ProgressBook StudentInformation Mobile App User Guide

ProgressBook StudentInformation Mobile App User Guide

(This document is current for v17.0.0 or later.)

© 2017 Software Answers, Inc. All Rights Reserved. All other company and product names included in this material may be Trademarks, Registered Trademarks, or Service Marks of the companies with which they are associated. Software Answers, Inc. reserves the right at any time and without notice to change these materials or any of the functions, features, or specifications of any of the software described herein.

Software Answers, Inc.
6770 Snowville Rd., Suite 200
Brecksville, Ohio 44141

www.progressbook.com
www.software-answers.com

Change Log

The following Change Log explains by Product Version, Heading, Page, and Reason where changes in the *ProgressBook StudentInformation Mobile App User Guide* have been made.

Product Version	Heading	Page	Reason
17.0.0	*"Overview"*	1	Updated section to include new Alerts feature.
17.0.0	*"Searching for a Student"*	7	Updated section to include new Alerts feature.
16.2.1	*"Overview"*	1	Updated description to include Discipline Incidents.
16.2.1	*"Searching for a Student"*	7	Updated images and text to show new **Discipline Incidents** section and grades viewing permissions.
16.2.1	*"Discipline Search"*	15	Added new section.
16.1.1	Entire Guide	N/A	Wrote guide.

This page intentionally left blank.

Table of Contents

Change Log i

Table of Contents iii

Overview 1

Mobile App 3

Accessing the Mobile App ... 3
Logging In to the Mobile App ... 4
Searching for a Student ... 7
Viewing the Bell Schedule ... 14
Discipline Search ... 15
Searching for Discipline Incidents ... 15
Add a Discipline Incident ... 17
Discipline Incident Entry ... 17
Add Student Participant ... 19
Adjusting Settings ... 27
Troubleshooting ... 28

This page intentionally left blank.

Overview

The ProgressBook Mobile App lets school administrators access essential data necessary for making in-the-moment decisions about students in their school even while away from their desk.

With the ProgressBook SIS Admin Mobile App you can:

- Search for student(s) that exist in the administrator's school or district.
- View a student's picture and important profile information.
- View a student's contact information.
  - Device integration allows you to email, call, and map addresses directly from the app.
- View a student's Medical, Custody, and Disability alerts.
- View a student's class schedule.
- View a student's recent attendance history.
- View a student's discipline incidents.
- View a student's course grades throughout the school year.
- View a school's bell schedule.
- Search discipline incidents by an offender's name.
- Add discipline incidents.

This page intentionally left blank.

Mobile App

Refer to the appropriate topic as follows:

- *“Accessing the Mobile App”*
- *“Logging In to the Mobile App”*
- *“Searching for a Student”*
- *“Viewing the Bell Schedule”*
- *“Discipline Search”*
- *“Adjusting Settings”*
- *“Troubleshooting”*

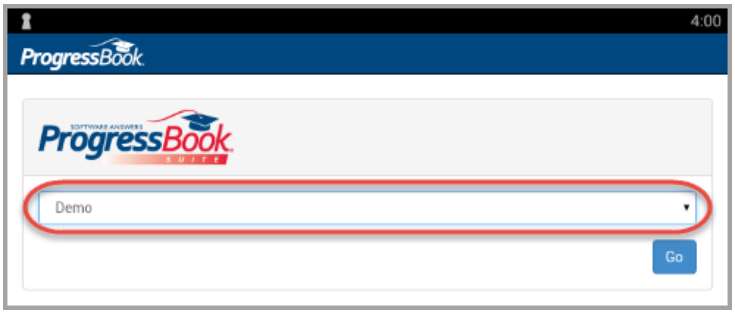
Accessing the Mobile App

The ProgressBook SIS Admin Mobile App is a free application that can be downloaded from Google Play or the Apple App Store.

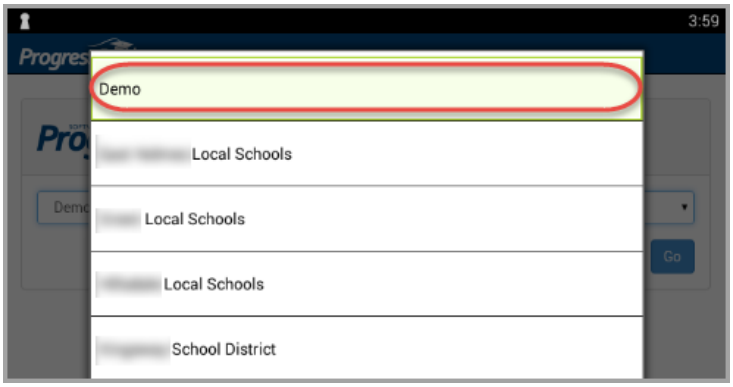
- Download the app from:
  - Apple App Store: https://itunes.apple.com/us/app/progressbook-sis-admin/id1133686392?mt=8
  - Google Play: https://play.google.com/store/apps/details?id=com.progressbook.mobile.SISAdmin&hl=en

Logging In to the Mobile App

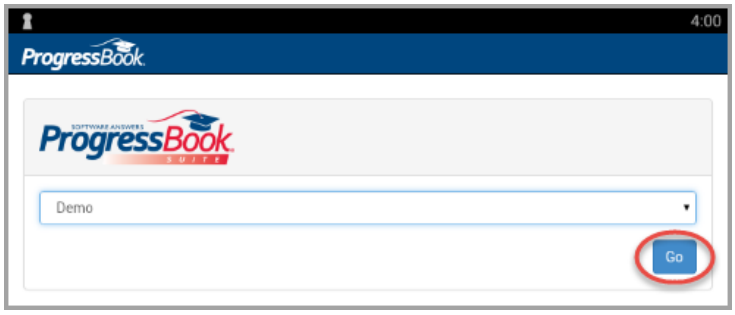
1. After installing the app on your mobile device, on your desktop, find and tap .
   The ProgressBook app login screen displays.



2. From the drop-down list, select the school district to which you want to log in.

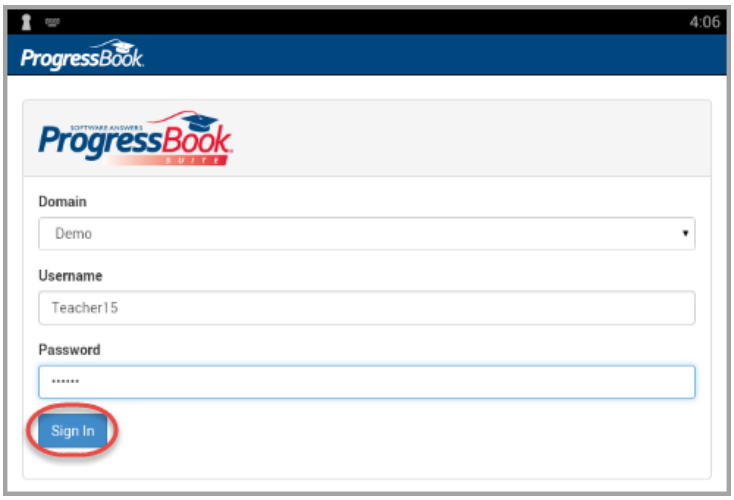


3. Tap **Go**.

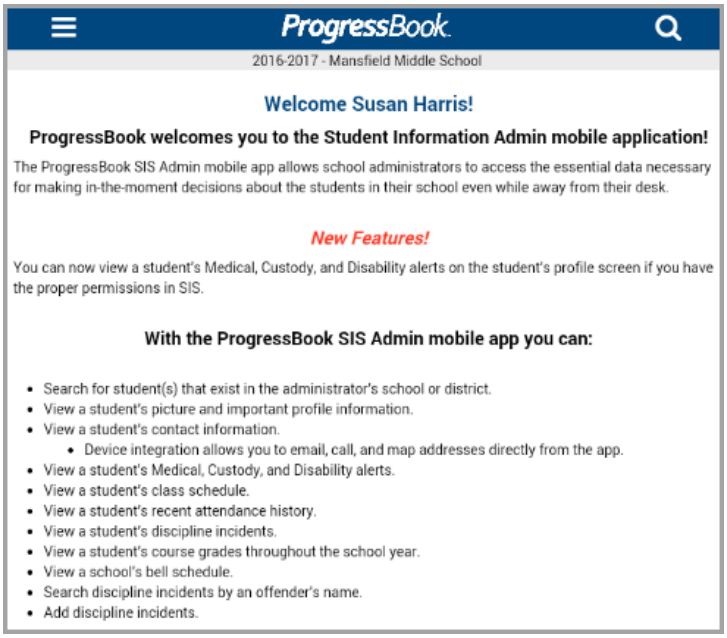


4. Enter your StudentInformation login credentials—they are the same as the web version—and tap **Sign In**.

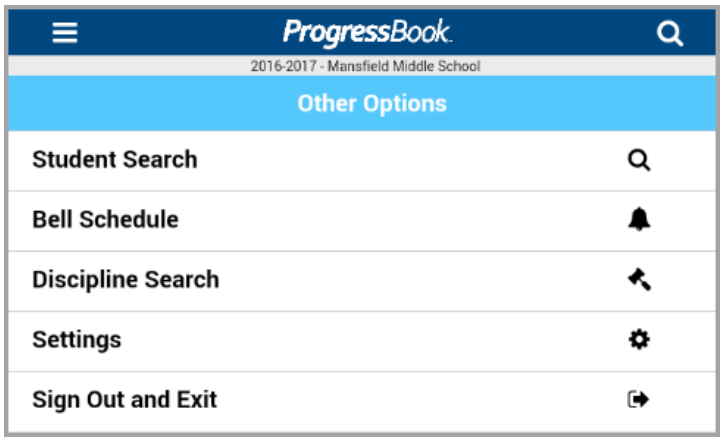
   Note: *If you have trouble logging in, contact your school or district administrator to ensure you have the correct permissions (see the StudentInformation Mobile App Admin Guide).*



The welcome screen displays.

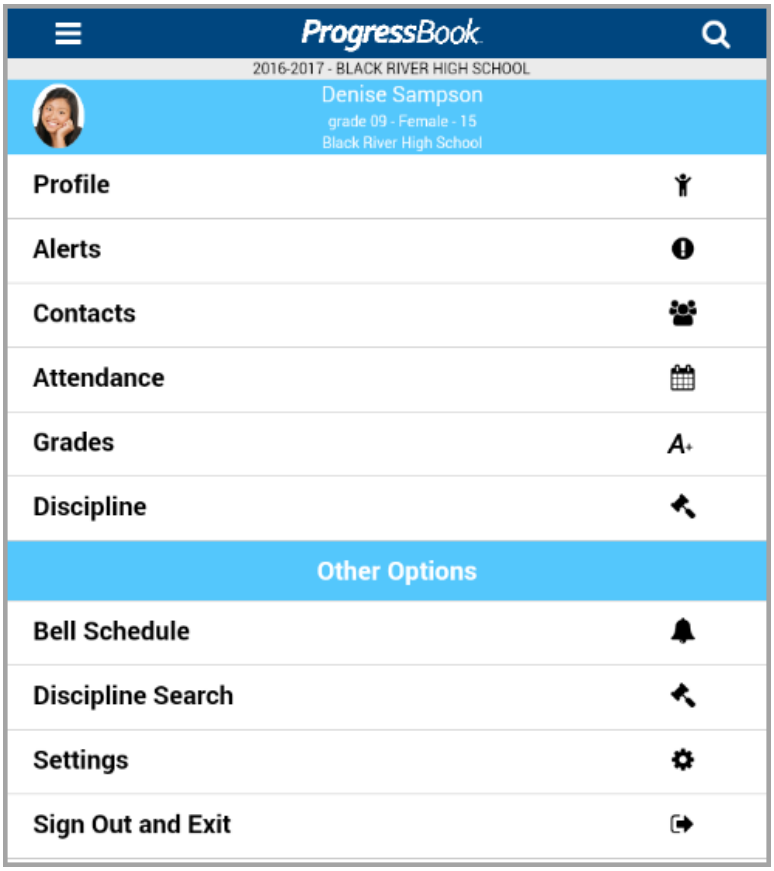


5. Tap to display the **Other Options** screen. You can navigate the app's features from here.



- **Student Search** – Use to search for a particular student.
- **Bell Schedule** – Use to view a school's bell schedule.
- **Settings** – Configure available settings.
- **Sign Out and Exit** – Log out of the ProgressBook SIS Admin app.

6. Optional: If you have a student in context from viewing their profile (see *"Searching for a Student"*), menu shortcuts to detail sections of the Student Profile are available when you tap . To return to the **Student Search** screen, tap .

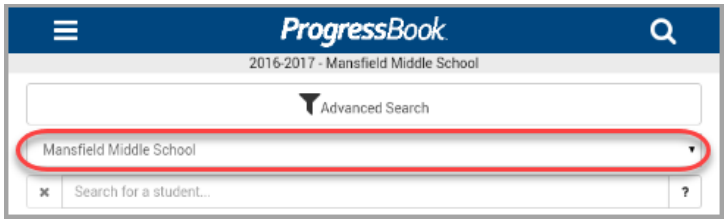


7. To view more details about the options, see:
   - *“Searching for a Student”*
   - *“Viewing the Bell Schedule”*
   - *“Discipline Search”*
   - *“Adjusting Settings”*

Searching for a Student

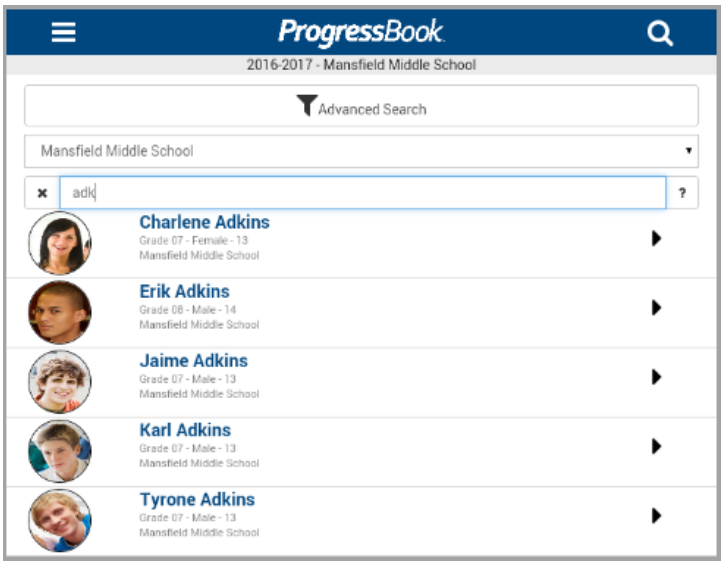
You can use the **Student Search** feature to look for particular students in a school. After locating a student, you can view their basic information: birthday, grade level, age, gender, language, counselor, homeroom, and contact details. You can also review a student’s contacts, class schedule, attendance events, and grades.

1. On the **Other Options** screen, tap **Student Search**.
2. Select the school building in which you want to search from the drop-down list.



3. Next, in the **Search for a student...** text box, enter at least three letters of a student’s first or last name to search for a student.

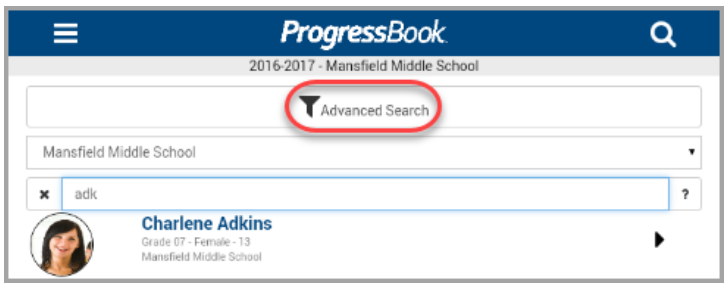
   The search results display.



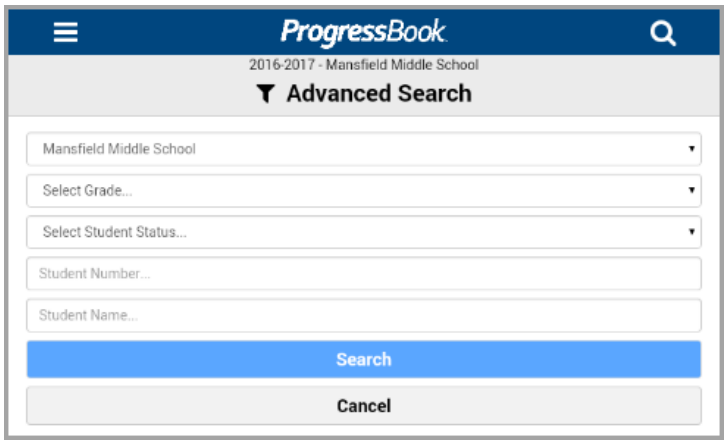
Note: *The search only displays a number of results that fit on one screen; if there are more results than can fit on one screen, the additional results do not display. If you do not receive the results you are looking for, try entering more letters to narrow the search results or use* ***Advanced Search*** *(see below).*

Note: *If you do not receive any search results or if specific students do not display in the search results, ensure the correct school year in context and building are selected (see "Adjusting Settings").*

4. Optional: You can conduct an advanced search if you want to narrow the search results.
   a. On the **Student Search** screen, tap **Advanced Search**.



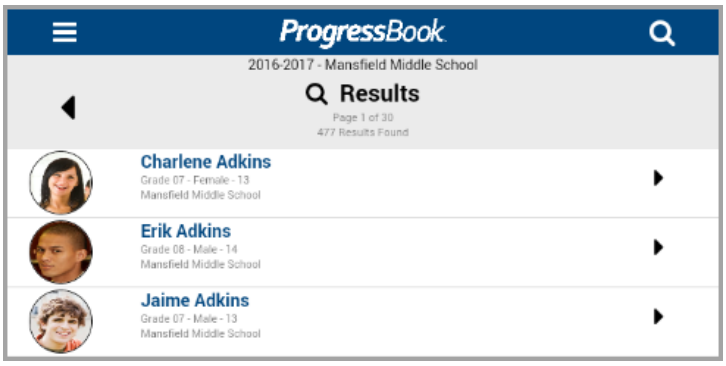
   The **Advanced Search** screen displays.



   b. You can select and enter any number of the parameters below.
      - **... School** (required) – Select the school the student is in; defaults to your chosen **Default School** in **Settings**.
      - **Select Grade...** – Select the student's grade level.
      - **Select Student Status...** – Select the student's status in the school.
      - **Student Number...** – Enter the student's ID number.
      - **Student Name...** – Enter a full or partial name.

c. Tap **Search**.

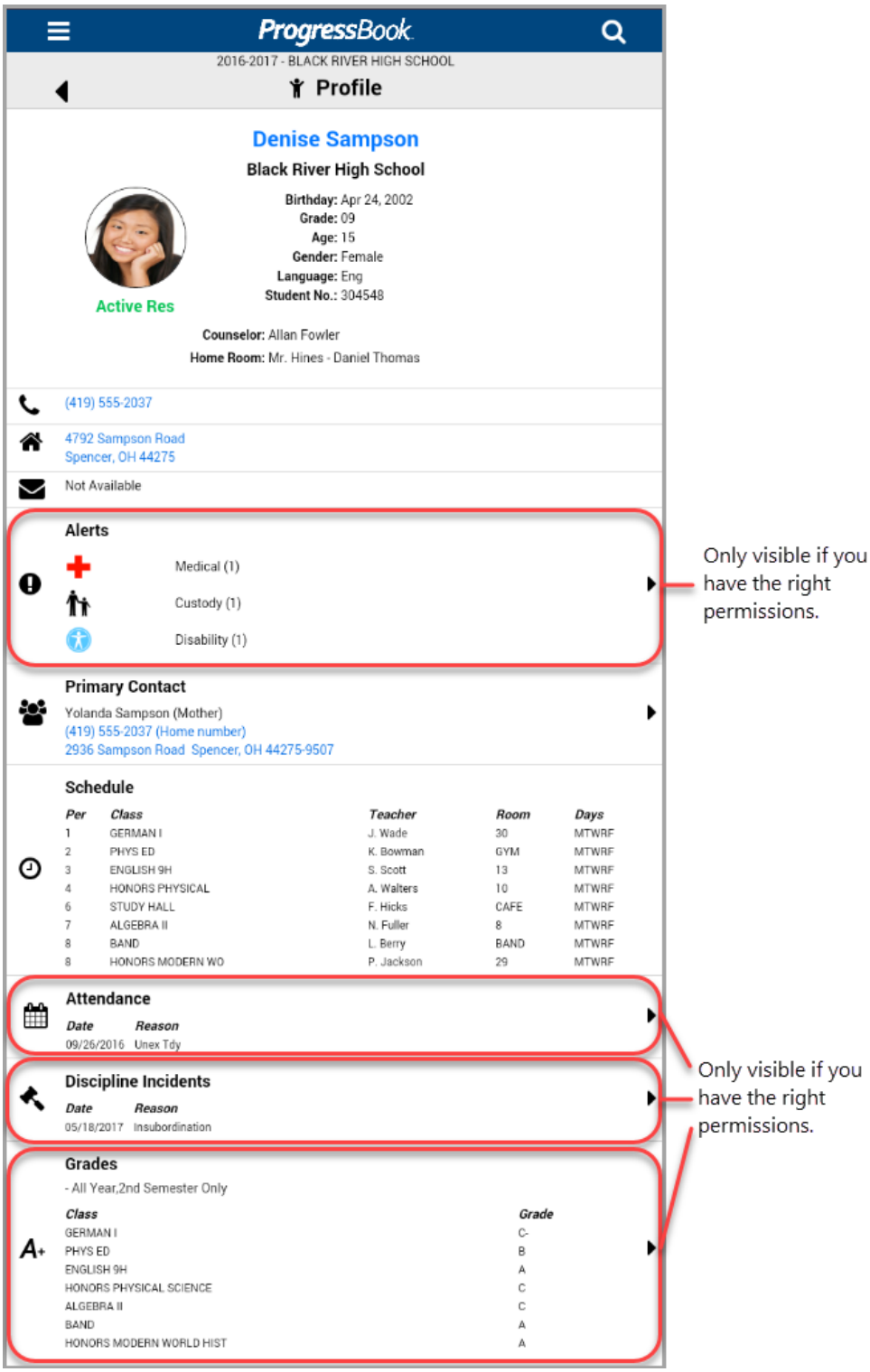
The search results display.



5. Tap a row to view information about a student.

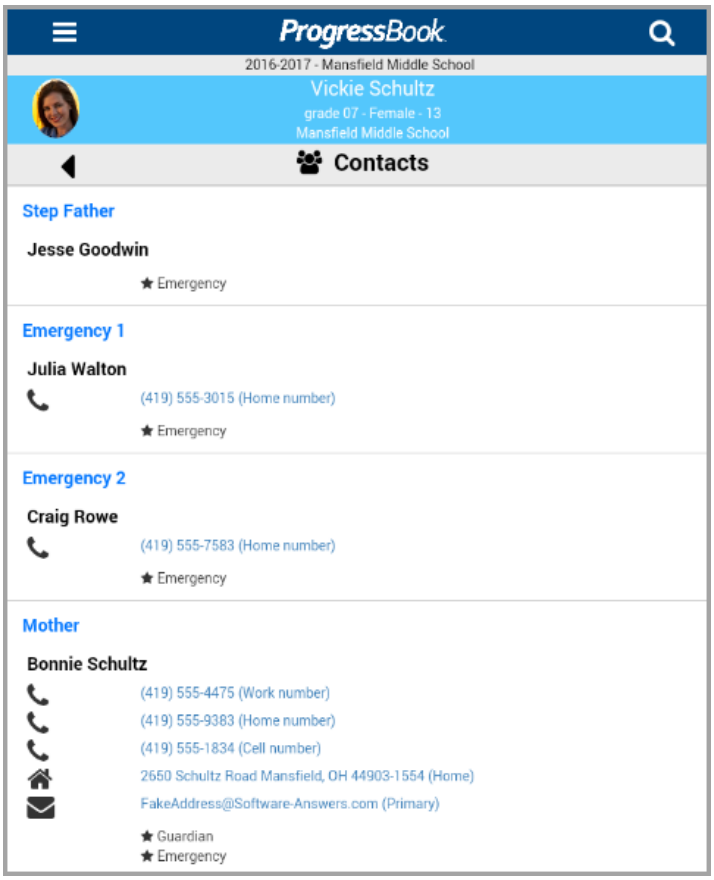
The student's profile displays.

Note: *Once you view a student's profile, they automatically become your student in context. To change your student in context, simply tap to search and view a different student's profile.*



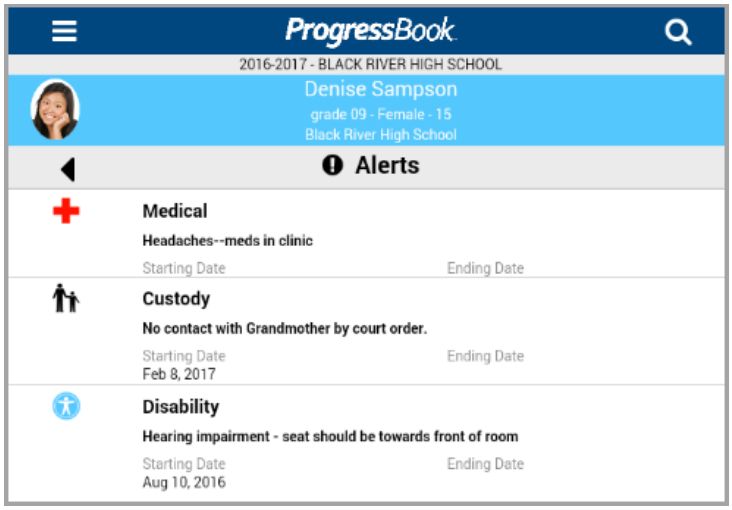
6. Optional: You can tap ▶ on the right of the screen or swipe left to see more details about a student's contacts, attendance, discipline incidents, and grades.

Student's Contacts



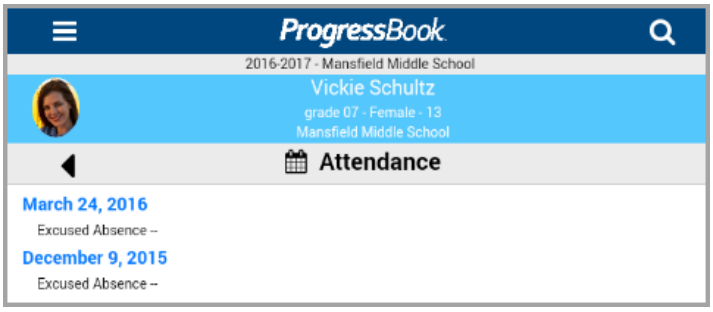
Note: *You can tap on a contact's phone number to start a call, an address to map the location, and an email to start an email draft using your mobile device's default applications.*

Student's Alerts



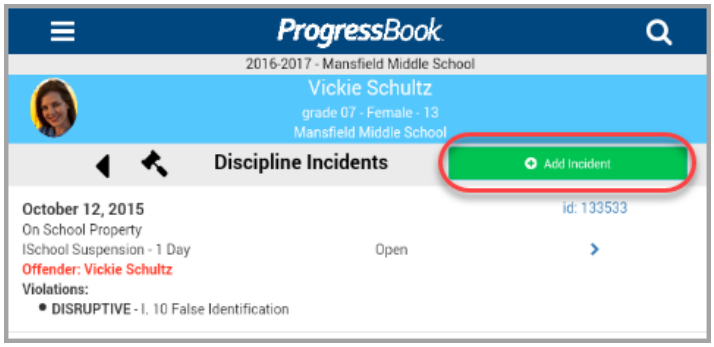
Note: *You can only view a student's Medical, Custody, and Disability alerts if you have the right security settings. If you believe you should be able to view the student's alerts, contact your school or district administrator to ensure you have the correct permissions (see the* StudentInformation Mobile App Admin Guide*).*

Student's Attendance



Note: *You can only view a student's attendance if you have the right security settings. If you believe you should be able to view the student's attendance, contact your school or district administrator to ensure you have the correct permissions (see the* StudentInformation Mobile App Admin Guide*).*

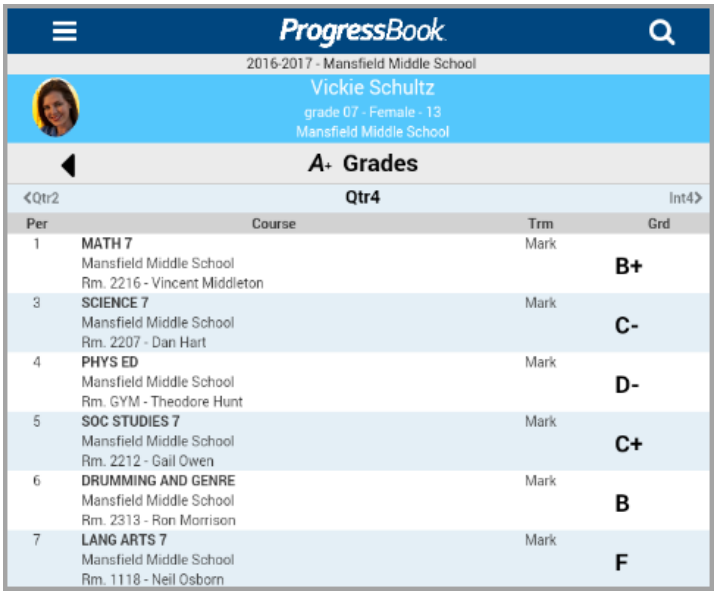
Student's Discipline Incidents



Note: *On the student's* ***Discipline Incidents*** *screen, you can tap* ***Add Incident*** *to add a discipline incident for that particular student. See* *"Add a Discipline Incident."*

Note: *You can only view a student's discipline incidents if you have the right security settings. If you believe you should be able to view the student's discipline incidents, contact your school or district administrator to ensure you have the correct permissions (see the* StudentInformation Mobile App Admin Guide*).*

Student's Grades



Note: *You can only view a student's grades if you have the right security settings. If you believe you should be able to view the student's grades, contact your school or district administrator to ensure you have the correct permissions (see the* StudentInformation Mobile App Admin Guide*).*

7. Optional: To return to the previous screen (e.g. **Profile**, **Student Search**), tap .

   To return to the **Other Options** screen, tap .

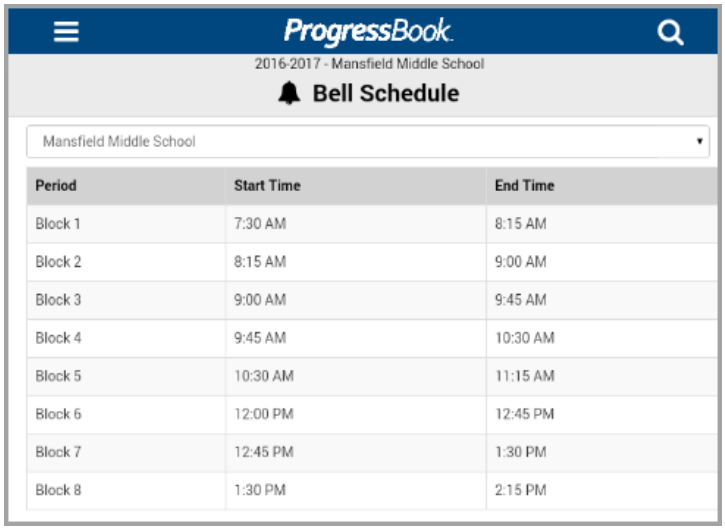
   To start a new **Student Search**, tap .

Viewing the Bell Schedule

You can view the bell schedule of all school buildings associated with your district.

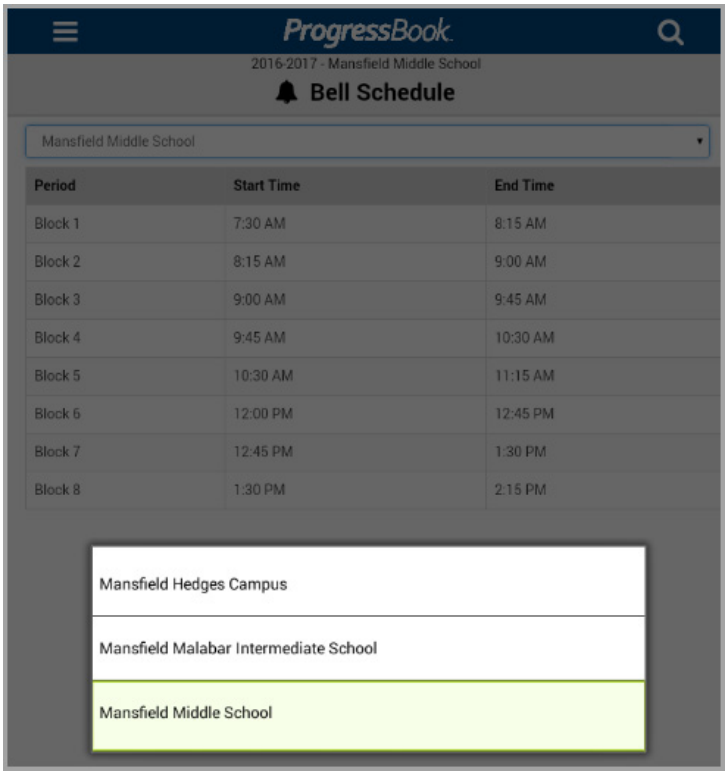
1. On the **Options** screen, tap **Bell Schedule**.

   The bell schedule of your default school displays.



Period	Start Time	End Time
Block 1	7:30 AM	8:15 AM
Block 2	8:15 AM	9:00 AM
Block 3	9:00 AM	9:45 AM
Block 4	9:45 AM	10:30 AM
Block 5	10:30 AM	11:15 AM
Block 6	12:00 PM	12:45 PM
Block 7	12:45 PM	1:30 PM
Block 8	1:30 PM	2:15 PM

2. Optional: To view the bell schedule of a different school in your district, select the school from the drop-down list.



3. Optional: To return to the **Other Options** screen, tap .

   To start a new **Student Search**, tap .

Discipline Search

You can search for a student offender's discipline incidents to quickly review their past infractions. On the **Discipline Incidents** screen, you can review details related to the incident.

You can also add a **Discipline Incident** from this screen. See *"Add a Discipline Incident."*

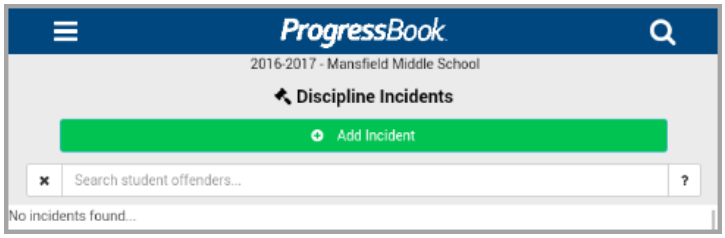
> ***Note:*** *You can only view and add student discipline incidents if you have the right security settings. If you believe you should be able to view and add discipline incidents, contact your school or district administrator to ensure you have the correct permissions (see the* StudentInformation Mobile App Admin Guide*).*

Searching for Discipline Incidents

You can use the **Discipline Search** feature to look for discipline incidents involving particular student offenders in the district. After locating a discipline incident for a student offender, you can view the following information regarding the incident: Incident ID, Name, Date, Time, Place Type, Location/Room, Description/Notes, Infraction, Disciplinary Action, and the Student Offender's Name and Grade.

1. On the **Other Options** screen, tap **Discipline Search**.

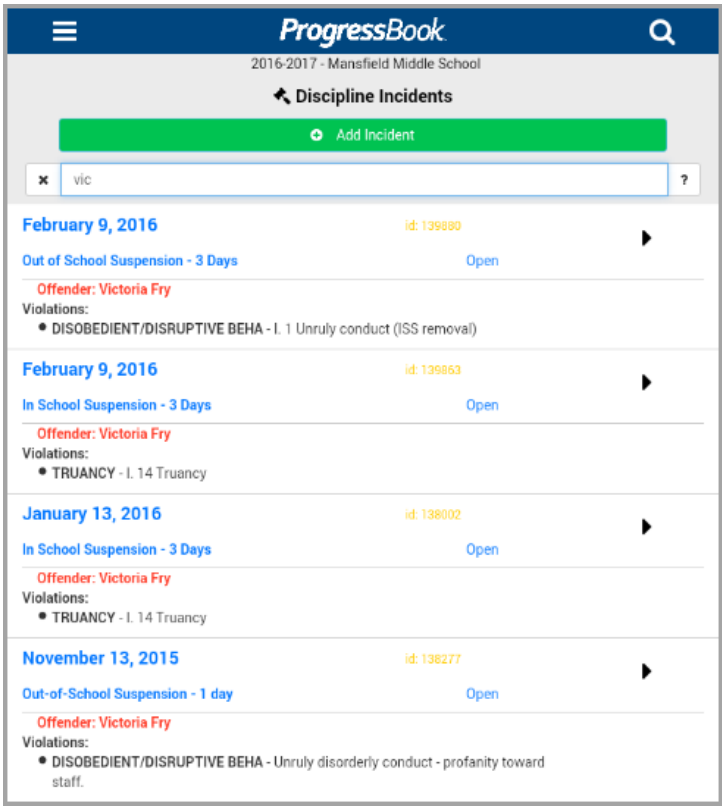
   The **Discipline Search** screen displays.



2. Next, in the **Search student offenders...** text box, enter at least three letters of a student's first or last name to search for a student.

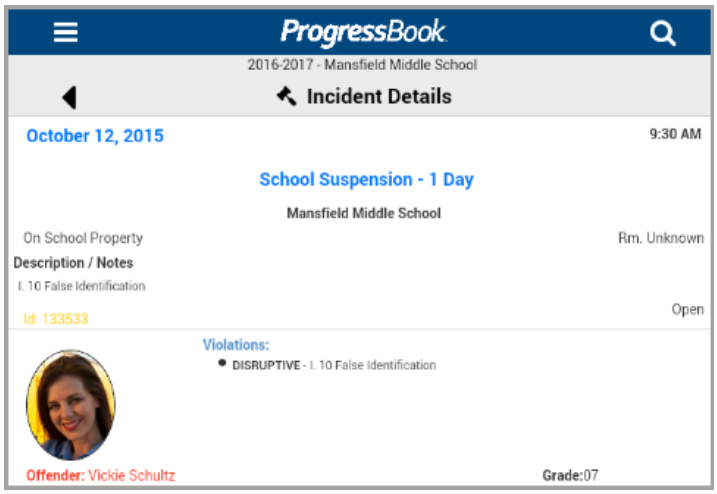
   Note: *The* ***Discipline Search*** *looks for student offenders within your* ***Default School****. To change your* ***Default School****, see "Adjusting Settings."*

   The search results display.



3. Optional: You can tap ▶ on the right of the screen or swipe left to see more details about a particular discipline incident.

The **Incident Details** screen displays.



4. Optional: To return to the previous screen (**Discipline Search**), tap .

   To return to the **Other Options** screen, tap .

   To start a new **Student Search**, tap .

Add a Discipline Incident

You can add a discipline incident through the **Discipline Search** screen or the student profile's **Discipline Incidents** screen. This allows you to quickly record an incident to which you can review or add more details to at a later time using the StudentInformation web application.

There are two components to adding a discipline incident, and the order of entry depends on the screen from which you tapped **Add Incident**:

- *"Discipline Incident Entry"*
- *"Add Student Participant"*

Discipline Incident Entry

You can enter the discipline incident's Name, Date, Time, Place Type, Location/Room, and Description/Notes on this screen.

> ***Note:*** *The **Discipline Incident Entry** screen displays first if you tap **Add Incident** on the **Discipline Search** screen. If you tap **Add Incident** on the student profile's **Discipline Incidents** screen, the **Participant Type** screen displays first for the student in context.*

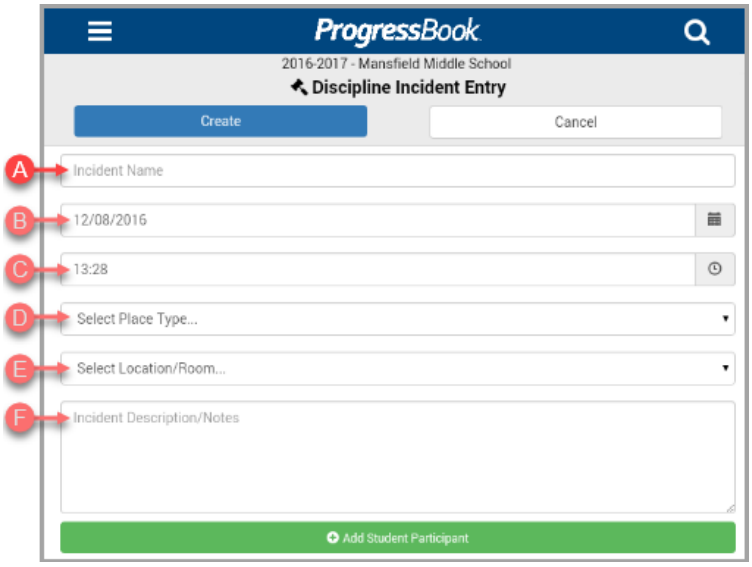
1. Tap **Add Incident** on the **Discipline Search** screen.

   OR

   Tap **Save** after entering Offender/Victim/Witness Details from the **Participant Type** screen.

   The **Discipline Incident Entry** screen displays.

2. Enter information or select from the drop-down list for the following:



   a. Enter the Incident Name.

   b. Optional: Enter a date or tap to select a date. Defaults to the current date.

   c. Optional: Enter a time or tap to select a time. Defaults to the current time.

   d. Optional: Select a Place Type the incident occurred at from the drop-down list.

   e. Optional: Select a Location/Room the incident occurred in from the drop-down list.

   f. Optional: Enter Incident Description/Notes.

   Note: *Except for Incident Name, none of the above fields are mandatory to create a discipline incident. You can enter the minimal amount needed for self-recollection to enter more details at a later time.*

3. Optional: Tap **Add Student Participant** to add a student Offender, Victim, and/or Witness to the discipline incident. See *"Add Student Participant"* for more details.

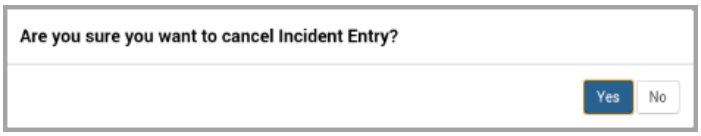
4. Tap **Create** to save the discipline incident.

   A confirmation message displays.

- If you tap **Yes**, a success message displays.

- If you tap **No**, you return to the **Add Discipline Entry** screen.

5. If you tap **Cancel**, a confirmation message displays.

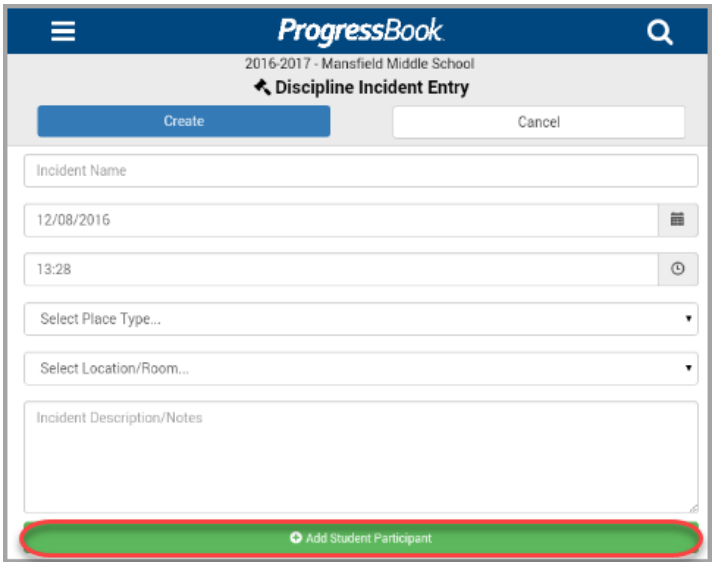


- If you tap **Yes**, all previously entered information is discarded and you return to the **Discipline Search** screen.
- If you tap **No**, you return to the **Add Discipline Entry** screen.

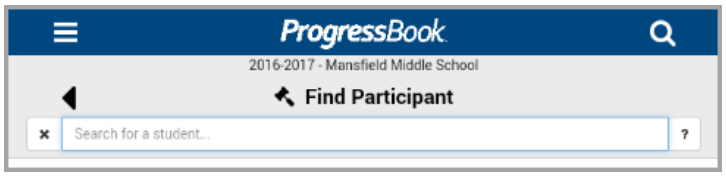
Add Student Participant

You can add a student Offender, Victim, and/or Witness to a discipline incident through the **Add Student Participant** screen.

1. There are two ways to access the **Add Student Participant** screen:
   a. From the **Add Discipline Incident** screen, tap **Add Student Participant**.



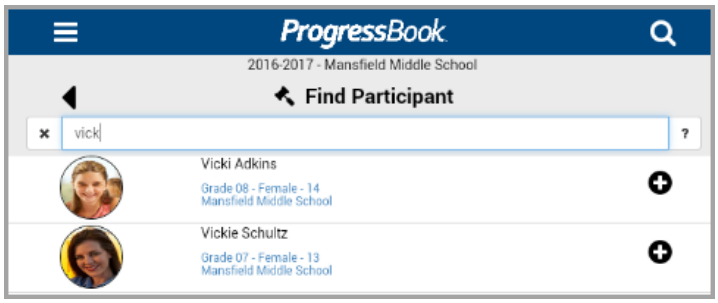
The **Find Participant** screen displays.



i. Next, in the **Search for a student...** text box, enter at least three letters of a student's first or last name to search for a student.

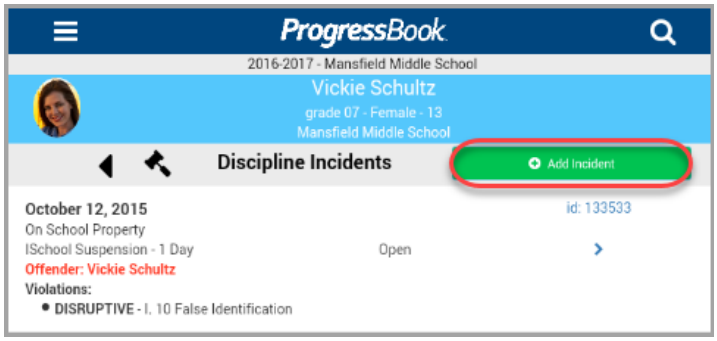
Note: *The* ***Find Participant*** *search only looks for students within your* ***Default School****. To change your* ***Default School****, see "Adjusting Settings."*

The search results display.



ii. Tap ⊕ or the row of the participant you wish to add.

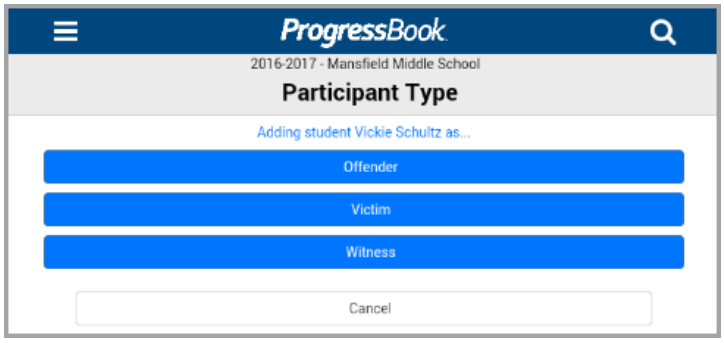
b. From the student profile's **Discipline Incidents** screen, tap **Add Incident**.



Note: *The student you have in context in the student profile bar on the top of the screen is automatically the new student participant you are adding to a new discipline incident.*

Note: *If the student in context is not within your* ***Default School*** *when you select* ***Add Incident****, you are prompted to change your* ***Default School****. To change your* ***Default School****, see "Adjusting Settings."*

2. The **Participant Type** screen displays. Select the **Participant Type** for the student you selected or had in context.



3. To find out how to enter information for **Offenders**, **Victims**, and **Witnesses**, see the following:
   - *“Adding an Offender”*
   - *“Adding a Victim”*
   - *“Adding a Witness”*

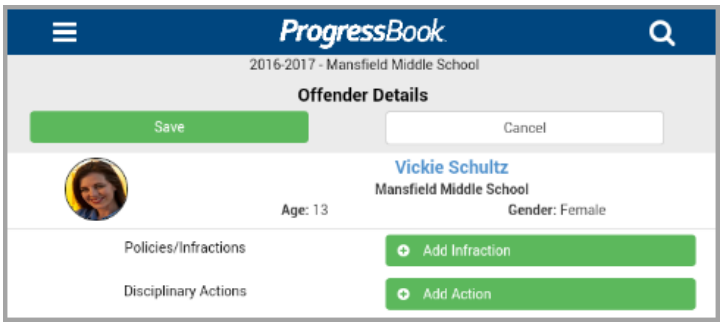
Adding an Offender

1. On the **Participant Type** screen, select **Offender**.

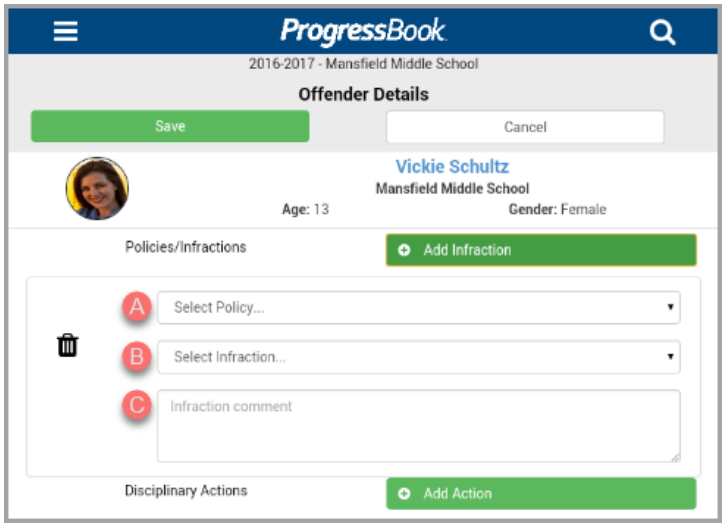
   Note: *If you are not on the* ***Participant Type*** *screen, see “Add Student Participant.”*

   Note: *When adding a student as an* ***Offender****, the Infraction and Disciplinary Action details are optional.*

   The **Offender Details** screen displays.

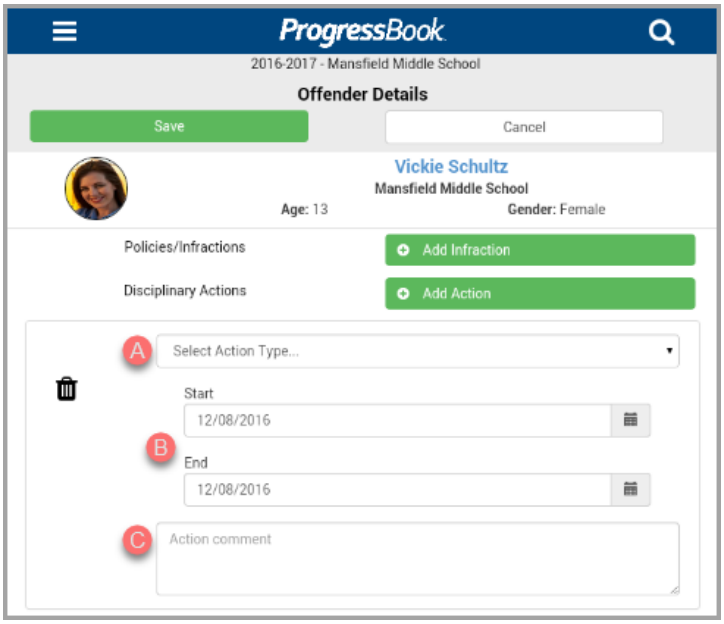


2. Optional: Tap **Add Infraction** to enter Policy and Infraction details.



   a. Select a Policy that applies to the Infraction from the drop-down list.
   b. Select an Infraction that applies.
   c. Enter any Infraction comments if needed.

3. Optional: Tap **Add Action** to enter Disciplinary Action details.



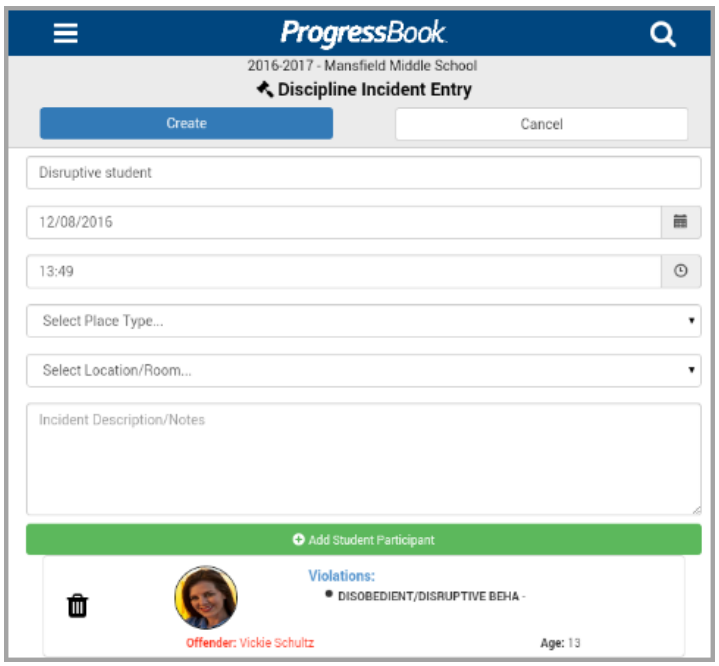
   a. Select the disciplinary Action Type from the drop-down list that resulted from the discipline incident.
   b. Enter a **Start** and **End** date or tap to select the dates. The current date is the default for both.
   c. Enter any Action comments if applicable.

4. Optional: You can add as many Infractions or Actions for this particular student by repeating the steps above.

   - You can also tap 🗑 to remove an Infraction or Action.

5. When you are done adding Infractions and Actions, tap **Save** to add the student **Offender** and the details to the discipline incident.

   The student displays as an **Offender** on the **Discipline Incident Entry** screen.



Note: *You can tap 🗑 to remove a Student Participant.*

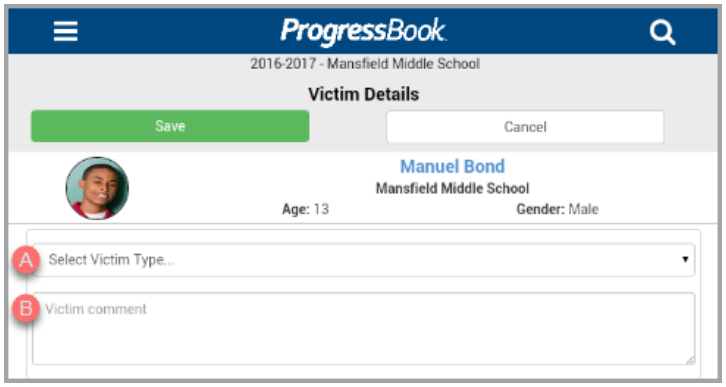
Adding a Victim

1. On the **Participant Type** screen, select **Victim**.

   Note: *If you are not on the Participant Type screen, see* *"Add Student Participant."*

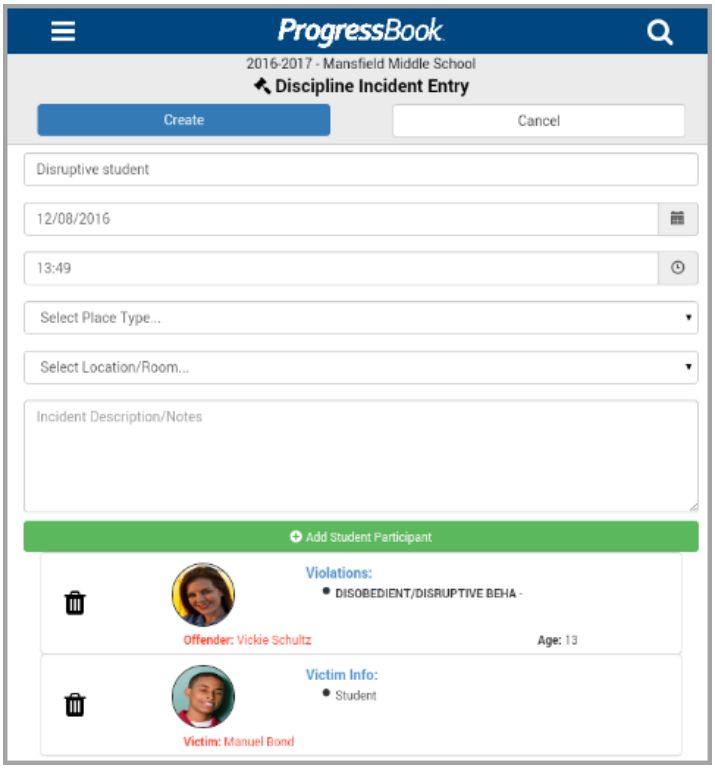
   Note: *When adding a student as a* ***Victim****, filling in the details is optional.*

The **Victim Details** screen displays.



2. Optional: Select and enter details regarding the **Victim**.
   a. Select a Victim Type from the drop-down list.
   b. Enter Victim comments if applicable.
3. When you are done adding details, tap **Save** to add the student **Victim** and the details to the discipline incident.

   The student displays as a **Victim** on the **Discipline Incident Entry** screen.



Note: *You can tap* 🗑 *to remove a Student Participant.*

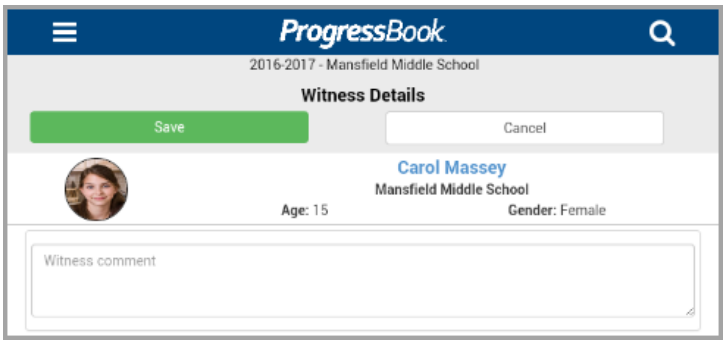
Adding a Witness

1. On the **Participant Type** screen, select **Witness**.

   Note: *If you are not on the* ***Participant Type*** *screen, see* *"Add Student Participant."*

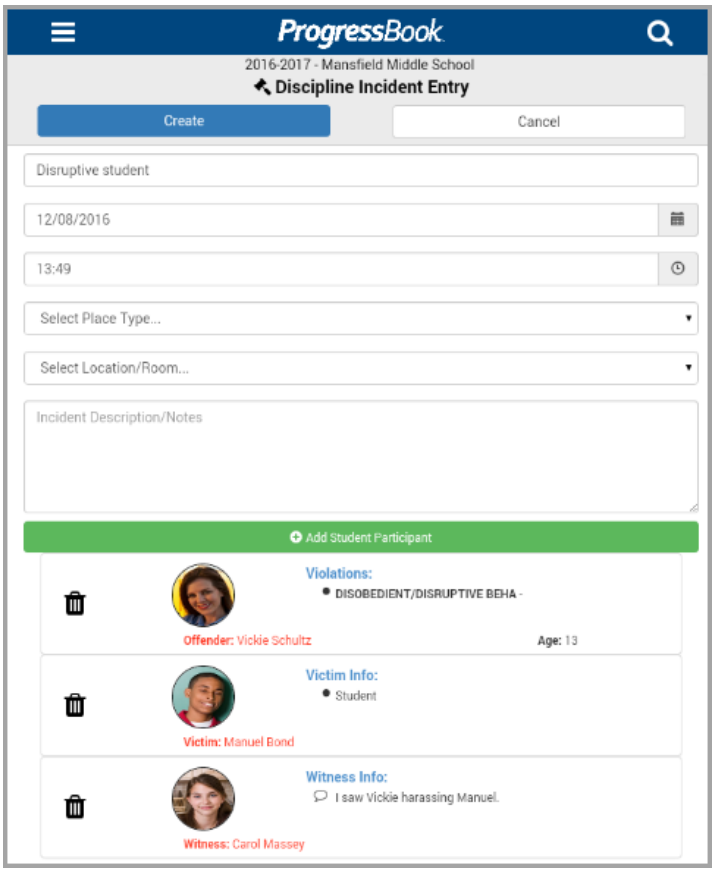
   Note: *When adding a student as a* ***Witness****, filling in the details is optional.*

   The **Witness Details** screen displays.



2. Optional: Enter Witness comments if applicable.
3. When you are done adding details, tap **Save** to add the student **Witness** and the details to the discipline incident.

The student displays as a **Witness** on the **Discipline Incident Entry** screen.



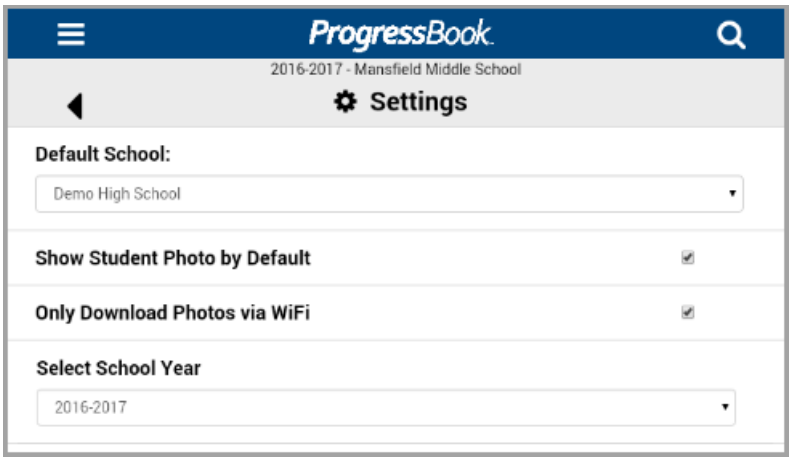
Note: *You can tap 🗑 to remove a Student Participant.*

Adjusting Settings

You can select your **Default School**, viewing options, and **School Year** on the **Settings** screen.

1. On the **Other Options** screen, tap **Settings**.

   The **Settings** screen displays.



2. Select your setting preferences:
   - **Default School** (required) – Select the school used in context for app features.

     Note: *When you log in, the app always defaults to your selected default school in the StudentInformation application. If you previously selected a different default school in the app, this preference is not retained upon your subsequent login.*

   - **Show Student Photo by Default** – Select this check box to display student photographs. De-select this check box to hide student photographs.
   - **Only Download Photos via WiFi** – Select this check box to download student photographs only via WiFi. De-select this check box to download student photographs via 3G/4G or WiFi when needed.

     Note: *If you select* ***Show Student Photo by Default*** *and* ***Only Download Photos via WiFi****, and are not connected to WiFi, student photographs do not display. Once you connect to WiFi, the student photographs display.*

   - **Select School Year** – Select the school year used in context for app features; defaults to the current school year. Example: You want to search for a student from a previous year.

     Note: *When you log in, the app always uses the current date to determine the current school year as configured by your district. If you previously selected a different school year to use in context, this preference is not retained upon your subsequent login.*

   Setting preferences save automatically.

3. Optional: To return to the **Other Options** screen, tap ☰ or ◀.

   To start a new **Student Search**, tap 🔍.

Troubleshooting

Below are some common errors that you may encounter and their solutions.

> ***Error:*** *The User Name/Password supplied is invalid, or your account may be locked or disabled.*

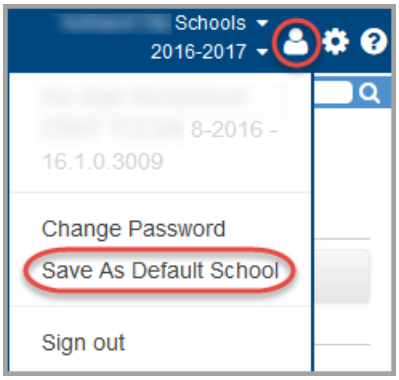
The error occurs when the entered login information is incorrect or the account in question is locked or disabled. First, verify that the entered login information is accurate. If the error persists, contact your school or district administrator to determine your account status and permissions.

> ***Error:*** *"Timeout error retrieving data. Please try again, or restart the app. If the problem persists, please contact support."*

The error occurs when there is a timeout calling back to the mobile API. Restarting the app typically solves this issue.

> ***Error:*** *"Your district has no schools configured for the current term."*

The error occurs after login and indicates that, for the current term, based on the current date, the district has not set up any buildings. This typically occurs only during the summer term. You can resolve this by choosing a different school year on the **Settings** screen of the mobile app (see *"Adjusting Settings."*)

> ***Error:*** *"The App requires selecting a default School. In this mobile app you can change this selection later on the Settings page. To avoid having to make this choice during logins, update your default school from the SIS application."*

You may see this error when logging in to the mobile app. To update your default school, log in to the StudentInformation application (not mobile app) and select the desired school from the drop-down list on the masthead. Then, click 👤 to expand your account options and click **Save As Default School**.