SARASOTA County Schools

Sarasota County Schools Mobile App | FAQ
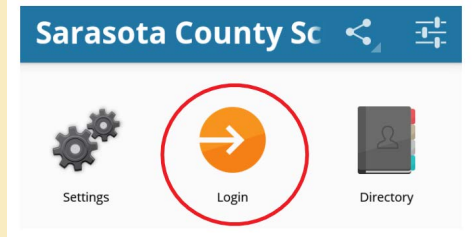
Topic	Question	Response
Installation of the App	How do I install the SCS Mobile App on an Android Device? GET IT ON Google Play	• Visit the Google Play Store to download the Android version of the SCS Mobile App. • Search for Sarasota County Schools • Follow the directions on the screen to install the app.
	How do I install the SCS Mobile App on an Apple iPhone Device? Download on the App Store	• Visit the Apple App Store to download the Apple iPhone version of the SCS Mobile App. • Search for Sarasota County Schools • Select "Get" and then "Install" • You will need to enter your Apple account password • After the App has been installed, select "Open"
Login Process	How do I login to the app?	• Once you have downloaded the mobile app, you can access student specific information by logging in. (You must have a Parent Portal account to access this feature of the app.) • Your login ID is the same as your username on your Parent Portal account, but your password is unique to the app and different than the portal. • To reset your password, click the Login icon and then select "Forgot Password?" to have a new password sent to your email address on file.

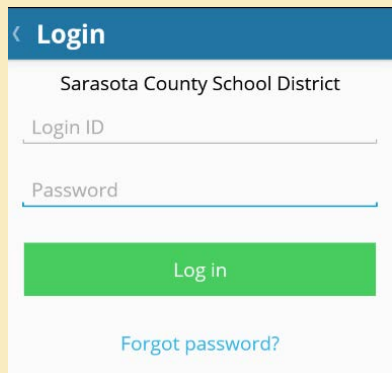| Topic	Question	Response
Log in Process	How do I log into the SCS Mobile App?	• Once you receive your password via email, you can log into the SCS Mobile App. • Open the App, click on the Login icon (see below) • Enter your Login ID (your Parent Portal Username) and the password that was sent to you via email. • Then Click Log In (see screen below). *If your Parent Portal username is the same as your child's N#, see the troubleshooting section below.

Student Information Available	What information on my child or children will I be able to see?	**Academic Information**
		
		• **Classes** – Grade summary will be available as grades are posted
		• **Attendance** –
		   o Daily Attendance
		   o Attendance History
		
		Miscellaneous Information
		• **Cafeteria Lunch Balance** - Click the balance to add money with your MY School Bucks Account.
		• **Library Information** –
		   o Funds owed
		   o Number of books checked out
		      ➢ Click link for specific information about library books

Topic	Question	Response
Student Information Available	What if I have more than one child? Will I be able to see information on all of my children?	Yes, as long as all of your children are linked to your Parent Portal Account, you will be able to see all of their information within the app when you login.
	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 can log into the app using your N# and pin. You will also be able to view classes, attendance, lunch balance, and library information.
	I am a grandparent of the child. Can I log in and see information on my grandchild or grandchildren?	If you have custodial or parent rights and access and have created a parent portal account, you will be able to login.
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.
	I've downloaded the app but I don't remember my Login ID and password. What should I do?	Your username for the app is the same as your Parent Portal account. <u>Your password is unique and must be reset the first time you login.</u> To reset your password, you can click on "Forgot password'? at the log in screen and follow the directions displayed. *If your Parent Portal account is your student's N#, you will need to add "APP" to the end of your Login ID. EX: N123456**APP**
	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.
	How can I login if I do not have a parent portal account?	Please create a parent portal account and wait 24 hours before trying to login to the app.

For assistance logging into the SCS Mobile App, email AppSupport@sarasotacountyschools.net