Frequently Asked Questions

PARENT PORTAL

Welcome to our CampusCare® FAQ section! These questions are made available to help you work your way through some of the most common questions that users ask on a regular basis. If you are not able to find your question in this list, please contact your school's Parent Portal support person. If they are unable to help you, please contact the Parent Portal Help desk at parentdesk@entab.in.

Q1: What is the CampusCare® Parent Portal?

Ans. The CampusCare® Parent Portal is a confidential and secure web based application that allows parents/guardians to log in and view their child's progress in school. The goal of the Parent Portal is to establish a better communication between parents and teachers.

Q2: How does one get a Parent Portal user name and password?

Ans. A letter(Online Circular) with login credentials or a message will be shared by school. If you don't receive, contact your school office or email us at parentdesk@entab.in along with details i.e. School name, Child name and Admission No.

Q3: How can I access the Parent Portal?

Ans. You can find the link on school website or enter the URL, for example **xyzcampuscare.in** and click on Parents link then enter the user id, password and captcha code then click on login button.

Q4: What should I do if I forgot my password?

Ans. Click on the "**Forgot Your Password / Reset Password**" link on the Parent Portal login page and fill all the credential after you will get the password information on your regestered mobile no.

Q5: What should I do if I got a message incorrect code?

Ans. After entering the User id and password refresh the captcha code first then enter that code.

Q6: On my Parent Portal Home Page, I do not see all of my children. How can I view all of my children?

Ans. Kindly check on right top corner combo box where student name already visible, click on that then other name will also showing in the dropdown.

Q7: Still I don't see all of my children when I login to the parent portal?

Ans. Contact to school to have the child properly linked with your account.?

Q8: Can I change my Parent Portal password?

Ans. Once you are logged into the Parent Portal:

Look on the right upper side of the screen just below academic year, find option Change Password.

-Here you will be asked for your old password and then enter a new password and then re-enter your new again to confirm.

Note * You must follow the Password Ploicy as show on the form

Q9: Can parents/guardians have separate logins?

Ans. No, each parent / guardian receive one unique login account.

Q10: I want to change my personal email address and mobile no with old one.?

Ans. Click on Personal left navigation menu and then student information ,if edit option is available in the parent portal then you have to click on edit button and now you can change the email address and mobile no. If not able to change then contact to the school.

Q11: How do I Log Out/Sign Out of the Parent Portal?

Ans. There is a small Sign Out link just below the academic year top upper right corner, when you finish your work , just click on this button.

Q12: What are the computer system requirements for using CampusCare® Parent Portal?

Ans. CampusCare® Parent Portal requires an Internet connection & an appropriate current web browser (PCs require IE 10 , Fire Fox 22 ,Google Chrome 28 and higher).

Q13: What information will I be able to access in parent portal?

Ans. You will access to your student's schedule, assignments, attendance, discipline, assessments,fee due dates, furthermore you will be able to view your student's academic history, send emails directly to teachers and many more. Moreover you will be able to access your contact information which includes your residential and mailing address and phone numbers.

Q14: What is included under the assignment tab?

Ans. An assignment is not just homework this may include Project,activity and other general informations.

Q15: How do I get more help?

Ans. Aside from the resources found on the Parent Portal and on School website, you should contact the Parent Portal Help Desk on no. 011-43193333 (dial 5) or email at parentdesk@entab.in.

Q16: Do I need a new username and password each year ?

Ans. No, all login information will remain active as long as your child is a student in the school.

Q17: Is it OK for me to just close the browser rather than logging off?

Ans. Closing your browser is not the same as logging off. You must log off of Parent Portal to eliminate the possibility of someone else accidentally getting access to your student's information.

Q18: What do I do if I am unable to connect to the Parent Portal?

Ans. First, ensure that your Internet service is working properly. Next, validate that you are using the correct id, password and URL.

If you are still unable to connect, contact to school office during school hours or contact to the Parent Portal helpdesk team for additional help.

Q19: Where do I find my child's Report Card?

Ans. To view report Card, click the "Academic menu" link on the left . Then click the Evaluation menu where all Exam Details are placed than click download link.

Q20: Can Parent's email / message the class Teacher and subject teacher with in the portal?

Ans. Yes Parents have provision to send the message / email , there is a Message option under Personal menu on the left navigation, parents can compose the message and sent it to the class Teacher and subject teacher.

Q21: Can I see my child last class or past year records?

Ans. Yes , you can change the academic year at top upper right corner , to see previous year's details if permission has been given by school.

Q22: How do I view my child attendance?

Ans. To view the attenance click on Academic Menu and then click on Attendance , you can also view the Attendance from dash board in calendar format.

Q23: How do I view my child Assignments?

Ans. To view the Assignments click on Academic Menu on left navigattion and then click on Assignment, here you can view the all details regarding home/Class work , Activity , Project and other General informations.

Q24: How do I view my child Class Schedule?

Ans. To view your child class schedule click on Academic menu on left side and then click on time table menu , there you will get the schedule in PDF format.

Q25: How do I view my child behaviour records?

Ans. Child behaviour is categorized in different ways , you can find this under Personal menu on left side and then click on Personal Diary.

Q26: Can I use my mobile device to access the Parent Portal?

Ans. Yes. once you go to the CampusCare® page for e.g. www.xyzcampuscare.in you will see the links to download apps. You can download the Mobile App to get all information regarding your child on mobile, it is only possible if school opt this facility, In case you are not able to access just contact to Parent Help Desk.

Q27: How Can I see my child's school calendar ?

Ans. Parent Portal has the School calendar available , you can get the calendar under Personal menu at left side on parent Portal

Q28: How can I get help navigating view?

Ans. For step-by-step directions on how to use the parent portal click on the "**Portal Help**" link top middle navigation.

Q29: Is there a way to view the portal in other languages?

Ans. At this time, Portal is available only in English language.

Q30: Will I have access to my fee account online?

Ans. Yes, you have access , by login parent portal you will be able to see your fee information . Parent portal accounts are updated with fee information.

Q31: How do I pay my fee?

Ans. The easiest way to pay is online through parent portal if online payment facility is available. If you are unable to pay online or online payment facility not available , Please contact to school.

Q32: Will I receive a receipt once I have paid my fees?

Ans. Yes, an official receipt will be available on parent portal under my payment grid in fee details tab.

Q33: Where can I find the detailed information regarding fee?

Ans. You can find it under Fee Details menu on left navigation along with details amount paid, amount balance etc.

Q34: What methods of online payment are accepted?

Ans. Debit Cards, Credit Cards, and Net Banking.

Q35: Can I pay for my child's school fees in advance for the whole year so that I won't be charged for that year any more?

Ans. Yes, you can .

Q36: How will I know if my payment is successful?

Ans. After online payment you will get a message about payment status and an online receipt, also you can check receipt under my payment grid in fee details tab.

Q37: What should I do if I don't get receipt after online payment and fee is showing due?

Ans. Contact our Parent Help Desk team on parentdesk@entab.in or contact to your child school.

MOBILE APPLICATION

Welcome to our CampusCare® Mobile App FAQ section! These questions are made available to help you work your way through some of the most common questions that users ask on a regular basis. If you are not able to find your question in this list, please contact your School's Parent Portal support person. If they are unable to help you, please contact the Parent Portal Help desk at parentdesk@entab.in.

Q1: What is CampusCare® Mobile App and why do we need one?

Ans. CampusCare® Mobile App is a means of communication between Parents, Students and Teachers, all the information regarding school a Students performance are easily view on mobile app. As apps are now a part of every day lives, CampusCare® became apparent that a dedicated school app for parents would answer a lot of queries, Its an application for your smartphone.

Q2: What are the main features of CampusCare® Mobile App?

Ans. The main Key Features of CampusCare® Mobile App are given:

- •Available for Android, Windows and Iphone

- •Easy to install and configure

- •One time login and lifetime access

- •Daily Homework, assignments, circular, timetable, syllabus, holiday homework etc. accessibility on fingertips

- •Hassle free Online fee payment system

- •Fee receipt, tuition fee certificates etc. generation at any time

- •Notifications

- •Regular updates are available absolutely on free of cost

- •Access to library, exams and events.

- •Single login system for sibling to access the details.

- •School to parent communication made easy

- •Our apps have proven to save schools time and money.

Q3: For which operating system Mobile App is available?

Ans. CampusCare® Mobile App is available for Andoid, Iphone and Windows Phones.

Q4: Is the CampusCare® Mobile App free?

Ans. The CampusCrae Mobile App is free to download, however it uses web based data which means you need to be connected to the internet to access information via the app for free. Depending on your mobile data plan, you may be subject to data charges.

Q5: How do I get started setting up the CampusCare® Mobile App? / How do I log in to the CampusCare® mobile App?

Ans. The CampusCare® App can be downloaded from iTunes, Window store or the Google Play Store. Once you initiate the app on your smart device then enter the School URL without WWW, same as used for parent portal, then click on verify button, log in using the same User name and password that you normally use to access online Parent Portal.

Q6: Why do I need the CampusCare® Mobile App ?

Ans. You can check your child's assignment,report card,attendance and other details directly from your mobile.

Q7: Can I use the CampusCare® Mobile App if I am not connected to the internet?

Ans. No- the CampusCare® Mobile App uses web based data which means that if you aren't connected to the internet you won't be able to access your information through the app. If you are using the CampusCare® Mobile App while connected to your 3G or other network you may be charged, depending on your mobile data plan.

Q8: Can I get the app on my PC or laptop?

Ans. No- the App can only be accessed from a mobile device (iPad, iPhone, Android Phones and Windows Phones).

Q9: Do I need to log in every time I use the Mobile App?

Ans. No, Once logged in will remain login in untill unless you sign out.

Q10: What special training do I need to use the CampusCare® Mobile App?

Ans. The CampusCare® mobile app does not require specialized training to use. This app contains all Information which is used under online parent portal. Within the mobile app, users can view their ward Assessment, Attendance and other many more details and easily make a fee payment.

Q11: Can I change my profile information in the mobile app?

Ans. No, you cannot directly change contact information in the mobile app. You can send us a message through the mobile app by selecting "Message Inbox Option", We will make the changes for you and your profile will be updated or you can directly contact to your school.

Q12: How do I close my account?

Ans. Login to your account and click on top left corner button and click on Log out button.

Q13: Can we pay fee through the app?

Ans. Yes you can pay the fee by using app, function are same as used in parent portal and you can also view the paid, Dues details and fee summary.

Q14: How can I give feedback and make suggestions about the app?

Ans. Yon may directly contact to your ward school for any suggestion and feedback or you can also send an email on parentdesk@entab.in We welcome your feedback as this will help us make the app more useful.

Q15: Where can I go if I have additional questions?

Ans. Aside from the resources found on the Mobile App, Parent Portal and on School website, you should contact the school office with questions regarding the CampusCare® Mobile App or email at parentdesk@entab.in. There will be a site-based CampusCare® assistant available at the school or at Entab.