

Kurious365 - School Management Platform

Product Features: Frequently Asked Questions

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Disclaimer: This document is provided as is, without any warranty.

1. How to change my login Password?

Admin, Staff or Parent can Click on Profile Icon->Click on profile->click on security to change their login password.

Admin can change the login password for staff, parent and student users from their respective Profile page (under Profile menu).

Admin can also send reset password link via email to staff and parent

2. How to reset my Password if I forgot?

Visit the school website, click on “Sign In” menu, Click on “Forgot Password?” and follow the instructions.

3. How do I update my Mobile number?

Click on Profile Icon->Click on profile->edit phone number

4. How do I update my Email Id?

Email id update for other user types (School Super Admin, Admin, Staff and Primary Parent) is not permitted currently.

Note: The organization email id (in Studio -> Organization) and Student's email ids can be updated.

5. How to disable a feature in Kuriours365 (for example, Classroom) if my School does not need that feature now?

Visit Studio, Click on “Access Control” and de-select the feature.

By default, all features are enabled and available to all user types. When a feature is disabled, none of the users will be able to access that feature in Portal. You can re-enable a feature at any time.

6. How to add a Primary Parent?

For Admin to add a parent, there are 2 ways:

1. To add one Parent user at a time: Visit Profile -> Primary Parents page. Click "Add"
2. To add a set of Parents users, please use the Bulk import feature: Visit Profile -> Primary Parents page. Click "Bulk import" (click on the cloud icon for bulk import)

A welcome email will be sent to all the newly added Parents.

Parents can also sign-up for an account if it is enabled in the Access control (in Studio).

7. How to update Primary Parent personal details?

There are 2 ways to update the Primary parent personal details

- By Admin user

Profile->Primary Parents->Click on the parent card which needs to be updated->Click on edit and update the personal details

- By Parent user

Click on profile icon->Profile->Update the personal details

8. How many Students can be added, is there any restriction on the count?

Free subscription allows a maximum of 15 Students in the system. Archived student records are not counted towards this list.

9. Can I remove a Parent, Student or Staff account and How ?

User accounts cannot be removed, but they can be deactivated by archiving the accounts. An archived account can be unarchived in future to re-activate.

When a Parent account is archived, all the Student accounts in that Parent's account are also auto archived. The archived parent account can be re-activated later if needed and in that case, the Students accounts in that Parent account to be unarchived separately (i.e. unarchive is not automatic here).

10. How do I add a Student?

Student can be added in 2 ways

By Admin user: Profile->Students->Click on Add button (or use Bulk import to add many students at once)

By Parent user: Profile->Students->Click on Add Button

11. How do I update Student Details?

Student Details can be updated in 2 ways

Admin user:

Profile->Students->click on student card which needs to be updated->click on edit.

Parent user:

Profile->Students->click on student card which needs to be updated->click on edit.

12. Can I export the list of Parents, Students, Staff, Invoice list or Work Hours log to a spreadsheet and How?

Yes, Admin can download these data from respective pages (in Table view).

13. Can I print or export the Dashboard page to a file and How?

You can use the Print option from the browser menu option (to print or save as PDF).

14. How to add a Staff?

Staff can be added the school admin: Click on 'Profile' drop down button->Click on Staff->Click on 'Add' button

Or multiple staff accounts can be added through Bulk import feature.

15. How to update Staff details?

Staff details can be updated in 2 ways

By Staff User

Click on the profile icon->Click on profile->Edit required field and click on save

By Admin User

Click on 'Profile' drop down button->Click on Staff->Click on staff card which needs to be edited->Click on edit to make the changes

16. What are the access levels for a Staff?

Staff can access the following features (if the feature is enabled in Access control):

1. Classroom feature

- a. Add Course material
- b. Add assignments
- c. Review & Grade assignments
- d. View list of Students and Staff assigned to the same class

2. Communications

- a. E-Mail feature
- b. Text feature

3. Work Log

- a. Check-in and Check-out feature
- b. Work Log report (to see their entries only)

17. What are the access levels for a Student?

Students can access:

1. Classroom feature
2. Communications (view only)
 - a. Email
 - b. Text messages

18. What are the access levels for a Parent?

Parents can access:

1. Forms
2. My Submissions - to see previously submitted forms
3. Invoice List(only downloading invoice and receipts)
4. Profile

- a. Student profile - add/manage
- b. Emergency contacts - add/manage
- 5. Classroom
 - a. View classroom details of their Students, view course materials, assignment and their Students' submissions
- 6. Communication feature:
 - a. Mail (receive mail)
 - b. Chat (send or receive)
 - c. Text Message (receive only)

19. How to remove a course material that is wrongly uploaded?

Course materials can be '**uploaded or deleted**' by Admin and Staff

Steps:

1. Login to Portal
2. Click on Classroom
3. Click on the created Classroom
4. Scroll down and go to Course material
5. In course material under action click on the 3 dots and select delete

20. What is the allowable size of course material?

Maximum of 10 MB files is supported now.

21. Can Staff directly communicate with Parents and How?

Yes, Staff can communicate directly with the parents in their assigned classrooms with the communications feature (Mail and Text messages).

Admin can see all the communications initiated by a Staff.

22. Can Students directly communicate with School Admin or Staff?

No, Students can only receive the mail or Text messages from the Admin or Staff. Students cannot initiate a discussion with Admin or Staff in 1-to-1 through the Kurious365 platform at this time.

23. Can Parents directly communicate with Staff and How?

No, Parents cannot have 1-to-1 communication with a Staff using the Kurious365 platform at this time.

A Parent can only receive Staff's communication at the classroom level.

A Parent can have 1-to-1 communication with Admin using Chat feature.

24. How is attendance for Students tracked and Where?

Attendance feature is not supported for Students at this time. Please email us at product@kurious365.com if you are interested in this feature.

25. How many Students a Parent can add to the platform?

A Parent can add maxim of 4 Students under their profile.

If you have any other questions, please reach our Customer Success team at cs@kurious365.com