



My School Day: Web Portal

Spring 2021

Important Note

This manual is divided into three sections:

- Overview & First Steps: provides basic information for getting started with the portal.
- Basics: a little more depth and step by step instructions for common actions in the portal.
- Reference: In depth look at each page and the available fields and options.

Reading the full content of the Reference section in particular is not necessary to be a productive user of the portal, but does provide more detail for advanced users. Please feel free to only read those sections that apply to you.

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Overview

Each school has its own app console on the web portal to be used by school administrators, teachers, and others that may be granted access for things such as:

- Sending push notifications
- Sending news bulletins
- Adjusting or entering calendar and event data
- User administration
- App administration

This guide provides an overview of the spring 2021 version of the console. There may be changes and additions over time as new features are added to the mobile app and the portal.

IMPORTANT NOTE: Depending on the permissions that have been set up for your account, you may not have access to some of the pages in the portal, or to some functions on individual pages.

Note on terminology

As used in this guide “admin” refers to a user with administrative privileges for the portal. This is often a member of school administration but could be anyone entrusted with that level of access.

About Channels

A key part of the notification/calendar structure is the concept of channels: Each channel represents a class, course, or interest, and can be as specific or general as desired. For example, “Grads”, or “Grade 10” as fairly broad channels, or as specific as “Math 9 - Mr. Brown block 2”. Each app can have an unlimited number of channels that a student can subscribe to. Once subscribed, they will receive alerts for push notifications for a channel, and their calendar will show events for subscribed channels.

Most channels are public and available for any student to subscribe to. Private channels are also available.

Categories

The app and portal use categories to group channels together to make them easier to find. Categories are only a visual organization tool, and don't affect which channels a portal or app user has access to.

While most schools use subject areas as categories (ie "Athletics", "Drama", "Science", etc) categories can be anything, limited only by your school's policies.

Private Channels

When a channel is marked as "private", any user trying to subscribe to that channel from that point on will be asked to enter an access code. Each private channel has a master access code. You can also generate lists of individual single-use codes which you can distribute as needed to those who should be able to subscribe. A channel can additionally be marked as "hidden", in which case it will not be listed as an available channel in the app. To subscribe to a hidden channel in the app, tap the "Add Private Channel" button in the channel list, and enter the access code.

In addition to the generated access codes you can invite specific people to subscribe to a channel - they will be given a one-time-use code. Once subscribed, the code will no longer work for subscribing to the channel.

IMPORTANT NOTE: This is **NOT RECOMMENDED** for adding students or parents to a channel, as it requires storage of their email address. Please use invitations only for staff members who have consented to storage of their email address on the portal. For all others, use the generated access codes to provide anonymous access to a private channel.

Notifications

Push notifications are short alerts that are sent out to devices with the app installed, typically within seconds or minutes of sending. If it's a notification a user can receive, it will show immediately as a notification on their phone. Notifications can be sent to everyone (a "global" or "broadcast" notification) or to a specific channel. Depending on your access permissions, you may be restricted to sending notifications to specific channels.

Banners

Banners are persistent messages that display along the bottom of the screen in the app. Banners can be set on a monthly basis, for specific dates, or an overriding "current" banner. Each banner has a title, a colour, an optional icon, and optional extended information that will be visible when the banner is tapped.

News

News bulletins are longer form messages which do not pop up an alert on the phone. News postings can be up to 10,000 characters, and supporting basic formatting. Similar to notifications, news postings can be school-wide or tied to a specific channel (and visible only to subscribers). Uses for news posts can be anything from daily/weekly announcements, school/teacher blog posts, to cafeteria menus.

Calendar

Depending on your permissions you can add, edit, and delete calendar events for the school-wide calendar and/or for one or more channel-specific event calendars.

Student Resources

You can also manage a list of student resources for each of your channels. These can be either documents that you upload or links to online resources, and will be available in the app for subscribers to your channel.

Surveys

Depending on your permissions you can add surveys for each of your channels. These surveys allow you to gather feedback from the school community.

Channels

Depending on your account permissions, you may be able to perform one or more of the following:

- Add channels
- Edit your channels (delete, mark as private, etc)
- Edit other channels

First Steps

This section provides a quick overview of signing in and the steps to perform a number of common actions from the [Home](#) page.

Sign in

You will be provided with the web portal address for your school, it will typically be something like "**https://portal.myschoolday.app/yourschool**". Once there, enter your login information. Both the username (email address) and password are case sensitive, and must be typed exactly as how initially set up - generally all lower case for the username.

Show password

Normally the password is hidden as you type it. If you're having trouble signing in, or wish to see the password as you type it for any other reason, tap or click on "show password". The password will now be readable. Tap or click on "hide password" to obscure it again.

Forgot password

If you forgot your password and wish to reset it, follow these steps:

1. Tap or click on the "Reset password" button. You will be presented with a form to enter your email address.
2. Do so, and click on "Send Reset Link". If you are a registered user, the portal will send you an email message with a link to reset your password.
3. When you click on the link in the email, you will be taken to a form where you can enter your email address for verification, and a new password.
4. As with signing in, click on "show password" to make the letters visible.
5. Click on "suggest password" to have the portal suggest a secure password.
6. Tap or click on "Set New Password" to set your new password.
7. Tap or click on "Return to Sign In" to sign in to the portal

IMPORTANT NOTE: The link in the email is time limited, and expires in approximately 30 minutes.

Two-factor authentication

Two-factor authentication provides extra security for your account by requiring an authentication code in addition to your password to sign in.

If you have enabled two-factor authentication, or your school administrator has enabled it for your account, you will need to supply a valid code from an authentication app (such as Google Authenticator or Authy) to successfully sign in.

IMPORTANT NOTE: The current version of the portal **does not** support sending authentication codes via SMS/text message. To use two-factor authentication you must have a smart phone or tablet with an authentication app installed and configured for the portal.

Home page

For all new portal user accounts, when you sign in you are automatically taken to the [Home](#) page. This page provides quick access to a number of basic, common functions in the portal.

Each of those functions - sending notifications, adding resources, adding calendar events, and creating channels - also has their own page in the portal with more options. If you prefer one of the other pages as a starting point you can set that as a preference for your account.

Users with pre-existing accounts that start on the notifications page can also change their preference to use the [Home](#) page instead.

New accounts and channels

If this is the first time you've signed in to the portal, you may not have any channels to post information to unless you were given access to an existing one. If so, the only option you will have on the home page is to create a channel. Once you have at least one channel you will see the other options.

Send a notification from the home page

Basic steps

1. Select the destination channel for the notification from the drop down list. If you are a school administrator or have permission to do so, there will also be an “everyone” option for school-wide notifications.
2. Type the message in the box provided (limited to 500 characters)
3. Tap or click “Send Notification”

Did you know? Notifications can include emoji! To bring up the emoji keyboard on a desktop or laptop:

For macOS hit the spacebar while holding down the Control (⌘) and Command (⌘) keys.

For Windows 10 hit the period while holding down the Windows key.

Sending options

Most notifications are sent immediately, but you can optionally select to send at a later time.

Links and attachments

You can add a link (it will shorten the URL so that it takes up fewer characters in the notification), or attach a file to a push notification - it will show as a link in the notification when viewed in the app, and tapping it will load the file. Supported file formats are: PDF, DOCX, JPG, PNG, MOV, MP4 and M4V.

Add a file or link from the home page

To add a file or link student resource, follow the steps below. Once added, the resource will shortly be available in the app for subscribers.

Basic steps to add a file

1. Select the destination channel for the file from the drop down list. If you are a school administrator or have permission to do so, there will also be an “everyone” option for school-wide resources.

2. Click on the "Choose File" button and select the file from your device.
3. Enter a title for the resource, if you want something different than the file name.
4. Tap or click "Upload"

Basic steps to add a link

1. Select the destination channel for the link from the drop down list. If you are a school administrator or have permission to do so, there will also be an "everyone" option for school-wide resources.
2. Enter the URL for the link.
3. Enter a title for the link.
4. Tap or click "Add Link"

Add a calendar event from the home page

Basic steps

1. Select the channel for the calendar event from the drop down list. If you are a school administrator or have permission to do so, there will also be an "everyone" option for the school-wide calendar.
2. Select a date for the event.
3. Optionally enter a time for the event.
4. Enter a title for the event.
5. Tap or click on "Add event".

Add a channel from the home page

Basic steps

1. Enter the name of the new channel.
2. Optionally select a category for the channel. Depending on your school, you may have the option to create a new category if none of the existing ones fits your channel.
3. Select whether you want the channel to be private (in which case every student/parent that wishes to subscribe in the app will need an access code).
4. Tap or click on "Add channel".

Change my password

1. Tap or click on "Account/Sign Out" in the portal menu.
2. Find the "Authentication" section.
3. Enter your new password twice, or click on the "Suggest password" button to have the portal suggest one for you.
4. Tap or click on "Show password" to make your password visible so that you can verify it is correct.
5. Tap or click on "Set New Password".

IMPORTANT NOTE: The portal does not have an explicit set of rules for passwords, but uses a combination of the length and variety of characters to determine its strength. As you enter a password it will show what it thinks, and will only let you set it as your new password once it is strong enough.

Sign out

The web console will automatically sign you out after a period of time, however we recommend explicitly signing out when finished.

1. Tap or click on "Account/Sign Out" in the portal menu.
2. Scroll down until the "Sign out" button is visible.
3. Tap or click on it.

Basics

Sending notifications

For additional options when sending notifications, send them from the [Notifications](#) page. Start by tapping or clicking on “Notifications” in the portal menu to go there.

Steps

1. Select the destination channel for the notification from the drop down list. If you are an administrator or have permission to do so, there will also be an “everyone” option.
2. Type the message in the box provided (limited to 500 characters).
3. Select any desired sending options.
4. Add any attachments and links.
5. Tap or click “Send Notification”.

Formatted text in the notification

Recent versions of the app support including text formatting in the notification using Markdown (See the “Markdown basics” appendix). You can apply the markdown formatting manually or using the toolbar under the message entry field.

IMPORTANT NOTE: The formatted version of the message text will only be shown in notification popups and in the history in the app. In the phone’s alert and notification centre, the unformatted version that includes the Markdown markup will be displayed.

Sending options

Most notifications are sent immediately, but you can optionally select to send at a later time, or schedule it as a recurring notification.

Send later: Select a date and time up to six months in advance for the notification to be sent.

Schedule as recurring notification:

1. Select the starting date.
2. Select the end date.
3. Select a time of day.
4. Select a schedule for the notification.

IMPORTANT NOTE: The portal will warn you if the notification will be sent after 10pm

Echo to other channels: Selection up to six additional channels to receive the notification.

IMPORTANT NOTE: Echoing to other channels is currently only available for notifications being sent immediately, not prescheduled notifications.

Links & Attachments

You can add a shortened link (so that it takes up fewer characters in the notification) by tapping or clicking on “Add link to notification”, and entering or pasting the original address when requested.

You can also attach up to three files to a push notification - attachments will show as links in the notification when viewed in the app, and tapping them will load the file. Tap or click on the “Add attachment” button to select a file from your device.

Supported file formats are: PDF, DOCX, JPG, PNG, MOV, MP4 and M4V. The total combined size must be less than 80MB.

Surveys

If there are any currently active surveys for the currently selected channel, you can select them from the list and click the “Add survey link to notification” button to add it to the notification.

Cancel a scheduled or recurring notification

If you have scheduled a notification to be sent at a later date that you wish to cancel, click on the “show” button next to “Scheduled Notifications”. The portal will display a list of prescheduled notifications for the selected channel.

If you have administrator access or there are notifications that you scheduled, they will each have a “cancel” button. Click it to cancel the notification - the portal will for confirmation first.

IMPORTANT NOTE: For recurring notifications that have already scheduled an occurrence to go out later today, you will need to cancel that occurrence separately.

Adding a banner

Banners are currently only available to users with administrator permissions, and are set on a school-wide basis. Start by tapping or clicking on “Banners” in the portal menu to go to the [Banners](#) page.

Basic steps

1. Select the appropriate timing for the banner: Current, monthly, or for a specific date or range of dates, and go to that section of the page.
2. Enter the banner title
3. Click on the colour wheel to select a colour for the banner. (optional)
4. Select an icon for the banner from the drop-down list (optional)
5. Enter any additional text for the banner, formatted using Markdown.
6. Click on the “Save changes” button.

IMPORTANT NOTE: Some icons in the list may be marked with an asterisk. These icons will only be visible in up to date copies of the app.

Removing a banner

To remove a banner:

1. Delete the title text for the banner
2. Click on the “Save changes” button.

Posting news bulletins

News bulletins are longer form content that differ in two main ways from notifications:

- They can be much longer than notifications, and support formatting such as bold, italics, etc.
- They do not pop up an alert on subscribers phones on their own - unless an accompanying notification is sent, students and parents must go into the news feed in the app to see the post.

Start by tapping or clicking on “News” in the portal menu to go to the [News](#) page.

Basic steps

1. Select the destination channel (or “everyone” if you have sufficient permissions) for the news posting in the drop down menu
2. Enter the bulletin text
3. Optionally have the portal send out a push notification announcing the bulletin (useful for urgent information that will not fit in a notification, but needs to be brought to attention immediately)
4. Enter optional header information
5. Optionally add attachments and/or links
6. Tap or click on “Submit”

Optional header

You can add a title and/or header image to the post. Header images must be a JPG or PNG file. Images should be twice as wide as they are high, or they will be automatically cropped.

Links and attachments

You can add a shortened link by tapping or clicking on “Add shortened url link to post”, and entering or pasting the original address when requested.

You can also attach up to five files to a news post - attachments will show as tappable links in the post. Tap or click on the “Add attachment” button to select a file from your device. Supported file formats are: PDF, DOCX, JPG, PNG, MOV, MP4 and M4V.

Edit a news post

To edit an existing news post, click on the “show” button next to “History (100 most recent)” to show a list of the 100 most recent news posts for the selected channel. Click on the “Edit” button for a post to revise the contents - they will appear in the editing area above. Click on “Save Update” when you’re done.

IMPORTANT NOTES:

- The original version of the posting is preserved but no longer visible.
- The post is edited in place and will be shown in the same order in the news feed as the original. It **does not** become the newest/first item in the feed.
- The portal will automatically insert text at the beginning of the post advising that the post has been edited, with the date and time. This can not be removed.

Remove a news post

To remove an existing news post, click on “show” next to “History (100 most recent)” to show a list of the 100 most recent news posts for the selected channel. Click on the “Remove” button for a post to remove it from the feed.

IMPORTANT NOTE: The post is removed from the visible feed but is not deleted. This is to preserve a record of content that has been made visible to students.

Adding or editing calendar events

To start, go to the [Calendar](#) page by tapping or clicking on “Calendar” in the portal menu. Select the channel whose calendar you want to add to or edit from the drop-down list at the top. If you are a school administrator or have been given permission to access the school-wide calendar, the school-wide “Everyone” channel will also be available.

Basic steps to add an event

1. First select a day to edit using either the “Date to change” field at the top, or by clicking on a date in the calendar view below. The portal will display the current bell schedule for that date (if the school-wide “Everyone” calendar is selected), and a list of events already present for that date.
2. Enter the event name in one of the blank spaces available.
3. Optionally select a colour for the event by clicking on the box immediately to the right of the event name.
4. Optionally set a time for the event. If left empty, it will assume it is an all day event.
5. Optionally click on “details” to add extra information: location, etc.
6. Click on “Save Changes”.

Send Notification

For new events or changes to existing events that you wish to draw attention to, select the option to send a notification. You will be able to edit the text of the notification, and choose to either send the notification immediately or at a future date (for example, as a reminder message to be sent a few days before an event some time in the future).

IMPORTANT NOTE: We recommend using calendar notifications sparingly, particularly for the school-wide calendar.

Edit or Remove an Existing Event

1. First select a day to edit using either the "Date to change" field at the top, or by clicking on a date in the calendar view below. The portal will display the current bell schedule for that date (if the school-wide "Everyone" calendar is selected), and a list of events already present for that date.
2. Edit the event name in one of the blank spaces available. **To remove an event:** Delete the name entirely.
3. Optionally select a colour for the event (or change the existing colour) by clicking on the box immediately to the right of the event name.
4. Optionally set (or change) the time for the event.
5. Click on "details" to edit extra information: location, etc.
6. Click on "Save Changes".

IMPORTANT NOTE: Calendar events that have been imported from an external calendar source (ie a Google calendar on the school website) are indicated with a cloud icon and can **not** be edited in the portal. Their information* must be edited or deleted in the original source calendar. The changes will be picked up automatically by the portal.

*The only exceptions are (for school-wide events) the colour and the icon for the event - these are changed using the portal.

Add a file to a channel

To start, tap or click on "Student Resources" in the menu to go to the [Student Resources](#) page, and select a channel for the file.

1. In the "Files" section, tap or click on the "Choose File" button and select the file from your device.
2. Enter a title for the resource, if you want something different than the file name.
3. Tap or click the "Upload" button.

Remove a file from a channel

Select the channel from the list at the top of the screen.

In the "Files" section, tap or click on the "Remove file" button next to the desired file. Confirm removal.

Add a link to a channel

To start, tap or click on “Student Resources” in the menu to go to the [Student Resources](#) page, and select a channel for the link.

1. In the “Web links” section, enter the URL for the link.
2. Enter a title for the link.
3. Tap or click on the “Add Link” button.

Remove a link from a channel

Select the channel from the list at the top of the screen.

In the “Web links” section, tap or click on the “Remove link” button next to the desired link. Confirm removal.

Add a survey to a channel

To start, tap or click on “Surveys” in the menu to go to the [Surveys](#) page, and select a channel for the survey.

1. In the “Add new survey” section:
2. Enter a title for the survey
3. Enter a more detailed description for the survey (optional)
4. Select an end date for the survey: responses will not be accepted after this date.
5. Select whether you want the survey to be open (available on the web and to users with out of date versions of the app)
6. Add questions to the survey
7. Click on the “Add survey” button

Adding questions to a survey

1. Enter the text of the question
2. Enter the first possible answer
3. Enter the second possible answer
4. If there are more than two answers to the question, click on the “add option” button (repeat as needed).
5. To add the next question to the survey, click on the “add question” button, and repeat the above steps.

Add a channel

Tap or click on “Channels” in the portal menu to go to the [Channels](#) page.

Basic Steps

1. Enter the channel name in one of the blank spaces under “Add New Channels”.
2. Optionally select a category or create a new one for the channel by choosing from the drop-down list.
3. If you wish the channel to be private, check the “Private” option.
4. If you wish a private channel to be hidden as well, check the “Hidden” option. *(This option will have no effect unless the channel is also marked as “Private”).*
5. Click on “Save New Channels”.

IMPORTANT NOTE: Changing a channel from public to private **will not** unsubscribe any existing users. If you wish to tightly control access to a channel it is recommended to mark it private at the time of creation.

Edit or delete a channel

To edit or delete a channel, select it from the list under “Edit Settings for Channel:”. The portal will display a variety of information about the channel, some of which can be edited such as: The category, the public/private and hidden status, course information for the channel, and the expiry date.

IMPORTANT NOTE: Changing a channel from public to private **will not** unsubscribe any existing users at this time. If you wish to tightly control access to a channel it is recommended to mark it private at the time of creation.

When done making changes, tap or click on the “Save all changes” button, or tap or click on the “Discard changes” button to cancel.

Deleting a channel

After selecting a channel, scroll down to the button until the “Delete channel” button is visible. Tap or click on it to delete the channel, and confirm or cancel when the portal asks.

Expiry date

Setting an expiry date for a channel will cause it to be automatically removed from availability in the portal and in the app (similar to deleting it) on the specified date.

Get access codes for a private channel

Private channels require each person subscribing in the app to use an access code to subscribe.

1. Select the private channel from the list under "Edit Settings for Channel".
2. In the "Subscribers" section, if you have permission to generate/retrieve access codes, tap or click the "Get Access Codes" button.
3. Under "Generate Access Codes for *channel name*", click on the button for the number of access codes you wish to retrieve.
4. The portal will generate a file containing the access codes, and your web browser will give you the opportunity to save that file to a location of your choice.
5. Distribute the access codes as needed.

IMPORTANT NOTE: These access codes are **single-use**. Once a code is used to subscribe to the channel it cannot be used again. If a person wishes to subscribe on multiple devices (ie phone and tablet) they will need a code for each device.

IMPORTANT NOTE: This is the recommended method for providing access to a private channel, as it does not require storage of any personal information.

Private Channel Invitations

For staff members you can use the "Send Invitations" section on this screen to send individual single-use codes via email.

IMPORTANT NOTE: This is **NOT** recommended for adding students or parents to a channel, as it requires storage of their email address. **Use email invitations only for staff members who have consented to storage of their email address on the portal.** For all others, use the generated access codes to provide anonymous access to a private channel.

Add a portal user

If you have permission to do user administration in the portal, start by tapping or clicking on “Users” in the portal menu to go to the [Users](#) page in the portal.

Basic Steps

1. Under “Add New User”, enter the email address for the new user.
2. Select an initial password for them (must be entered twice)
or
3. Tap or click on “Suggest password” to have the portal suggest a strong password.
4. Select a permission group for the new user.
5. If you don’t wish the portal to send the new user a welcome message with their initial login information, unselect this option.
6. Click on “Add New User”.

IMPORTANT NOTE: The portal enforces a minimum password strength based on the length and variety of characters included in the password, and will not let you add the user until the password is strong enough.

The portal will add the user, and offer to let you fine-tune their permissions (see “Edit permissions for a portal user”).

7. If no additional changes are needed, click on the “Done” button.

Edit permissions for a portal user

On the [Users](#) page in the portal, select the desired user in the “Edit Existing User” section and tap or click on the “Edit” button next to their email address.

Permission group

A permission group is a set of common permissions for a number of users. For most new teacher accounts, simply select “Teachers” from this list.

IMPORTANT NOTE: Setting a permission group is **not required**. You can instead set the user’s permissions individually under “Additional permissions”.

Category controls

This section controls additional settings related to channel categories.

Posting access to category

Selecting a category from this list will give the user automatic access to **post to any channel in that category, including all current channels and any added in the future**. For example, a department head may be given automatic access to all channels that individual teachers create in the category for their department.

Category lock

Selecting a category from this list will limit the user to creating channels in that category. For example, a coach might be locked to an "Athletics" category: They would only be able to create channels in that category, not in the "English", or "Drama" categories.

IMPORTANT NOTE: While a user locked to a category can only create channels for that category, this does not affect their access to any channels they previously had access to, or are explicitly granted access to, regardless of category.

Channels

If you want to explicitly grant the user permission to post to an already existing channel that is not one of their own, tap or click on the "show/edit" button. The portal will list all of the available channels for the school, grouped by category. Check the box next to any that the user should have access to posting to.

Supervisor/Advisor

For cases where a non-staff member - such a student - needs to be able to post to a channel, you can select an existing portal user from the list here. Once set, any posts the user makes will be held for approval before going live on the app.

The designated supervisor will be sent an email for each post, giving them an opportunity to review the content before either approving or declining the post.

Additional permissions

If the user needs specific permissions in addition to those granted by their permission group, or does not belong to a permission group, you can set those permissions here.

You can set those permissions individually, or tap or click on one of the buttons to set common permissions for:

- teachers
- front office staff
- administrators (“all permissions”)
- limited access (“selected channels only”)

Authentication

Locked accounts

Locking an account provides extra security by blocking the ability to use the “forgot password” function to reset the password. If the user forgets their password, they will need to contact an administrator will reset the password for them.

Two-factor authentication

You can change whether the account uses two-factor authentication for extra security when signing in.

IMPORTANT NOTE: Two-factor authentication requires the user to have a **smartphone or tablet with a suitable authentication app** (such as Google Authenticator or Authy) installed and configured in order to access the app portal. **Authentication via SMS/text message is not supported at this time.**

App configuration

For details on app configuration options, refer to the Reference portion of this manual.

View app dashboard/statistics

Users with administrator permission have access to the [Dashboard](#) page with a number of app statistics. Please refer to the Reference section of the manual.

Change my password or settings

Tap or click on "Account" or "Account/Sign out" in the portal menu to open the profile page for your account.

Preferences

Change your preferences for the portal appearance, start page, and language. You can also set a signature that will be added automatically to notifications and news posts.

Authentication

Change your password, account lock, and two-factor authentication settings.

Sign out

Sign out of the app portal. While the portal will automatically time out after a period of time, we recommend explicitly signing out when done, especially if your computer or device is in a public area or accessible to other people.

Reference

Notifications page

Channel:

This drop down list allows you to choose the destination of the notification. The available options will vary depending on the channels available at your school and your permissions. Users with access to school-wide notifications will see an “Everyone” option as the default.

Message Body

The message body consists of text of up to 500 characters. The notification body supports Unicode and thus can contain both emoji and characters from non-Latin alphabets such as Korean or Arabic for notifications in those languages.

To bring up the emoji keyboard on a macOS desktop or laptop: hit the spacebar while holding down the Control (^) and Command (⌘) keys.

To bring up the emoji keyboard on a Windows 10 desktop or laptop: hit the period while holding down the Windows key.

IMPORTANT NOTE: Emoji and other Unicode symbols can take up more than one character space internally, effectively shortening the number of visible characters in a message.

Markdown text

The message body supports styles/formatting through the use of Markdown (see Appendix: Markdown Guide). You can either type the markup directly as part of the text, or use the formatting toolbar to apply it visually.

The message body field will not hide the markup, but it will preview the styles that will be applied in the app.

IMPORTANT NOTE: The formatted version of the message text will only be visible when viewed within the app. Outside the app - such as phone alerts, the phone’s notification centre - it will be visible as plain text with the Markdown markup text intact.

Sending options

This group of options controls details of when, and how, the notification will be sent.

Send immediately

This sends the notification immediately.

IMPORTANT NOTE: With this option, processing and sending of the notification begins truly immediately, and app users may start receiving the notification within seconds. **At this time there is no ability to “recall” an immediate notification.** It can be removed from the history, but it will have already been received and seen by most users.

Send Later

Selecting this option will cause the notification to be sent at a later date and time. When you select this option fields to set the date and time for the notification to be sent will appear. Dates up to six months in advance are accepted.

NOTE: While the portal will allow you to set any time of day for a notification to be sent, setting a time before 6AM or after 10PM will display a warning, in case the time was set outside those times unintentionally.

Schedule as recurring notification

Selecting this option will cause the notification to be sent out periodically based on a predetermined schedule. You will need to set:

- The start date for the notifications
- The end date
- The time of day
- The recurrence schedule.

IMPORTANT NOTE: Recurring notifications always processed beginning **the following day** after entry. If you wish the first occurrence of a notification to go out on same the day you are adding the entry, you will need to send it as a separate, manual notification.

The currently available schedules are:

- Daily
- Weekly (the default)
- Every 2 Weeks
- Monthly (Attempts to send on the same date every month, or the last day of the month for dates that fall beyond the length of the month)
- By day of week in a month:
 - First Monday of each month
 - First Tuesday of each month
 - ...
 - Second Monday of each month
 - Second Tuesday of each month
 - ...etc.

Echo to other channels

Selecting this option will allow you to specify up to six additional channels to send the same message to. This allows a teacher to send the same message to all sections of the same course for example, if they have set up individual channels for each of them, without having to re-enter the message.

IMPORTANT NOTE: As of August 2020, this is only available for notifications being sent immediately, not pre-scheduled or recurring notifications.

Links and attachments

Attachments

The portal allows you to attach up to three files to a notification. Each will show as a link in the notification, and tapping it will load the file. Supported file formats are:

- PDF
- JPG
- PNG
- .DOC and .DOCX
- video files in .MOV, .MP4, and .M4V formats

Click on "Add attachment" to select a file from your computer to upload.

Links

While it is always possible to enter links directly into the message body, you can add shortened URLs by tapping or clicking on “Add link to notification”. The portal will pop up a dialog asking for the original URL, then create a shortened version of that address and add it to the notification.

As many links as can fit within the character limit of the notification can be added.

Surveys

To add a link to a currently running survey, select it from the list, and click on “Add survey link to notification”.

Multiple survey links can be added to a single notification.

Scheduled notifications

Clicking on the “Show” button will display a list of pre-scheduled notifications for the currently selected channel.

This list is separated into two sections:

- Notifications scheduled for delivery later today - these will include schedule time, the sender, and the message content.
- Notifications schedule farther in the future and recurring notifications. These will include the start and end dates and recurrence schedule (if applicable) in addition to the time, sender, and message.

Cancelling a scheduled notification

For each pre-scheduled or recurring notification, if you have administrator permissions or it was a notification that you scheduled a “cancel” button will be displayed. Clicking on it will give you an opportunity to cancel the notification.

IMPORTANT NOTE: Cancelling a recurring notification removes occurrences occurring **in the future, starting the next day**. If there is an occurrence scheduled for later on the same day that you are cancelling it, it will have a separate entry you will also need to cancel.

Sent notifications

Click on the “show” button to display a list of the 100 most recent notifications for the selected channel.

Sending a notification again

To repeat a previously sent notification, click on the “Send again” button next to it. You will have the option of sending it immediately, or scheduling it for a later date and time.

Re-scheduling as a recurring notification is not available in this fashion. Instead, copy and paste the notification text into a new notification.

Delivery information

If delivery information is available for the notification, a “Delivery” button will appear next to each notification.

IMPORTANT NOTES:

1. The “Clicked” count does **not** measure how many people have seen the notification, only how many tapped/clicked on it when the notification popped up on their phone. It also does not count views from within the “Notifications” list in the app.
2. The “Unable to Deliver” count includes devices that at the time the notification was sent had notifications disabled (either for My School Day or for the entire phone) or were unable to receive for another reason such as: lack of a suitable internet connection, powered down or in airplane mode.

Removing a notification from the sent history

As notifications this list will have already been sent out and viewed by app users, **this should not be regarded as “recalling” the message.**

There may however be cases where a message needs to be removed from the history, such as when incorrect information in one notification could cause confusion with corrected info provided in a subsequent notification. Only users with administrator permissions and the person who originally sent the notification have the ability to remove notifications from the history.

IMPORTANT NOTES:

1. It is important to note that these notifications will have **already been received** by the app, and that users will likely have already read them, and they **may still be present and visible in the notification centre of user's phones** - removing it from the in-app history will not change that.
2. The notification will not be completely deleted, but instead moved from the history and preserved for future reference if needed.
3. A record is made of the deletion and the user account that performed it.

Exporting the notification history

At the top of the sent notifications list for the channel, there will be a button that will allow you to export the notification history for the currently selected channel. The time frame covered is for the current school year.

Clicking this button will ask you whether you wish to include notifications that were subsequently deleted, and the format for the export.

The exported list does not include scheduled notifications that were cancelled before sending.

Notifications waiting for approval

If your user account has been marked as a supervised account, any notifications that you have posted but have not yet been approved will be listed.

Declined notifications

If your user account has been marked as a supervised account, any notifications that you have posted and that were not approved for going live on the app are listed here.

Banners page

This page allows you to set and edit the banners that will be visible in the app. The banner will be shown persistently in the app across the bottom of the screen, and can be used for anything that you wish to call attention to: theme weeks, monthly virtues, special occasions or events, etc.

The banners page is currently only available to users with admin permissions, as channel-specific banners are not supported at this time. Each banner has the following characteristics:

- Title
- Icon (optional)
- Colour (optional)
- Additional details (shown when the banner is tapped)

The additional details allow for more information than can be accommodated on the main app screen, and can include formatting and links.

Banners are grouped into three main categories:

- A current / override banner
- Monthly banners
- Date-specific banners

Multiple banners

If multiple banners apply to a given date - for example, there is a monthly banner set for April but also a date-specific banner for Easter Monday - only the highest priority banner will be shown on the main app screen. The banner will include an indication that there is more information available, and when the banner is tapped the app will show all of the banners for that date.

The priority of the banners from highest to lowest is:

- Current banner (if any)
- Date-specific banner for a given date (if any)
- Monthly banner for a given date (if any)

Adding banners

Adding banners in any group follows the same basic steps:

1. In the appropriate spot, enter a banner title - this is the only required piece of information
2. Optionally click the colour wheel to select a colour for the banner
3. Optionally select an icon for the banner from the drop-down list
4. Optionally enter additional details for the banner. These details can have styles applied using Markdown (see Appendix: Markdown Guide) and can include links.
5. Click on one of the "Save changes" buttons.

Adding monthly banners

The monthly banner section contains an entry for each month. To add a banner for a specific calendar month, simply find the appropriate spot and follow the steps above.

Adding date-specific banners

Up to twelve date-specific banners can be set at any given time. To add a new date-specific banner you can either find the first empty slot in this section, or replace an existing date-specific banner that has already passed.

Each date-specific banner has two additional pieces of information that need to be set: a start date and an end date. For banners that apply only to a single day, set those to the same date.

Editing banners

To edit a banner, simply make any needed changes to the title, colour, icon, or details, and click on the "Save changes" button.

Removing banners

To remove a banner, simply delete the banner title, and click on one of the "Save changes" buttons.

Additionally, for the "Current" banner, there is a "Remove" button that quickly removes the banner in one step.

News page

Channel:

This drop down list allows you to choose the destination channel for the news post. The available options will vary depending on the channels available at your school and your permissions. Users with access to school-wide news posts will see an “Everyone” option as the default.

Message Body

The body of the news post can be up to 10,000 characters, and can include basic formatting such as bold, italic, etc. The news body supports Unicode and thus can contain both emoji and characters from non-Latin alphabets such as Korean or Arabic for posts in those languages.

IMPORTANT NOTE: Emoji and other Unicode symbols can take up more than one character space internally, effectively shortening the number of visible characters in a message. The remaining character count should accurately reflect the number of characters available.

IMPORTANT NOTE: If you explicitly set either foreground or background colours for text in a news post, we recommend using the “dark” and “light” buttons to preview how it will look on different user’s phones, depending on their phone/app settings.

Send a notification to announce the post

Selecting this option will cause the portal to also send a notification to announce the post. A text entry field will appear to allow you to customize the text of the notification. You can also specify a date/time in the future to send the notification

NOTE: If a title has already been entered for the post at the time this option is selected, it will use that title in the default notification text.

IMPORTANT NOTE: The scheduled time for the notification does not affect delivery of the news post itself - news posts are always available immediately.

Header

This section allows you to provide optional header information for the news post.

Title

This is a text title for the post. It will be displayed overlaid over the header image if one is selected. If left blank, the post will use the current date.

Image

You can select a JPG or PNG image to use as a header image for the news post. Images wider than 1024 pixels will be resized automatically to conserve bandwidth for users on cellular connections.

IMPORTANT NOTE: The news feed is designed for images with a 2:1 aspect ratio (twice as wide as they are high). If the selected image does not match those proportions, it will be automatically cropped to that aspect ratio. If there are particular elements of the image you want to ensure are visible it is recommended to crop the image yourself as needed in advance.

Links and Attachments

Attachments

The portal allows you to attach up to five files to a news post. Each will show as a link in the notification, and tapping it will load the file. Supported file formats are:

- PDF
- JPG
- PNG
- .DOC and .DOCX
- video files in .MOV, .MP4, and .M4V formats

Click on “Add attachment” to select a file from your computer to upload.

IMPORTANT NOTE: The total file size of all attachments must be less than 80MB

Links

While it is always possible to enter links directly into the message body, you can add shortened URLs by tapping or clicking on “Add link to notification”. The portal will pop up a dialog asking for the original URL, then create a shortened version of that address and add it to the notification.

Show Preview

Clicking this button will cause a preview of the news post to be shown.

IMPORTANT NOTE: The preview is **an approximation only**. The exact appearance on any individual phone will vary depending on the device type, operating system version, and other factors, and will not include the header image.

History

Clicking on the “Show” button will display a list of the 100 most recent posts for the currently selected channel in short form. Each entry will also have three buttons:

View post

Open a new browser tab and view the full content of the post

Remove

Tap or click on the “Remove” button to remove a post from the history. Please note that while the post will no longer be visible in the app it is retained in the portal for possible future reference, and a record is made of the user account removing the news post.

Edit

Tap or click on the “Edit” button to revise the contents - they will appear in the editing area above. Click on “Save Update” when you’re done.

IMPORTANT NOTES:

1. The original version of the posting is preserved but no longer visible.
2. The post is edited in place and will be shown in the same order in the news feed as - the original. It **does not** become the newest/first item in the feed.

Calendar page

Channel:

This drop down list allows you to choose the channel your wish add/edit calendar events for. The available options will vary depending on the channels available at your school and your permissions. Users with access to the school-wide calendar will see an "Everyone" option as the default.

PLEASE NOTE: Some settings and options on the calendar page will only apply/be visible for the school-wide calendar.

Date to change

Select the date to edit here, or click on a date in the calendar view at the bottom of the page.

Bell schedule

NOTE: Only applies to the school-wide calendar.

This section determines the bell schedule for the selected date.

Day type list

The drop down list provides a selection of predefined bell schedules/day types. The available options for regular school days will vary depending on your school's schedule/timetable, but will also include standard options such as "Closed/Holiday", "Admin Day", "Pro-D", "Weekend", and "Off Timetable/No Schedule".

Select the desired option, and click on "Save Changes" to save the new schedule.

Override daytype from synced calendar

If your school's calendar is set to import bell schedule information such as a day rotation automatically from an external calendar, setting this option will let you override the automatically imported schedule.

Add altered schedule

Users with administrator permissions will have an additional button to add (or edit) an altered bell schedule **for that date only**. This can be used for altered schedules that accommodate special events, or whenever a one-off schedule is needed.

Tap or click on the button to display the schedule editor.

Title: If set, this will be shown in the app as the day type.

Block entries: Each available time slot has the following fields:

- **Class** - the block/period identifier for that time period. In addition to the school-specific timetable entries, there will also be options for before and after school activities, lunch, and "Custom entry" which allows you to specify an arbitrary title for that time period.
- **Start time** - Required for all blocks except before and after school activities.
- **End time** - Required for all blocks except before and after school activities.
- **Custom entry title** - This can be any appropriate text, ie "Pep Rally", "Parent-Teacher Interviews", etc. If this time slot is set to a regular class block, this text is displayed in addition to the block or class name. **Note:** Avoid long titles where possible so that they display in full on smaller devices.

Once edits have been made, click on the "Save Changes" button to save the changes, or "Cancel Changes" to abandon them.

IMPORTANT NOTES:

1. Altered schedules only apply to dates with a regular schedule to override: They do not apply to dates with a day type (ie "Pro-D", "Holiday") that do not already have a bell schedule.
2. Schools with two timetables (ie one for intermediate students and one for seniors) will see a second set of entries for the alternate schedule.
3. If you wish the Before/After school time slots to display in the app, you must include them in the altered schedule.

Event Entries

There are always at least five event slots available on any given date. As you add and save events, the portal will add additional spaces for adding more events in the future. Each event on a date has an entry with the following fields:

Title

The event title. **This is the only required field for a calendar event.**

Colour

NOTE: Only applies to events on the school-wide calendar.

The button immediately to the right of the title field allows you to set a colour for the event. Tap or click on it to display the available colours. This can be used to highlight specific events, or to group events visually (ie fire drills in red, assemblies in blue, etc.)

Event time

If left unspecified, the portal will treat the event as an all-day event.

Details

Tap or click on the details button to show and edit additional information for an event.

End Time

The end time for the event

Location

This could be a descriptive name, a room number, or other location.

Notes

Additional detail or information on the event.

Attachment

Supported files are images (JPG/PNG), PDF and Word (DOC/DOCX) documents, and video files (MP4/M4V/MOV).

Repeats

Allows you to create a repeating event without needing to enter each occurrence manually.

Icon

NOTE: Only applies to the school-wide calendar.

Select an icon to be displayed in the app next to the event. As with the colour, this can be used to highlight specific events or types of events.

Send notification

For new events and calendar changes that you wish to draw attention to, select the option to send a notification. You will be able to edit the text of the notification, and choose to either send the notification immediately or at a future date (for example, as a reminder message to be sent a few days before the event).

Printing the Calendar

Click on the PDF file icon in the header of the calendar view to show a printable/saveable PDF for the currently selected month.

Update History

At the bottom of the page will be a list of the most recent changes to the calendar, with the time of the change and the user who made the change.

Student resources page

Channel:

Choose the channel you're going to manage resources for. The available options will vary depending on the channels available at your school and your permissions.

School administrators will also have access to the school-wide "Everyone" channel which will let them update the links and files visible in the app to everyone regardless of their channel subscriptions.

Handbook/agenda/policies

NOTE: Only visible for the school-wide "Everyone" channel / administrators

Update the handbook/agenda pages/policies document in the app. Tap or click on the "Choose file" button to select a new PDF file, then tap or click on "Upload" to replace the current document.

Adding files

1. Tap or click on the "Choose File" button to select a file from your computer/device.
2. Enter a title for the file (optional - will use filename if not specified)
3. Tap or click on the "Upload" button

Deleting a file

To delete a file, tap or click on the "Remove file" button next to it.

Adding web links

Enter the link URL

Enter a title for the link

Tap or click on the "Add link" button

Deleting a link

To delete a link, tap or click on the "Remove link" button next to the link.

Surveys page

Surveys allow you to gather information and feedback from students and the school community. The current implementation only supports multiple-choice questions.

Open vs closed surveys

Surveys are by default “closed” - this has the following effects:

- Only users of a recent version of the app (≥ 2021.0) can answer the survey,
- Only when tapping the survey link from within the app,
- Only when the user is subscribed to the channel the survey is for.
- Users will only be able to answer the survey once.

If desired, a survey can be marked as “open”. This allows

- Responses from older versions of the app
- Responses from outside the app using the survey link and a web browser

Because of this, it is also possible for a student to answer the survey more than once.

Privacy

All survey results are gathered anonymously - the app does not connect results to the user’s name, email, phone number, or other personal information. The only additional information sent with the survey answers is an anonymous identifier used only to prevent users from answering the same survey multiple times.

Adding a survey

In the “Add new survey” section:

1. Enter a title for the survey
2. Enter a more detailed description for the survey (optional)
3. Select an end date for the survey: responses will not be accepted after this date.
4. Select whether you want the survey to be open (available on the web and to users with out of date versions of the app)
5. Add questions to the survey
6. Click on the “Add survey” button

Adding questions to a survey

1. Enter the text of the question
2. Enter the first possible answer
3. Enter the second possible answer
4. If there are more than two answers to the question, click on the "add option" button (repeat as needed).
5. To add the next question to the survey, click on the "add question" button, and repeat the above steps.

Current surveys

This section provides a list of currently running surveys for the selected channel. Each survey has the following:

Summary

Survey title, dates, open/closed, and a link for sharing the survey.

End survey button

This will let you end a survey prior to its originally set closing date.

Results

Each question is shown with the results, including

- percentage of responses for each answer
- actual number of responses for each answer
- graph showing the relative percentage for each answer

Past surveys

This shows all previous / closed surveys for the selected channel, with the same information as for the current surveys.

Channels page

Channels are used to target push notifications, news posts, and calendar events to channel subscribers. Channels may be as broad or as narrow as you wish.

There is no limit on the number of channels you can create.

Add New Channels

This section allows you to add up to five channels at a time. Simply enter the channel information and click on "Save New Channels".

Channel Name

The name of the channel.

IMPORTANT NOTE: Channel names **must be unique within a school**. For example, if you have two "Math 10" channels, something to distinguish them must be part of the channel name (section number, teacher name, etc). Channel names can also not be the same as the name of an existing category

Category

Optional. Each channel may be grouped into a category or folder for display in the app. If there are a large number of channels this can allow for easier navigation in the app when subscribing/unsubscribing. Category names can be anything you wish - note that they are case sensitive and "SPORTS" will be interpreted as a different category from "Sports". You may also create additional categories as needed.

Your school may have a preferred organizational structure where categories are the teacher names, or where they are subject areas. This is up to the individual school - the portal and app ignore the specifics of the category structure and treat the category as arbitrary text.

IMPORTANT NOTE: Categories are purely a visual organization tool at this time and do not imply anything about, and are not necessarily directly connected to, who has access to any channel.

Private

Each channel may also be marked as private. Private channels will require an access code to subscribe to them, and thus are well suited to staff-only channels or other channels where there is a need to limit the audience.

IMPORTANT NOTE: As having to enter an access code adds friction to the subscription process, our recommendation is to leave student/parent-facing channels as public unless there is a specific need to restrict access.

Hidden

Private channels (this has no effect on public channels) may also be marked as hidden so that they are not visible to app users as an available channel. This could be used for staff channels that students/parents do not need to be aware of, or for channels not ready to be open for public use yet.

Other information

When adding a channel, you have the opportunity to add additional information such as contact information. This information is all optional, but will be available to subscribers in the app if provided.

Editing settings for channel

This section allows you to edit the settings for an existing channel. Select the channel you wish to edit from the drop-down list. Once selected, the channel information will be displayed and can be edited. After making changes, click on the "Save changes" button that will appear.

Subscribers

Shows the number of subscribers to the channel as of midnight the previous day.

For private channels only: There will be two additional buttons related to access codes.

Get Access Codes: open a page to generate a set of access codes to distribute to subscribers. These access codes are single-use-only and can not be shared or re-used.

Claimed: Show a list of which access codes have been used.

Share access with other teachers

You can use the “Grant Access” button to select another teacher who will have access to posting notifications and other information to this channel.

Tap or click on the “Revoke Access” button to revoke posting privileges you’ve granted a teacher for this channel. You might use this if you temporarily granted access to a substitute or a student teacher.

Category

Change the category the channel is in.

Private/public

Changes the public/private and hidden status of the channel.

IMPORTANT NOTE: Marking a channel as private **will not** unsubscribe any existing users. Therefore any channel you wish to be private should be marked as such either on creation or as soon as possible to avoid undesired subscribers.

Private channels will also show a master access code that can be used to subscribe to the channel if necessary, however doing so is **not recommended**.

IMPORTANT NOTE: Using the master access code to subscribe to a channel should be done with awareness of the following:

1. **Anyone** with access to the code will be able to subscribe to the channel
2. If unauthorized persons subscribe, the channel access code will need to be reset, and **all** subscriptions cleared, and all authorized persons will need to **resubscribe using the new code**.
3. It is recommended that individual access codes be used whenever practical.

Course info

The fields in this section can be used to provide course-specific or other information for a channel such as contact information. **All of these fields are optional.**

Linked calendar & news feed

Calendar: If you have an existing calendar you can link it to the channel so edits you make there are automatically reflected in the app. You can provide either or both of:

- Google calendar ID (**not** the URL). Note that the calendar must be set to publicly viewable for the connection to be successful.
- The URL of a standard .ics/iCal calendar.

News feed: If you have an existing blog or other website that provides an RSS feed, you can provide the URL. The portal will link it to your channel so any posts you make to that feed will show up automatically in the app as news posts in the channel.

Expiry date

If an expiry date is set, the channel will no longer be available in the portal for posting, or visible in the app for subscribing, after that date.

Rename channel

If you have a need to rename a channel, tap or click on the "Rename channel" button and enter the new name when prompted.

This does not affect existing subscribers.

Delete channel

To immediately remove a channel, tap or click on the "Delete channel" button and confirm when requested.

The channel information is archived, and it will no longer be available in the portal for posting, or visible in the app for subscribing.

User administration page

Only users with permission to do user administration or who have admin access will be able to access this page.

Adding New User

Use this section to add a new portal user.

Email Address

The new user's email address.

Password / Confirm password

Enter an initial password for the user twice for confirmation. The portal enforces a minimum password strength based on the length and complexity of the password, and will show that information below. Once a sufficiently strong password has been entered (and both entries match), the "Add New User" button will be enabled.

Show Password

Make the text in the password fields visible.

Suggest password

Clicking this will cause the portal to suggest a strong password for the user.

Permission group

This will become visible when a valid email address is entered. It allows you to choose a permission group for the new user. The default available groups are Teachers, Front Office (adds access to the school-wide "Everyone" channel), and Administrators. If you select "none", you will need to set their permissions manually, and explicitly grant access to specific channels (ie for a non-staff member who may need to be able to post to a specific channel).

Posting access to category

Selecting one of the existing categories from this list will automatically give the user the ability to post to any channel in the specified category, including any that may be added in there future.

Category lock

Selecting one of the existing categories from this list will limit the user to creating channels in that category. They can still be explicitly granted access to specific channels in other categories.

Automatically send welcome email

If checked (the default) the portal will send the user an email with their account information.

Setting additional user permissions

After the user is added to the portal, you will be offered the chance to be taken to the permissions page for them in order to fine-tune their access. If no additional changes are needed, you can click on the "Done" button.

Edit Existing User

This section lists all of the current user accounts with the following:

- username (email address)
- permission group
- last login date/time
- buttons to edit their permissions, reset their password, and delete their account.

Changing a user's permission group

Click on their permission group in the list, and select a new option. The change will take effect immediately.

Editing a user's permissions

To edit the detailed permissions for an existing user, find their email address in the list and tap or click on the "Edit" button to show the permissions page for that user.

Reset a user's password

To reset the password for an existing user, find their email address in the list and tap or click on the lock button.

Delete a user account

To delete a user account, find their email address in the list and tap or click on the red trash can button.

Permission groups

Permission groups allow you to set or change the permissions for a group of portals all at once, based on the group they belong to.

There are three pre-defined permission groups: Administrators, Front Office, and Teachers. For each group you can view the permission settings for the group by tapping or clicking on the "show" button next to the group title.

If you make changes to the settings for a group, a "Save changes" button will appear, giving you a chance to save your changes.

Permissions

The available permissions for groups are

- School-wide notifications
- School-wide news posts
- School-wide calendar changes
- Adding channels
- Editing channel settings
- User administration **** caution - very few groups/users should have this access**
- App configuration **** caution - very few groups/users should have this access**
- Administrator access **** caution - very few groups/users should have this access**

You can also

- Block access to sending notifications
- Block access to making news posts
- Block access to making calendar changes

Adding a permission group

If you need additional user groups with their own set of permissions, tap or click on “Add a Permission Group” and provide a group name when requested. The portal will create a new user group.

User permissions page

The [User permissions page](#), shown while adding a new user, or by selecting a user to edit, lets you control the permissions that user has in the portal, as well as reset their password.

Permission group

A permission group is a set of common permissions for a number of users. For most teacher/staff accounts, simply select “Teachers” from this list.

IMPORTANT NOTE: Setting a permission group is **not required**. You can instead set the user’s permissions individually under “Additional permissions”.

Category controls

This section controls additional settings related to channel categories.

Posting access to category

Selecting a category from this list will give the user automatic access to **post to any channel in that category, including all current channels and any added in the future**. For example, a department head may be given automatic access to all channels that individual teachers create in the category for their department.

Category lock

Selecting a category from this list will limit the user to creating channels in that category. For example, a coach might be locked to an “Athletics” category: They would only be able to create channels in that category, not in the “English”, or “Drama” categories.

IMPORTANT NOTE: While a user locked to a category can only create channels for that category, this does not affect their access to any channels they previously had access to, or are explicitly granted access to, regardless of category.

Channels

If you want to explicitly grant the user permission to post to an already existing channel that is not one of their own, tap or click on the “show/edit” button. The portal will list all of the available channels for the school, grouped by category. Check the box next to any that the user should have access to posting to.

Click on “Select All” to give the user access to all channels in a category, or “Select None” to clear all selections in a category.

Supervisor/Advisor

For cases where a non-staff member - such a student - needs to be able to post to a channel, you can select an existing portal user from the list here. Once set, any posts the user makes will be held for approval before going live on the app.

The designated supervisor will be sent an email for each post, giving them an opportunity to review the content before either approving or declining the post.

Additional permissions

The user’s permissions will control what they are allowed to do in the portal (and in some cases, which pages are even visible to them). Each user by default starts off with no permissions, which gives them access only to posting notifications, news, and calendar events for channels they are explicitly given access to. (This minimal access is useful in particular for cases such as a responsible student who will be allowed to post to, for example a “Yearbook” or student government channel)

The permissions in this list are in addition to any permissions they have by virtue of being part of a permission group. *Permissions granted through a group will be shown as granted in the list, and will not be able to be removed.*

You can set permissions individually or tap or click one of the “Typical permissions...” buttons to have the portal fill in some common options.

The currently available additional permissions are:

- School-wide push notifications: allows sending notifications that will be received by all app users.
- School-wide news bulletins: allows posting news bulletins that will be visible to all app users.

- School-wide calendar changes: allows adding/editing calendar events that are visible to all users, as well as to changing the bell schedule for a day.
- Create altered bell schedules: allows the user to create altered bell schedules.
- All Channels: enables access to all channels (but not school-wide notifications, news or calendar events, unless also given those permissions).
- Add channels: user can create new channels.
- Edit channels: user can edit or delete channels they have added themselves or have been given access to.
- User Administration: user can add and edit other user accounts.
- App Configuration: user can edit app settings (contact info, quick links, etc).
- Admin: all of the above, plus any future permissions that may be added.

IMPORTANT NOTE: The last three permissions, in particular “Admin”, should be available only to a very limited number of users.

You can also block this user from performing specific actions on their channels:

- Sending notifications
- Making news posts
- Adding calendar events
- Adding files/links to a channel

After setting all channels and permissions as appropriate, click on “Save Changes to User Profile” to save the settings.

Permission Presets

There are four preset buttons which will automatically set the permissions for some common roles. These are:

Teacher: This will set the permissions to allow the account to create and manage their own channels, but not allow access to school-wide notifications, calendar events, etc.

Front Office: Adds school-wide push notifications, school-wide news bulletins and school-wide calendar changes. This would be a common setting for someone responsible for day to day administration of the school-wide calendar and posting school-wide notifications, but who does not need the ability to administer user accounts or other admin functions.

All Permissions: Access to all portal functions without restriction - this is typically limited to a very limited number of people.

Selected Channels Only: Clears all the permissions, generally used to reset permissions and start from a clean slate, this is the default for new accounts.

No Permissions: Clears all the permissions, generally used to reset permissions and start from a clean slate, this is the default for new accounts.

The “Selected Channels Only” state grants the user full access to channels you specify, but does not allow them to create their own.

The “No Permissions” state may be used for anyone who will be granted access to post items (depending on which items are unblocked) for a specific channel, but not have access to any other permissions, including creating new channels. Some schools have used this to grant limited access to a responsible student or parent to allow them to post notifications/events for a particular club or activity, such as yearbook, or a parent council channel.

IMPORTANT NOTE: As the app does not require an account or login to download and use, for practical purposes it should be considered a public forum, and the decision to grant a student, parent, or other non-staff member access to posting to a channel should be considered accordingly.

Future versions of the portal will provide additional control over posting by non-staff members.

Authentication

Lock this account

For extra security, lock out the ability for the account to use the “forgot password” function. If the user forgets their password, they will need to contact an administrator to have their password reset.

Two-factor authentication

Controls whether or not the user has two-factor authentication enabled on their account.

IMPORTANT NOTE: The portal **does not** support sending authentication codes via SMS/text message. To use two-factor authentication the user **must have a smart phone or tablet with an authentication app installed and configured** for the portal.

Reset password for user

Use this to change a user's password for them. Enter a new password twice, and click on "Set New Password". The portal will enforce a minimum password strength.

By default the portal will attempt to send the user an email with their new password - this can be unchecked if this is not desired.

App configuration page

This page available to administrators provides the ability to change a variety of settings for the portal and the app.

To start, select a group of settings from the “Configure” menu at the top of the screen.

Contact information

Absence reporting

If set, this field will cause a “Report Absence” button to be shown with the contacts information in the app for parents to use. Tapping the button will cause an action to occur based on the contents of this field:

email address: The app will preformat an email addressed to the correct address, with a template for the parent to fill in with absence information.

website url: The app will open the specific website: this could be a form on the school’s website, or through a service provider.

telephone number: The app will open the phone’s dialer with the specified number ready for the parent to call.

School contact info

This is the information displayed under “School Contacts” in the app sidebar. It supports basic HTML formatting, and can be as brief or comprehensive (such as a full staff contact list) as appropriate for your school.

School website

Specify the address of the school website for use in the app.

Web App address

Shows the address of the web-based version of the school’s app, for users without a suitable mobile device.

About text

Any text entered here will be displayed in the "About/Feedback" screen in the app along with the standard text.

Social media connections

Show the social media accounts for the school that are connected to the feed in the app.

NOTE: These settings are not editable in the portal at this time - please contact support@myschoolday.app if you need to make changes.

Keywords/hashtags

Using keywords provides a way to consistently and automatically apply an event colour and/or icon to events in the school-wide calendar.

For example, if **#grad** is configured as a green colour and associated with a "grad cap" icon, any calendar event that includes #grad in the event title or description will automatically receive a green colour and grad cap icon in the app.

This applies to both events added in the app portal and to those automatically synced from an external source, such as a Google calendar on the school website.

NOTE: Only applies to the school-wide calendar.

For each keyword/hashtag specify the text to use and optionally a colour (tap or click on the colour wheel) and/or icon (select from the drop-down list). Once you fill all of the available slots, the portal will add additional spaces after saving.

Channels

These are settings related to the creation and management of channels by teachers.

Predefined categories

Predefine a list of categories for teachers to select from when creating and editing channels. If desired, you can restrict teachers to using only these categories.

Private channels

Do not allow private channels: teachers can only create public channels. Administrators may still create private channels or change an existing channel to private.

Require private channels: teachers can only create private channels. Administrators may still create channels that are, or set existing channels to, public. *This setting supercedes the "do not allow private channels" setting.*

Make private channels use long access codes: Increases the length of private channel access codes. *Note that this significantly increases the difficulty of entering codes correctly on a mobile device.*

Other channel settings

Show channel details in the channel list: By default the app will show the teacher name and location (if set) for channels in the "Select Channels" screen. Uncheck this option to prevent this information from being shown in the list. *It will still be visible to students once they've subscribed to the channel.*

App appearance

These settings are purely cosmetic, and are used only to add a little extra fun or whimsy to the app, or to celebrate or mark an occasion.

IMPORTANT NOTE: Appearance changes can take several hours to take effect for all copies of the app.

Header colour

This will allow you to change the colour of the header in the app as needed to highlight special events. Some examples:

- Pink for Pink Shirt Day
- Green for Earth Day

- etc.

Default: Shows your school's default header colour.

Current: Shows the currently set colour for the header.

Click on the "Reset" button to return to the default colour.

To select a new colour:

Click on the "pick a colour" button to select a colour. Once a colour has been selected, buttons will appear to wither "Set New Color" or "Cancel Color Change". A preview of the new colour will be show at the top of the screen.

Theme

Instead of a solid colour, use a seasonal, themed graphic for the header in the app.

- Select a theme from the drop down list
- tap or click on "Set Theme" to set it in the app.

User Accounts

Permission groups

Select a default permission group to be used when adding new user accounts.

Account locks

Password-locked accounts are not able to use the "forgot password" feature. If the user forgets their password, an administrator must reset it for them. You can enable locks by default for new accounts, and/or require it for new accounts (the user will not be able to turn it off).

Two-factor authentication

Enable by default for new accounts: All new user accounts will have two-factor authentication turned on by default, and users will be asked to configure an authentication app on their first sign in before being able to use the app portal.

Required: New accounts will be required to configure two-factor authentication, and will not be able to turn it off. Existing accounts will not have two-factor authentication turned on automatically, however once you or they turn it on in their settings, they will not be able to turn it off.

IMPORTANT NOTE: Two-factor authentication requires the user to have a smartphone or tablet with a suitable authentication app (such as Google Authenticator or Authy) installed and configured in order to access the app portal. **Authentication via SMS/text message is not supported at this time.**

Import/Export: Calendar events

Import iCal file

Import a set of calendar events using a .ics/iCal format file.

Synced calendars

Display the external calendars being synced for school-wide events and/or timetable information.

NOTE: These settings are not editable in the portal at this time - please contact support@myschoolday.app if you need to make changes.

Export calendar events

Export school-wide calendar events.

Import/Export: Notifications

Export all notifications that have been sent for:
A specific channel (including the school-wide "Everyone" channel)
All channels (included channels that are no longer active)

You can specify start and end dates (defaults to the current school year to date), whether or not to include deleted notifications, and the output format (HTML, PDF, CSV, JSON).

Dashboard page

Users with admin permissions will have access to the [Dashboard](#) page. This page provides administrators with basic statistics on the app and portal usage.

Devices

This provides a total number of app installs for the school. This number is updated daily.

IMPORTANT NOTE: As this number is updated in part based on verified reception of push notifications, the more frequently notifications are sent, the more accurate this number will be.

It does not include devices where the user has disabled push notifications for the app, the device is otherwise unable to receive notifications, or the app has not been run at least once while connected to the internet.

A graph of total devices over time (updated weekly) is also shown.

Notifications and news posts

These sections provide a summary of the number of notifications and news posts, both school-wide and across all channels, over three time frames: in the past 7 days, in the last 30 days, and for the current school year.

A graph of total notifications on a weekly basis is also displayed.

App usage

This is an approximation of the number of copies of the app actively in use in the past day and over the past week.

IMPORTANT NOTE: "Actively in use" is defined as the app being purposefully opened (such as by tapping the icon on the home screen), and does not reflect receipt of notifications. Simply receiving and viewing notifications does not count towards this number.

Portal usage

The number of staff who signed in to the app portal over the previous 24 hours, the previous 7 days, the previous month, and during the current school year. A weekly usage graph is shown. *Note: graph shows number of different staff accounts used to sign in to the portal, not the total number of separate logins.*

User activity report

This report will, for the specified time period, generate a report containing the following information for each user account:

- Time of last sign in
- Number of times signed in
- Number of notifications sent
- Number of news posts
- Number of calendar changes

IMPORTANT NOTE: This report may take up to several minutes to generate. Navigating away from or reloading the page will interrupt the process.

Device breakdown

Some basic statistics on the devices the app is installed on: type, operating system version, and version of the app.

Manuals & videos page

This page provides access to a variety of resources including the latest version of this portal guide, intro sheets, and instructional materials. Users with admin access may have additional materials listed here.

Account / signout page

Preferences

Theme

Set whether the portal uses a light or dark theme, or attempts to follow the system setting.

Start page

Sets which portal page is displayed when first signing in. The default for new users is the [Home](#) page, but you can set it to the [Notifications](#), [News](#), [Calendar](#), or [Student Resources](#) page depending on your most common actions in the portal.

Default channel

The default channel to use for notifications and other posts (if not set, will default to the first channel you have access to, listed alphabetically).

Signature

Set a piece of signature text that will be automatically added to notifications and news posts. (can be edited/removed before sending on a per-notification basis).

Language

Set the language to portal is displayed in.

Authentication

Change Your Password

Edit your own password.

Account lock

Disable the "forgot password" function for extra security.

Two-factor authentication

Set whether your account uses two-factor authentication for signing in.

IMPORTANT NOTE: The portal **does not** support sending authentication codes via SMS/text message. To use two-factor authentication you **must have a smart phone or tablet with an authentication app installed and configured** for the portal.

Sign Out

The app portal will automatically disconnect after a period of time, however we recommend explicitly signing out, especially if you are using a shared computer or one in a heavily trafficked area.

Appendix: Markdown Guide

What is Markdown?

Markdown is a way to add formatting to text in a way that keeps the text readable when viewed as plain text (without formatting), unlike HTML. This section provides a basic summary, for more detail about Markdown and its syntax, you can read John Gruber's original post at <https://daringfireball.net/projects/markdown/>, or read one of the many online resources available.

For a simple example, if you enter this text:

Some of this text is **bold**, and some is *italic*.

it will look like this when displayed with formatting:

Some of this text is **bold**, and some is *italic*.

Where can I use it?

My School Day currently supports Markdown formatting in two places

- Notifications (in app)
- Banners (when tapped on)

IMPORTANT NOTES:

- Markdown formatting is only supported in version 2021.2 or later of the app. Earlier versions of the app will see the plain text version, in other words with the ******'s and *_*'s showing.
- The plain text version is also what will be shown for notifications outside the app (in the phone's notification centre, popups, on the lock screen, etc)
- Not all Markdown features are fully supported: It is recommended to stick to those listed here.

Basic formatting

Paragraph breaks

To break between paragraphs, simply add an extra line break so there is an empty line between them.

Bold

To make text bold, put two asterisks on either side of the text you want bolded:

Some of this text **is bold**

Italic

To make text italic, put a single asterisk or an underscore on either side of the text:

Some of this text *is italic*

Headings

Headings are created by one or more #'s at the beginning of a line, followed by a space and the heading text. For example, this:

This is a first level heading

will be displayed as

This is a first level heading

You can do second, third, or fourth level headings by using two, three, or four #'s. As the first level headings are quite large, we recommend using second (##) or third (###) level headings for text shown in the app.

Advanced formatting

Block quotes

To create a quoted block of text, start each line in the block with a > symbol. This:

```
> Lorem ipsum dolor sit amet, consectetur adipiscing elit,  
> sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.  
>  
> Ut enim ad minim veniam, quis nostrud exercitation ullamco  
> laboris nisi ut aliquip ex ea commodo consequat.  
> Duis aute irure dolor in reprehenderit in voluptate  
> velit esse cillum dolore eu fugiat nulla pariatur.
```

Will typically be displayed as:

```
    Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor  
    incididunt ut labore et dolore magna aliqua.  
    Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex  
    ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse  
    cillum dolore eu fugiat nulla pariatur.
```

Bulleted lists

To create a bulleted list, put each item on it's own line, preceded by a * or -. This

```
- Item 1  
- Item 2  
- Item 3
```

will be displayed as

- Item 1
- Item 2
- Item 3

Numbered lists

Numbered lists work the same, just use numbers at the beginning of each line. This

1. Item 1
2. Item 2
3. Item 3

will be displayed as

1. Item 1
2. Item 2
3. Item 3

NOTE: You do not have to number the items sequentially in your text, the numbers will be adjusted automatically. This makes it easy to rearrange items.

Horizontal rules

You can add a horizontal line by placing three or more hyphens, asterisks, or underscores on a line by themselves. For example, this

will produce a line like this:

Links

Markdown-formatted links are not currently supported. The app will automatically process URL's in the text to make them tappable, so we recommend simply including them in the text without any extra formatting:

`https://myschoolday.app`

will become

<https://myschoolday.app>

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Screenshots shown are for a sample school. Actual colors, logos, schedule and other information will be different for a specific school.

Appearance, available functions, and described details are for the web portal as of March, 2021 and may change over time as features are added or updated.

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