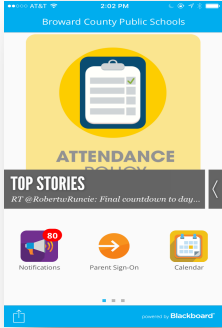
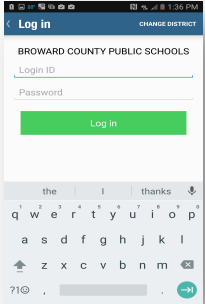


Frequently Asked Questions about the BCPS Mobile App!

Topic	Question	Response
Installation of the App	How do I install the BCPS Mobile App on an Android Device?	<ul style="list-style-type: none"> • Visit the Google Play Store to download the Android version of the BCPS Mobile App. • Search for <i>Broward County Public Schools</i> • Follow the directions on the screen to install the app.
	How do I install the BCPS Mobile App on an Apple iPhone Device?	<ul style="list-style-type: none"> • Visit the Apple App Store to download the Apple iPhone version of the BCPS Mobile App. • Search for <i>Broward County Public Schools</i> • Select “Get” and then “Install” • You will need to enter your Apple account password • After the App has been installed, select “Open”
Registration Process	How do I register to receive a User Name and Password?	<ul style="list-style-type: none"> • Registration information can be found by clicking on the link: http://browardschools.com/mobileapp • Click on the registration link and fill out the brief online form that asks for parent and student information. You need to have your child’s student number, date of birth and school to register, along with your email address. Your email address will become your user name. • Once you have submitted the mobile app registration form, you will receive an email notification stating that your application has been received. • Once your account is activated, you will receive a second email with a password.

Topic	Question	Response
Log in Process	How do I log into the BCPS Mobile App?	<ul style="list-style-type: none"> Once you receive your password via email, you can now log into the BCPS Mobile App. Open the App, click on Parent Sign On Icon (see below)  <ul style="list-style-type: none"> Enter your Login ID (which is your email address), and the password sent to you via email. Then Click Log In (see screen below). 

Topic	Question	Response
Student Information Available	What information on my child or children will I be able to see?	Initially, you will be able to see your child or children: Bus route – including pick up and drop off times and location of the bus stop. Attendance – daily attendance will be viewable, along with overall attendance status. Cafeteria Lunch Balance - Along with the option of adding funds to the account. Class Schedule – This will vary based on whether your child is in elementary, middle, high or center schools. Library Obligations – Any funds owed as a replacement cost for any library books not returned. Throughout the year, BCPS will be adding more academic information. It is anticipated that the next update will occur in the October timeframe.
	What if I have more than one child? Will I be able to see information on all of my children?	Yes, when you fill out the registration form, you will be asked to fill out information on each child. Then, you will be able to see the information on each of your children.
	I am a student, can I log in and see my information or is this only for my parents?	If you are a student, you will not be able to log in yet. However, we anticipate having this functionality available sometime during this school year. You will be notified through your school when this feature is available.
	I am a grandparent of the child. Can I log in and see information on my grandchild or grandchildren?	Only if you have custodial or parent rights and access.
Troubleshooting	The app is not working correctly. What should I do?	Try updating the app if it is not working correctly. You can also delete the app and re-install it.

Topic	Question	Response
	I've downloaded the app but I don't remember my user name and password. What should I do?	Your user name (log in ID) will be your email address. If you don't remember your password, you can click on "Forgot password"? at the log in screen and follow the directions displayed.
	What if I notice that my information (telephone number, address, etc.) is incorrect? Who can I contact to make the change?	If any of the information is incorrect, contact your child's school and follow the school's procedures for changing your contact information.
	Does the app rotate?	No, the app is only viewable from the vertical screen. It does not rotate.
Transportation	How often is the bus information updated?	The bus information is updated daily with current bus stop information.
	Who should I contact if my bus information is not showing?	Check with your school. Each school has a transportation liaison; they can assist in letting you know if your child is eligible for transportation. The liaison will enter a transportation concern form to report issues.
	Who should I contact if my bus information is not correct?	Contact your schools' transportation liaison. They will enter a transportation concern form to report issues.
Library Obligation	My child has an obligation for a library book. How do I remove the obligation?	A library obligation appears on a student record when a student has lost a school library book that he or she has checked out. The obligation amount represents the cost for the school to replace the lost item. To clear the obligation, the student must pay the amount due for the library obligation at the school site where he or she is currently enrolled. Parents may also pay a library obligation online through the Broward Schools online e-store at: https://estore.browardschools.com/OSP/default.aspx .