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INTRODUCTION

Welcome to School-Day
Welcome to the School-Day Parent User Guide. We know that managing your child’s school life isn’t easy, which is why we are proud to offer a tool that helps organize all of your school requests in one central location. Parents play an important role in the school community – it is your dedication and participation that motivates School-Day to focus on your needs. We hope that you find this guide informative, and that it helps to make the most of this tool. Please contact us if you have any questions or inquiries.

About Our Guide
At School-Day we are continuously working towards improving our system to better suit your needs. As we develop new features, we update our User Guides. At the bottom of the cover page of this User Guide you will notice a version number. You will always find an updated version of this User Guide available online on our Support Site at www.school-day.com/support.

We value any feedback about our guides and our product, so please take a moment to send us your comments at support@school-day.com or call us anytime at 1.855.253.1731. Your feedback will help make School-Day your solution.

The School-Day Team
Registering for School-Day

To begin using School-Day you must register for a School-Day account. Navigate to www.school-day.com and click Log In, or visit the sign in box that may be on your school’s website, and click Register.

Enter your information into all required fields, making sure to include a valid email address. When you have entered all of your account information, click Create Account.

Once you have clicked Create Account you will be taken to the Welcome to School-Day screen. Select the appropriate link to either add a child to your account, visit our support site, or proceed to the Parent Dashboard. We recommend that you click Add a Student to start.

Note: You must add your child or children to your School-Day account to view specific Class and Group information.
ADDING A CHILD TO YOUR ACCOUNT

There will be two possible ways to add a child to your account – by using a unique ten-digit code, or by entering specific information about your Student. To begin, click Add A Student, from your Welcome screen.

You can also click the Add button or look for the Add Student button on your Parent Dashboard.

To add a child to your School-Day account you must be the legal guardian of the child.

Registration using a Secure-Match™ key

Your school might have sent you an introduction letter, document, or flyer, explaining School-Day and giving you a ten-digit code. This code is a secure and unique way to register your student. To add a Student using a Secure-Match key, enter the key. If you do not have a Secure-Match™ key, please contact your school administrator.

Click Register and confirm that you are the Parent or Guardian of the child. By clicking Agree you are confirming that you have read and agreed to the Terms of Use of the School-Day system.

You will be informed of successful completion. Click Dashboard to begin using School-Day.

If you have another child you would like to register, select Add Student and repeat the process. Multiple Students can be linked to one Parent account.
Add a Student By Electronic Authentication
Your school might ask you to add your Student with our paperless method. To add a student using Electronic Authentication, click Electronic Authentication.

The next page asks you to fill in your specific Student’s information, as the school would have it on file, so that you can match your School-Day account to your Student’s information.

Fill out all of the fields, and click Register.

Note: Electronic Authentication is not always available at every school, and is only available to students already in possession of an Ontario Education Number (OEN) or a Provincial Education Number (PEN). Electronic Authentication is not open to Kindergarten students. If you cannot complete an Electronic Authentication, please contact your school administrator for a Secure-Match™ key.

Managing Access to Your Student’s Information
If you would like additional users to have access to your child’s information, contact your School Administrator for an additional Secure-Match™ key. Additional users can create their own School-Day profile, and will be able to perform the same range of actions as you can, such as viewing and completing permission forms or generating payments. Payment History remains confidential for each individual user.

Please note that there can’t be more than one email address on the same School-Day account. If another user wants to receive the emails for a Student, they must make their own School-Day account.

If another user is no longer authorized to view your child’s information (such as in the case of custodial changes) contact your School Administrator and ask them to remove the user’s account. The user’s link to the Student will be lost.
PARENT DASHBOARD

Your Parent Dashboard shows you the latest postings for your Student. To view a complete list of items, click on the Item Headings: Announcements, Upcoming Events, Products or Services. You can filter your view by Student using the drop-down.

Other links along the side of your Dashboard help you manage your information, actions and payment details.

You can navigate back to the Parent Dashboard at any time by clicking on the Dashboard located on every page in the left hand corner.

You may encounter a Google Translate widget on some pages in School-Day. School-Day has offered this widget for Parent convenience. We cannot verify the accuracy of any translations provided by this third party. Please use with caution. To use this feature, choose a language from the drop-down list provided.
SIGNING IN & RESETTING A LOST PASSWORD

Once you have registered for School-Day, you may log in at any time. To access your account, navigate to www.school-day.com and log in using your email address and password.

Upon log in, you will be taken directly to the Parent Dashboard – your entrance to all things School-Day. To return to your dashboard from any screen within School-Day, click the Dashboard link in the top menu.

To retrieve a lost password, click Sign In from the School-Day homepage and select Forgot your Password. Enter your username or email and click Request. A link to a unique Reset Password page will be sent to you. Please only request one password reset at a time.

EDITING YOUR SCHOOL-DAY ACCOUNT

To edit your account information, such as name, email address or language setting, click the settings icon on the bottom left of your Dashboard, then Edit Profile.

Enter information into all of the required fields, and use the radio buttons to select whether or not you would like to receive email notifications of Announcements, Events and Products added to School-Day (the default is Yes). Once you are satisfied with your account, click Update. Please note that at least one phone number must be included in your account.

Your account information is necessary for and will be used only when making secure credit card purchases through School-Day.
VIEWING ITEMS
Your Dashboard will show you a list of the most current items posted by your school and classes. To filter by a specific type, use the headings along the top, or click School Items from your side menu to view a complete list.

Viewing Students
If you have multiple Students registered on your Account you can filter the Parent Dashboard to display all Students or individual Students. The default view is of all Students. Use the Student drop-down list from the side menu to select an individual Student.

Viewing Announcements, Events, Products & Services
From your Parent Dashboard you will be able to see a list of the most recently posted Announcements, Events, and School Products and Services for all Classes/Groups to which your Student belongs. To view an entire list of an Item type click on the Item’s name in the heading.

To view details about an Item, simply click the particular Item’s name, and you’ll be brought to the Item page.
JOINING OR LEAVING SCHOOLS

Typically, you will be in the correct school automatically if you have a student linked to your account.

However, you can join a school yourself, without needing a student to link you. You may wish to join a school if you are a teacher or school administrator who would like to purchase items at a school, if you are a grandparent or relative who would like to purchase items from a school, or if you would like to view or purchase any publicly posted item at a school, such as a community event or a school play open to the general public.

Sign in to or create a School-Day account, and then click the All Schools link from the Schools and Groups menu. You can use the search and filter options to quickly find your school board and the correct school, and once you’ve found it, click on the school’s name.

Click the Join School button to link to this school. You will now be able to see any postings that the school shares publicly, including announcements and products or services. You will also get the email notifications this school sends for public postings.

To leave a school, click Your Schools under the Schools and Groups menu, then click the school’s name.

On the next page, click Leave School. Your account should unlink to this school, and you shouldn’t receive the email notifications anymore.
EVENTS

Completing Permission Forms
To sign a permission form for your child to attend an Event, view the Event details by clicking the Event name. Click the green arrow to open the form. After reading the permission form, select I Agree to grant permission.

If you change your mind about the permission form, you can undo your action by clicking the Event name. Then, click ...Will Not Attend and your child will be removed from the attendance list.

Purchasing Events
To purchase an Event, click the Event name. Once you complete the permission form by clicking I Agree, you will be given the option to pay. Select Add to Cart. If your Student will not be going on to the Event, select Student Will Not Attend. The item will be sent to your Shopping Cart, accessible by clicking the Shopping Cart icon in the top right.

When you are ready to submit a payment click My Cart to view your shopping cart. Click Checkout to pay online with Visa, MasterCard or Interac, and you will be taken to the payment screen.

Note: Your account details (except for the card information, which we do not store) will be auto-populated. If you have not entered your account information, you will be prompted to do so at this point.

Verify that your account details are correct, and enter your payment information. Once you click Submit Payment, School-Day will inform you whether or not your payment has been successful. If you have been successful, an email notification with the order details will be sent to you.

To make a cash payment, click Will Pay By Cash/ Cash & Cheque. You need to print the Order Number page, or write down the Order Number to submit along with your cash payment. Please note that the cash/cheque payment button is named by your school, so it might be different. It should reflect what type of payment the school wants to you to send.
Volunteering for Events
If an Event requires volunteers, you will see a brief description of volunteer duties. If you would like to volunteer, click the Volunteer button and the Class or Group Supervisor will be notified.

You will receive an email notification once your volunteer request has been accepted or refused. You can monitor your volunteer requests by clicking Volunteer Requests from the School Items menu on your Parent Dashboard. All of your pending and active volunteer requests will be listed.
PRODUCTS

To purchase a Product, select the Product name from the list of School Products. Clicking on the Product name opens the details. If the product has customizable options, use the drop-down menus to make your choices.

Click **Add to Cart**, and then review your shopping cart by clicking **My Cart**. Adjust the **Quantity** field if necessary.

Check your order to ensure that it is accurate. Edit the Product **Quantities**, if necessary.

Click **Checkout** to pay online with Visa, MasterCard or Interac, and you will be taken to the payment screen. When you are ready to submit a payment click My Cart to view your shopping cart. Click **Checkout** to pay online with Visa, MasterCard or Interac, and you will be taken to the payment screen.

To make a cash payment, click **Will Pay By Cash/ Cash & Cheque**. You need to print the Order Number page, or write down the Order Number to submit along with your cash payment.
PURCHASING SERVICES

You may occasionally need to make variable payments to your child’s School, such as fundraising donations or individual Student fees. Your School will inform you if you need to purchase a Service, and they will indicate your amount owing.

Click the Services heading on your Dashboard to view a list of all Services. Click a Service to view its details. If you have multiple children, select the appropriate Student from the drop-down menu. Enter your payment amount into the Select your amount field.

You must enter the Minimum Cost amount or more. Contact your School Administrator if you are unclear about your Service payment amount.

Select Add to Cart to make your payment.

When you are ready to submit a payment, click Checkout to pay online with Visa, MasterCard or Interac, and you will be taken to the payment screen.

To make a cash payment, click Will Pay By Cash/ Cash & Cheque. You need to print the Order Number page, or write down the Order Number to submit along with your cash payment.
STUDENT FEES
When a Student is assigned a Student Fee, information will show up on the Parent Dashboard.

Clicking on a Student’s name, or the View All button will bring you to a list of applied fees. The fees display information and Fee Amount. Fees are assigned by your school, so if you see any issues with a Fee, please contact them directly. Fees can be Mandatory or Optional.

Click Add to Cart to see the balance owing on the Fee. You can submit your own value in the Amount to Pay field, designed to allow you to make a partial payment on a large Fee.

If you make a partial payment, the Student Fee will remain displayed, with an updated Balance Owing. It will not clear from view until you have paid the complete Balance Owing as assigned under the particular Student Fee.

ORDERS
View Cart
To view items in your cart that you have not yet purchased, select My Cart from the Orders menu, or click the shopping cart icon in the top right of your screen.

You can remove items or adjust the quantity of items in your cart, or check out at any time (see Purchasing Events and Purchasing Products above).

Pending Orders
When you opt to make a Cash/Cheque Payment using School-Day, your order will be listed in the Pending Cash Orders link on your Dashboard, until a teacher or administrator at the school logs that they have received your payment. To review your Pending Orders, click the link, and then an Order Number. You can view the details or cancel your order.

Order History
To view your payment history, select Order History in the side menu.

Clicking on the order number will open up the details of your purchase, including the items, student paid for and payment method.
SCHOOL FILES/DOCUMENT CENTRE

The School Files/Document Centre is where documents can be uploaded by your school or teachers for download by you, such as homework schedules, assignment details, or extra field trip forms.

To view Files, select Document Centre from the School Items menu. Here you will find a list of uploaded documents. Use the drop-down menu, Sort and Search bars to find a File.

Click on the File name to view more information. After viewing information about the File, click Download File to download your File.
SCHOOL CALENDAR

To view School Events in calendar form, select School Calendar from the School Items menu.

The default Calendar view is of all Calendars. You can use the drop-down list to view additional filtered calendars.

The School Calendar is where you will find Calendar Events. Calendar Events are simple events like practices or holidays that don’t require any action like permission forms or payments. They do not appear in your dashboard view of Events.

Click the month, week or day buttons to the top right of your calendar to filter your view further. To view past or upcoming events by month, you can click the <Pre and Next> arrows. You may return to the present calendar at any time by selecting the today button.

To view your Events in a list format, select View Full Event List. To return to a calendar-style view of Events, select View Full Screen Calendar.

EXPORTING EVENTS

You can export Events in iCalendar format, to add to your favourite calendar application.

To export an Event, click Add This Event to My Calendar on the Event action page.

An iCalendar file (with the extension .ics) file called schooldayevent.ics or schooldayevents.ics will download. You can open the .ics file with any calendar supporting iCalendar file formats.

Note: Calendar Events are not exported to your personal calendar automatically. Information can only be verified as accurate at the time of export. In order for your personal calendar to remain up-to-date, you will need to export your School Events regularly.
PARENT CONFERENCES

The Parent Conferences feature lets you book your own appointment times on schedules your School creates, such as Parent-Teacher Interviews. To access this feature, select the Parent Conferences link from the left side of your Parent Dashboard.

Any active Conferences that your Student is eligible for will be listed. If you have booked an appointment, you’ll see a green checkmark. If you haven’t, you’ll have a yellow exclamation mark.

To view a Conference, click the date/time range. If you have more than one Student, you should see all available Student/Class combinations. You may have to check more than one Conference depending on the availability of a specific Teacher.

To book an appointment, click Book and you have 30 seconds to hit Confirm Booking.

To change an appointment that you have booked, click on the Appointment time and then Confirm Cancel.

You can review your booked Conference appointments by clicking Parent Conference at any time. Booked appointments will be listed under Upcoming Appointments. Click Print to print a copy of your bookings.
ENDING A SESSION

To ensure privacy of your School-Day account, it is important to log out after each session. To log out, click the Settings icon in the bottom left corner of your screen, and then Logout.

SUPPORT

We have made every effort to keep School-Day as user-friendly and self-contained as possible. If you require assistance after using our manuals please contact School-Day at 1.855.253.1731, email support@school-day.com or visit our support website at www.school-day.com/support. Here you can browse User Guides, open a service ticket, or even chat online with a live agent.

CONTACT US

For more information, please contact School-Day at:

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info@school-day.com
www.school-day.com/support