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Eduspot —School FAQs

1. What is Eduspot?
Eduspot is the mobile app for families using Educate. It supports school communications and access to student information through a mobile device.

2. How does our school get started?
Contact us to arrange enablement.

3. What family information needs to be ready?
Use the data readiness checklist to verify:

- Each family has the required Household records.
- Parent/contact records are correctly linked to students.
- Preferred email addresses and mobile phone numbers are accurate.
- Custody statuses are populated and permit the appropriate access.
- Parent/contact access permissions are configured.
- Students are enrolled in the current school year.
- Required records have synced successfully.

A Household is required; marking it as the Primary Household is optional.

4. How do families sign in?
Download the Eduspot mobile app. Families enter their preferred email address registered to Educate. On the next screen, select your country to set the country code, then enter your registered mobile number. They then enter a one-time verification code received by SMS.

After signing in, they can set up a PIN or supported biometric sign-in.

5. How do we send a push notification?
Use the **Educate Communications module** and select the accurate **Mobile Delivery** method.
Choose the appropriate delivery method:

Delivery Method	What it Does
Push Notification only	Sends a push notification to recipients eligible to receive notifications through Eduspot. SMS is not sent.
SMS only	Sends an SMS to recipients with a valid mobile number. A push notification is not sent.
Push Notification and SMS	Sends both channels at the same time to recipients eligible for each channel.

SMS may incur charges. Longer messages may be split into multiple SMS messages, increasing the cost.

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6. Does installing the app guarantee push notifications?

💡No. Families must sign in and allow notifications on their device. Delivery also depends on recipient eligibility and the delivery method selected by the sender.

7. What should we check if a family cannot sign in?

Check that:

- Their preferred email address and mobile number in Educate are correct.
- They are entering the +1 phone prefix.
- Their account has the required access.
- Their records have synced successfully.
- They can receive SMS messages on the registered number.

If unresolved, escalate to using the support chat.

8. What should we check if a child is missing from the app?

Check the parent/contact Household and student links, custody status, contact access, and the student's current-year enrolment. Also, make sure students are enrolled to at least one course section that has a teacher assigned. Confirm that the relevant records were included in a successful sync.

9. When do changes appear in Eduspot?

School information syncs overnight. Allow until the following day after an update, then verify the sync if the information is still missing.

10. Does Eduspot cost extra?

💡No charges for the mobile app. You must have a communication module package to enjoy the push notification feature.

11. How should we introduce Eduspot to families?

Use the family launch template and FAQ. Include:

- Direct app-store links.
- Sign-in instructions.
- The features your school is offering.
- Guidance on enabling notifications.

Invite families after school setup, data sync, and end-to-end testing are complete.

12. When should we escalate an issue?

Escalate when the school has checked the relevant records and access settings, but the issue remains.
Provide the affected school and record identifiers, issue timing, troubleshooting completed, and relevant screenshots through the approved support channel. Do not include verification codes or PINs.

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