



USER GUIDES

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## PARENT USER GUIDE

Document Version 2  
September 2016

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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

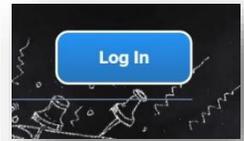
At School-Day we are continuously working towards improving our system to better suit your needs. As we develop new features, we update our User Guides. At the bottom of the cover page of this User Guide you will notice a version number. You will always find an updated version of this User Guide available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

## WELCOME TO SCHOOL-DAY

**Thank you for registering with School-Day!**

To get started, please add a student to your School-Day account. You need to link a student in order to see information about classes. Students can be added using their unique *Secure-Match™* Key or by simply entering information only **you** know about your child:

[ADD A STUDENT TO YOUR ACCOUNT](#)

If you need help, please visit our support site, where you can browse user guides, log a ticket or chat with a live agent:

[SUPPORT](#)

If you are ready to start using School-Day, proceed to your Dashboard

[PROCEED TO MY DASHBOARD](#)

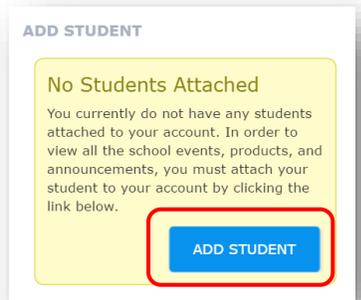
# ADDING A CHILD TO YOUR ACCOUNT

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.

**ADD ANOTHER STUDENT TO YOUR ACCOUNT**

**Secure-Match™ Key**

Please enter the 10 character *Secure-Match™* Key that you received. It should be in the form XXXXX - XXXXX.  
If you need a *Secure-Match™* key, please contact your school administrator to ask for one.

**REGISTER** **CANCEL**

If you do not have a *Secure-Match™* Key, you can try Electronic Authentication Instead.

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.

**CONFIRM YOU ARE THE PARENT OR GUARDIAN OF SCOTT KEARNS**

**Terms of Use**

I, Jamie Telo agree to the Terms of Use at School-Day.com and confirm that I am the parent or legal guardian of Scott Kearns

By clicking Agree, you acknowledge that you have read and will abide by our Terms of Use.

**AGREE** **DISAGREE**

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

ADD ANOTHER STUDENT TO YOUR ACCOUNT

Secure-Match™ Key

Please enter the 10 character Secure-Match™ Key that you received. It should be in the form XXXXX - XXXXX.  
If you need a Secure-Match™ key, please contact your school administrator to ask for one.

REGISTER CANCEL

If you do not have a Secure-Match™ Key, you can try [Electronic Authentication instead](#).

# 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.

School-Day School Board

DASHBOARD

SCHOOL ITEMS

ORDERS

VOLUNTEER REQUESTS

SCHOOL CALENDAR

PARENT CONFERENCES

MY PROGRAMS

DOCUMENT CENTRE

COLLAPSE MENU

Parent Ellen Laurenston

SCHOOL DETAIL

ANNOUNCEMENTS

UPCOMING EVENTS

PRODUCTS

SERVICES

Search:

Wednesday, August 17, 2016  
**Supplies List**  
Please check the School Welcome package for a list of recommended school supplies!  
If you have any extra supplied you would like to donate to students in need, please drop them by the school.  
School: School Day Public School

Thursday, June 2, 2016  
**Blitz Day Reminder**  
Buy the combo deal for extra savings  
School: School Day Public School

Thursday, June 2, 2016  
**Thursday Newsletter**  
Please view our newsletter here: newsletter.com  
School: School Day Public School

Friday, May 20, 2016  
**End of Year Reminder**  
Please make sure you return all textbooks  
School: School Day Public School

Wednesday, May 11, 2016  
**Board Announcement Test - All Schools**  
Email blast to all schools as board user test  
Schoolboard: School-Day School Board

Monday, May 2, 2016  
**Weekly Update**  
Please look for the posting next week! And make sure you follow our twitter!  
School: School-Day Public School

STUDENT FEES [VIEW ALL](#)

Your students have been assigned fees which need to be paid. To view the specific items for each student, click on their name, otherwise click the 'View All' button to see all the assigned fees.

Rachel Laurenston  
Mandatory \$5.00

Annabelle May Laurenston  
Mandatory \$5.00

CALENDAR

← AUGUST 2016 →

| MON | TUE | WED | THU | FRI | SAT | SUN |
|-----|-----|-----|-----|-----|-----|-----|
| 1   | 2   | 3   | 4   | 5   | 6   | 7   |
| 8   | 9   | 10  | 11  | 12  | 13  | 14  |
| 15  | 16  | 17  | 18  | 19  | 20  | 21  |
| 22  | 23  | 24  | 25  | 26  | 27  | 28  |
| 29  | 30  | 31  |     |     |     |     |

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](http://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.

Username

Password

Remember me

[Forgot your password](#)

Log in

**Password / Mot de passe perdu**

For a new password, enter your username below and click on 'Request\Demande'. We will send the address of a unique verification page to you. Click on the link in the body of the message and a new password will be sent to you. Please remember to request only one password reset at a time.

Pour un mot de passe oublié ou perdu, entrer l'adresse électronique ou le nom d'utilisateur utilisé pour l'inscription au compte et cliquer sur Demande. Un lien est envoyé à l'adresse courriel, ce qui réinitialise le mot de passe. Veuillez demander un seul mot de passe à la fois.

Email

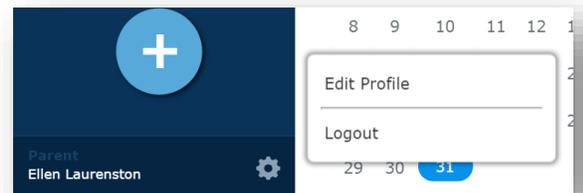
Request

# 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.





# 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.



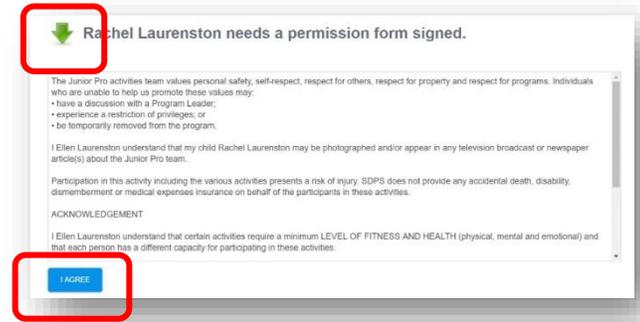
On the next page, click **Leave School**. Your account should unlink to this school, and you shouldn't receive the email notifications anymore.

# EVENTS

## Completing Permission Forms

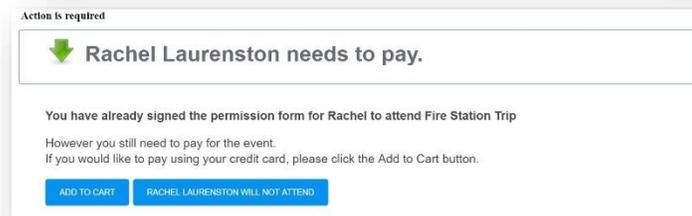
To sign a permission form for your child to attend an Event, view the Event details by clicking the Event name. Click the green arrow to open the form. After reading the permission form, select **I Agree** to grant permission.

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

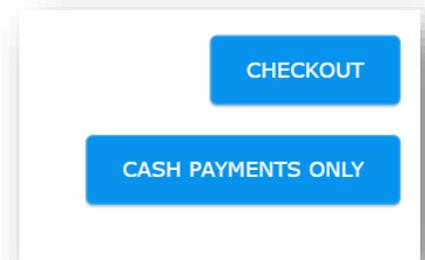
To purchase an Event, click the Event name. Once you complete the permission form by clicking **I Agree**, you will be given the option to pay. Select **Add to Cart**. If your Student will not be going on to the Event, select **Student Will Not Attend**. The item will be sent to your Shopping Cart, accessible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



VOLUNTEER REQUESTS

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.

I would like to volunteer for this Event:

VOLUNTEER

# 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.

## PIZZA SALES FOR JUNE



School: School-Day Public School

Please purchase your pizza today. Adjust your quantity if you would like more than one slice.

Please note this pizza order is for all of June, every Friday. This is 4 slices at \$2.00 a slice, so \$8.00 in all.

Price: \$8.00

Product Options:

Crust type: Regular

Toppings: Pepperoni

RESET OPTIONS   VIEW ALL COMBINATIONS

Please select the student for whom this product is for: Rachel Laurenston

Quantity: 1

ADD TO CART

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

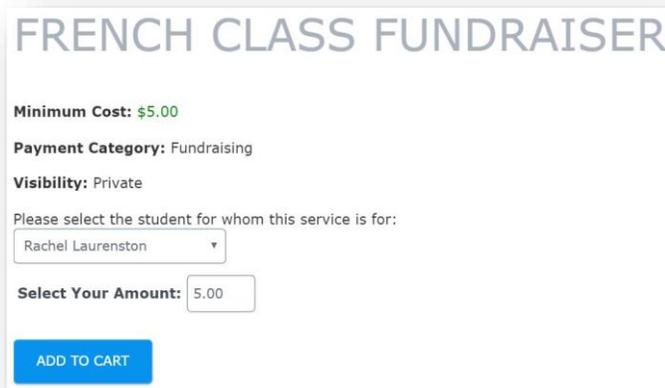
You may occasionally need to make variable payments to your child's School, such as fundraising donations or individual Student fees. Your School will inform you if you need to purchase a Service, and they will indicate your amount owing.

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.

**STUDENT FEES** [VIEW ALL](#) ⌵

Your students have been assigned fees which need to be paid. To view the specific items for each student, click on their name, otherwise click the 'View All' button to see all the assigned fees.

**Rachel Laurenston**  
Mandatory \$5.00

**Annabelle May Laurenston**  
Mandatory \$5.00

# 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.

**My Cart**

Milk Sales \$10.25 QUANTITY: 1 Remove  
Milk Flavour: Chocolate Update  
For Annabelle Laurenston

Trip to the Farmer's Market \$5.00 QUANTITY: 1 Remove  
For Rachel Laurenston

Press **checkout** to pay **\$15.25** for items in School-Day Public School **Checkout**  
**Cash/Cheque**

If you wish to cancel or make changes, click on the School-Day logo to return to your Dashboard.

# YOUR PAID ORDERS

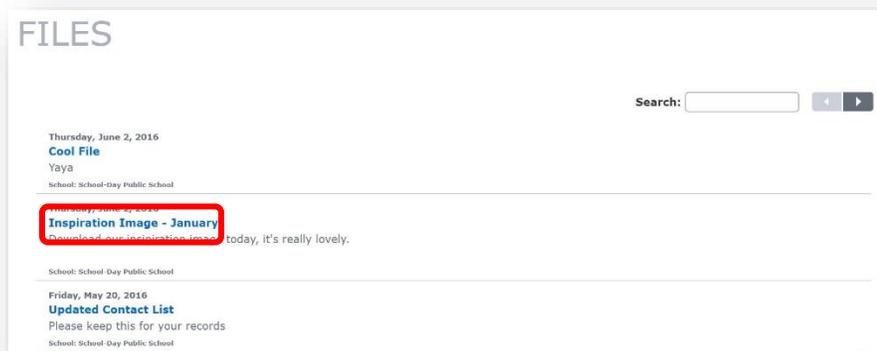
Search:

| ORDER # | ORDER DATE          | TOTAL | PAYMENT METHOD |
|---------|---------------------|-------|----------------|
| 403159  | 2016-08-16 17:13:53 | 45.00 | CC             |
| 385999  | 2016-08-15 12:36:07 | 10.00 | CASH           |
| 386516  | 2016-06-03 10:55:09 | 10.00 | IO             |
| 385995  | 2016-06-02 14:38:40 | 23.00 | CASH           |
| 385991  | 2016-06-02 14:31:04 | 35.95 | CC             |

# 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.



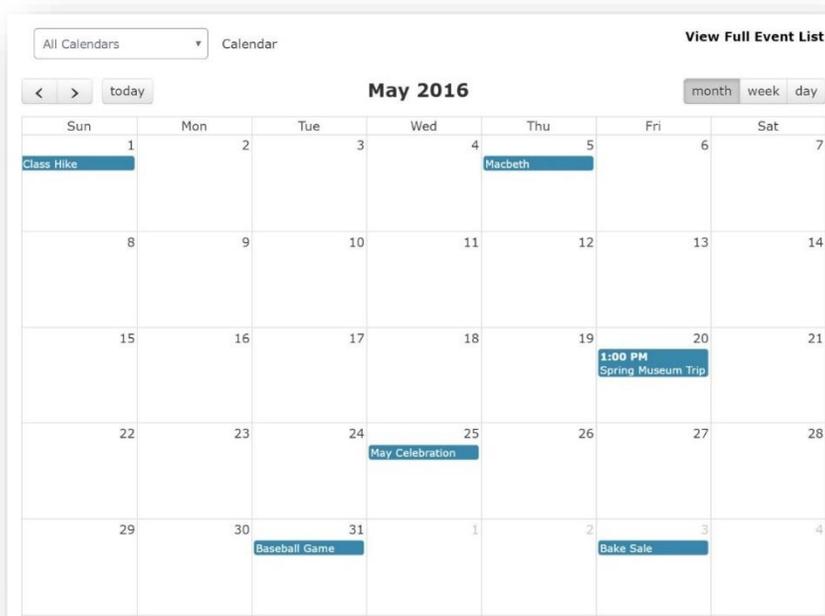
# SCHOOL CALENDAR

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*.

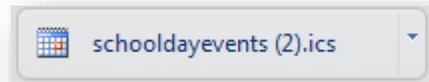
## EXPORTING EVENTS

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.



### PARENT INTERVIEWS

December 16 2015: 9:00 am - 11:00 am

| TIME     | STEPHANIE ADAMS<br>ESL 1<br>JENNIFER AARON | STEPHANIE ADAMS<br>ESL 1<br>ANNABELLE MAY<br>LAURENSTON | SAM ANDERS<br>GRADE 1<br>JENNIFER AARON | SAM ANDERS<br>GRADE 1<br>RACHEL<br>LAURENSTON |
|----------|--|---|---|---|
| 09:00 am |  |   |   |   |
| 09:20 am | Book                                       | Book  |   | Rachel Laurenston<br>(Ellen Laurenston)       |
| 09:40 am |  | Annabelle May<br>Laurenston<br>(Ellen Laurenston)       | Book                                    | Book  |
| 10:00 am | Book                                       | Book  | Book                                    | Book  |
| 10:20 am | Book                                       | Book  | Book                                    | Book  |

### Book: Jennifer Aaron

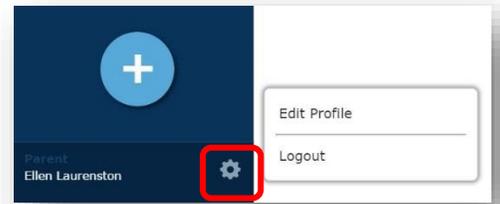
**Don McDowell At 10:20 am**

Please confirm that you would like to book your conference with this teacher at the time selected. If you would rather have a different time, please click cancel and choose another time. Otherwise, click "Confirm Booking".

**Time left to ensure the timeslot is saved for you: 00:29**

## 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](mailto:support@school-day.com) or visit our support website at [www.school-day.com/support](http://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

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