Involved

Frequently Asked Questions

General

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.

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

A. The InvolvEd app is available from the Apple App Store and Google Play Store. Parent/Guardian and Student accounts are accessed from this same app.

Q. How can I get support on understanding the meaning of the data/information?

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 the student/child?

A. Performance data will be shown as soon as it is made available by the school.

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 InvolvEd support team on support@involvedtech.co.uk with your name, date of birth from your email registered with InvolvEd.

Account

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. Student will receive their new password through the registered email accounts of their parent/guardians.

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

A. Please contact InvolvEd support team on support@involvedtech.co.uk with your query.

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

A. Yes, parents/guardians have to register using the parent/guardian section of the app. Parent/Guardians must then add a student to get access to student/child information.

Q. How can I Add a Student?

A. Parents/Guardians can add a student after logging into the app, clicking on Add a Student icon from the Home Screen and entering correct 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. Where can I get a Student Unique Code?

A. Student Unique Code can only be obtained from your student/child's school.

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

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

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.

Q. How can students get access to their account?

A. A student account must be unlocked by their parent/guardian by using the Add a Student feature in the parent/guardian section of the app. This will unlock the student account. The parent/guardian will then be emailed username and password for the student account.

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 the 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.