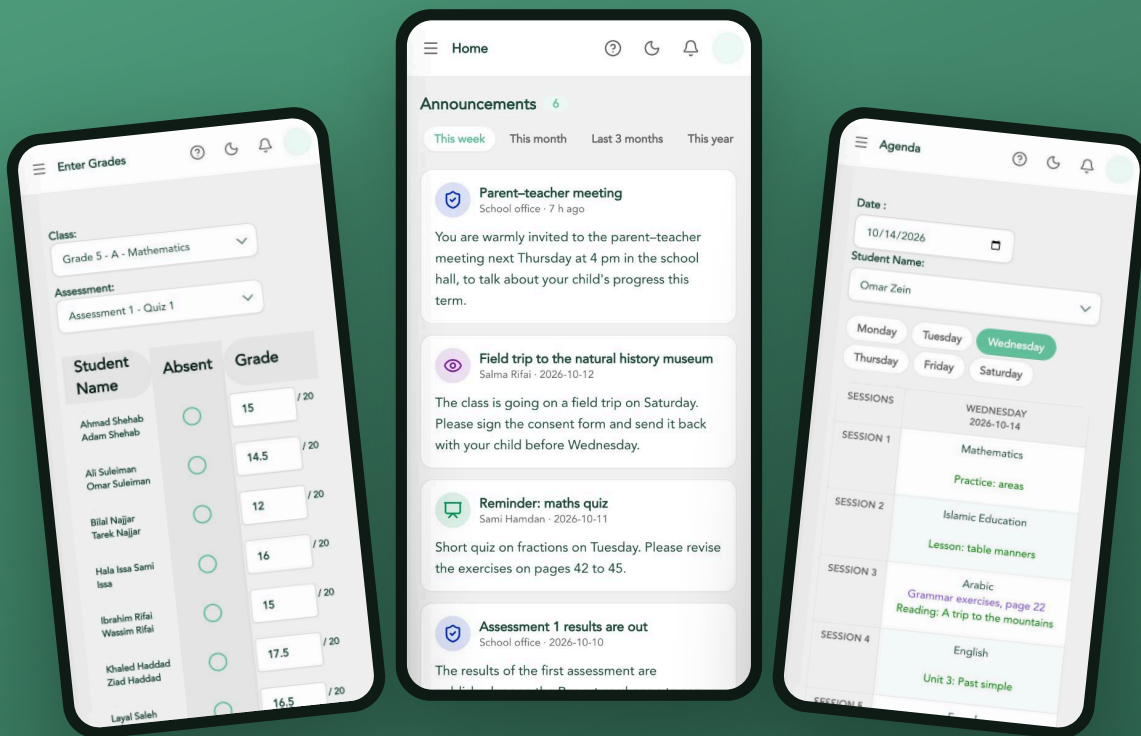




Guide for the Counsellor

User guide



Edition of October 14, 2026

Contents

1. Welcome

2. SchoolFace in one picture

3. How information travels

- Setting up the school year

A mark, from the classroom to home

Homework and the agenda
- Absences and alerts

Announcements

Conversations

4. Getting started

5. Your first steps

6. Your pages

- Send Notification

Notifications Report

7. A typical week

8. Questions people ask

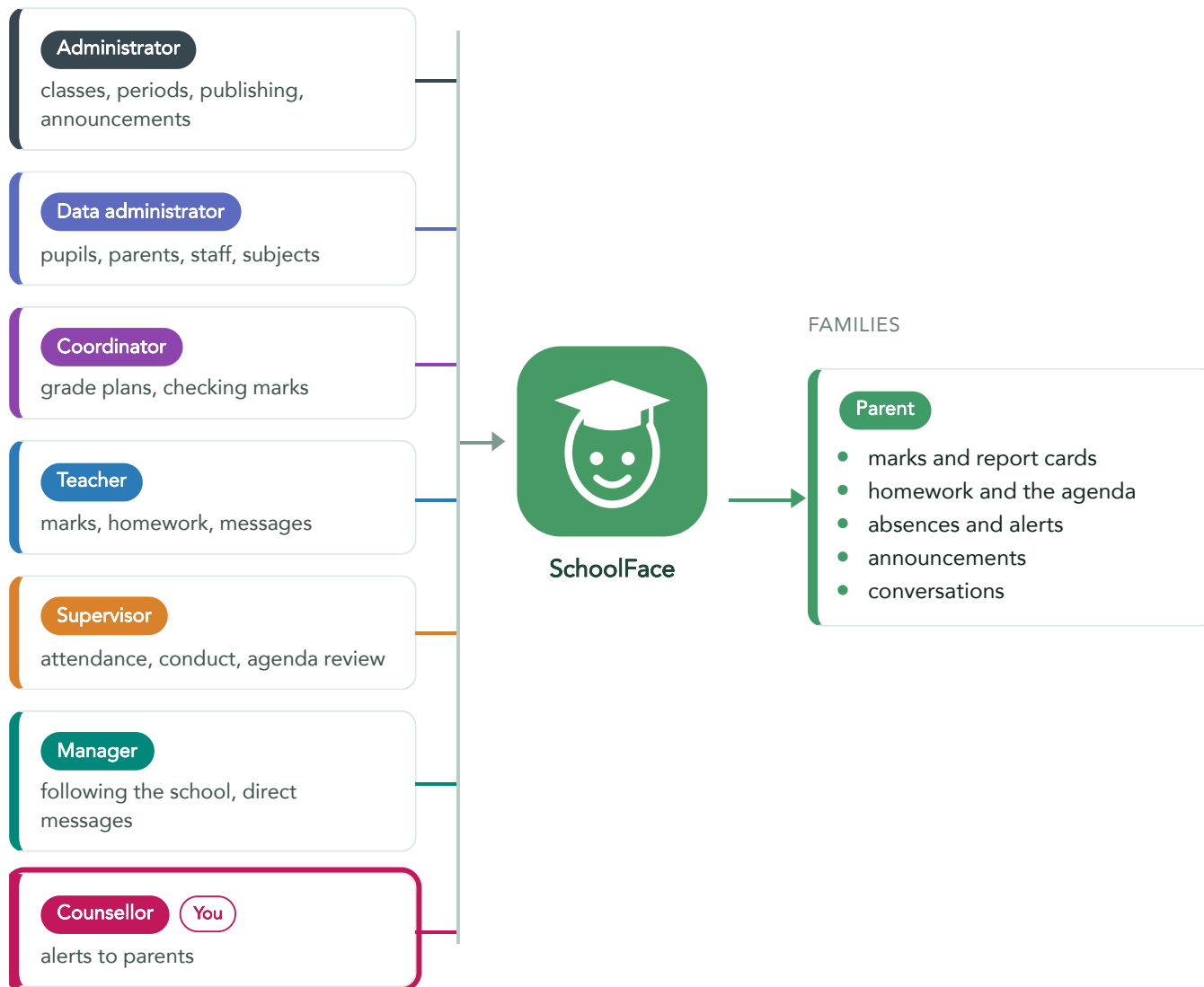
1 Welcome

As a counsellor, you keep in touch with families about their children's wellbeing: you send alerts to the parents of one student or a whole section, and talk with them in "Conversations".

2 SchoolFace in one picture

Everyone enters their own part once; everyone else sees it at once.

THE SCHOOL'S STAFF



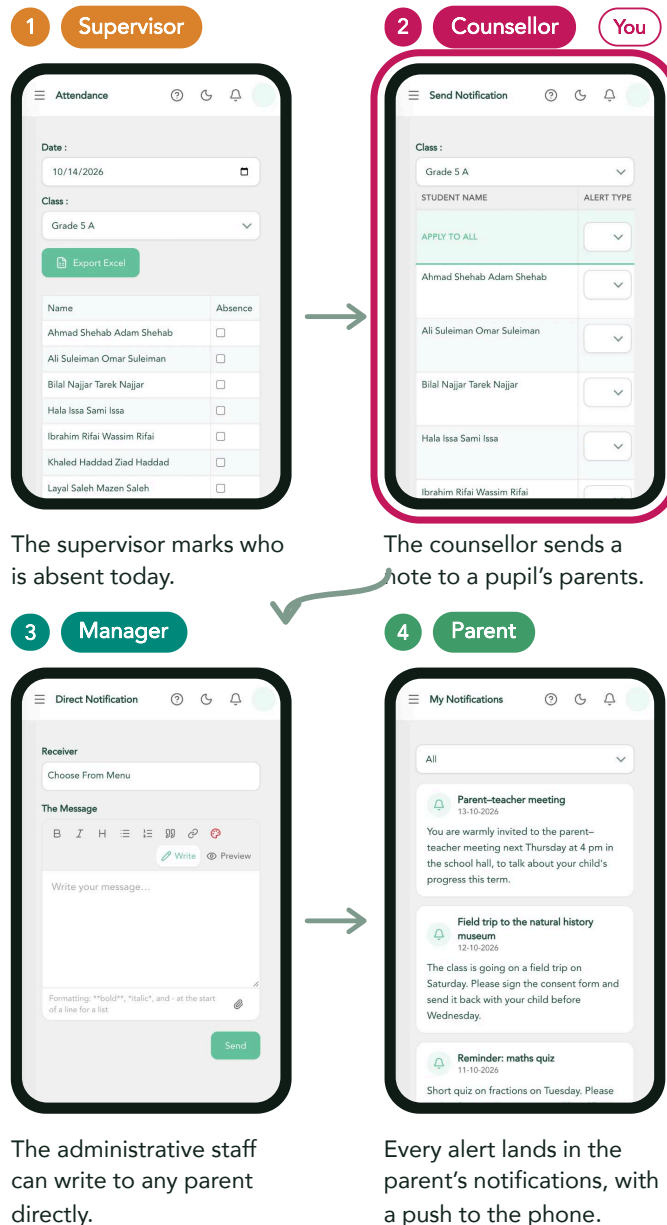
3

How information travels

Six journeys show the whole school: who enters what, and where it appears. Your steps are marked.

1 Absences and alerts

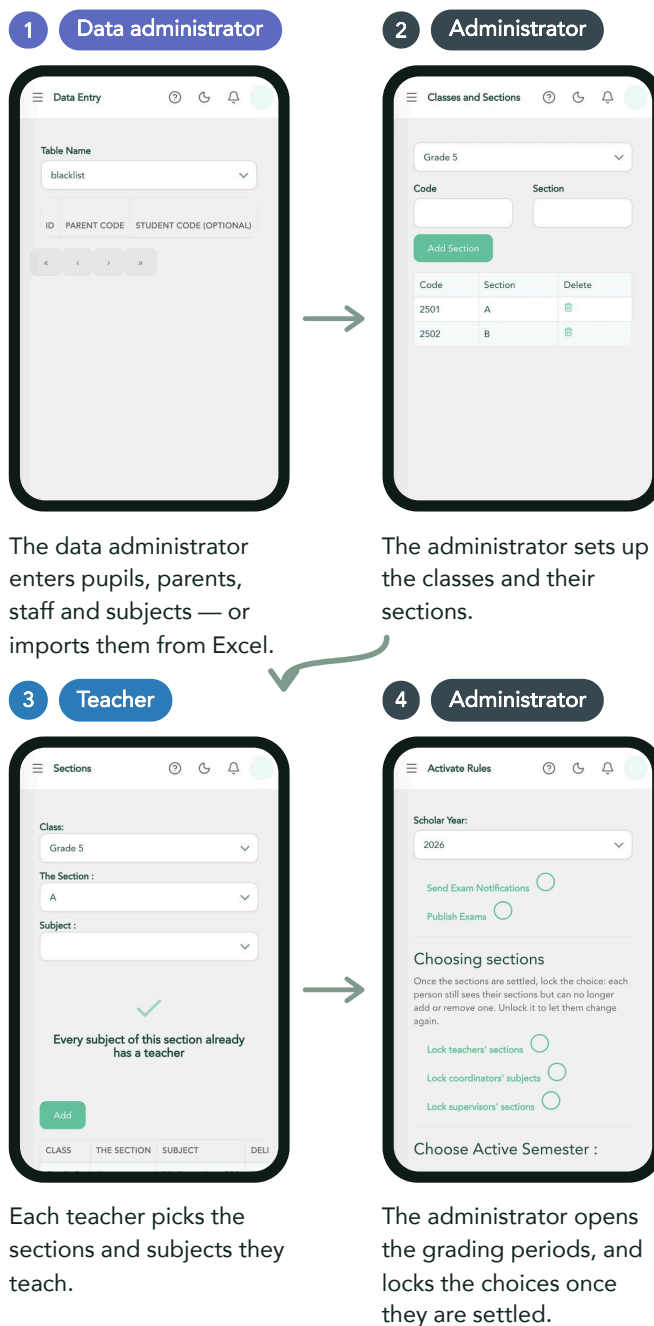
When something needs a parent's attention, they hear about it the same day.



2 Setting up the school year

Before anyone signs in, the school's data goes in once — and every page fills itself from it.

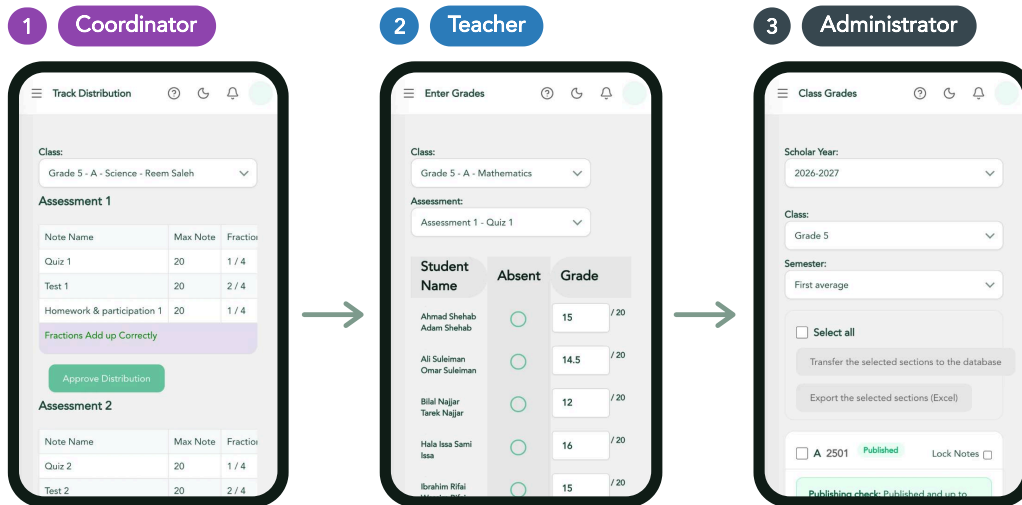
You take no step in this one, but it helps to know it.



3 A mark, from the classroom to home

Every mark is entered once, checked, and reaches the family the moment it is published.

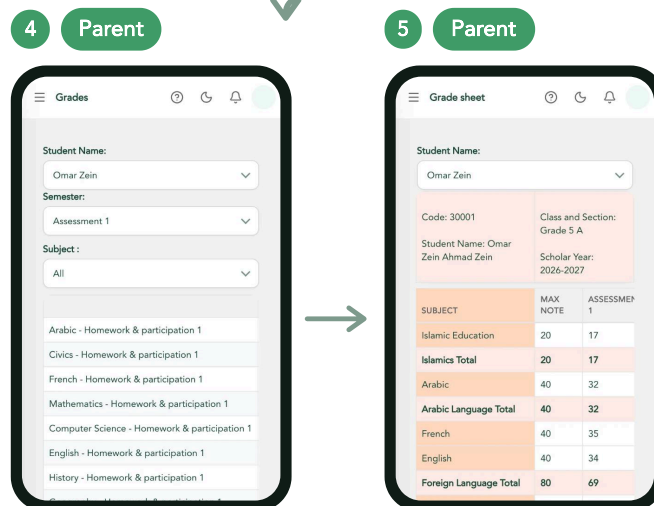
You take no step in this one, but it helps to know it.



The coordinator agrees each subject's grade plan: the tests, and how much each one counts.

The teacher enters the class's marks and publishes them.

The administrator checks the averages and moves them to the report card.



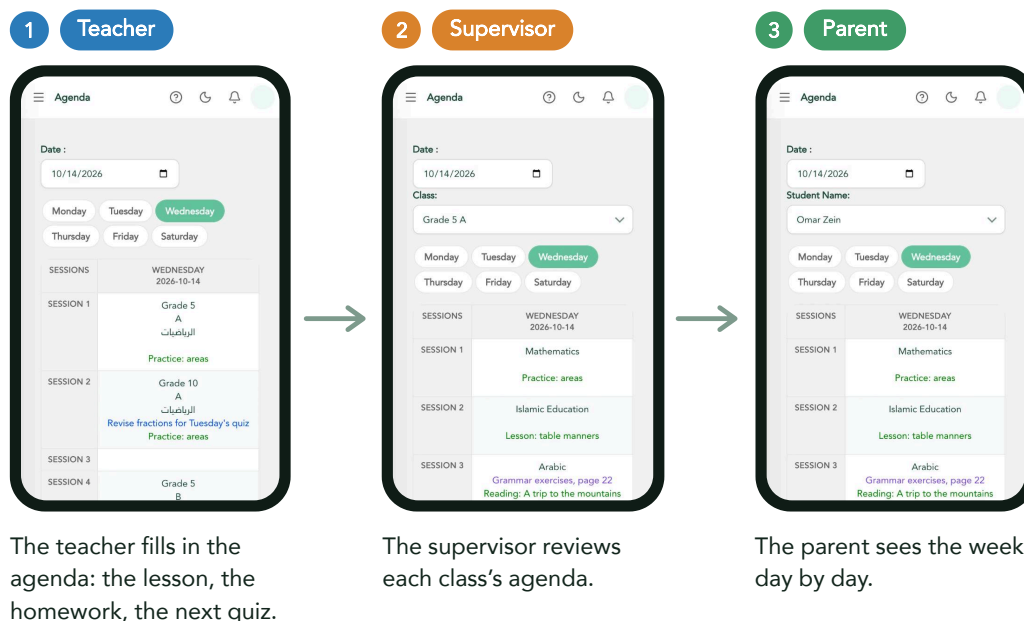
The parent sees each new mark...

...and the report card, period after period.

4 Homework and the agenda

What happened in class and what is due, lesson by lesson, in every parent's pocket.

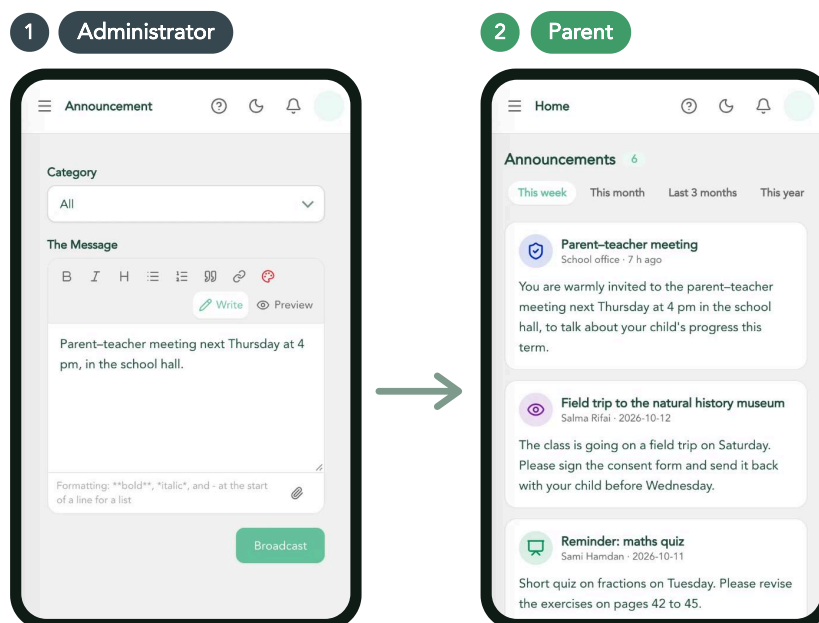
You take no step in this one, but it helps to know it.



5 Announcements

One message from the school, to the people it concerns.

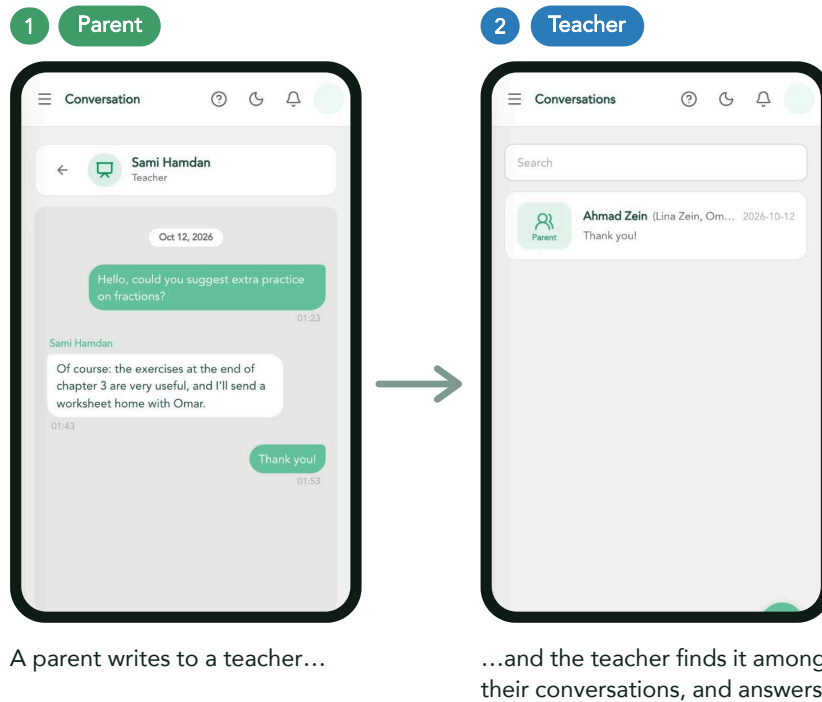
You take no step in this one, but it helps to know it.



6 Conversations

Parents and staff write to each other directly, with photos and files.

You take no step in this one, but it helps to know it.



What SchoolFace is

SchoolFace brings a school and its families into one app. The school enters things once — a grade, a homework, an absence, an announcement — and everyone concerned sees it on their phone at once, in their own language: Arabic, English or French.

Every person signs in with their own account, and each account has a role: administrator, data administrator, manager, coordinator, teacher, supervisor, counsellor or parent. The role decides which pages you see. This guide describes yours.

Opening the app

Use SchoolFace on a phone, a tablet or a computer: open the link your school sent you in your browser, or the SchoolFace app on your phone. It is the same app everywhere, and your data follows you from one device to the other.

Signing in

You need three things, all given by your school: the school code, your username and your password. Type the school code exactly as you received it — it tells the app which school you belong to.

The first time you sign in with a password the school made for you, the app asks you to choose your own. Choose one only you know; the school will not know it any more.

Forgot your password? On the sign-in screen, type the school code and your username, then press “Forgot your password?” and send the request. The school resets it and gives you a new one.

On your own phone the app remembers your accounts. A parent with an account in two schools, or a teacher who is also a parent, can switch between them from the sign-in screen without typing the password again.

The screen

At the top of every page: the menu button ($\equiv$), the page’s name, the “?” that opens the page’s picture guide, the button that switches between the light and the dark look, and the bell with your unread notifications.

The menu lists the pages of your role, grouped by what they are for. On a large screen it stays open on the side. At its bottom, for everyone: your notifications, the settings, and “About”.

The home page

Home is the first page after signing in. It shows the announcements sent to you by the school and the teachers, newest first. Choose the period above them to see older ones.

Notifications

When something concerns you — a published grade, an absence, a message, an announcement — SchoolFace sends a notification to your phone and keeps it in “My Notifications”. The bell at the top shows how many you

have not read yet.

Messages

Conversations are direct messages between a family and the school: parents, teachers, supervisors and the administration. Open “Conversations” in the menu to see yours, or press “+” to start one. You can send a picture or a file with a message; a photo taken with the phone is made smaller automatically before it is sent.

Settings

In “Settings”: your details, your password, the app’s language — saved with your account, so it follows you to every device — and the look: light, dark or like your device. “Log out” ends your session on this device.

1. Open "Send Notification", choose a class and section, and write an alert for one student or for all.



Your pages

Every page in your menu, in a line or two. In the app, the “?” at the top of a page walks you through it, picture by picture.

IN THE MENU: HOME

Send Notification

Write an alert to the parents of one student, several, or a whole section.

Notifications Report

The alerts sent on a given day, and to whom.

7 A typical week

- Send alerts when needed, and check them in "Notifications Report".
- Answer parents' messages in "Conversations".

Did the parents receive my alert?

“Notifications Report” lists every alert sent on a day, with its receiver.

Need help?

The "?" at the top of every page opens its picture guide inside the app.
For anything else, ask your school's administration.