MyEd App – FAQ's for Schools

Q1. The parent has downloaded the MyEd App or added the school today and can't see their child's details?

Parents need to wait overnight for their student's data to be loaded to the My Student section of the MyEd App.

Q2. Why can't a parent see their child in the My Students section?

There are a number of reasons this may happen, to resolve the issue ask the following questions:

Did the parent download the App or add the school today?

➤ Yes. The parent needs to wait overnight for their MyEd App to be updated with the student's details.

➤ No. Is the parent a Priority 1 (P1) contact in your SIMs/CMIS system?

➤ No. Change the parent to a P1 contact for the student (Set in section 5 (Family/Home) of SIMs and in the Contacts Tab of CMIS. Ensure the mobile number is entered).

➤ Yes. Make sure the parents mobile number matches that in your SIMs/CMIS system (i.e. Have they changed phone number and not told you?).

➤ No. Correct the parent's number in SIMs/CMIS.

➤ Yes. This is very rare, please contact us on 0114 2250 301 or helpdesk@rsconnected.com so we can investigate.

N.B: If you make changes to your SIMs/CMIS system you will need to wait overnight for the parents MyEd App to be updated.

Q3. The parent cannot see timetables under the Timetable button?

For none SIMs schools. Sorry but timetables are only available in the MyEd App through SIMs. You will want to remove this Button from the schools MyEd App, to do this:

1. Login to Connect Ed
2. On the left hand menu click on My Ed and then My Ed Settings
3. On the next screen find "Timetable Button" on the list and untick the box next to it
4. Scroll to the bottom of the screen and click "GO"

For SIMs school. When your Connect Ed system last updated timetables, no timetables were set for the student(s) affected (this is done every Sunday night).
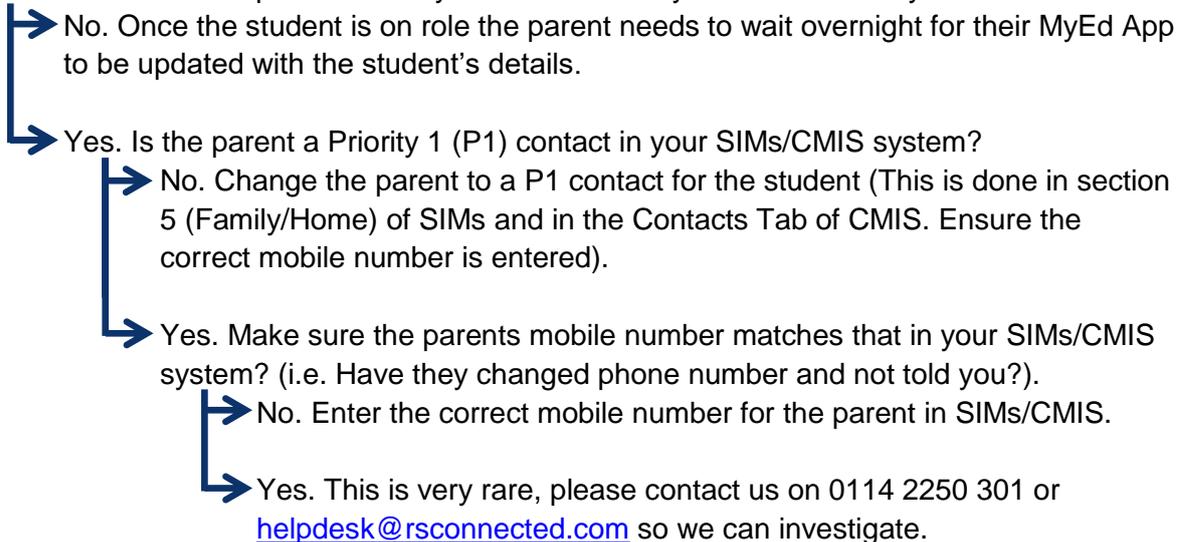
To fix this check SIMs to make sure there are timetables in place for the student(s) affected. Once you have the timetables in place:

1. Login to Connect Ed
2. On the left hand menu click on Parent Reach, Send Communication and then Send a Group Message
3. On the next screen scroll down to the "Dynamic Groups" tile, find "Timetabled Classes" and click on the Send A Message link next to it
4. On the next screen find the "Class groups last collected" tile and click on the "Update Classgroup Data" link
5. Once updated it may take a little time to update in the MyEd App

Q4. A parent who already has a child on the MyEd App, can't see a child who just joined the school on the App.

There are a number of reasons this may happen, to resolve the issue ask the following questions:

Has the student been put on role in your SIMs/CMIS system before today?

→ No. Once the student is on role the parent needs to wait overnight for their MyEd App to be updated with the student's details.

→ Yes. Is the parent a Priority 1 (P1) contact in your SIMs/CMIS system?

    → No. Change the parent to a P1 contact for the student (This is done in section 5 (Family/Home) of SIMs and in the Contacts Tab of CMIS. Ensure the correct mobile number is entered).

    → Yes. Make sure the parents mobile number matches that in your SIMs/CMIS system? (i.e. Have they changed phone number and not told you?).

        → No. Enter the correct mobile number for the parent in SIMs/CMIS.

        → Yes. This is very rare, please contact us on 0114 2250 301 or helpdesk@rsconnected.com so we can investigate.

N.B: If you make changes to your SIMs/CMIS system you will need to wait overnight for the parents MyEd App to be updated.

Q5. Why are some of the buttons greyed out in the My Students section?

This just means there is no current information available for the student under this button.

This is more likely to happen at the beginning of the academic year when the student hasn't attended a full day at school yet. This is because at that point in the academic year there is no Attendance, Absence, Achievements or Behaviour information for the student.

Q6. Can two parents have access to the same student via the MyEd App?

Yes. They both need to be made Priority 1 (P1) contacts in your SIMs/CMIS system.

P1 contacts are set in section 5 (Family/Home) of SIMs and in the Contacts Tab of CMIS. Ensure the mobile number is entered.

Q7. Can parents protect the MyEd App with a PIN code?

Yes. To add a PIN code:
1. On the MyEd App tap on Settings at the bottom of the screen
2. Tap on "Set up a Pincode"
3. Enter you desired PIN and then confirm it

Q8. Can a message be translated into a different language and sent to the parent through the MyEd App?

Yes. Connect Ed has a long list of languages that it will automatically translate App and SMS messages into. The translation language can be pulled across automatically from SIMs or this can be set for a student in Connect Ed.

Setting translation Language in Connect Ed:
1. Login to Connect Ed, type the students name into the box in the top right corner of the screen and press Enter
2. Scroll to the bottom of the next screen and find the "Blocking and Language" tile
3. Choose the required language (if available) from the drop down box and click Go

Setting translation Language in SIMS:
1. Check Connect Ed can translate into the required language (See above)
2. Go into the student's details, section 5 (Family/Home)
3. Double click into the P1 parent then go to section 5 (Language) and amend accordingly
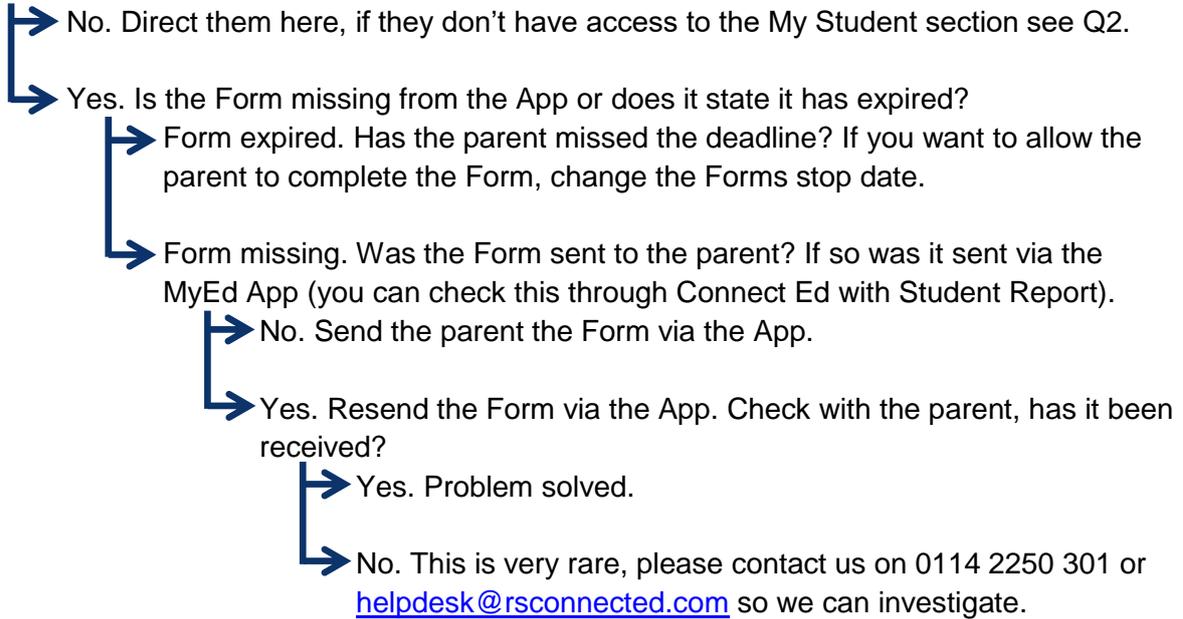
Q9. Why is a Form unavailable in the MyEd App?

There are a number of reasons this may happen, to resolve the issue ask the following questions:

Is the parent looking for the Form under the Forms button in the My Student section of the App?

> No. Direct them here, if they don't have access to the My Student section see Q2.

> Yes. Is the Form missing from the App or does it state it has expired?

>> Form expired. Has the parent missed the deadline? If you want to allow the parent to complete the Form, change the Forms stop date.

>> Form missing. Was the Form sent to the parent? If so was it sent via the MyEd App (you can check this through Connect Ed with Student Report).

>>> No. Send the parent the Form via the App.

>>> Yes. Resend the Form via the App. Check with the parent, has it been received?

>>>> Yes. Problem solved.

>>>> No. This is very rare, please contact us on 0114 2250 301 or helpdesk@rsconnected.com so we can investigate.

Q10. The parent has a child in another school. Can they add that school to their MyEd App?

Yes, if the other school has signed up to Connect Ed. To check if a school can be add to the MyEd App and to add the school:

1. On the MyEd App tap on Settings at the bottom of the screen
2. Tap on Add a School
3. Search for the school by typing its name or postcode into the box
4. If the school comes up on the below list tap on it to add it to your MyEd App. If it doesn't the school isn't available through the MyEd App

Where the parent has a MyEd issue not covered above.

If a parent is experiencing other difficulties not covered in this document, please gather as much information as possible including the device they are using, operating system version and screenshots if possible and send it to our Helpdesk team on helpdesk@rsconnected.com. Our Helpdesk team are not able to support parents directly.