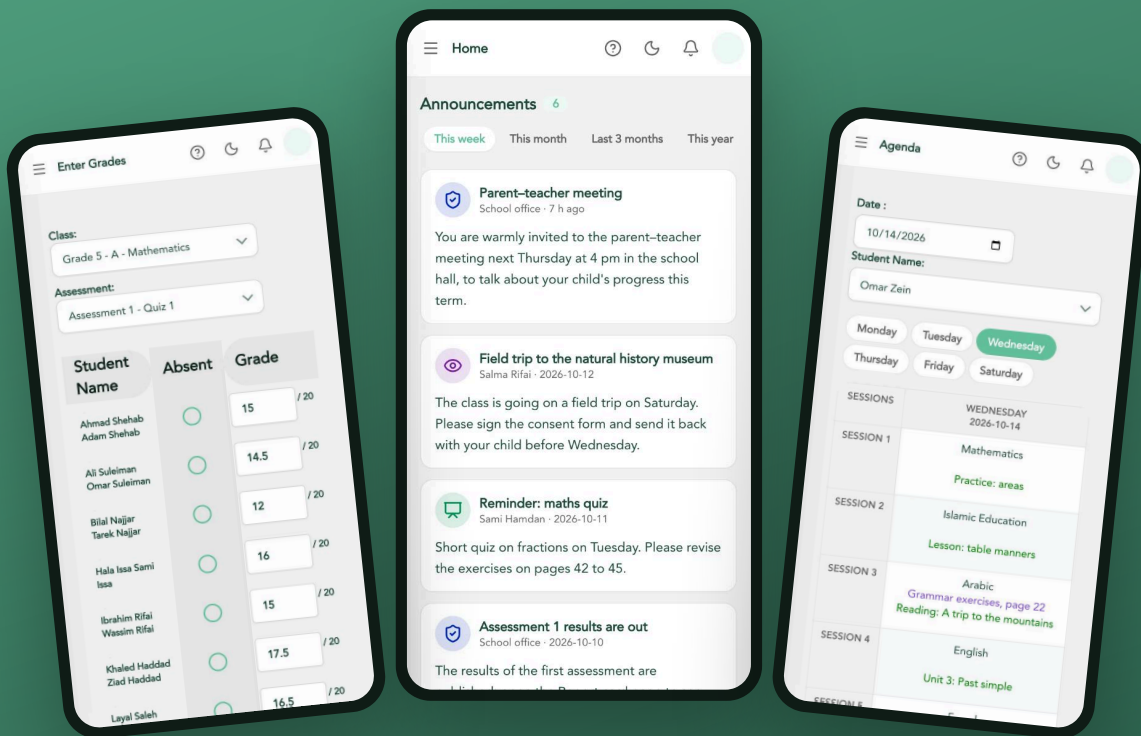




Guide for the Parent

User guide



Edition of October 14, 2026

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1 Welcome

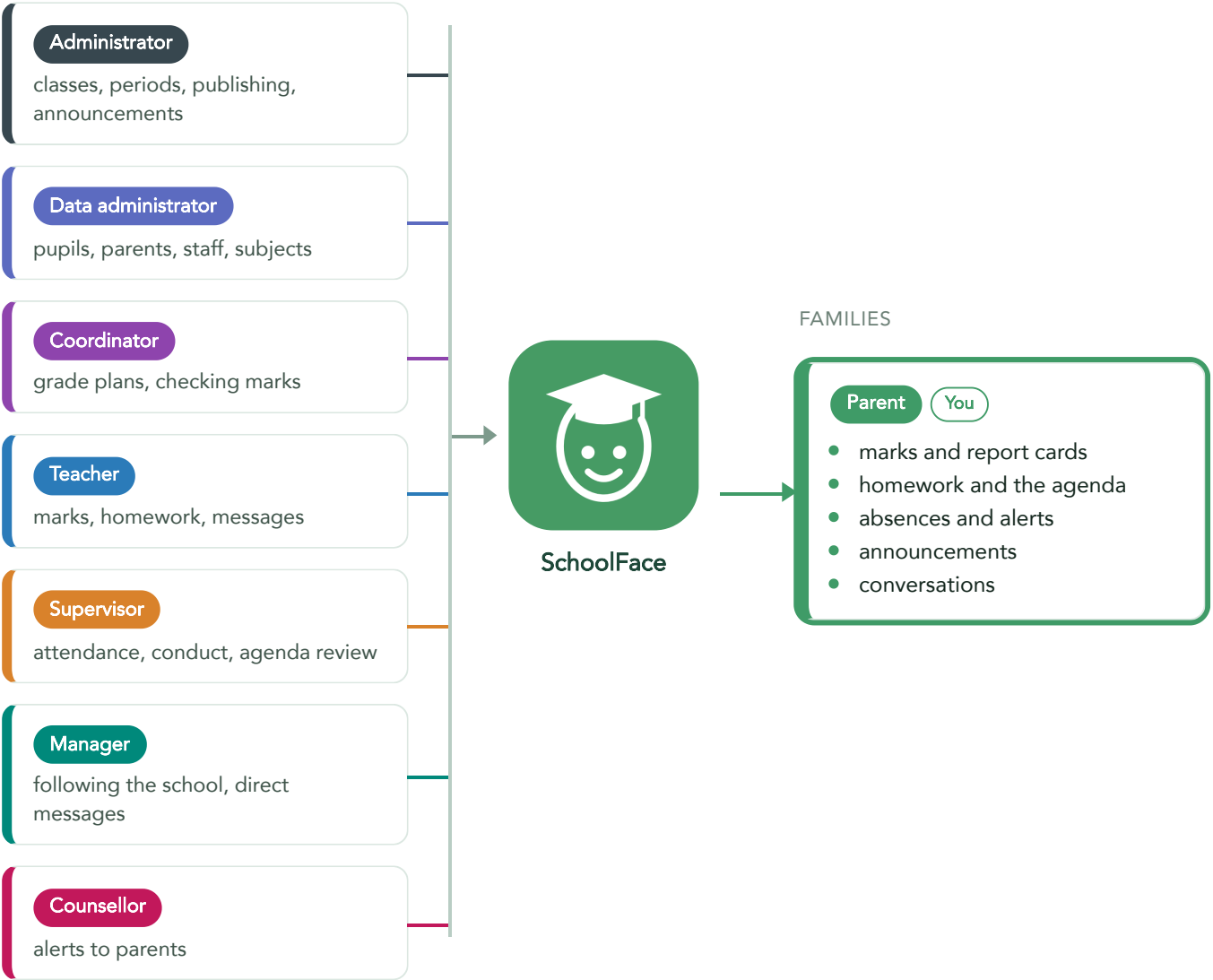
As a parent, SchoolFace is your window on your children's school day. You see their homework and lessons for every session, their marks as soon as the school publishes them, their report cards, and the messages the school sends you — without waiting for a paper or a phone call.

One account covers all your children at the school. Wherever a page concerns one child, a list at the top lets you choose which.

2 SchoolFace in one picture

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

THE SCHOOL'S STAFF

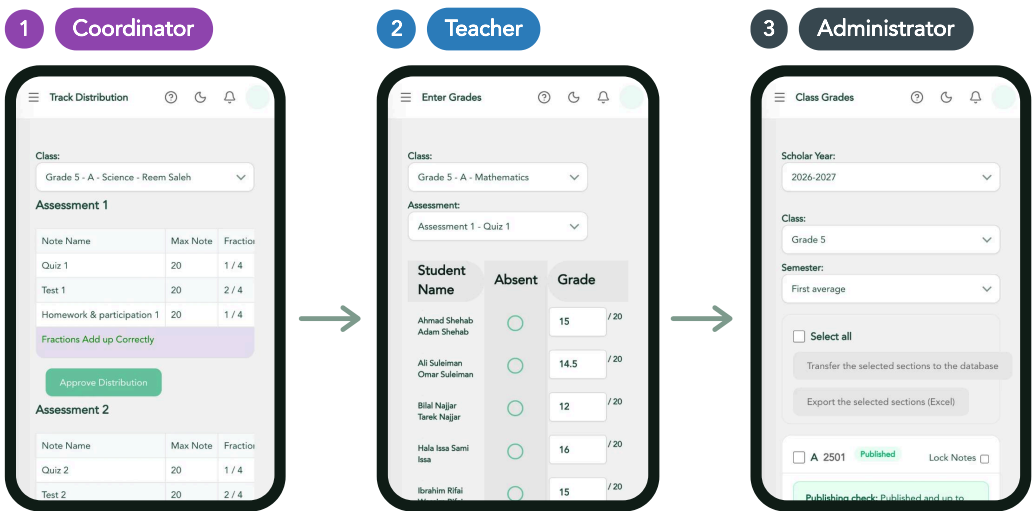


3 How information travels

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

1 A mark, from the classroom to home

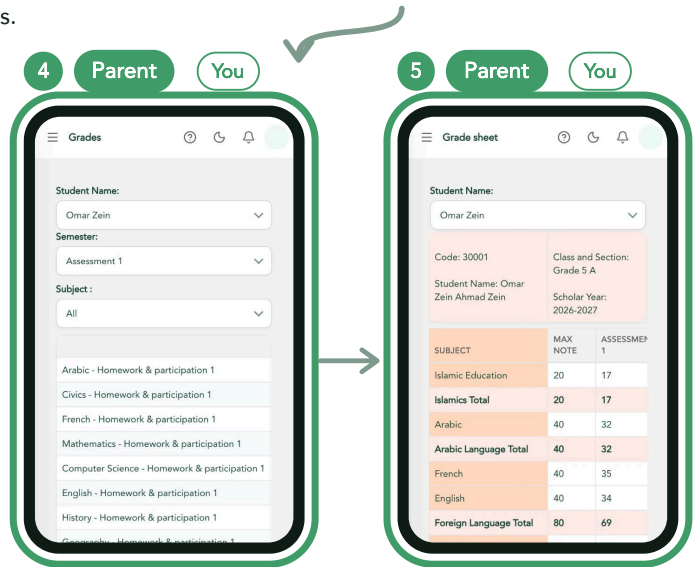
Every mark is entered once, checked, and reaches the family the moment it is published.



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.

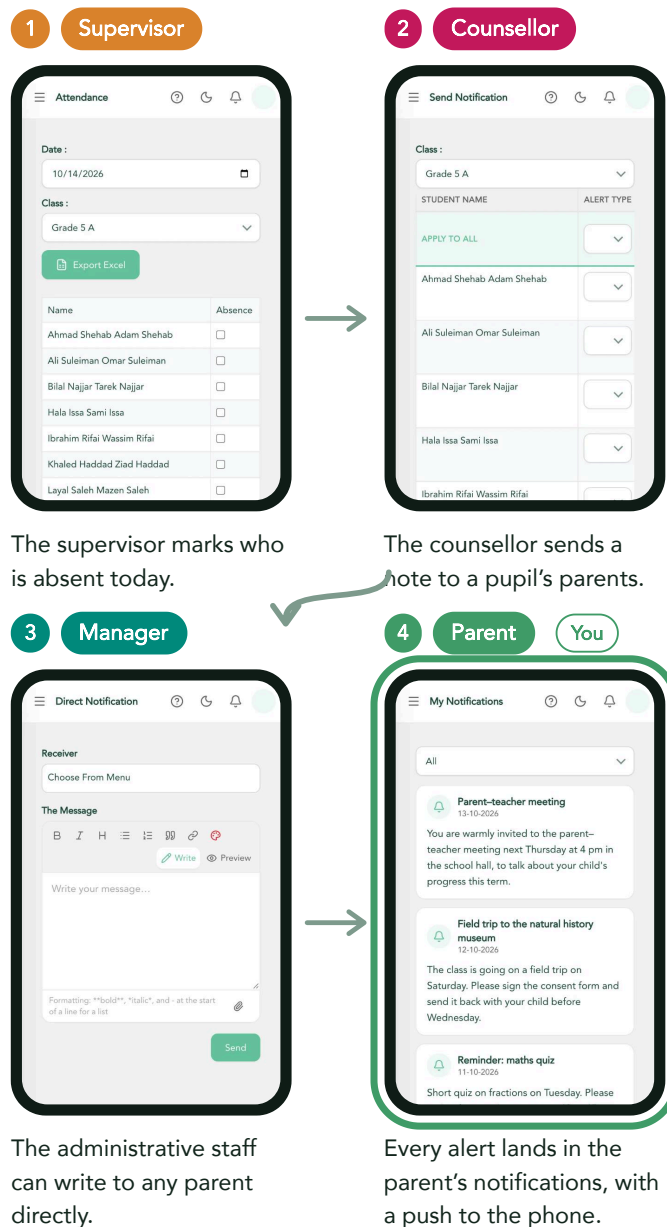


The parent sees each new mark...

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

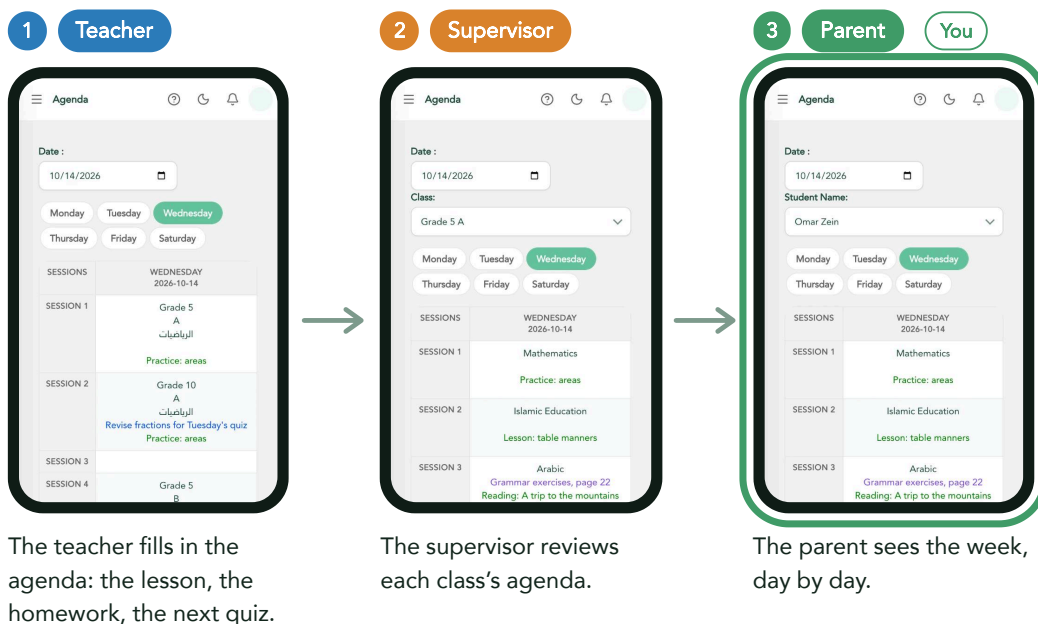
2 Absences and alerts

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



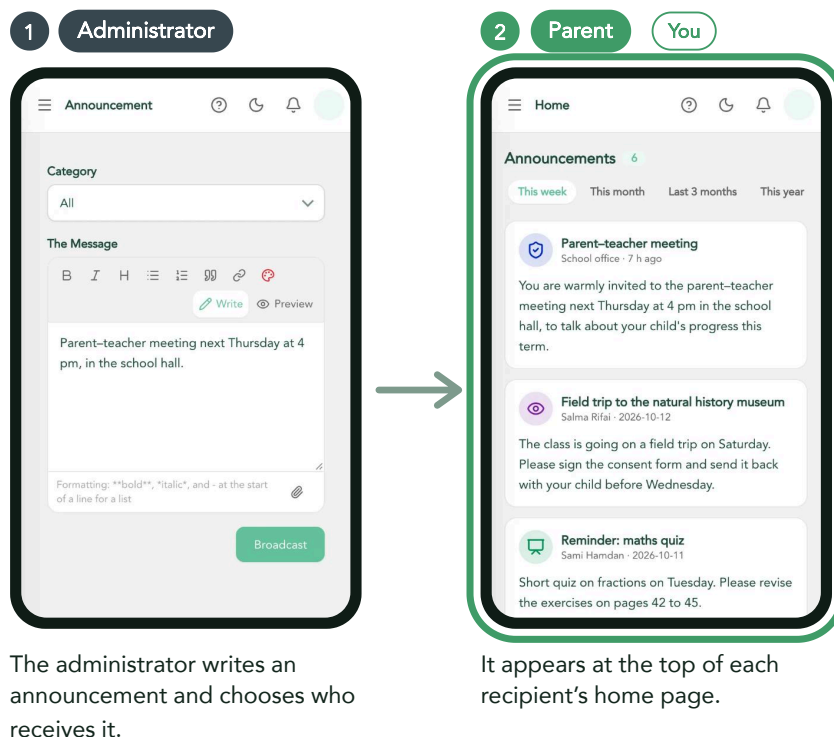
3 Homework and the agenda

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



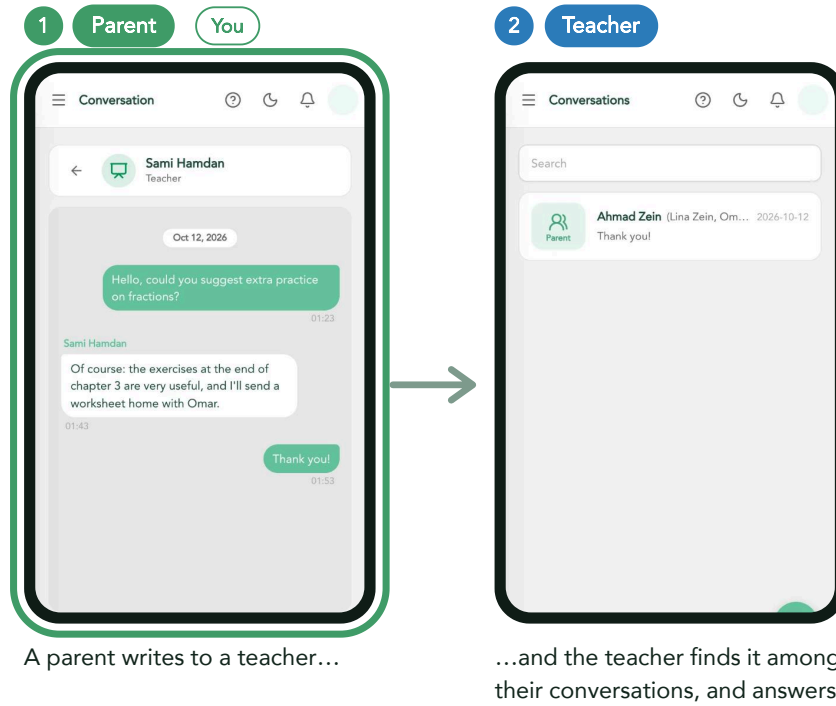
4 Announcements

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



5 Conversations

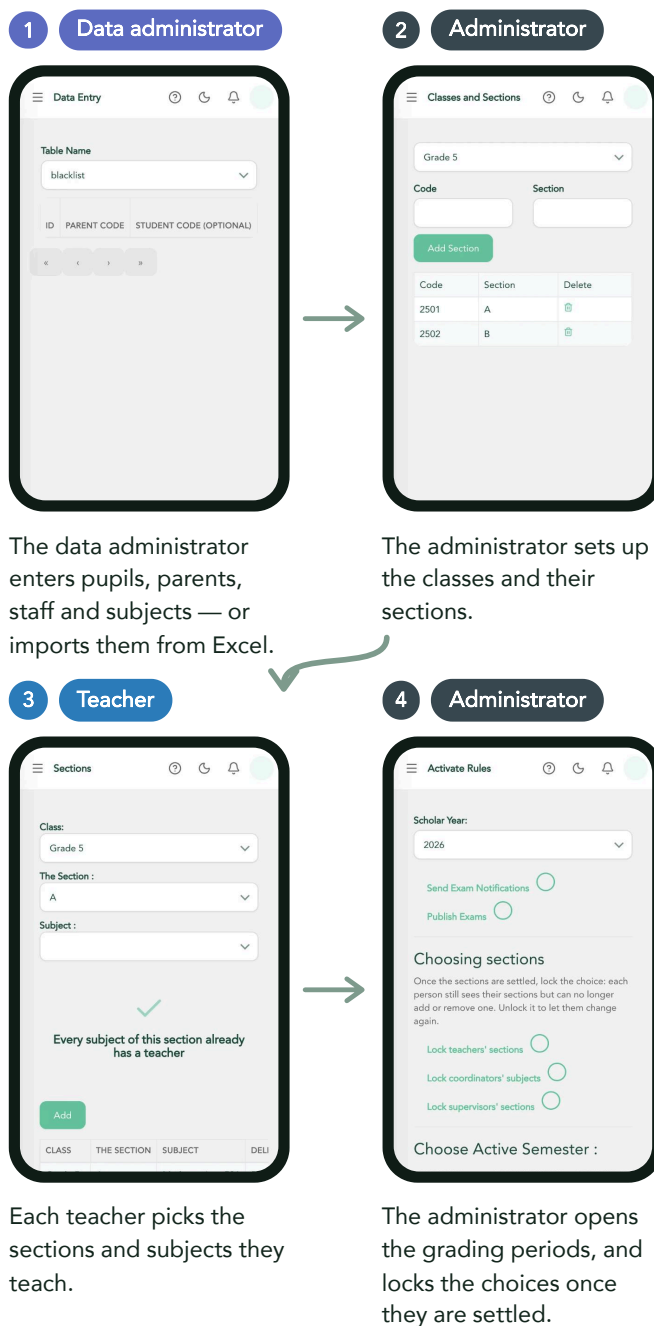
Parents and staff write to each other directly, with photos and files.



6 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.



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. Sign in with the school code, username and password the school gave you, and choose your own password.
2. Open "Settings" and pick the language you want; announcements will then reach you in it.
3. Allow notifications when your phone asks: that is how you hear of new marks, absences and messages.
4. Open "Agenda" to see this week's homework, then "Grades" to see the marks published so far.

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: FOLLOW-UP

Agenda

Your child's week, session by session: the homework the teachers set and the lesson they gave. Open it every evening to prepare the next day.

Grades

Every mark published so far, test by test, with its date. A new mark also arrives as a notification.

Grade sheet

The report card: each subject's mark for every period, the averages, and what the teachers wrote about your child.

Opened from this page

Teachers Feedback

The teachers' remarks, subject by subject and period by period.

Grades Archive

The report cards of past school years. If a year is missing, you can ask the school to link it to your account from here.

Balance

Each child's account with the school: what is due, what was paid, and what remains.

- Each evening: open “Agenda” for tomorrow’s homework and today’s lessons.
- When a notification arrives: read it from the bell or “My Notifications”.
- After an exam: its mark appears in “Grades” once the teacher publishes it.
- At the end of a period: the report card is in “Grade sheet”, with the teachers’ feedback.
- Any question for a teacher: send a message from “Conversations”.

I don't see a mark my child told me about.

Marks appear once the teacher or the school publishes them. Until then they are not visible to parents.

One of my children is missing.

All children registered under your parent code appear automatically. If one is missing, ask the school to check the code on their file.

My past years are missing from the archive.

In "Grades Archive", press the button to ask the school to link your past years; your code may have changed between years.

I don't get notifications.

Check that notifications are allowed for SchoolFace in your phone's settings, and that you signed in on this phone.

Need help?

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