



Frequently Asked Questions

Accessing Involved

Q. Where can I download the parent/guardian or student app?

A. The Involved app is available from the [Apple App Store](#) and [Google Play Store](#). Search for Involved or InvolvedTech. Parent/Guardian and Student accounts are accessed through the same app.

Q. How can I access the Student Web Portal?

A. The Student's Web Portal is accessible on all major browsers via www.involvedtech.co.uk/student.

Q. How can I access the Teacher's Web Portal?

A. The Teacher's Web Portal is accessible on all major browsers via www.involvedtech.co.uk/teacher.

Account Maintenance

Q. How can I get support on general enquiries?

A. Please submit any general query from the Contact Us page found in the Settings menu of the app or email us directly on support@involvedtech.co.uk.

Q. I did not receive a verification email. How can I get support?

A. Please check your junk/spam folder for the verification email. If unavailable, you may request a new verification email or contact Involved support team on support@involvedtech.co.uk.

Q. How do I change my password?

A. You can change your password using the Change Password option in the Settings menu.

Q. I have forgotten my password. How can I reset my password?

A. Please go to Forgot Email/Password page and follow instructions. A new password will be sent to the entered email address.

Q. I have forgotten my email/username. How can I access my account?

A. Please go to Forgot Email/Password page and follow instructions.

Q. I think someone may have access to my account? What do I do?

A. Please change your password immediately and submit a support request using the Contact Us form found in the Settings menu of the app or email us directly on support@involvedtech.co.uk.



Parent/Guardian and Student Accounts

Q. Do I need to register to access my child's information?

A. Yes. To register, you must complete the form under the Register tab in the parent/guardian section of the app. Then you must add your child to get access to their student profile.

Q. How can I Add a Student?

A. Parents/Guardians can add a student after registering and logging into the Parent/Guardian App. Click on Add a Student icon on the Home Screen and enter the Student Unique Code and student date of birth.

Q. What is a Student Unique Code?

A. Student Unique Code is a secure 8-digit code that is specific to a student/child profile.

Q. How can I obtain my child's Student Unique Code?

A. The Student Unique Code can **only** be obtained from your child's school. Please contact reception at your child's school and ask for your child's Student Unique Code.

Q. What if the Student Unique Code does not work/is lost?

A. Contact your child's school and request a new Student Unique Code.

Q. How can a student receive their Username and Password?

A. Firstly, A parent/guardian must add their child (see FAQ 'How can I Add a Student') to unlock their child's account. The parent/guardian will then be emailed the Username and Password of the student's account.

Q. How can I Remove a Student?

A. Parents/Guardians can remove a student by entering Student Unique Code and date of birth of the student/child in the Remove a Student screen found in Settings menu.

Q. How can I deactivate my account?

A. Parents/Guardians can deactivate their account by following the instructions in the Accounts section of the Settings menu.

Q. I think someone may have access to my child's Student Unique Code? What do I do?

A. Please submit a support request immediately using the Contact Us form found in the Settings menu or email us directly on support@involvedtech.co.uk.

Q. As a student, why am I not able to request a teacher's support on some tasks?

A. Students can only request a teacher's support on tasks that have a due date in the future. Schools may also choose to disable this feature of InvolEd. Please contact us through Contact Us form or support@involvedtech.co.uk if you require further information.



Features

Q. I don't understand some of the information shown on the app?

A. For clarity on the data and its meaning, please contact the school staff/teacher through the messaging feature of the Involved app.

Q. Why can't I see any performance data for my student/child?

A. Performance data will be shown as soon as it is made available by the school. Schools may also decide not to show any performance data through Involved. In this instance, please contact the school for further clarification.

Q. As a parent, why am I not able to message teachers directly?

A. If you are not able to message teachers directly, this is because your child's school has opted to disable the two-way communication feature of Involved. Please contact the school for further clarification.

Q. I do not see any information on my account when I login. Who can I contact?

A. For all queries relating to features and functionality of Involved, please contact the Involved support team on support@involvedtech.co.uk.

Q. How can I report unacceptable behaviour/use of product?

A. Please contact the Involved support team on support@involvedtech.co.uk with your name, date of birth from your email registered with Involved.

Notifications

Q. How can I turn off notifications?

A. Notifications can be turned off from the Settings menu.

Q. I am not getting notifications. How can I get support?

A. Please turn on notifications in the Settings menu of the app/web portal. If the problem persists, please contact the Involved support team on support@involvedtech.co.uk.