Resource

TADS Educate
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Eduspot —Family FAQs

1. What is Eduspot?
Eduspot is the mobile app connecting your family to your school through Educate. You can receive school messages and view your child's information. Available information and features depend on your school's setup.

2. Where can I download the app?
Download Eduspot using the link for your device:

- **iPhone/iPad:** Apple App Store
- **Android:** Google Play Store

3. What do I need to sign in?
You need access to the **preferred email address and mobile phone number registered with your school in Educate.** If you are unsure which details are registered, contact your school.

4. How do I sign in for the first time?

1. Open **Eduspot.**
2. Enter your preferred email address registered with the school.
3. On the next screen, select your country to set the country code, then enter your registered mobile number.
4. Enter the **one-time verification code** sent to your phone by text message.

After signing in, you can set up a PIN or supported biometric sign-in, such as fingerprint or face recognition, for quicker access.

5. I haven't received my verification code. What should I do?
Check that you entered the email address and mobile number registered with your school, including the **+1** phone prefix. Make sure your phone receives text messages.

If the code still does not arrive, contact your school. Never share your verification code.

6. Why can't I see my child—or all my children?
Contact your school so they can check that your account is correctly linked to each child and has the appropriate access. If your account details were recently added or changed, allow until the following day for the overnight sync.

7. My email address or mobile number has changed. What should I do?
Login to Educate and update your preferred email and mobile number. Allow until the following day for the changes to sync before trying again. Contact your school if you face issues to update these details in Educate.

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8. How do I receive school push notifications?
Notifications are enabled by default in Eduspot. You can disable or re-enable them in the app. If you are not receiving notifications, also check that your device's notification settings allow notifications from Eduspot.

💡Your school chooses the delivery method for each message, so some messages may arrive by push notification, SMS, or both.

9. Why am I not receiving push notifications?
Check that you have signed in to Eduspot and allowed notifications in your device settings. Also check whether Focus, Do Not Disturb, or similar settings are silencing notifications.

If the issue continues, contact your school. The school can check how the message was sent and investigate further.

10. Will every school message also arrive by SMS?
No. Your school can choose **Push Notification only, SMS only**, or **Push Notification and SMS**. Do not assume that a message will also arrive by SMS.

11. When will updated information appear?
School information syncs to Eduspot overnight. If your school has recently updated your details or your child's information, check again the following day.

12. Do I still need the Educate parent portal?
Continue using the Educate parent/household portal to access via desktop/laptop.

13. How is access to my child's information controlled?
Signing in requires a verification code sent to your registered mobile number. Access to your child's information depends on the account links and access permissions maintained by your school.

Never share your verification code or PIN.

14. Who should I contact for help?
Contact your school or submit the Help & Feedback form within the mobile app.
Include your name, your child's name, your device type, and a brief description of the issue.

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