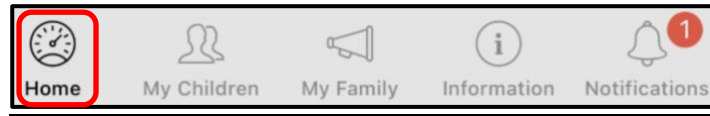


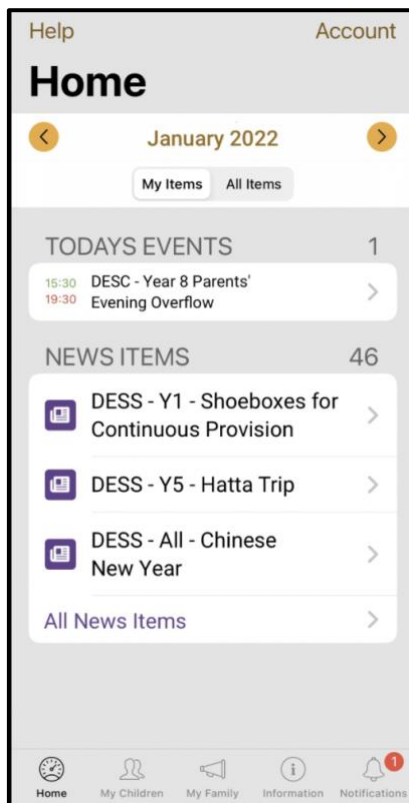
## DESSC iParent App Guide

This guide is intended to help familiarise you with the features of the iParent App and to guide you between the navigation tabs. When you download and access the app you will be navigated to the Home screen.

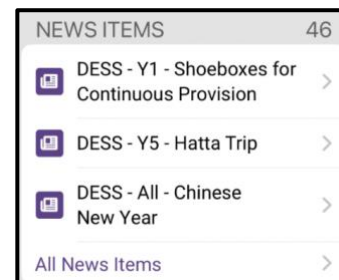
### Home Tab



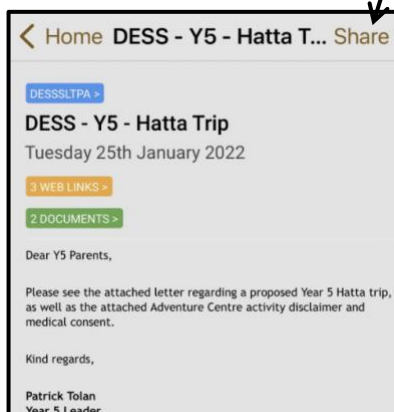
1. The App opens on the “Home” screen where Todays Events (Calendar) and the 3 most recent News Items are displayed. Select “All News Items” to review all news items.



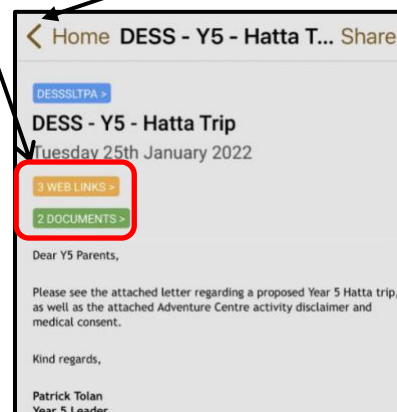
2. To view a news item select > on the right of the relevant article. You can read the article in full and access any associated documents or links.



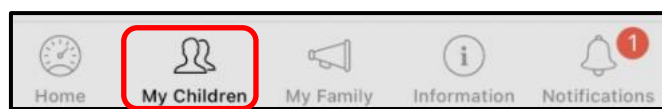
3. Opened a News item, such as “DESS - Y5 - Hatta Trip” displays the article in full along with any documents for downloading, or website links. The < (Back Arrow) takes you back to the “Home” screen. Details of the event can also be shared with WhatsApp, Notes, Messenger etc.



4. News items and calendar events are displayed in the same way. Select > on the right of the article to display this in full. Where appropriate any links to document(s) or websites are displayed. Select “< (Back Arrow)” to return to the Home screen.

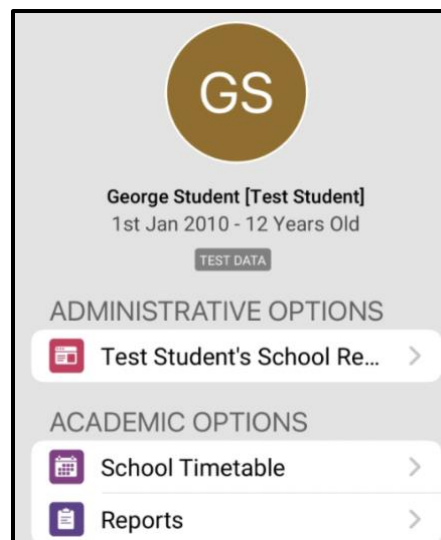
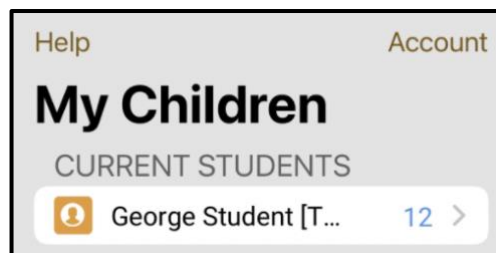


## My Children Tab



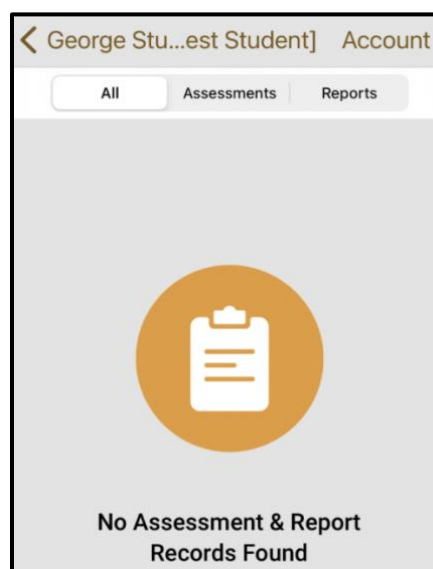
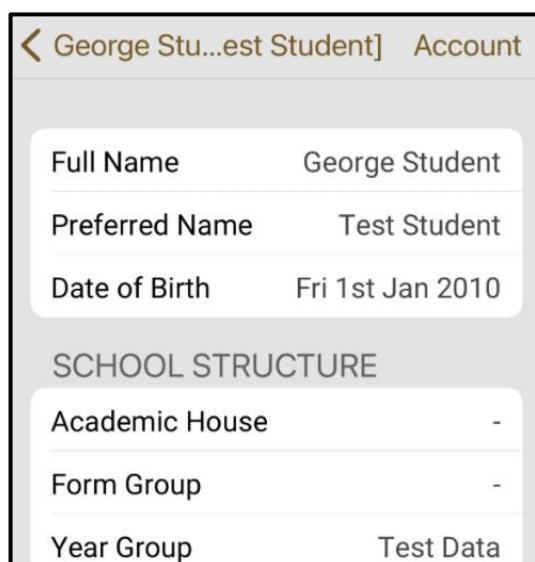
5. "My Children" tab displays the photograph and name(s) of your children. Select > beside each child to see Administrative Options or Academic Options.

6. The Administrative Options allows you to view the full profile of your child. The Academic Options allow you to view and/or download the school timetable (DESC), academic reports (DESS & DESC), and where applicable examination information. Select > beside the relevant title to take you to the next screen.



7. The Administrative Option displays your child's Full Name, Preferred Name, Date of Birth, along with details on their Academic House, Form Group and Year Group. During the summer break this feature is disabled to allow the new structure to be configured.

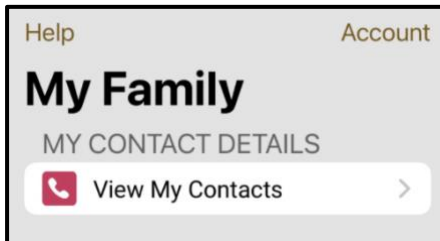
8. The Academic Options allows you to view Internal/External Examinations (where applicable), your DESC child(s) Timetable, and Academic Reports. Most recent DESSC Academic Reports are available within the Documents & Files section via the Information tab.



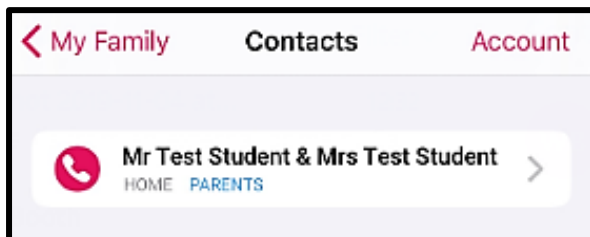
## My Family Tab



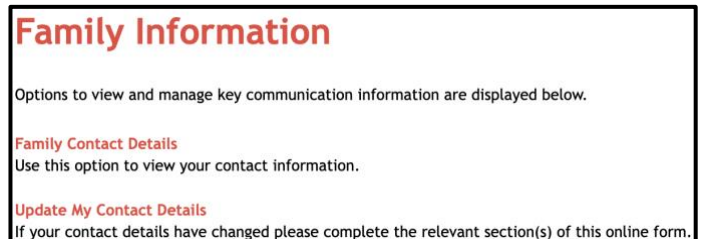
9. "My Family" tab displays "My Contact Details". Select > beside "View My Contacts" to view your family contact details. Contact details can be changed via the feature "Update My Contact Details" accessible only from the Parent Portal and not the app. To update contact details via the Portal select <https://desc.parents.isams.cloud/api/homepage/>



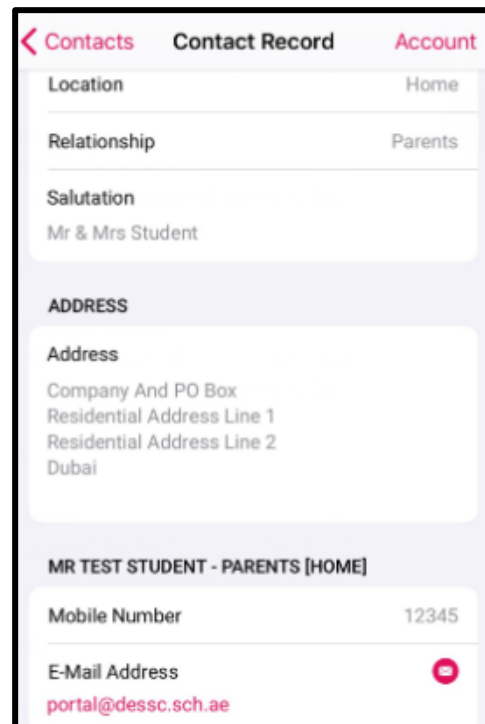
10. Selecting > next to the contact type to view the full details as recorded in the DESSC system.



9. (Cont.) and go to the Family Information tab, select Update My Contact Details. Record the changes and submit the form. DESSC staff will be alerted and will update your details (NB: Changes to show the mother as the first contact cannot be made via this method. Please email the relevant Parent Liaison support to request this).



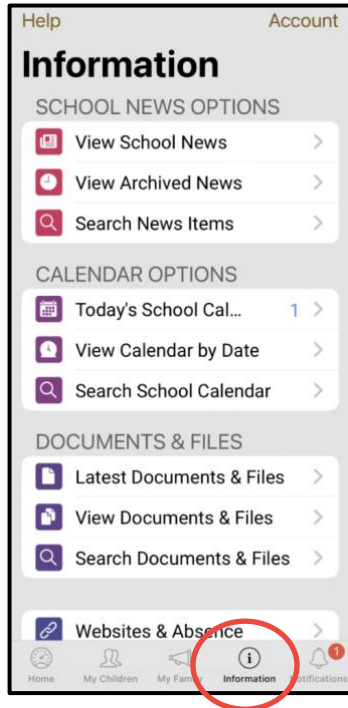
11. The full details are displayed as below. This includes the Home/Work Location, Relationship, Salutation, Address, and Contact details. If the address or contact details are incorrect, please see point 9 above to update your record.



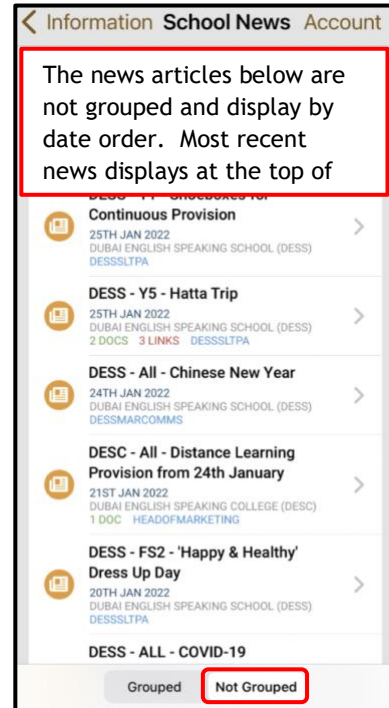
## Information Tab



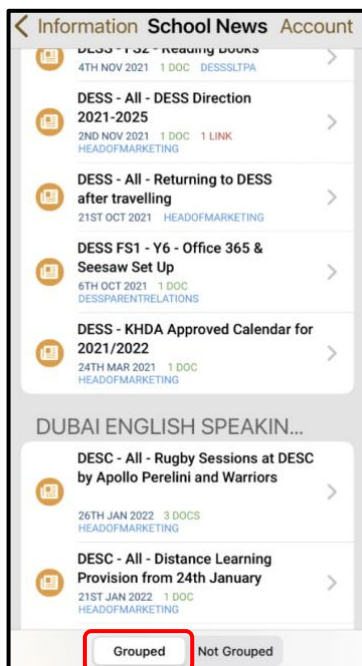
12. The “Information” tab is where you can view and search for School News, Calendar events, Documents & Files, and Websites, and if necessary, report your child absent, due to illness or a medical appointment.



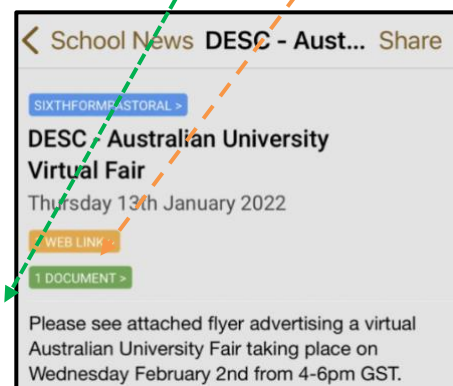
13. “School News” options include current news, archive news or search by news subject. Current news can be grouped by category, or not grouped, and displayed by date order. Select > beside a news article to view the content. News attachments can be viewed and downloaded.



14. The Grouped option below shows “School News” within either the DESS category or the DESC category. DESS is displayed first, followed by DESC (you will need to scroll down to see DESC).



15. To read a “School News” article select > beside the relevant article. If there are documents to view and download these are coloured **Green**. Links to websites or electronic forms are coloured **Orange**. Options include current news, archive news view or search by news subject.



## Information Tab (continued)

16. “School News” View Archived News and Search for news items allow you to view historic news. For the Searching News feature, you will require details of the news title. Archived news displays in the same way as current news. You can search by Year and Month to display published news in that period.

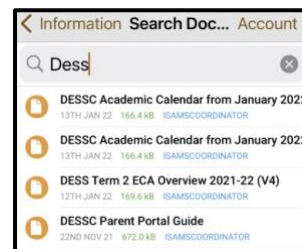
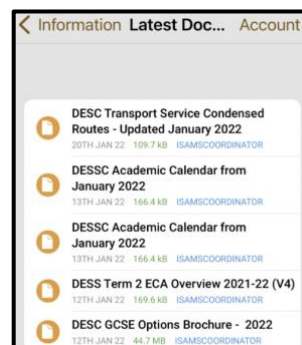
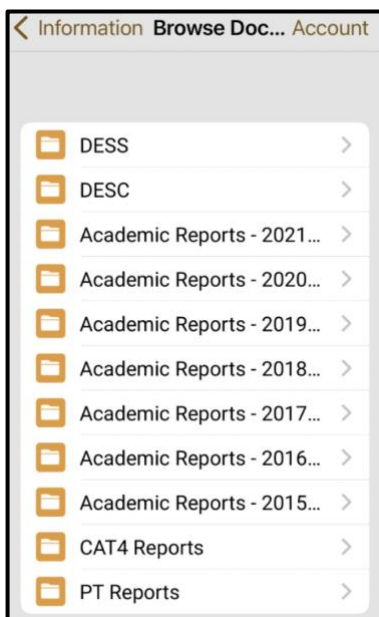


17. “Calendar Options” include Today’s School Calendar, View by Date or Search School Calendar. Select > beside the option to display the calendar event(s). View of Today’s Calendar (January 2022) is displayed below. Using < and > arrows to view past or future dates or by Day/Week/Month via the relevant tab. You can also search Calendar events.



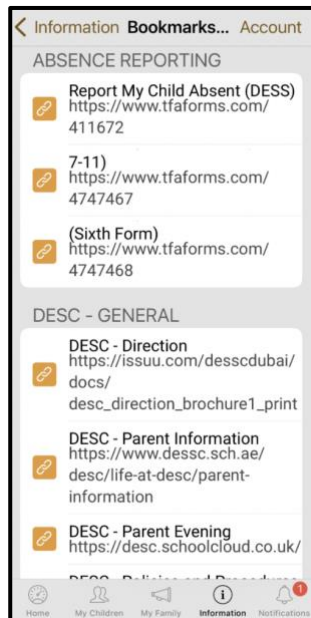
18. “Documents & Files” is where you can view and download a range of useful documents including the Academic Calendar, School Fee Structure and Uniform Guide. These can be found within General Information via DESS or DESC folders. Academic Reports for DESC and DESS are also housed within the documents and files section.

19. “Latest Documents & Files” will display the most recent documents which have been added to any folder. When browsing either DESS or DESC a range of information is available. It is also possible to Search for documents and files via the Search feature.

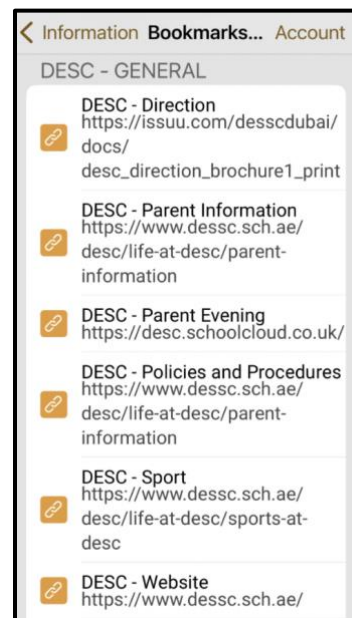


## Information Tab (continued)

20. Selecting “Websites & Absence Reporting” will show a range of options. To report your child absent due to illness or medical appointment select the appropriate link, complete the details and select submit to alert the absence coordinator. Absence reporting is by child.

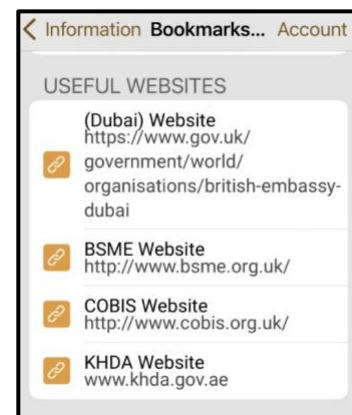
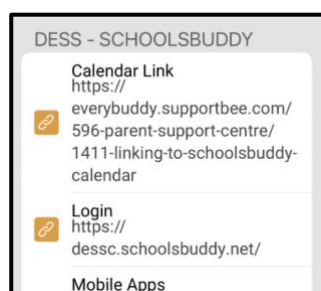
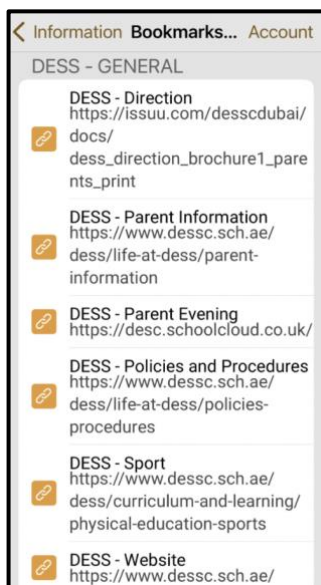


21. From “Websites & Absence Reporting” feature links to websites to support DESS parents can be found. These include a link to the parent section of the DESSC website, access to the Parent Evening Appointment Booking system and Who to Contact.



22. As per point 21. Links to websites to support DESS parents can be found. These include links to the parent section of the DESSC website, access to the Schools Buddy ECA system and the Parent Evening Appointment Booking system.

23. Useful website links to third party organisations can also be found within the “Websites & Absence Reporting” feature, accessible from the Information tab.

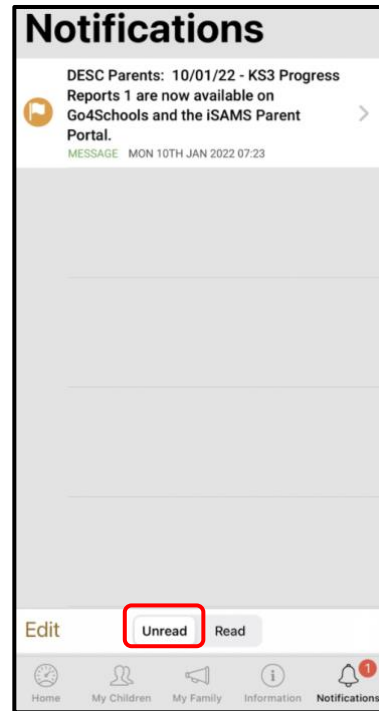


## Notifications Tab

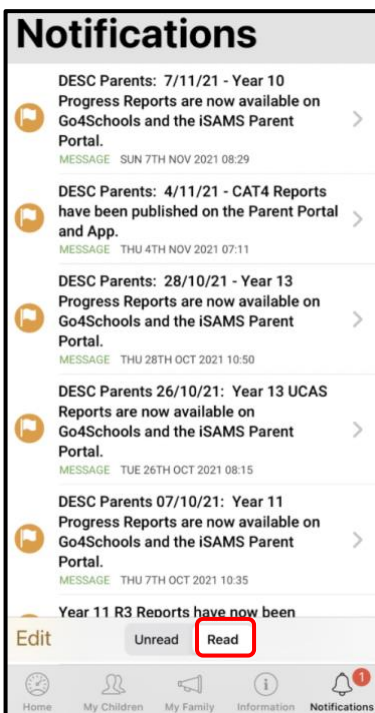


24. Push alerts are currently available for alerting ALL parents to whole school/college events, such as the publication of academic reports. Unread “Notifications” will display beside the notifications tab on your device and as a badge on the app icon. Once a message has been read, the red coloured badge will disappear.

25. There are two tabs within the **Notifications** section, one for **Unread** and one for **Read** messages. Selecting the > next to the unread message will open the message for you to read in full. Details of the author and date of creation will also be displayed. Any read message will be stored within the Read tab.

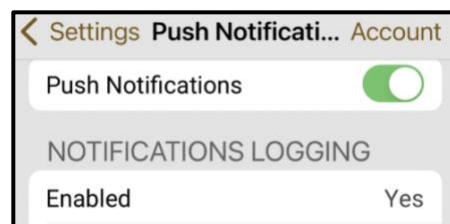


26. The “Read” tab displays all read messages. Selecting the Edit feature will allow you to delete any notifications, once read.



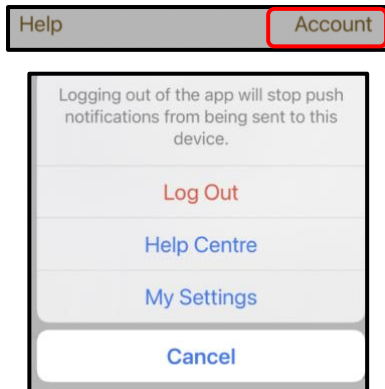
**NB: Push Notifications currently don't have the ability to send notifications only to selected parents. The current feature would send an alert to ALL parents.**

Push Notifications should be enabled on the app to receive any alerts.

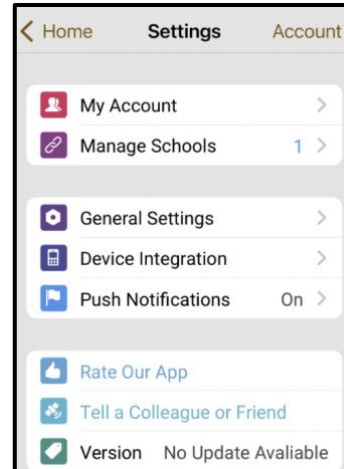


## Account Feature

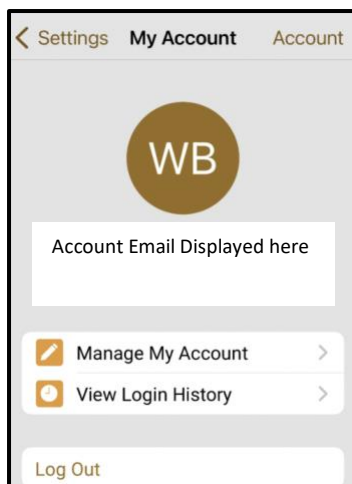
27. The “Account” feature is accessible from all tabs. Selecting this feature opens a range of options including Log Out, Help Centre and My Settings. Select Cancel to return to the app features.



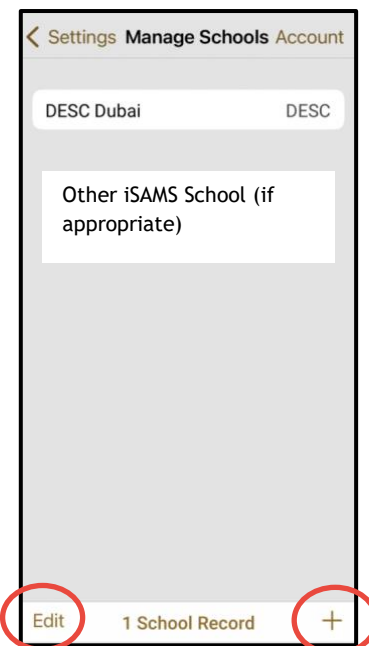
28. “My Settings” gives access to My Account, Manage Schools, General Settings, Device Integration, Push Notifications. You can also Rate the App or Tell a Colleague or friend about it.



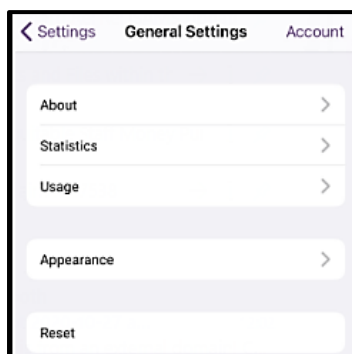
29. “My Account” option gives access to the email associated to your account and your login history. You can also log out of the app from here. Logging out will stop any push alert notifications from being sent to the device.



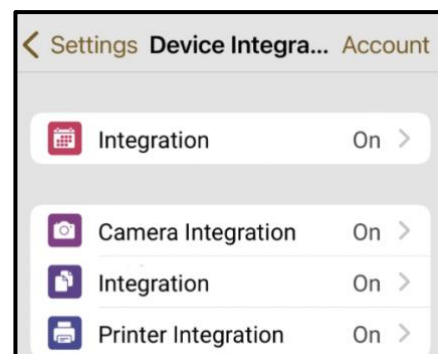
30. “Manage Schools” within My Account displays the school(s) that are linked to your app. This tab allows you to add (+) or remove (Edit) schools that use iSAMS iParent App such as where siblings may attend.



31. The “General Settings” offer you information about the app. If you select the Reset option, you will be required to login again with your username and password.



32. “Device Integration” is turned on for the areas displayed below. These are controlled by the app administrator.

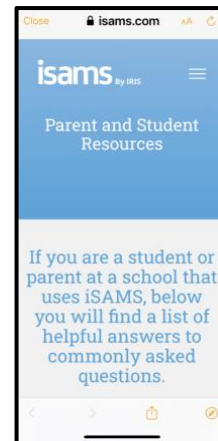
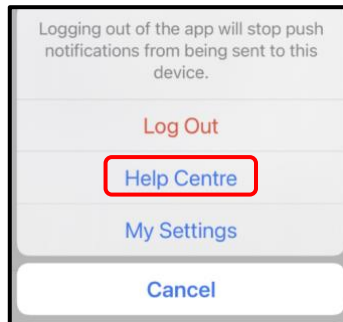




## Account Feature (Continued)

33. The “Help Centre” or the “Help” icon give users access to iSAMS Parent and Student Resources.

34. Parent and Student Resources display a list of helpful answers to commonly asked questions. Follow the link for more information.



<https://www.isams.com/resources/support/parent-and-student-resources/>

If you experience any problems with accessing the App, please email [portal@dessc.sch.ae](mailto:portal@dessc.sch.ae). Mention your name, the name of your child(ren) and details of the problem you are experiencing.