Involve School Portal App
Parent User Guide
A guide to navigating the parent app and staying connected with your child's school
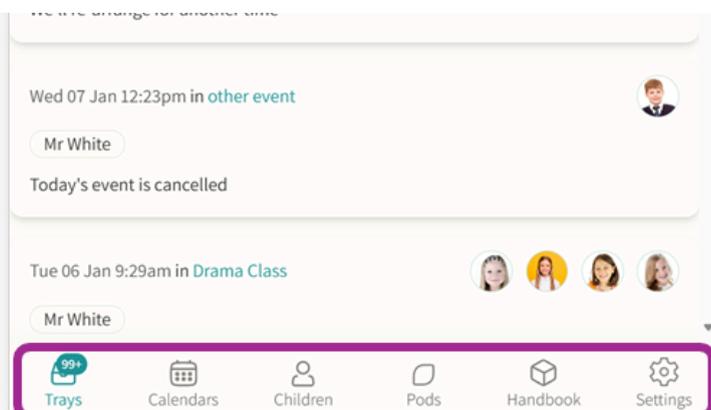
Introduction

Welcome to the school parent app. This guide explains each section of the app so you can make the most of the features available to you. The app keeps you informed about your child's school day, lets you communicate with staff, manage payments, book onto clubs and much more, all from your phone (or browser).

Please note: The guide covers the full range of functionality, your school's app may have certain features enabled or disabled depending on how your school has configured it.

Bottom Navigation Bar

The bottom of the screen contains five main navigation icons that are always visible, no matter where you are in the app:
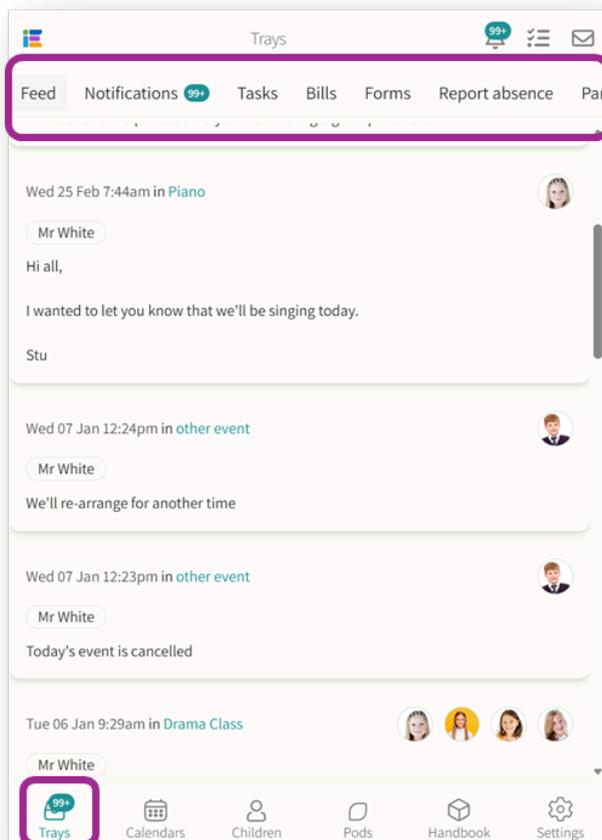
Menu / Feature	What it does
Trays	Your central hub for messages, notifications, tasks, bills, forms, absence reporting, and parents' meeting bookings.
Calendars	View the school calendar and your child's personal timetable. See upcoming lessons, events and activities.
Children	Access your child's profile, timetable, and school-related information for each child linked to your account.
Pods	Pods are shared spaces or groups, such as music, clubs or subject groups, where messages and updates relevant to your child are posted.
Handbook	Access the school handbook containing important policies, procedures and information.
Settings	Manage your account details, email preferences, payment settings (used for Google Pay / Apply Pay / etc), and password.

Trays

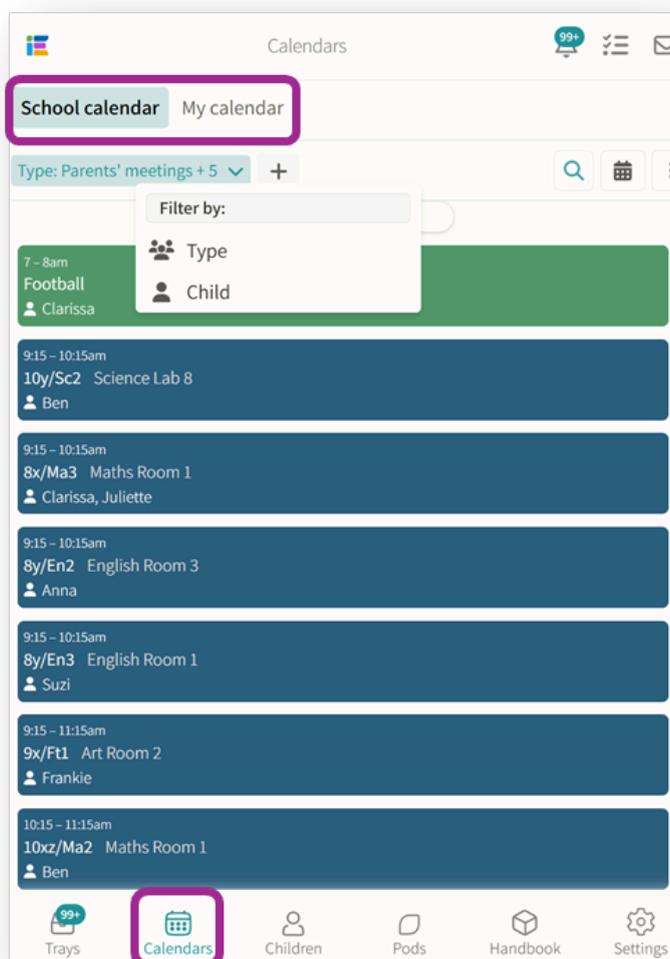The Trays section is your main inbox and action centre. It is split into several tabs across the top:

Menu / Feature	What it does
Feed	A chronological stream of messages and updates from teachers and school staff.
Notifications	Alerts and system notifications. The number badge shows how many you haven't yet read.
Tasks	Any tasks or action items assigned to you (or feel free to create to-do's and tasks for yourself!)
Bills	View and pay any outstanding bills or fees from the school.
Forms	School forms that need to be completed and submitted, such as consent forms, trip forms or surveys.
Report Absence	Request an absence for your child.
Parents' Meetings	Book, view, or manage appointments for parents' evening and other parent-teacher meetings.

Calendars

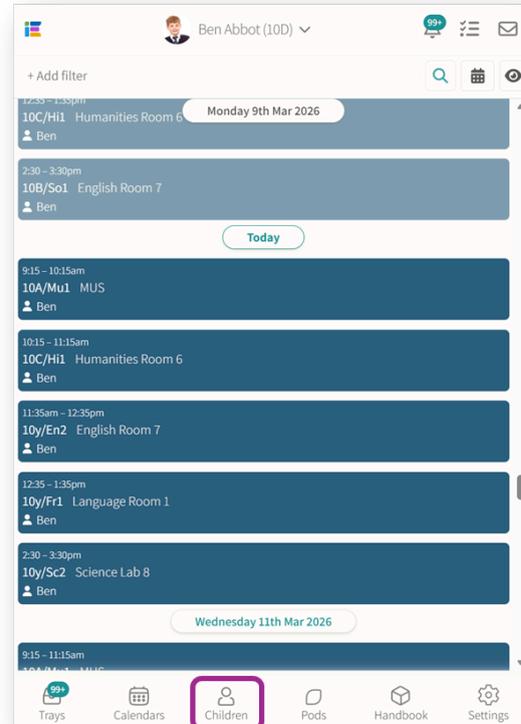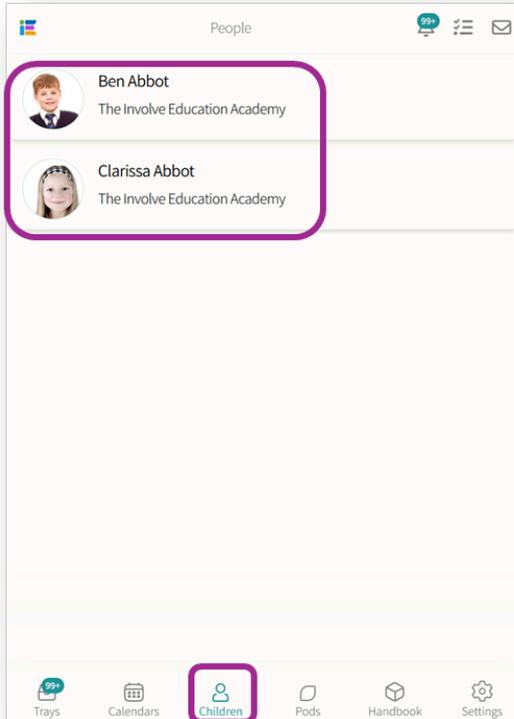The Calendars section has two views, selectable via tabs at the top:

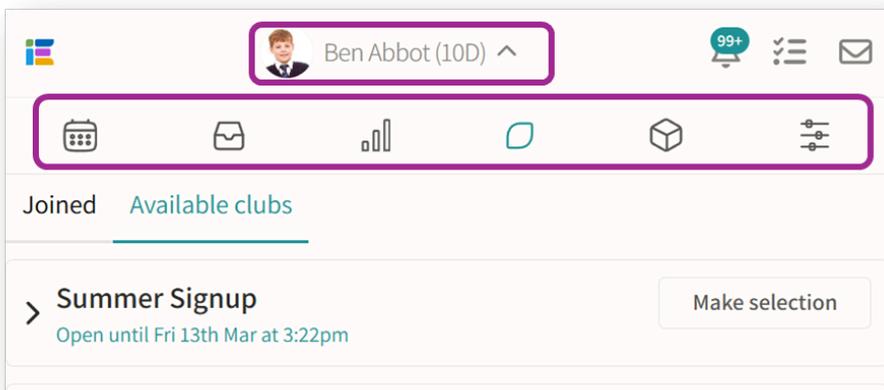| Menu / Feature	What it does
School Calendar	Shows all whole-school events, timetabled lessons for all children linked to your account, and activities. You can use filters and the search icon to find specific events.
My Calendar	A personalised view filtered to a specific child (selectable via the 'Child' dropdown at the top). Shows that child's lessons, activities, and commitments day-by-day.

Children

The Children section shows the profile and timetable for each of your children registered at the school. Tap a child's name or photo to see:

- Today's lessons.
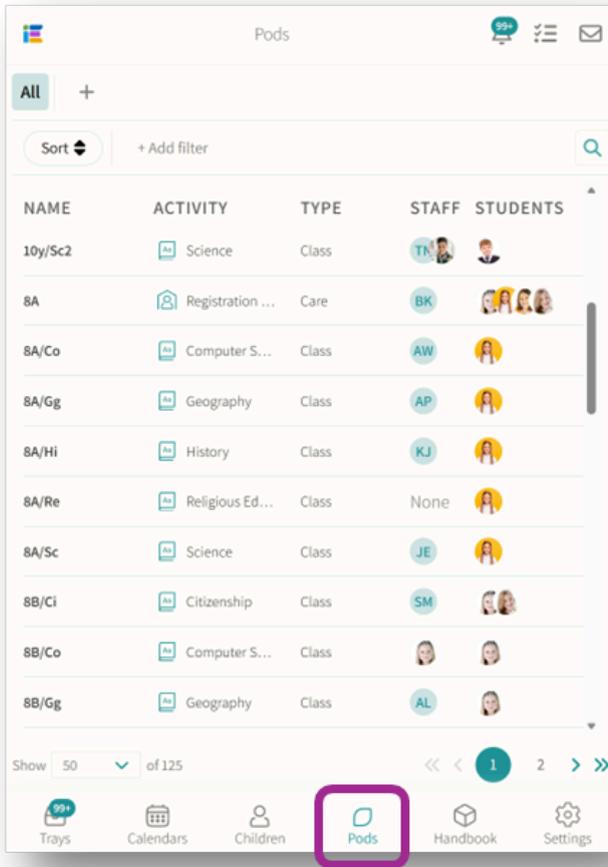- Upcoming lessons across the week.

Once your child's timeline has loaded, click their name at the top of the screen (shown as "Ben Abbot (10D)" in the example below) to access their full profile. From here, you can navigate between the following tabs:

- Trays: Forms, bookings, and assignments
- Reports: Behaviour and Wellbeing notes, and any Goals that have been set
- Pods: Clubs your child has joined, plus available clubs to join
- Assets: Exam results and reports
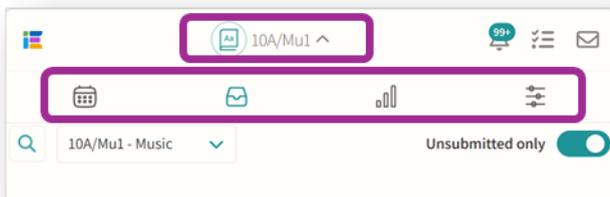- Settings: Preferences such as photo permissions

Pods

Pods are the groups and classes your child belongs to. Each Pod represents a subject class, registration group, club, or activity.

Tapping on a Pod lets you see messages and updates posted by staff within that group. You can also open up the Pod's calendar, the Assignments and Goals set by the teacher and Pod details (who the teacher is, etc).

Handbook

The Handbook is your school's digital information hub. It contains resources, documents, and guidance published by the school for parents and students.

Content in the Handbook is organised into collections, displayed as visual tiles. Examples may include:

- Behaviour expectations and school values
- School policies and procedures
- Curriculum information and subject guides
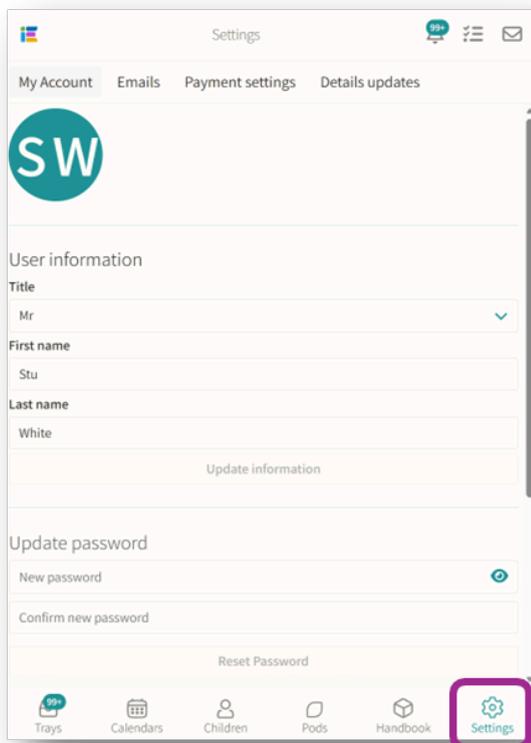- Key dates and term information

Tap any tile to open and read the full content. The Handbook is view-only, you cannot edit or submit anything here.

Settings

Tap Settings in the bottom navigation bar to manage your account. This section has several tabs:

Menu / Feature	What it does
My Account	Update your personal details: title, first name, and last name.
Emails	Manage your email notification preferences, choose which types of school communications you receive by email.
Payment Settings	Add or update payment methods for school bills and fees.
Details Update	Submit a request to update other personal details held by the school, such as contact numbers or address.

Messaging the School Office

From anywhere in the app, you can send a direct message to the school office using the envelope icon in the top-right corner of the screen.

How to Send a Message

Tap the envelope icon (✉) in the top-right corner of the screen. A 'Message school office' form will appear. Fill in the following fields:

Menu / Feature	What it does
Subject	A brief title for your message (e.g. 'Appointment request').
Regarding	Select which child the message relates to from the dropdown.
Reason	Choose the reason for your message from the dropdown list (e.g. general enquiry, clubs enquiry, etc).
Message	Type the full text of your message in the box provided.

Once you have completed all the fields, tap the send icon (the paper plane in the bottom-right of the form) to submit your message. The school office will receive it and respond via the app or by other means.