Urbana City Schools App
Parent FAQ's

1. **What is the Urbana app and where can I get it?**
   - You can download the app from your preferred app store on your phone or tablet by searching "**Urbana City Schools, OH**"

2. **What are we calling this new app?**
   - You may hear staff refer to this system as:
     - The new Urbana App
     - Rooms
     - Or even "The New Remind" system

3. **How do I sign in to the app?**
   - Once you have downloaded the app, click "**Rooms**" at the bottom.
   - You will be prompted to sign in.
   - Type in your cell phone number- You will receive a code that will allow you to login.
   - You can also type in your email address and you will receive a link that allows you to sign in.
   - For some people, their cell phone number works best, for others their email works best.

- On first use of the app, select "**Allow Notifications**" when prompted.
    - If you declined the "**Allow Notifications**" option and now want to enable it, go to the settings menu on your phone, look for the "**Notifications**" setting, then find the Urbana App and choose "**Allow Notifications**."

You must use the cell phone number and email that you have in FinalForms for your student

4. **Who can sign in to the app?**
   - The system automatically populates the first two contacts listed as "**Legal Guardian**" in FinalForms.

5. **How do I get added to the app?**
   - In order to add another person (or people) to your student's account please send the following information to kelli.marsh@urbanacityschools.org
       - The adult's first and last name
       - The adult's email address (required)
       - The adult's cell phone number (optional but preferred)
       - The student/students' that the adult needs to be attached to

We have noticed that sometimes both Legal Guardian contacts are not being automatically added, or they are added but not attached to a student. Please feel free to reach out to kelli.marsh@urbanacityschools.org if you are experiencing this issue

6. **What is the "Rooms" section of the app?**
   - The "**Rooms**" tab at the bottom of the app is where you will see all of your student's classes. If you have multiple students, you will see all of their classes.

- When you click on a "**Room**" you will see any announcements (feed) that the staff member has sent.
- You will see a "**Behavior**" section. This will be used at Urbana Elementary in place of Class Dojo to allow students to earn and spend PBIS points.
- You can also view the "**Materials**" section and the "**Class Info**" section if the staff member has posted any content in those sections.

7. **How do I message a staff member?**
   - To message one of your child's teachers, click on the "**Messages**" tab at the bottom.
   - On the initial "**Messages**" screen you will see a list of any messages you have sent or received.
   - To message a teacher/staff member, click the pencil icon located in the bottom right corner.
   - You will see the list of teachers that your student is assigned to- click any teacher name, and compose your private message to that teacher.
   - If a staff member's name is not in your list, you can search for them at the top of the screen by entering their first or last name. Once their name pulls up, you can click on their name and send them a private message.

8. **What is an announcement?**
   - An announcement is a one way communication from a staff member to the guardians/students/staff in the class.
   - Guardians/students/staff members **cannot** respond directly to an announcement.

- If you need to send a message to a staff member regarding an announcement, please use the directions in step 6 to send the staff member a private message.

9. **What is the difference between an announcement, a private message and a thread?**
   - An announcement is a one way communication to the class.
   - A private message is a two way communication between two people (ex. staff member and parent) and is only seen by the two people in the message.
   - A thread could be a group conversation. This might happen when the staff member wants to start a thread between a group of guardians or a group of students. An example of this might be if a staff member wants a group of parents to be able to communicate with each other regarding organizing a class activity. All participants in the thread can see/respond to each other's messages in the thread.

10. **When should I call the office instead of using the messages feature in the app?**
    - Appropriate times to use the app
      - You need to send a **non urgent** message to the teacher (ex. "I know Joe was tired this morning, did he do ok today?", "Are there any supplies I can send in for your class", "When you have time can you update me on Sally's behavior lately. I know she has been struggling to stay on task")
    - Appropriate times to call the office instead of using the app
      - The message is **urgent** and is regarding items like transportation changes, doctor's notes or

appointments. (ex. "Susie will be picked up today instead of riding the bus", "Billy is out today for a doctor's appointment", "We've had a family emergency and I need to pick up Scott at 1:00")

11. **How do I control my notifications?**
    - Guardians will need to turn on their notification features in the app. To control your notifications:
        - Open the app.
        - Click "**More**" at the bottom.
        - Click the gear icon in the top right next to the bell icon.
        - Click on "**Notification Preferences**".
            - Click "**Groups**" and select the groups that match your use of the app best and click **Save.**
            - Click "**Messages**" and choose if you want SMS notifications turned on. If you turn SMS notifications on you can further customize those notifications by choosing "**Instant Delivery**", "**Hourly Digest**" or "**Daily Digest.**" You can also choose to turn "**Email Notifications**" on or off (This feature allows you to receive an email notification hourly with a collection of your unread messages.)
            - Back on the "**Preferences**," screen, click "**Announcements**." In this section you can turn the "**Daily Digest**" on or off. The "**Daily Digest**" is sent at the end of the time range preferences you set in your notification schedule. If you did not set a schedule, the "**Daily Digest**" will be sent

between 6 PM and 8 PM. In this section you can also turn on "**Text (SMS) Notifications**." Turning this feature on will allow you to receive new announcements from Rooms via text.

- ○ Please feel free to play around with your notification settings for the app until you get them the way you want them!

12. **What are some other features of the app?**
- ● The app is your one stop shop for all things Urbana City Schools!
- ● The app replicates many of the items that you can see on our website at https://www.urbanacityschools.org/
- ● On the "**Feed**" you can choose a school from the drop down menu and see all of the "**Live Feed**" items that are on the website.
- ● Under the "**More**" section you can view:
  - ○ **School Events**- Events specific to the school you have chosen.
  - ○ **Staff Information** -Staff pictures, names, position, email and collaboration space phone numbers.
  - ○ **Dining**- The breakfast and lunch menu for each day is now available for the current month.
  - ○ **Documents**- Any documents that have been uploaded to the website.
  - ○ **Athletics**- The athletics calendar.
  - ○ **Master Calendar**-The master calendar for District and Building events.

- **Help Center**- A great resource for any questions you may have.
13. **Who do I contact if I have an issue with the app?**
    - Kelli Marsh, Director of Technology Integration- kelli.marsh@urbanacityschools.org 937-653-1453 ext 2126
14. **Are there additional help resources I can access?**
    a. **YES!** Under the more tab in the App or on the web at https://edurooms.stonly.com/kb/en/

On behalf of the Urbana City Schools staff, we would like to thank all of you for patience and understanding as we all adjust to this new system.