# Boyertown Area School District Mobile App | FAQ

| Topic | Question | Response |
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| **Installation of the App** | How do I install the BASD Mobile App on an Android Device?  | • Visit the Google Play Store to download the Android version of the BASD Mobile App.<br>• Search for "**Boyertown Area SD**"<br>• Follow the directions on the screen to install the app. |
| | How do I install the BCPS Mobile App on an Apple iPhone Device?  | • Visit the Apple App Store to download the Apple iPhone version of the BASD Mobile App.<br>• Search for "**Boyertown Area SD**"<br>• Select "Get" and then "Install"<br>• After the App has been installed, select "Open" |
| **Registration Process** | How do I register to receive a User Name and Password? | • Parents and students registered as authorized users of Home Access Center may access personalized data via the District App.<br>• You can click on "Forgot password'? at the log in screen enter your HAC ID, and follow the directions displayed. Your password will be emailed to the email address registered with the district. |

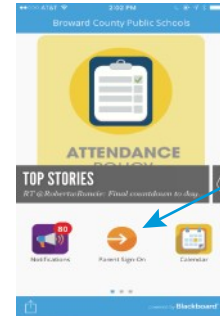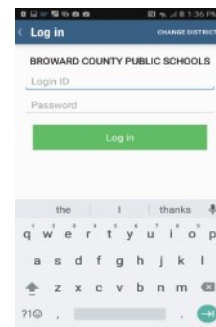| Topic | Question | Response |
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| **Log in Process** | How do I log into the BASD Mobile App? | • Once you receive your password via email, you can now log into the BASD Mobile App.<br>• Open the App, click on the Parent/Student Sign On Icon (see below)<br><br>• Enter your Login ID (which is your HAC ID), and the password sent to you via email.<br>• Then Click Log In (see screen below). |

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| **Student Information Available** | What information on my child or children will I be able to see? | Initially, you will be able to see your child or children:<br>• **Bus route** – including pick up and drop off times and location of the bus stop.<br>• **Attendance** – daily attendance will be viewable, along with overall attendance status.<br>• **Cafeteria Lunch Balance** – balance on student lunch account.<br>• **Class Schedule** – This will vary based on whether your child is in elementary, middle or high school.<br>• **Library Obligations** – Any funds owed as a replacement cost for any library books not returned.<br><br>Throughout the year, BASD will be adding more academic information. It is anticipated that the next update will occur in the November timeframe. |
| | What if I have more than one child? Will I be able to see information on all of my children? | Yes, when you fill out the registration form, you will be asked to fill out information on each child. Then, you will be able to see the information on each of your children. |
| | I am a student, can I log in and see my information or is this only for my parents? | • Students may access personalized data via the District App.<br>• You can click on "Forgot password' at the log in screen and follow the directions displayed. Your password will be emailed to your district email address. |
| | I am a grandparent of the child. Can I log in and see information on my grandchild or grandchildren? | Only if you have custodial or parent rights and access. |
| **Troubleshooting** | I've downloaded the app but I don't remember my user name and password. What should I do? | Your user name (log in ID) will be your email address. If you don't remember your password, you can click on "Forgot password' at the log in screen and follow the directions displayed. |

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| **Troubleshooting Cont.** | What if I notice that my information (telephone number, address, etc.) is incorrect? Who can I contact to make the change? | If any of the information is incorrect, contact your child's school and follow the school's procedures for changing your contact information. |
| | The app is not working correctly. What should I do? | Try updating the app if it is not working correctly. You can also delete the app and re-install it. |
| | Does the app rotate? | No, the app is only viewable from the vertical screen. It does not rotate. |
| **Transportation** | How often is the bus information updated? | The bus information is updated four times per day with current bus stop information. |
| | Who should I contact if my bus information is not showing | Check with your school. Each school has a transportation liaison; they can assist in letting you know if your child is eligible for transportation. The liaison will enter a transportation concern form to report issues. |
| | Who should I contact if my bus information is not correct | Contact your schools' transportation liaison. They will enter a transportation concern form to report issues |
| **Library Obligation** | My child has an obligation for a library book. How do I remove the obligation? | A library obligation appears on a student record when a student has lost a school library book that he or she has checked out. The obligation amount represents the cost for the school to replace the lost item. To clear the obligation, the student must pay the amount due for the library obligation at the school site where he or she is currently enrolled. |