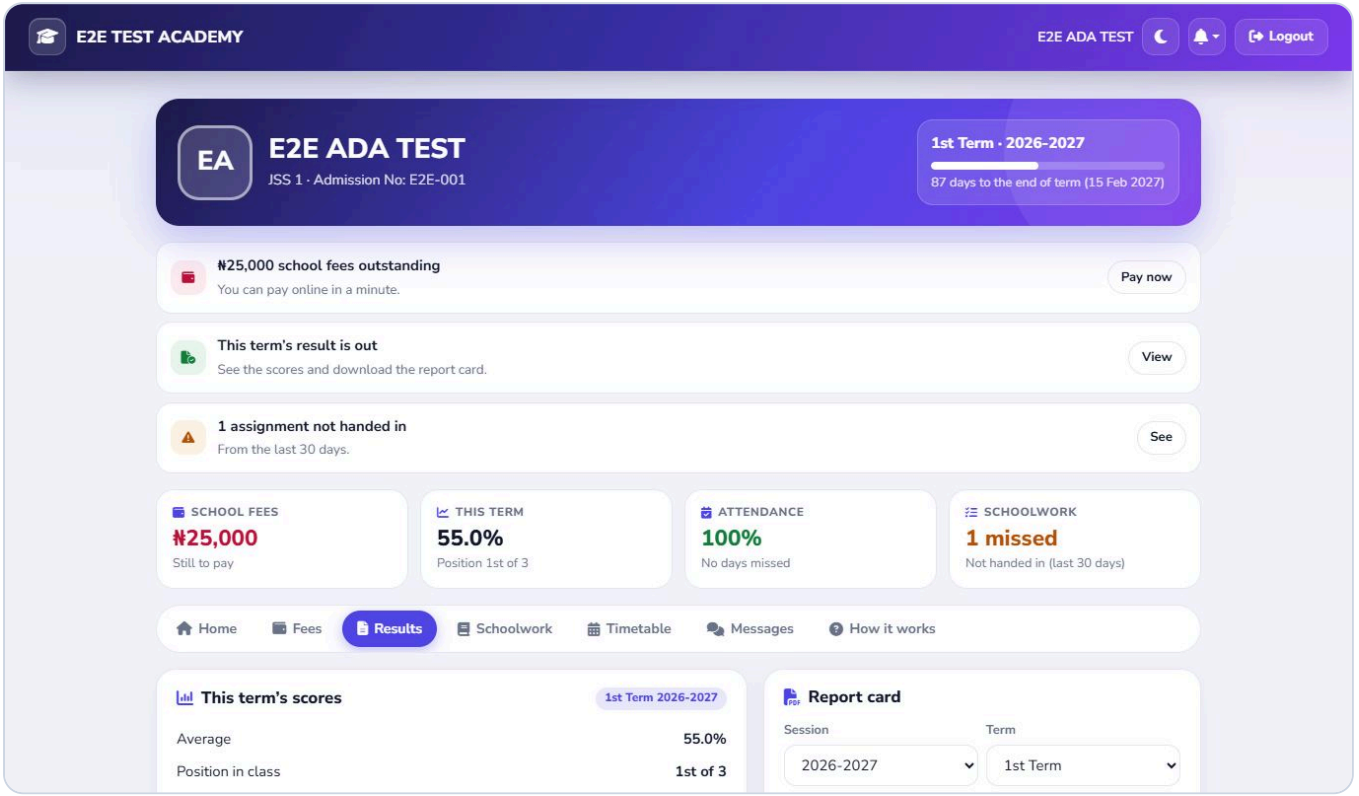
Purpose: See your child's scores for the term and open the report card.

Who can use it: Parents.

Where: Parent Portal › **Results** tab

Steps

1. In the Parent Portal, open the **Results** tab (or tap the **This term** tile).
2. **This term's scores** shows your child's **Average**, **Position in class** and every subject's CA, exam, total and grade, once the school has published the results.
3. Under **Report card**, the current **Session** and **Term** are already chosen. To see an older result, choose another.
4. What you see next depends on the result:
   - "*This result hasn't been published yet.*" – nothing to do now. You'll get a notification when it's ready.
   - "*Unlocked.*" – click **Open report card**.
   - "*Type the token number the school gave you*" – type it and click **Unlock**.
   - "*The result is ready. Unlock it once…*" – click **Unlock result**, pay online, then **Open report card**. Your token number is shown and sent by SMS.



Results tab with scores and the report card

Tips

- One token opens one child's result for one term, for 6 months, as often as you like.
- You can't buy a token for a result that isn't published yet, so you never pay for a result that isn't ready.
- Once you unlock a result, your child can open the same report card in the Student Portal.

Common errors and fixes

Problem	Fix
"The school hasn't set up sessions and terms yet."	Contact the school.
"This school can't sell result tokens online yet."	The school hasn't connected its bank account. Ask the school for a token.
The token is not accepted	Check that you typed it correctly, and that it is for this child and term.

Follow assignments, tests, exams and the timetable

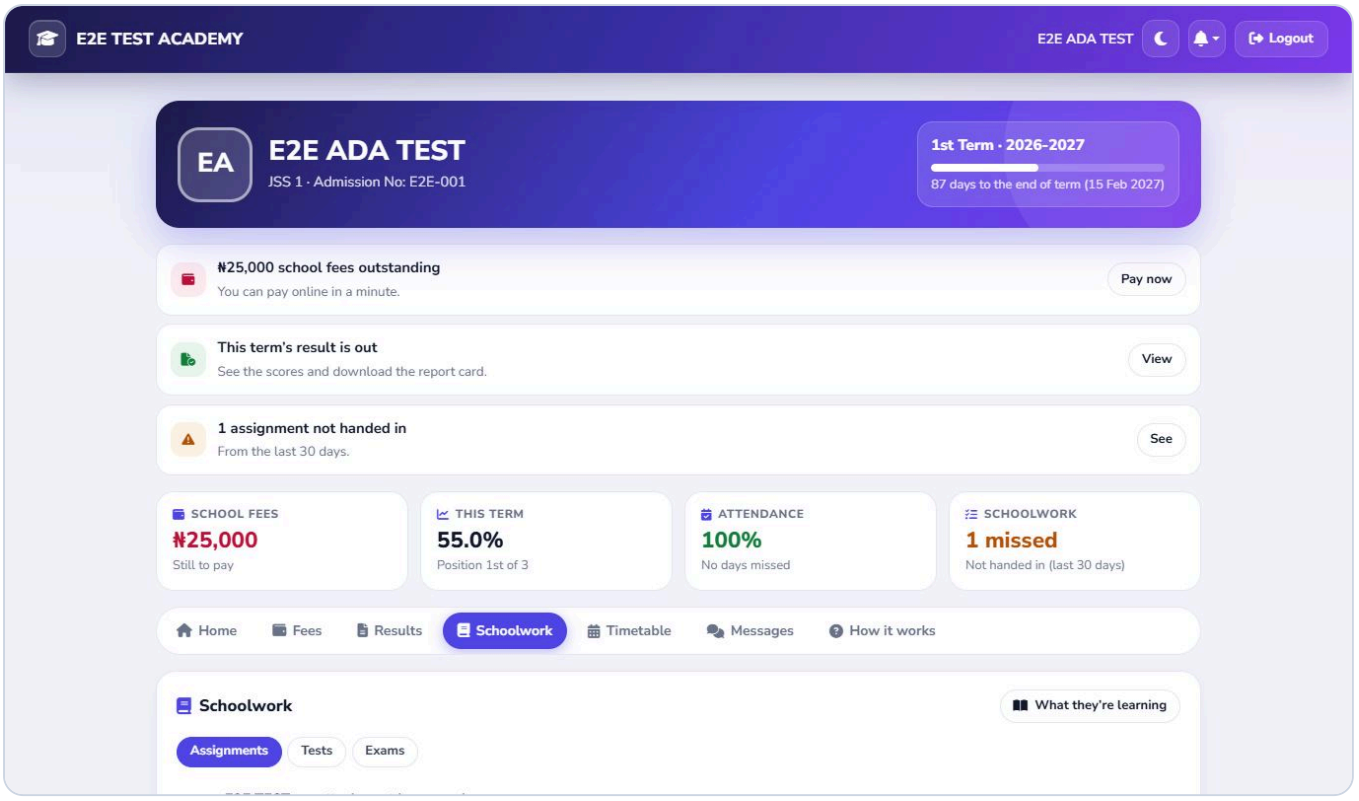
Purpose: Keep track of your child's schoolwork and class timetable.

Who can use it: Parents.

Where: Parent Portal › **Schoolwork** and **Timetable** tabs

Steps – schoolwork

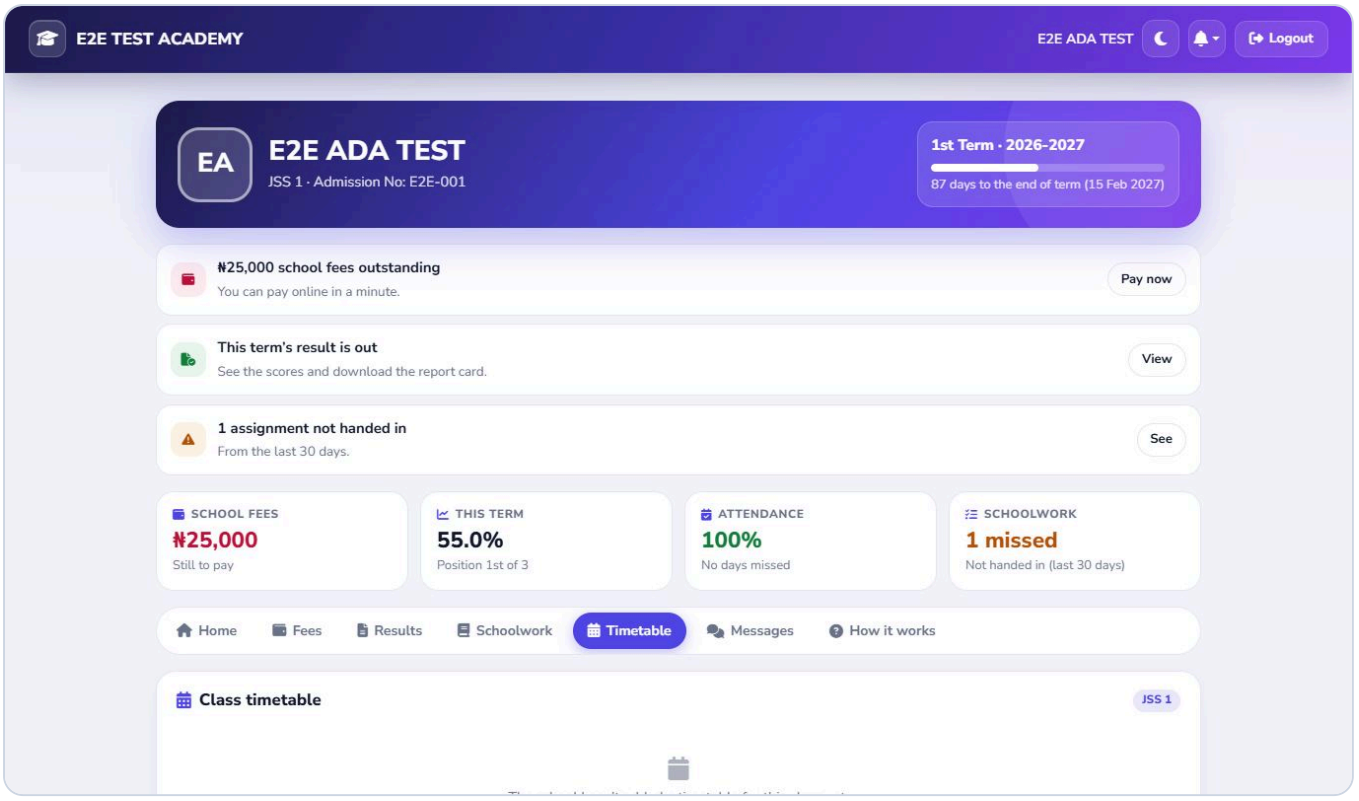
1. Open the **Schoolwork** tab (or tap the **Schoolwork** tile).
2. Choose **Assignments**, **Tests** or **Exams**. Each item shows the subject, the due date or time and its status: **To do**, **Open now**, **Coming up**, **Submitted**, **Graded** or **Missed**. A score shows once the teacher releases it.
3. Click **What they're learning** to see the class's lesson plan.



Schoolwork tab

Steps – timetable

1. **Today's classes** on the **Home** tab shows today's periods. The one happening now is highlighted.
2. Open the **Timetable** tab for the whole week. Tap a day to see its periods and the break.



Timetable tab

Tips

- **Coming up** on the **Home** tab lists the next assignments, tests and exams in date order.
- **Needs your attention** tells you when an exam is open right now or work wasn't handed in.

Message your child's teacher

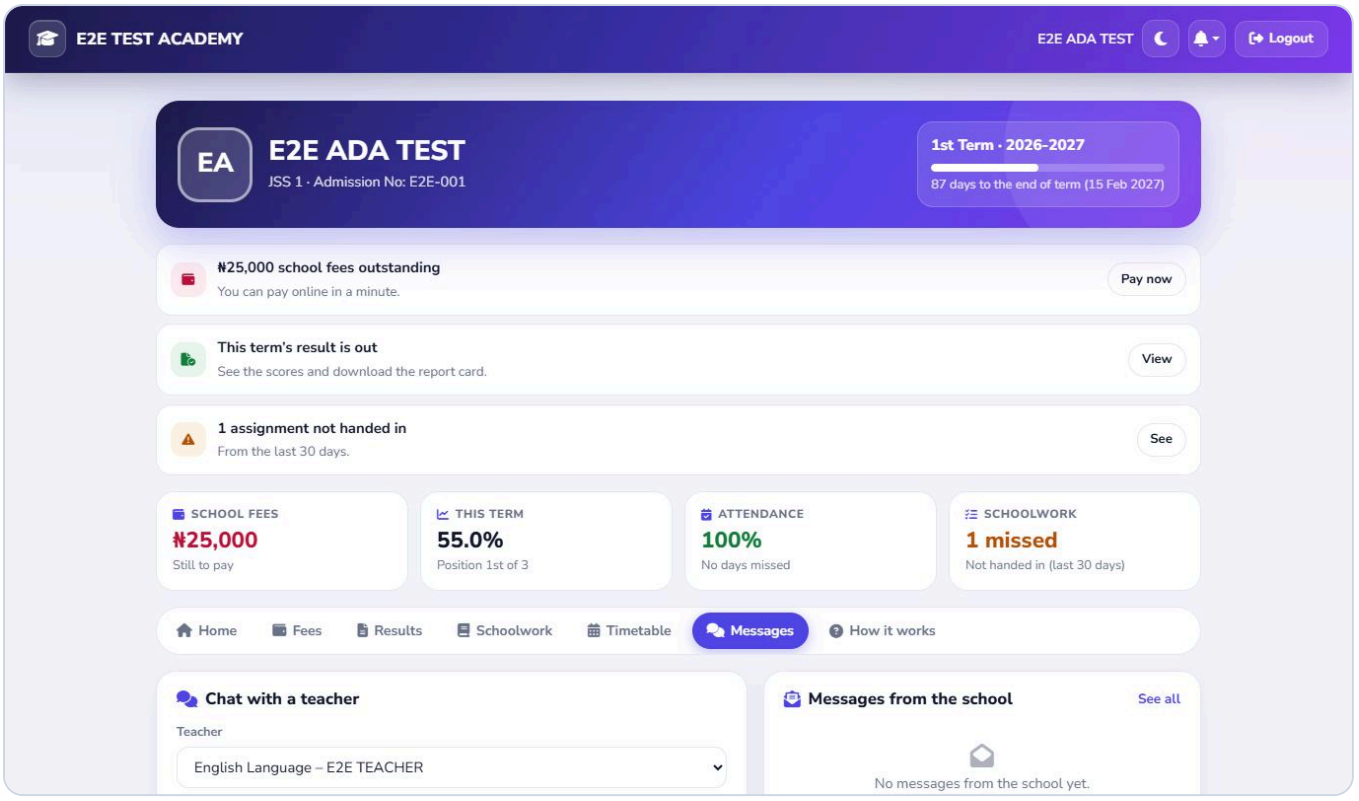
Purpose: Ask a question or share information with your child's teacher, and read the messages the school has sent you.

Who can use it: Parents.

Where: Parent Portal › **Messages** tab

Steps

1. Open the **Messages** tab.
2. Under **Chat with a teacher**, choose the teacher. Each teacher is shown with the subject they teach (for example "Mathematics – …").
3. Type in **Write a message…** and click the send (paper plane) button.
4. Replies appear in the same conversation, and you get a notification on the bell.
5. **Messages from the school** keeps every SMS the school sent to your phone, so you can read it again. Click **See all** for older messages.



Messages tab

Tips

- The school can read all messages. Keep them polite.
- Teachers reply during school hours. For anything urgent, call the school.
- "*The school has paused this conversation.*" means the school has closed this chat. Call the school office.
- "*No teachers for this class yet*" means no teacher has been assigned to your child's class yet.

Track the school bus

Purpose: See where your child's school bus is, and get an SMS when it reaches your stop.

Who can use it: Parents whose child is assigned to a bus route.

Where: Parent Portal › **Home** › **School bus** › **Track the bus**

Steps

1. On the **Home** tab, look for the **School bus** card. It only shows when your child is on a school bus route.
2. Click **Track the bus**. The **Track School Bus** page opens.

3. When the driver has started a trip, the map shows the bus. Otherwise you see "*Checking trip status…*" or a message that no trip is running.

Screenshot to add

Track School Bus page – map with the bus position and the child's stop

Tips

- The bus only shows while the driver is on a trip.
- You get one SMS when the bus reaches your child's stop.

Install the app on your phone

This task is the same in the Getting Started guide. See Install the app on your phone.

Student Guide

The Student Portal shows your assignments, tests, exams and report card. You sign in with your **Admission Number** and a 4-digit PIN from your school.

Sign in as a student

This task is the same in the Getting Started guide. See Sign in as a student.

Reset a forgotten PIN

This task is the same in the Getting Started guide. See Reset a forgotten PIN.

Use the Student Portal

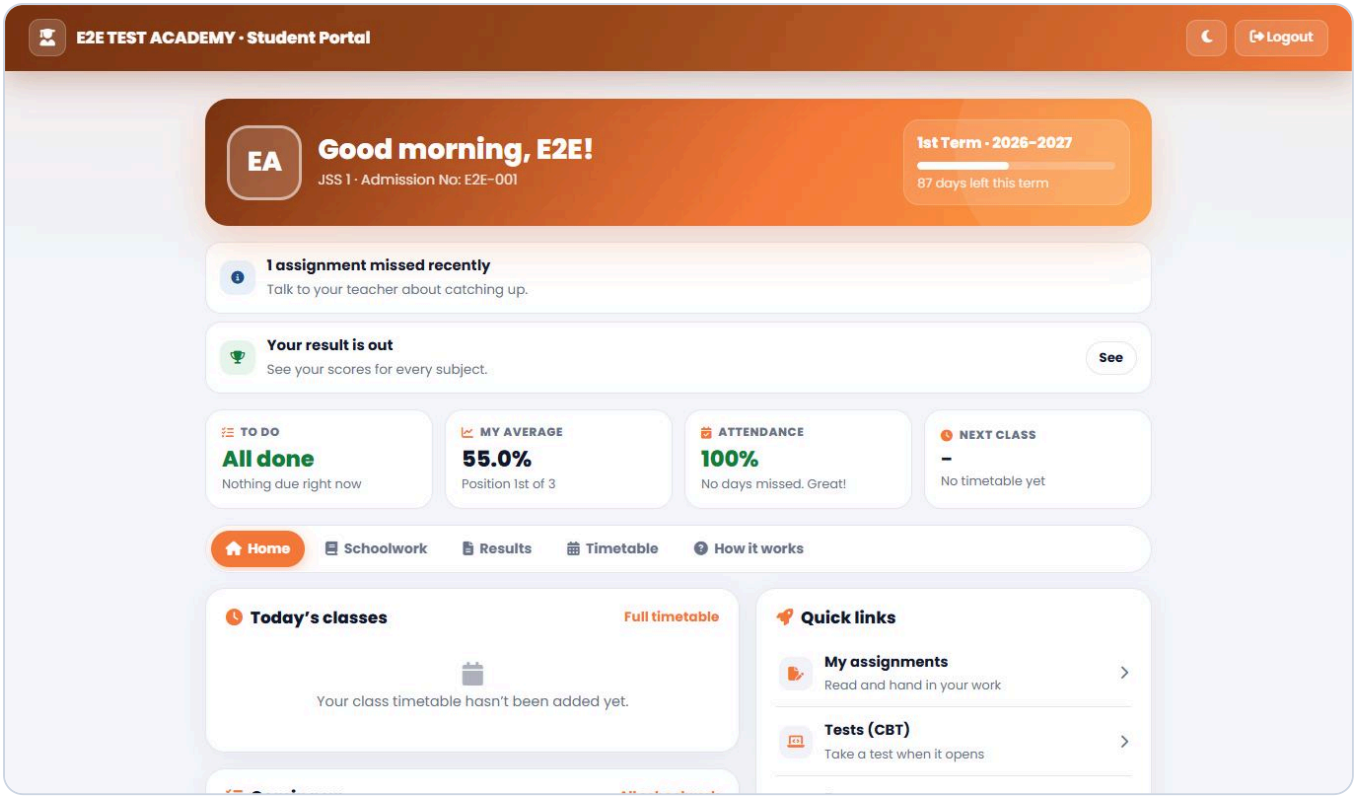
Purpose: See your day, your schoolwork, your attendance and your results.

Who can use it: Students.

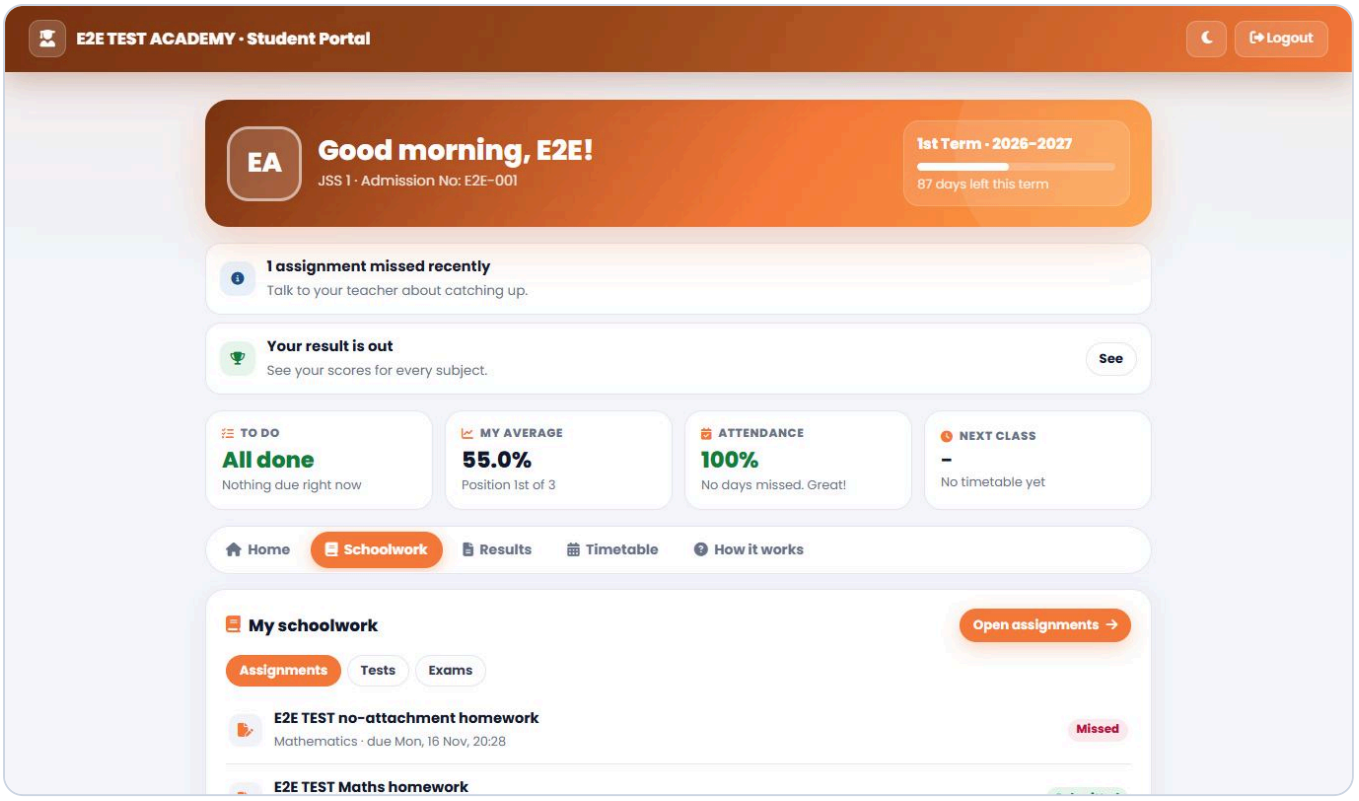
Steps

1. Sign in on the **Student** tab. Your dashboard opens. (If you go to the school's main web address while signed in, you are always brought back here.)
2. The top shows a greeting, your class and the term: how many days are left and when the next term begins.
3. Coloured boxes tell you what needs doing, for example an exam **open right now**, a test to take, or an assignment due within two days. Click the button on the box to go straight there.
4. Four tiles give the picture at a glance. Click one to open its tab:
   - **To do** – assignments, tests and exams waiting for you.
   - **My average** – your average and position once the school publishes results.
   - **Attendance** – how many days you were present, late or absent this term.
   - **Next class** – the class happening now or next.
5. The tabs:
   - **Home** – **Today's classes**, **Coming up**, **Quick links** to your assignments, tests, exams and lesson plan, and **My attendance**.
   - **Schoolwork** – your assignments, tests and exams with their status and scores (once your teacher releases them).
   - **Results** – this term's scores for every subject, and your **Report card**.
   - **Timetable** – your class's week, day by day.
   - **How it works** – a short explanation of everything.

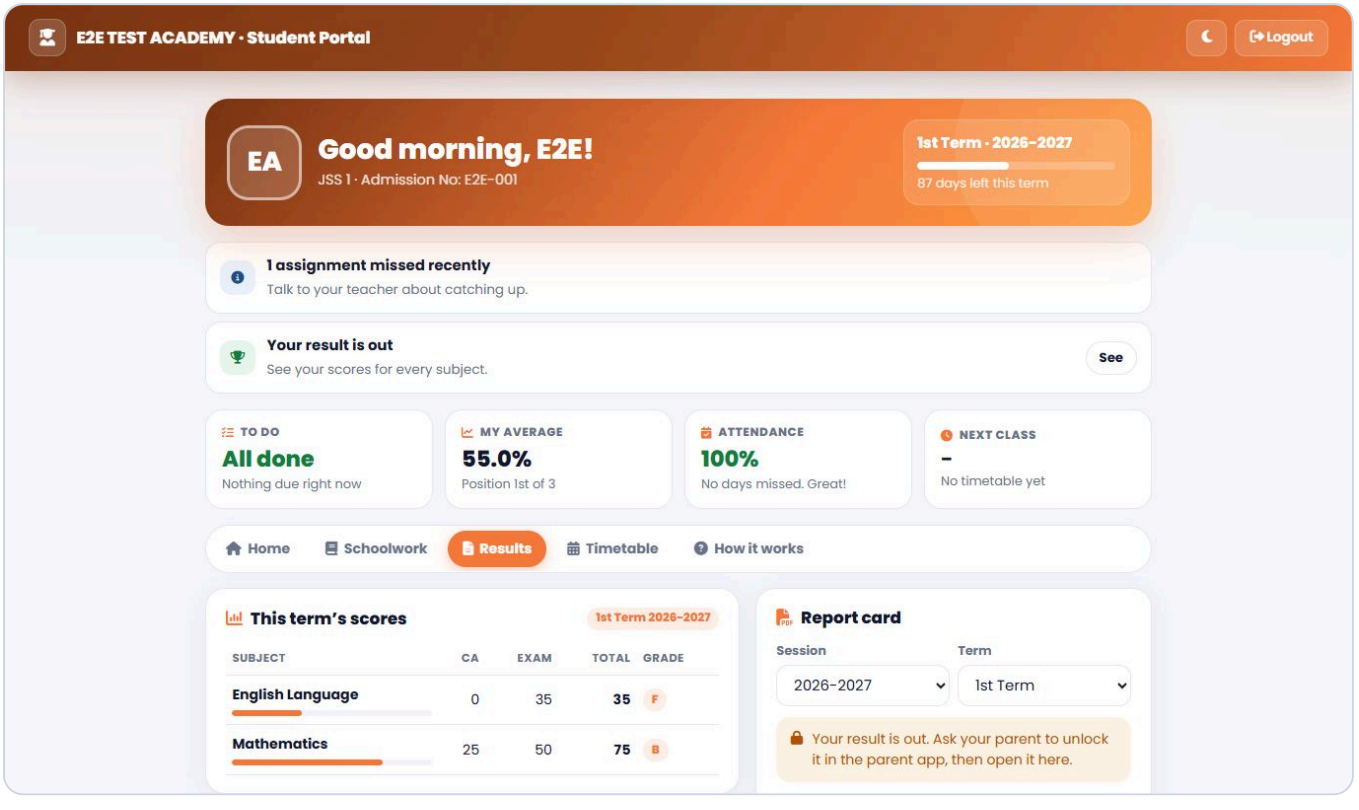
6. Under **Report card**, choose the **Session** and **Term**:
   - "*Unlocked.*" – click **Open my report card**.
   - "*Your result is out. Ask your parent to unlock it…*" – your parent unlocks it in the Parent Portal first.
   - "*This result hasn't been published yet.*" – wait for the school to publish it.



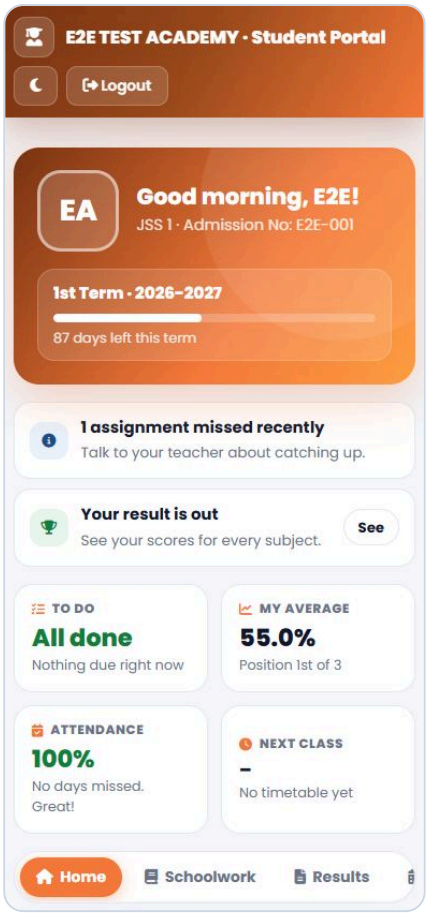
Student Portal home screen



Student Portal – Schoolwork tab



Student Portal – Results tab



Student Portal on a phone

Tips

- The moon button at the top switches between light and dark.
- Keep your PIN to yourself. If you forget it, ask your class teacher or the school office.

Submit an assignment

Purpose: Hand in homework online.

Who can use it: Students.

Where: Student Portal › **My Assessments › Assignments**

Steps

1. Open **My Assignments**.
2. Click the assignment. Read the instructions and download the instruction file if there is one.
3. Type your answer, or attach your file.
4. Submit before the due date.

Screenshot to add

Student – Submit Assignment page with the answer box, file upload and Submit button

Common errors and fixes

Problem	Fix
"Assignment submission date has passed."	The due date is over. Speak to your teacher.

Take a CBT test or exam

Purpose: Answer a computer-based test or exam set by your teacher.

Who can use it: Students.

Where: Student Portal › **My Assessments** › **Tests** or **Exams**

Steps

1. Open **Available Tests** or **Available Exams**.
2. Click the test or exam when it opens (at its start time).
3. Read the instructions and start.
4. Answer each question by choosing an option. **Time remaining** shows at the top.
5. Use the question numbers to jump to any question. Green means answered.
6. Submit when you finish. If the time runs out, your answers are submitted automatically.
7. If your teacher allowed it, your result shows straight away.

Screenshot to add

Student – Take Exam page with the timer, a question with options, and the question number grid

Tips

- Stay on the exam page. Leaving it or switching tabs is recorded and you will get a warning.
- Use a charged device and a good internet connection.

Common errors and fixes

Problem	Fix
"Assessment already open"	The exam is open in another tab or device. Close the other one.
The exam stopped because of network or power	Tell your teacher at once. They may be able to reset your attempt.

Super Admin Guide

This guide is for the EasySchoolApp platform team. Super Admins work in a separate app, the **Manager Portal**, which manages every school on the platform. Schools never see the Manager Portal.

> **Note** Screenshots of the Manager Portal are placeholders in this version of the guide.

Sign in to the Manager Portal

Purpose: Open the EasySchoolApp Manager Portal, where the platform team manages all schools.

Who can use it: Super Admin (EasySchoolApp staff only).

Steps

1. Open the Manager Portal web address given to you by EasySchoolApp.
2. Type your email and password and sign in.
3. New team members are invited by email. Open the invitation link and set your password (**Accept Invite**).
4. If you forget your password, use **Forgot Password** on the sign-in page.

Screenshot to add

Manager Portal sign-in page

The left menu

Dashboard, **Backup History**, **R2 Storage**, **Schools**, **Support Tickets**, **Demo Requests**, **Branch Requests**, **School Onboarding**, **Plan Upgrade Requests**, **Partners**, **Partner Marketing Assets**, **Partner Payouts**, **Custom Domains**, **Billing Dashboard**, **Customer Health**, **Announcements**, **Staff Accounts** and **Sender ID Mgmt**.

Tips

- The Manager Portal controls every school. Double-check the school before you suspend, activate or change anything.

Approve new school applications

Purpose: Review schools that applied through **Onboarding / Sign up** and approve or reject them.

Who can use it: Super Admin.

Where: Manager Portal › **School Onboarding**

Steps

1. Open **School Onboarding**. New applications are listed with their status.
2. Open an application to **Review** the school and contact details.
3. Click **Approve** to create the school, or **Reject** if it is not genuine.
4. The school owner receives their login details.

Screenshot to add

Manager Portal – School Onboarding request detail with the Approve and Reject buttons

Tips

- Check the phone number and email before approving. Call the school if anything looks wrong.
- **Demo Requests** lists schools that asked for a demonstration. Follow them up the same way.

Manage a school's account

Purpose: See every school, check its status and wallet, activate or suspend it, confirm bank payments, and contact it.

Who can use it: Super Admin.

Where: Manager Portal › **Schools**

Steps – find a school

1. Open **Schools**. Each row shows the **School**, **Pincode** (School Unit Code), **Contact**, **Wallet**, **Status** and **Last Login**.
2. Click a school to open its details.

Steps – actions on a school

On the school's page, under **Actions**:

1. **Activate School** – turn on a school that is **Pending Activation**.
2. **Suspend School** – stop a school's access. Type a **Reason (optional)**. Use **Reinstate School** to turn it back on.
3. **Confirm Bank Transfer Payment** – when a school paid by bank transfer, type the **Amount received (₦)** and a **Note (optional)**, then click **Confirm Payment & Activate**.
4. **Send Warning** – send a warning with a **Level (1-5)** and **Message** (for example for an overdue payment). **Warning History** lists past warnings.
5. **Email School** – type a **Subject** and message and click **Send Email**.
6. **Access Dashboard** – open the school's own app to help them (impersonation). A banner says "*You're viewing this school as platform support*". Everything you do is recorded. Click **Exit** in the banner when finished.

The page also shows the school's **Onboarding Questionnaire** answers and an **Audit Trail**.

Screenshot to add

Manager Portal – School detail page with status badges (Active, Billing Locked, Payment Overdue) and the Actions panel

Tips

- A suspended school's users see a "school suspended" page when they sign in. A billing-locked school sees a "billing locked" page.
- Write a clear reason when suspending. It helps the next person who looks at the account.

Approve branch, plan upgrade and domain requests

Purpose: Handle requests that schools send from **Settings › Request a new branch**, **Settings › Plans & upgrade** and **Settings › Custom domain**.

Who can use it: Super Admin.

Where: Manager Portal › **Branch Requests**, **Plan Upgrade Requests**, **Custom Domains**

Steps

1. Open the request list. New requests show as pending.
2. Open a request and **Review** the details.
3. Click **Approve** or **Reject**. The **Status** updates and the school can see it.

Screenshot to add

Manager Portal – Plan Upgrade Request detail with Review, Approve and Reject

Tips

- Before approving a plan upgrade, check that payment has been received (see **Billing Dashboard**).

Answer support tickets

Purpose: Reply to schools' support tickets and track them to the end.

Who can use it: Super Admin.

Where: Manager Portal › **Support Tickets**

Steps

1. Open **Support Tickets** and click a ticket.
2. Under **Status & Assignment**, set the **Status** and **Assigned To**, then click **Save**.
3. Read the **Conversation**.
4. Under **Post a Reply**, type your answer. **Attach a file (optional — image or PDF, max 5MB)** if it helps.
5. Tick **Internal note** for notes the school should not see.
6. Click **Post Reply**.

Screenshot to add

Manager Portal – Support ticket detail with Status & Assignment, the conversation, and the Post a Reply box

Approve SMS sender names

Purpose: Register and approve the sender names schools use for their SMS.

Who can use it: Super Admin.

Where: Manager Portal › **Sender ID Mgmt**

Steps

1. Open **Sender ID Mgmt**. Filter by **All**, **Approved**, **Pending**, **Failed** or **Not Submitted**.

2. Each row shows the **Sender Name**, **School Code**, **Status** and **Last Updated**.
3. Use **Approve**, **Set Pending**, **Reject** or **Clear** on a row.
4. To register a name for a school, click **Add Sender ID**, type the **Sender Name** and click **Save & Register**.
5. Click **Refresh** to update statuses from the SMS provider (Sendchamp).

Screenshot to add

Manager Portal – Sender ID Mgmt list with status filters and row actions

Run the platform: billing, health, announcements, partners, staff and backups

Purpose: Day-to-day platform work for the EasySchoolApp team.

Who can use it: Super Admin.

Menu	What to do there
Billing Dashboard	See revenue, revenue by school, expenses, and profit and loss for the platform.
Customer Health	Find schools that are not using the app much or are at risk of leaving, and contact them.
Announcements	Compose a maintenance announcement: **Title**, **Body**, **Severity**, and **Audience** (**All schools** or **Specific schools**).
Partners, **Partner Marketing Assets**, **Partner Payouts**	Manage referral partners, the materials they use, and their payouts.
Staff Accounts	Invite EasySchoolApp team members to the Manager Portal.
Backup History, **R2 Storage**	Check that database backups ran, and browse stored backups.
Wallet withdrawals	Schools' wallet withdrawal requests need Super Admin approval before money is paid out.

Screenshot to add

Manager Portal – Dashboard home with the left menu visible

Tips

- Check **Backup History** every morning. A failed backup must be fixed the same day.

Frequently Asked Questions

Signing in

I forgot my PIN. What do I do? On the sign-in page, choose your tab, enter your details, click **Continue**, then **Forgot PIN?**. See Reset a forgotten PIN.

I am not receiving the OTP code. Wait 1–2 minutes and use **Resend**. Staff should check their email spam folder too. If it still does not come, the school may have a wrong phone number or email for you. Ask the School Admin to check.

Do I need the school code (10900) to sign in? No. The app finds your school from your account. The **School Unit Code** is shown on some pages only for reference.

I sign in but some menus are missing. Your role does not include them. See Roles at a glance, then ask your School Admin.

A parent says "This phone number is not registered with any student". The parent's number on the child's record is different. Update it in **Students › Student list** (**…** › **Edit**, parent details).

How does a student get a PIN? The school sets it: **Student List › … › Set login PIN**. See Set a student's login PIN.

Students and classes

Can I delete a student who has left? Use **Deactivate** instead. Their results and payments are kept for the records.

The app says a student is already registered. A student with the same name and date of birth exists. Search the **Student List** first.

How do I move students to the next class? The app promotes students automatically at the end of the session. Use **Students › Promotion** for the rest. See Promote students to the next class.

A teacher cannot see their class. Add the class in **Academics › Teaching assignments** for that teacher.

Results

Why can't a parent see the result? Check three things: (1) the result was computed, (2) it is **Published** in **Results › Publish & print**, (3) the parent has a token or the school does not require one.

A teacher made a mistake after results were published. In **Results › Publish & print**, an admin clicks **Unlock** for that class. The teacher corrects the score. Then compute the class again and **Lock** it.

Positions on the report card look wrong. Compute the entire class again in **Result SetUp** after all scores are entered.

Do we pay for each report card? No. Report card generation is free under your subscription plan.

Fees and payments

A parent paid online. Do I need to record it? No. Online payments appear in the **Payment Ledger** automatically.

I changed a fee amount, but old bills still show the old amount. When you save a new amount, choose **Update bills** in the box that appears. See Set fee amounts for classes.

How do I give a scholarship? Use **Money › Discounts**. See Give fee discounts and scholarships.

How do I get money out of the school wallet? Set up and verify a withdrawal account, then click **Withdraw**. EasySchoolApp approves each withdrawal. See Use the school wallet.

I recorded a payment twice. Delete the extra one with the bin icon. It moves to **Trash**, where it can be checked later.

Messages and SMS

Parents are not getting SMS. Check your credit on **People › SMS credit** and buy more if needed; **People › SMS history** shows each message and any refunds. Then check the parents' phone numbers.

Can teachers message parents directly? Yes, through **Messages**. The School Admin, Principal and Head Mistress can read and block conversations in **Chat Moderation**.

Other

Does the app work on phones? Yes. Open it in your phone's browser, or install it on your home screen. See Install the app on your phone.

How do I get help from EasySchoolApp? Click the **Support** (headset) icon and raise a ticket. See Ask EasySchoolApp for help.

Glossary

Term	Meaning
Academic session	One school year, for example 2026–2027. It has three terms.
Admission number	The student's unique number at the school, for example BFA2026-001. Students sign in with it.
Arm / Group / Section	A division of a class, for example JSS 1**A**. The three words mean the same thing in the app.
Assignment	Homework set in the app. Students submit it online and the teacher grades it.
Broadsheet	One sheet showing every student's scores in every subject for a class. Open it in **Results › Class results › Broadsheet**, or print it with **Broadsheet PDF**.
CA (Continuous Assessment)	Test scores during the term, added to the exam score.
CBT	Computer-Based Test. A test or exam students take on a computer or phone in the app.
Compute	Let the app work out totals, averages, cumulative averages and positions from the scores.
Cumulative average	A student's average across the terms of the session so far.
Dashboard	The first page after signing in.
Discount	A reduction on a fee item for a student, as a percentage or a fixed amount.
Fee item / Fee name	Something the school charges for, such as SCHOOL FEES or PTA.
Head Mistress	A section head who supervises certain classes.
Lock / Unlock (results)	Locked results cannot be changed by teachers. Unlock to allow corrections.
New student / Returning student	New: first term at the school. Returning: already at the school ("Old Student"). They can have different fees.

Term	Meaning
OTP	One-Time Password. A short code sent by SMS or email to confirm it is you.
Paystack	The secure online payment service used for card and bank payments.
PIN	Your secret number for signing in. Staff: 4–6 digits. Parents and students: 4 digits.
Promotion	Moving students to the next class at the end of the session.
Publish	Release results so parents and students can see them.
Result token	A code that unlocks one child's result for one term.
Role	What a staff member is allowed to do in the app, for example Teacher or Account.
School Unit Code (Pincode)	Your school's number in EasySchoolApp, for example 10900.
SMS credit (SMS units)	Money in the app used to send text messages. Each SMS is paid from it as it is sent; a failed SMS is refunded.
Super Admin	EasySchoolApp's own platform staff who manage all schools.
Teaching assignment	A link between a teacher and a class and section they teach.
Term	One of the three parts of the session: 1st, 2nd and 3rd term.
Wallet	Money the school puts into the app to pay staff salaries and EasySchoolApp bills. Online fee payments don't go here; they go straight to the school's bank account.