

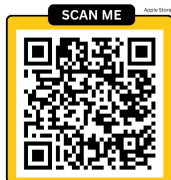


ONBOARDING GUIDE

Welcome to ParentHub.

A guide for parents and students.

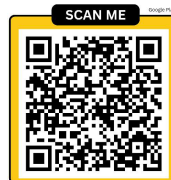
Your school has chosen BrightArrow for fast and effective communication, and the BrightArrow ParentHub app will be your go-to for engaging in important communications with the school. This guide will help you navigate the app so you can stay in touch with what's happening at school.



DOWNLOAD ·
IPHONE

App Store

[apps.apple.com/us/app/b
rightarrow-parenthub](https://apps.apple.com/us/app/brightarrow-parenthub)



DOWNLOAD ·
ANDROID

Google Play

[play.google.com/store/a
pps/details](https://play.google.com/store/apps/details)

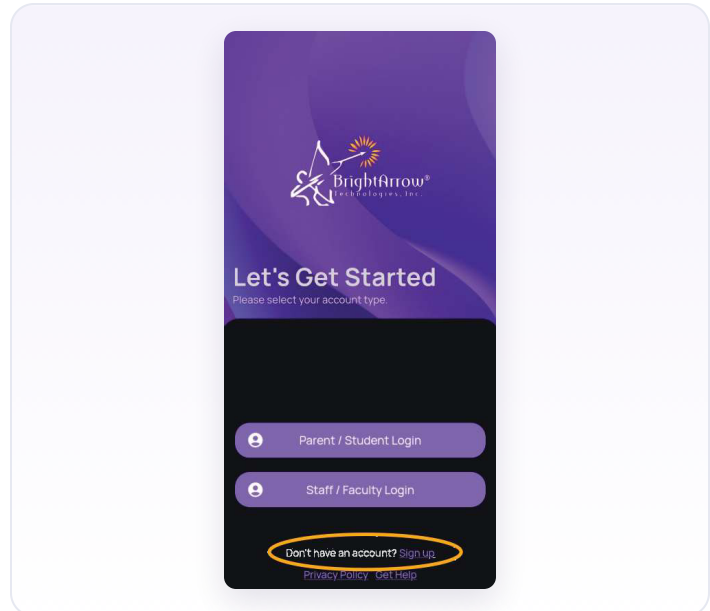
CHAPTER 01 • LOGGING IN

Create your account & sign in to ParentHub.

1 Sign up to create your account

- 1 On the sign in screen, click the **sign up** button to create your account.
- 2 Select the **Parent / Student** option as the Account Type.
- 3 Enter a phone number or email address that the school has on file for you. This will be what you use to login to the app in the future.
- 4 Click the button to **"Get Started."**
- 5 A verification code will be sent to the phone number or email address you provided. Enter it in the verification box, then tap **"Verify."**
- 6 Enter your name and create your password, then tap **"Sign Up."**

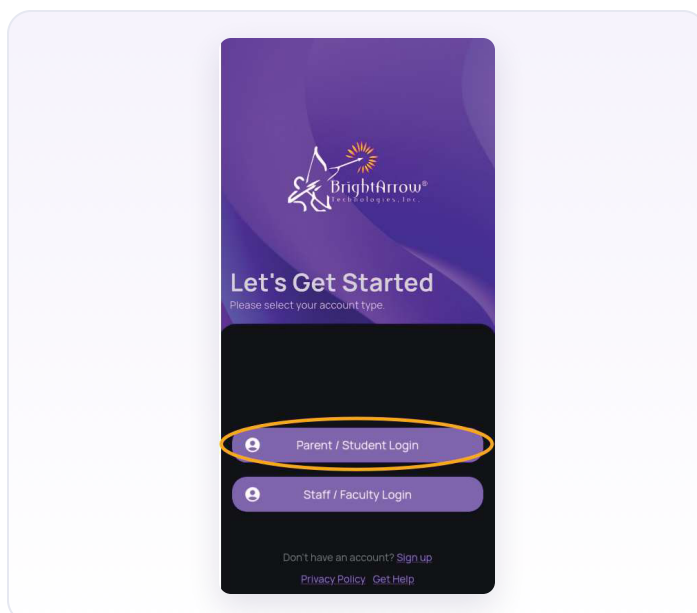
★ **Staff members who are also parents** of students will not use the sign up button. Simply login to your Staff / Faculty account using your BrightArrow user credentials.



2 Log in

With your account now created, tap the **Parent / Student Login** button on the sign in screen.

★ **Staff members who are also parents** of students will not use the Parent / Student Login button. Simply login to your Staff / Faculty account using your BrightArrow user credentials.



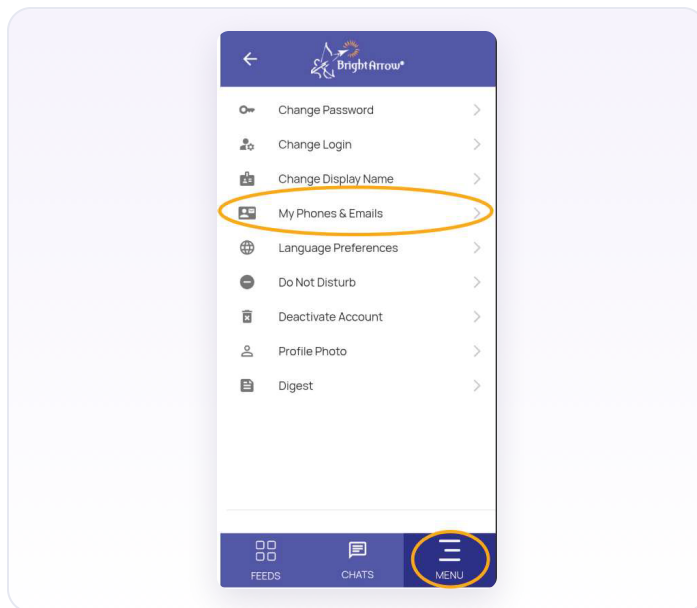
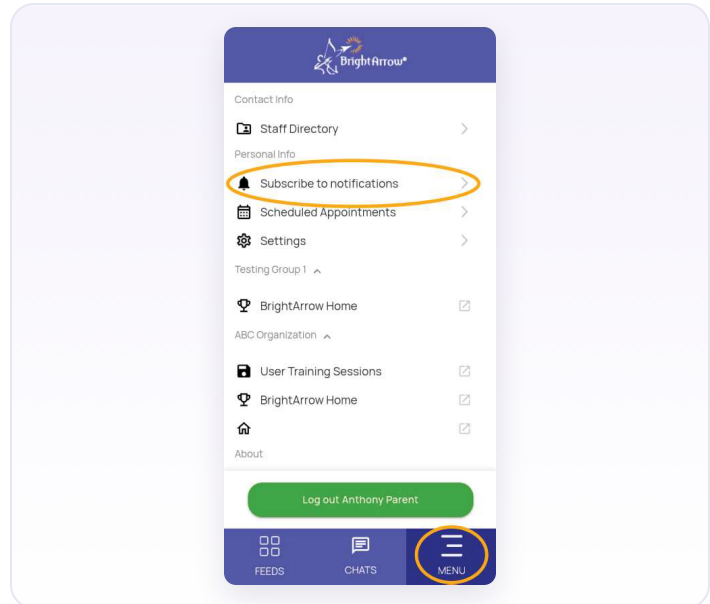
CHAPTER 02 · SETTING UP

Get your account ready to receive messages.

1 Subscribe to notifications

Push notifications are the notifications that pop-up on your phone to notify you of a new message in your app. ParentHub will push notifications to your phone any time you receive a new message in the app.

- 1 Go to the **Menu** tab.
- 2 Tap "**Subscribe to Notifications.**"
- 3 Send yourself a notification test if you wish.



2 Add your other phone numbers & emails

Make sure you are seeing all of your messages in the app by linking all of the phone numbers and email addresses the school has on file for you. In ParentHub you can only see messages that were sent to the phone numbers and email addresses you have linked.

- 1 Go to the **Menu** tab.
- 2 Tap "**Settings.**"
- 3 Tap "**My Phones & Emails.**"
- 4 Tap the button "**Add Additional Phone or Email.**"
- 5 Enter your phone number or email address and tap OK.
- 6 A verification code was sent to the phone number or email address you entered. On the **My Phones & Emails** page, tap "**Verify**" and enter the code you received.

★ **Repeat** for every phone number and email the school has on file for you.

● CHAPTER 02 · SETTING UP

Personalize your ParentHub profile.

3 Update your display name

You can change your display name to whatever you wish. Choose a name that will make it easy for school staff and teachers to know who they're chatting with.

- 1 Go to the **Menu** tab and tap "Settings."
- 2 Tap "Change Display Name."
- 3 Enter your first and last name to what you want it to be displayed as to other parents and school staff, then enter your password.

4 Change your language preferences

Select to have your messages translate automatically to whichever language you are most comfortable reading.

- 1 Go to the **Menu** tab and tap "Settings."
- 2 Tap "Language Preferences."
- 3 Choose your preferred language in the drop-down and tap "Update." Messages in your Feed will now translate automatically.

5 Add a profile photo

Allow others to see who they're chatting with by adding a profile photo.

- 1 Go to the **Menu** tab and tap "Settings."
- 2 Tap "Profile Photo."
- 3 Tap "Upload" and choose your photo.
- 4 Center your photo in the circle and tap "Save."

● CHAPTER 03 · FEEDS

Read every message in one place.

1 View messages in the Feed

The **Feeds** tab is where you will find all the messages sent to you by the school. In the Feed you can read emails and text messages, listen to voice messages, and join a chat conversation.

- 1 Tap on the **Feeds** tab to see your messages.
- 2 Tap on a message to read the entire message or listen to the voice message.



Envelope — you have an email message



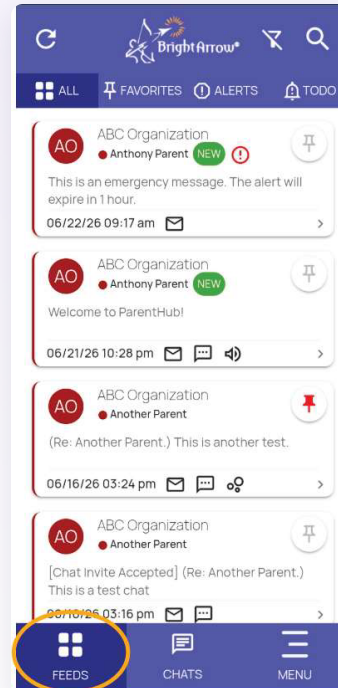
Message bubble — you have a text message



Megaphone — you have a voice message



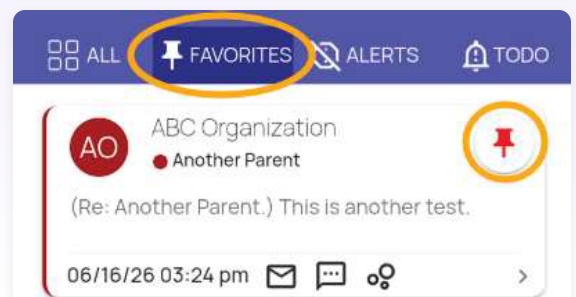
Bubbles — you were invited to join a Chat



2 Favorite messages

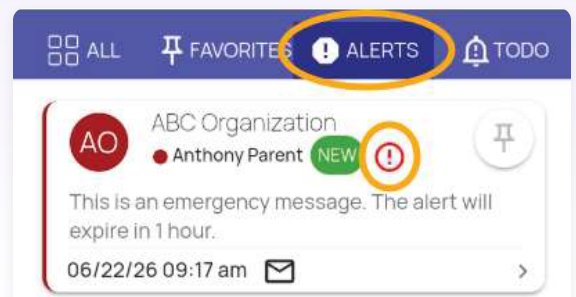
You can pin a message to make it easier to find again in the future. Pinning a message will also add it to your **"Favorites."**

- ◆ Tap the **pin** icon for any message.
- ◆ Tap the **"Favorites"** tab to see only your pinned messages.



3 Alerts

If the school chooses to send an important message as an **Alert**, you will find it in the **Alerts** tab until the emergency expires. Once the emergency is over, the message will show only in your regular Feed.



CHAPTER 03 · FEEDS

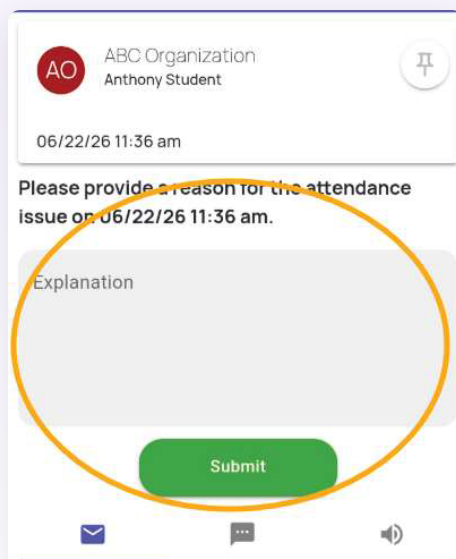
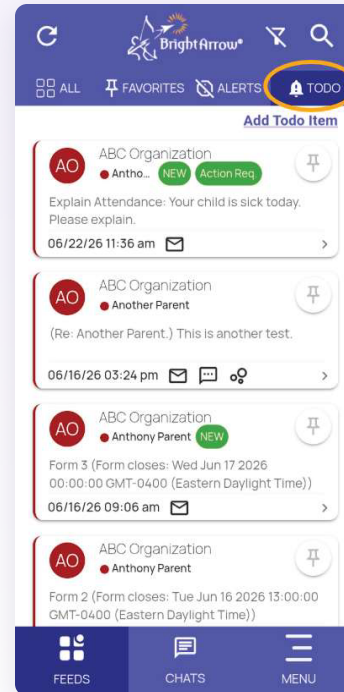
ToDo items keep you on top of action.

1 ToDo items

The **ToDo** tab on your Feeds page automatically shows certain messages that require your response. Messages shown in the ToDo tab will also show on the All messages tab on your Feeds page.

Types of messages you might see in ToDo include:

- ★ Attendance-related messages
- ★ Forms or Surveys
- ★ Meeting invitations
- ★ Chat conversation invitations



2 ToDo responses for attendance

If your child was marked tardy or absent, you can submit your excuse to the school directly through the ParentHub app. Attendance-related messages that require your response will have an **Action Req.** indicator.

- 1 Find the message in your Feed and tap on it to open it.
- 2 In the **"Explanation"** box, enter the reason why your child was late or absent.
- 3 Click **"Submit."** The school will be notified.

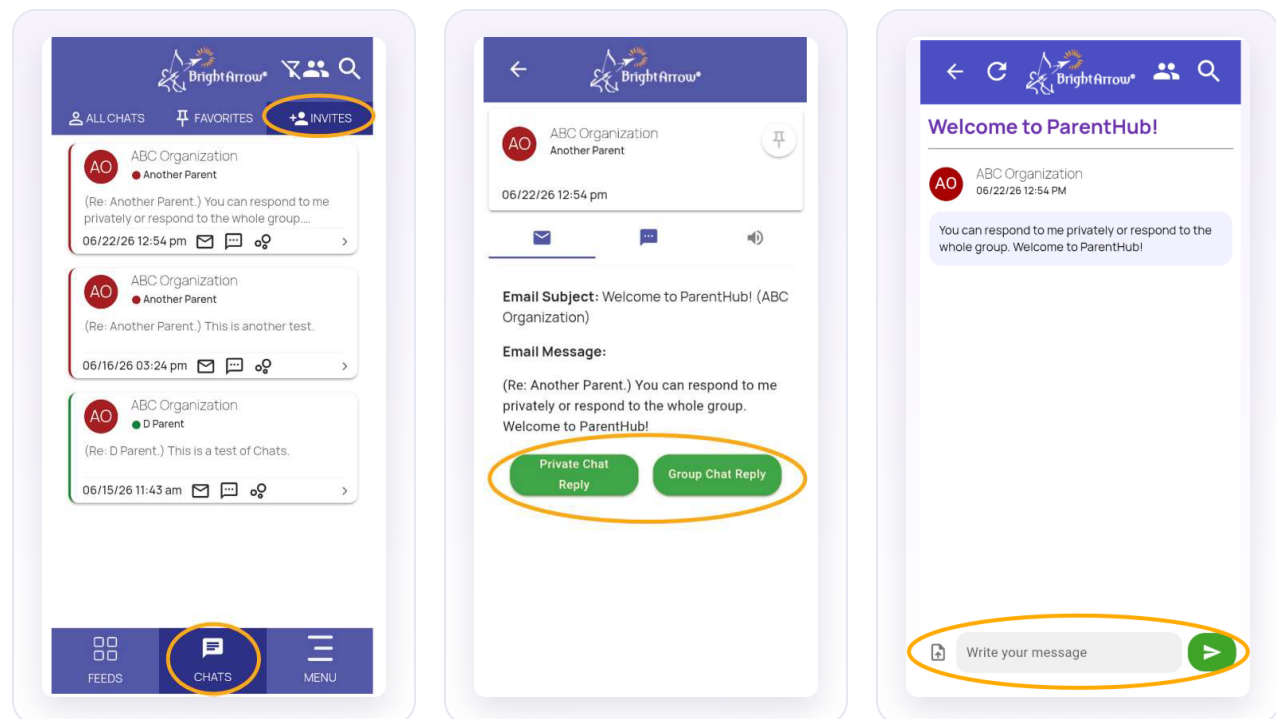
● CHAPTER 04 · CHATS

Engage in two-way Chat conversations.

The **Chats** tab is where you will find all two-way Chat conversations that you can take part in.

When someone from the school initiates a Chat conversation with you, you will see the invitation on your **Feeds** tab and also in the **Chats** tab under **"Invites."** You will receive an email and/or text message too to make sure you don't miss the notification in your app.

- 1 Find the message in your Feed or in **Chats > Invites** and tap on it to open it.
- 2 You will see the initial message that was sent by the school.
- 3 Depending on how the person who sent the chat invitation to you set it up, you might see an option to **reply privately, reply to the group**, or both. Determine how you want to respond and tap the corresponding Reply button.
- 4 The Chat conversation will open. At the bottom of the page, tap inside the **"Write your message"** box to write your response.
- 5 If you want to add an attachment, tap the icon located to the left of the **"Write your message"** box.
- 6 Tap the **send** icon to submit your message to the chat.



● CHAPTER 04 · CHATS

Private vs. Group Chats.

Depending on how the person who sent the Chat invitation to you set it up, you might see an option to reply privately, reply to the group, or the sender might have given you both options.

PRIVATE

One-on-one with the school

In a **Private chat**, the conversation is only between you and the person who sent you the message. No one else can join or view* the conversation.

Parents and students cannot partake in a private chat with another parent or student. Private chats are between the parent / student and the school staff only.

**With some basic set up, parents will be able to view all chats their student is in on a read-only basis.*

GROUP

Many participants, shared visibility

In a **Group chat**, the conversation is shared between you and everyone else who was invited to the chat by the staff member who started the conversation. All members of the chat will be able to see your responses, and you will be able to see theirs.

Parents and students cannot initiate a new chat conversation with other parents or students. All chats, group or private, will be started by an employee of the school.**

★★ **If the school has a Directory set up** with the ability to initiate Chats turned on, parents and students may be able to start a private chat with an employee of the school. Parents and students will not be able to start a chat with another parent or student. Parents and students will not be able to start group chats with teachers, coaches, or other school personnel.

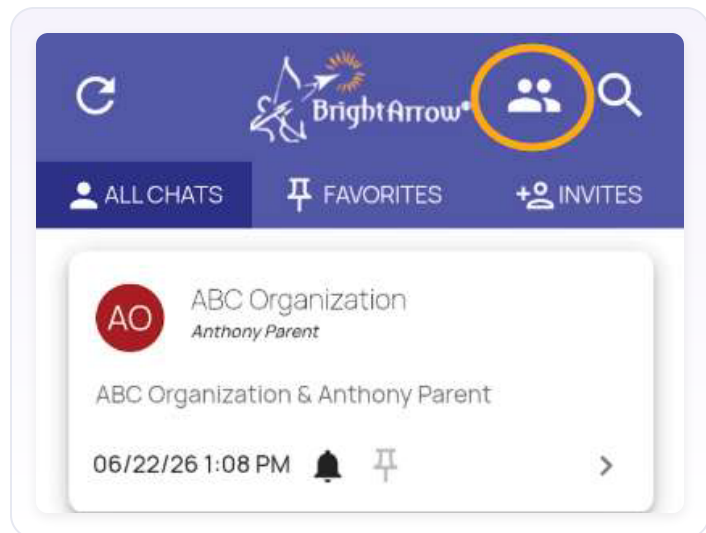
● CHAPTER 04 · CHATS

View your student's Chat conversations.

Parents can view their students' chat conversations on a read-only basis. Parents will not be able to respond within the conversation unless the school employee who started the chat invites the parent to join the conversation.

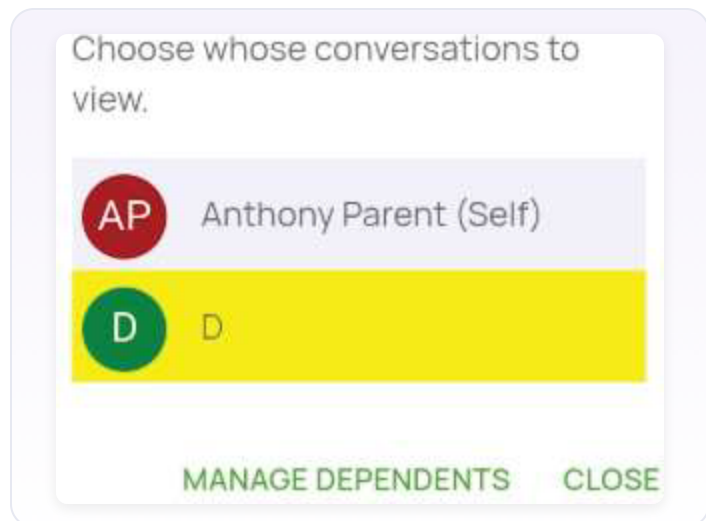
Complete the verification

- 1 Login to your parent account and go to the **Chats** tab.
- 2 Tap the **people** icon in the upper right.
- 3 Tap **"Manage Dependents."**
- 4 Tap the **"Add Login Phone or Email"** button.
- 5 Enter the phone number or email address your child uses to login to the app.
- 6 A verification code was sent to your child. Ask them to provide the code to you.
- 7 On the **"Manage Dependents"** page, tap **"Verify"** next to your child's phone number or email address.
- 8 Enter the verification code in the box, then tap OK. Your child's login will now show as **"Verified"** on the Manage Dependents screen.
- 9 Repeat these steps for each child.



View your child's Chats

- 1 From the **Chats** tab, tap the **people** icon.
- 2 Tap the name of your child to see their Chats.
- 3 Their Chat messages will now show on the screen. Tap a message to read the conversation. You will not be able to respond within the conversation.



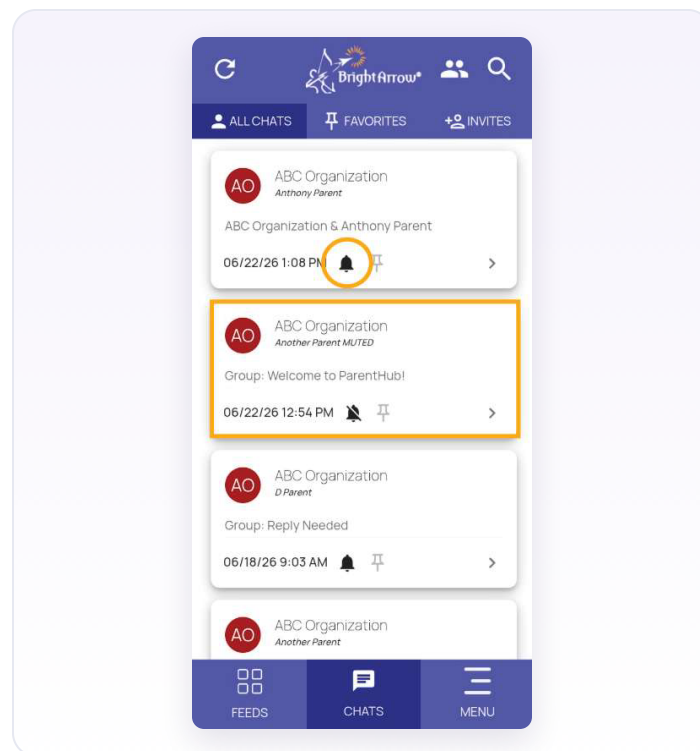
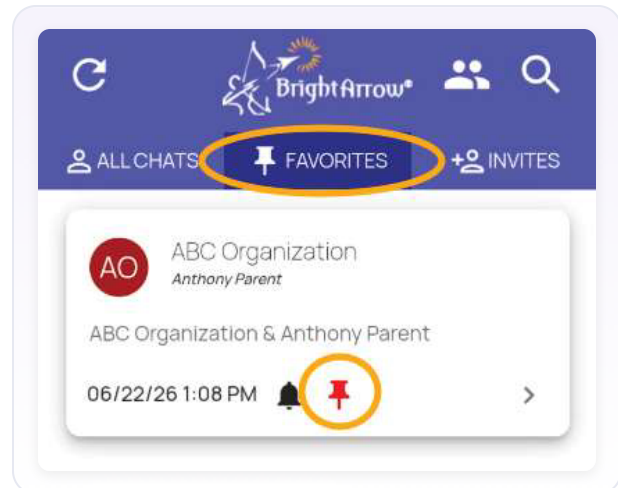
CHAPTER 04 · CHATS

Favorite or mute any conversation.

1 Favorite Chats

You can pin a chat conversation to make it easier to find again in the future. Pinning a chat conversation will also add it to your **"Favorites."**

- ◆ Tap the **pin** icon for any chat conversation.
- ◆ Tap the **"Favorites"** tab to see only your pinned chats.



2 Mute Chats

If you do not want notifications every time someone replies in the conversation, you can mute that particular chat conversation.

- 1 Tap the **bell** icon for any chat conversation you'd like to mute.
- 2 In the pop-up window, confirm you'd like to mute notifications for the conversation you selected.
- 3 The bell icon will change to show a slash through it to indicate the conversation is muted. You can tap the bell icon again at any time to re-enable notifications for the chat.

CHAPTER 05 · STAFF DIRECTORY

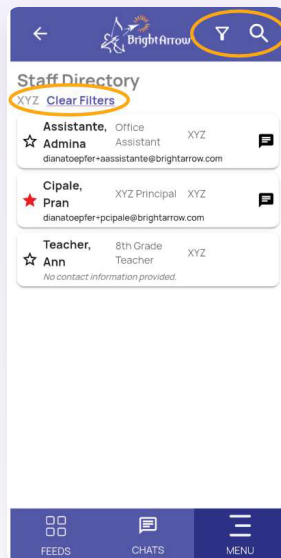
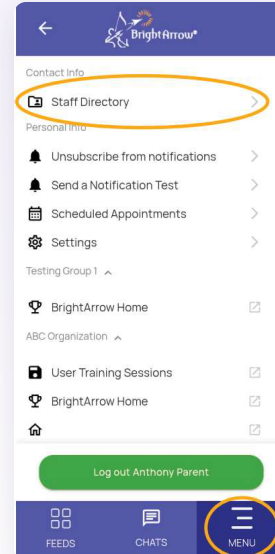
Find school employees in seconds.

1 Find school employees in the Staff Directory

In the **Staff Directory**, you can find names and contact information for staff members at the school or district. If the school allows parents and students to start Chats with staff members, teachers, or coaches, you will find the option to initiate a chat conversation there as well.

- 1 Tap the **Menu** tab, then tap on "Staff Directory."
- 2 On the Staff Directory page, you will see names, contact information, and other details for each staff member.*

* Note that the school determines which staff members show in the Directory, so it may not be a full list of all district employees.



2 Searching and filtering the Directory

You can scroll through the list of school employees, filter the list to narrow down the results, or search for a specific staff member by name.

- ◆ Tap the **funnel** icon to filter the results by School Building or District. Tap "**Clear Filters**" to remove the filters you applied.
- ◆ Tap the **magnifying glass** icon to search for a specific staff member by name.
- ◆ Tap the **star** next to any staff member's name to make them stand out.

3 Start Chat conversations with employees

The school may allow for parents and students to initiate private Chat conversations with employees. Tap the **message** icon next to the staff member's name to start a chat conversation with them.

● CHAPTER 06 · MESSAGE DIGEST

Consolidate your messages with Digest.

The school might send you many messages throughout the day. You can enroll in **Digest** to receive the majority of those messages in one easy-to-digest consolidated email and/or text message each day.

Once enrolled, you will receive one consolidated email and/or text message each day containing a detailed listing of all general email and/or text messages that were sent to you that day.

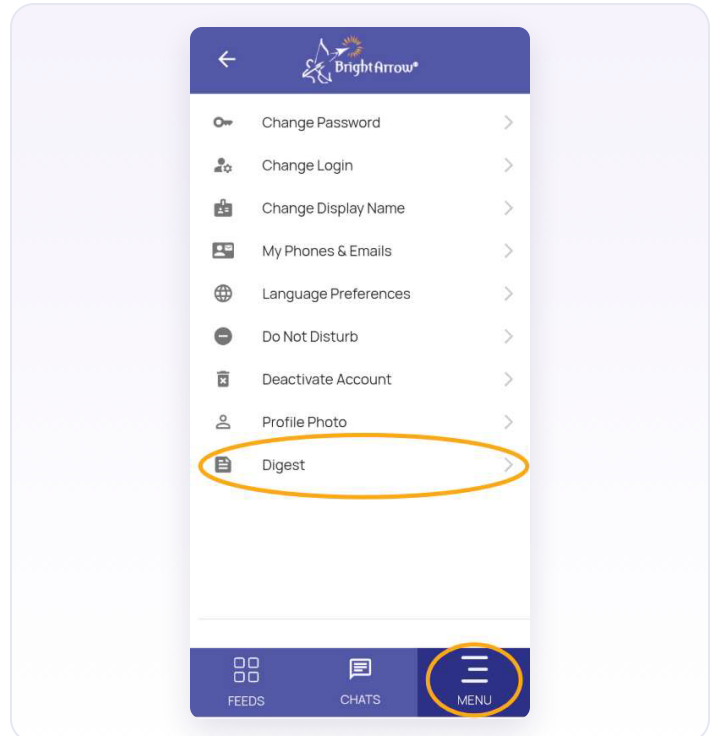
★ Note that the school determines the time that the consolidated **"Digest"** messages will send. Messages will send at the same time each day at the time of your school's choosing.

1 Enroll in Digest

Your school has already set up the pre-determined time that the consolidated **"Digest"** messages will send to you. All you need to do is enroll.

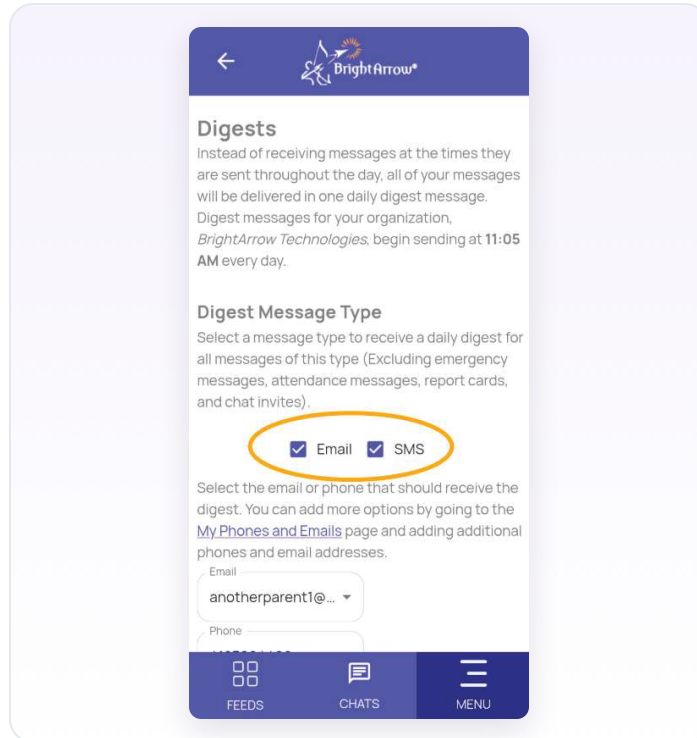
- 1 From the **Menu** tab, tap **Settings > Digest**.
 - 2 Make note of the time your messages will be sent so you can make sure it fits with your schedule.
 - 3 Determine which message types you would like to receive as a consolidated message and mark the corresponding checkboxes.
- ◆ With **"Email"** checked, all* email messages sent to you that day will be sent in one consolidated email message at the specified time.
 - ◆ With **"SMS"** checked, all* text messages sent to you that day will be sent in one consolidated text message at the specified time.

★ *Some message types are excluded from Digests.



● CHAPTER 06 · MESSAGE DIGEST

Enroll in Digest (continued).



- 1 Marking the checkboxes for "**Email**" or "**SMS**" will prompt you to select an email address or phone number for where you would like to receive the Digest messages. Select or verify your contact information using the drop-down options.
- 2 Tap "**Save.**"
- 3 Now that you are enrolled in Digests, you will receive a consolidated text and/or email message each day at the specified time. The digestable email or text will contain a list of each message that was sent to you in the last 24 hours. Within the Digest, you can click on any message to see the full details.
- 4 Change your Digest enrollment at any time, or un-enroll completely by tapping the "**Turn Off Digests**" button.

WHAT STILL APPLIES

You'll still receive these messages immediately

- ✓ You will still receive all **phone calls** from the school immediately. Phone calls are not included in Digests.
- ✓ You will still receive all **emergency messages** and other important messages, such as attendance related messages, as soon as the school sends them. These messages might also be included in your Digest summary.
- ✓ You will still receive all **Chat messages** as soon as they are sent.
- ✓ You will still be able to see all messages immediately in your **ParentHub Feed**.

● CHAPTER 07 · SCHEDULED APPOINTMENTS

Schedule and track appointments.

The school might send you meeting invitations through BrightArrow. You will be able to sign up to schedule an appointment directly through the ParentHub app, through a link in your email, or through a link in a text message. Once you've scheduled a time slot for the meeting, you will be able to track your scheduled appointments in the app.

1 View scheduled appointments

- 1 From the **Menu** tab, tap "Scheduled Appointments."
- 2 The screen will show all appointments you have scheduled for the current month. Use the **month/year navigation arrows** to view appointments for a different month.
- 3 Tap the **clock** icon to schedule a different or additional timeslot for the meeting.
- 4 Tap the **circled "x"** icon to cancel your appointment. You can enter notes for the meeting host to explain why you are cancelling the appointment.

