

Cognita Connect Version 2 FAQ

Why are you updating Cognita Connect?

Since Cognita Connect launched, we have been listening to parent feedback about the ways we could improve the app to further enhance its utility to parents.

We have taken the comments from the VOP, held parent feedback sessions and tested updates of the app with parents to ensure we move it in the right direction.

What's changing in the app?

A lot! Parents have described how they want the app to be a place they can go to get the information they need quickly and easily, so everything we have done is to help with that goal.

The first thing you will notice is a brand-new design that is more modern and consistent through the app. This will improve the general experience of using the app and help new users navigate their way round.

We have also added or updated many features in the app including:

- A new 'Dashboard' view to quickly present the most relevant and important information you might need.
- Folders in messages to quickly sort and organise your communications from the school.
- Search in messages to help you find the information you need more quickly.
- Filtering by child across multiple features to help parents with more than one child quickly access what they need.
- A new 'Featured' section in the Newsfeed to highlight any information that is particularly important.

More detailed information can be found about these features below.

*Please note, some features may not be available in all schools or to all users.

How do I get the update?

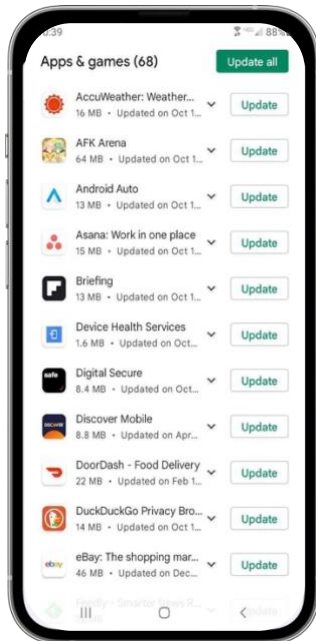
Cognita Connect Version 2 will be an update to the current Cognita Connect app. There is nothing new you need to download.

This means, depending on your phone and its settings, you may already have the update or will get it automatically.

If you don't have automatic app updates enabled or aren't sure if you do, you can follow these steps to update the app:

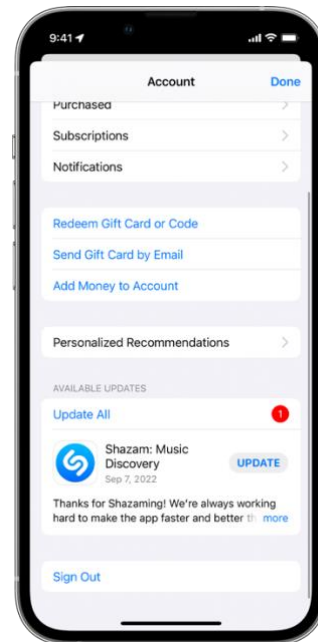
On Android:

1. Open the Google Play Store app.
2. At the top right, tap the profile icon.
3. Tap 'Manage apps and device'. Apps with an update available are labelled 'Update available'.
4. Tap 'Update'.



On iOS:

1. Open the App Store.
2. Tap your profile icon at the top right of the screen.
3. Scroll to see pending updates and release notes. Tap 'Update' next to an app to only update that app, or tap Update All.



What do the icons mean at the bottom of the app?

As before, there are a series of icons at the bottom of the app that let you quickly move between features. For version 2 of the app, these have been updated as well as there being new functionality. The icons you will see are:



Dashboard
Quick access to important information



Calendar
School events



Parent section
Information about your child



Messages
Communication from the school



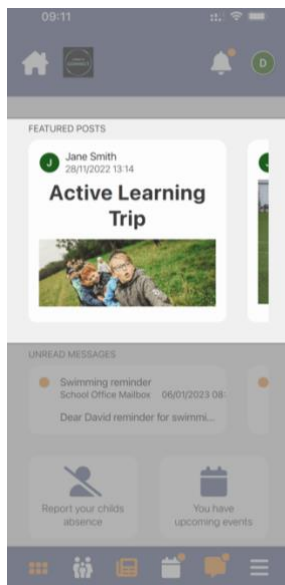
Newsfeed
News and updates from the school



Menu
Access to additional features

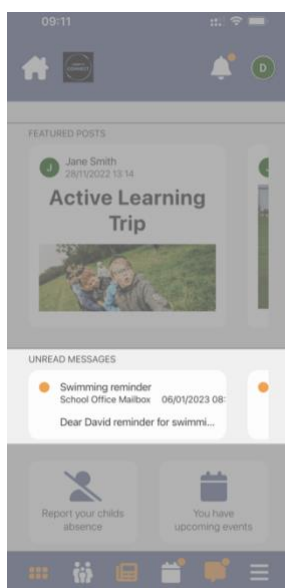
What is the Dashboard?

The Dashboard is the new, first view of the app. It will show you timely and relevant information to help you get what you need quicker. This includes:



Featured posts – These are posts from the newsfeed that have been marked by the school as ‘featured’, meaning they are of particular importance or are especially timely.

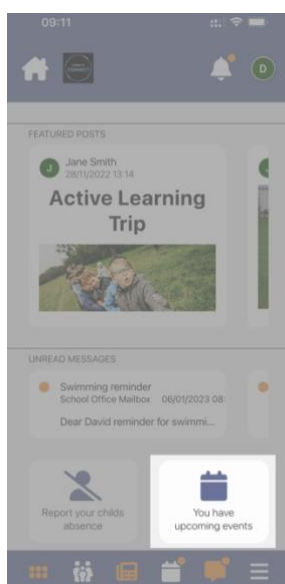
This section scrolls horizontally and you can tap on any post to be taken to it to see more.



Unread messages – This will show you your latest unread messages, starting with ‘action’ messages. Action messages are those that require a response such as granting permission or acknowledging receipt.

If you have no action messages, you will see your most recent unread messages.

This section also scrolls horizontally and you can click into any message to be taken straight to it to read more.



Upcoming calendar events – You will see this box if there is an event in your calendar for that day. You can click on it to be taken straight to a view of events for the day.

You may also see other information or icons on this page depending on what features your school uses. This will also increase over time to become an even more useful space for you to quickly find the information you are looking for.

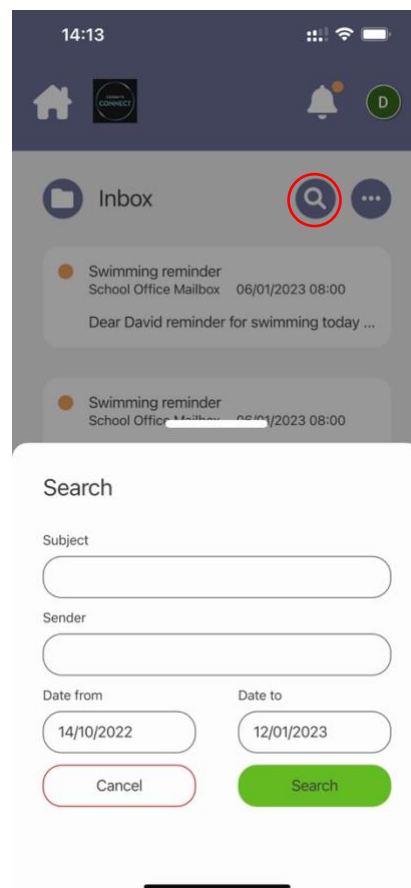
How do I search my messages?

You can search your messages by tapping the magnifying glass icon in your inbox.



You will then be able to search by:

- Subject
- Sender
- Date

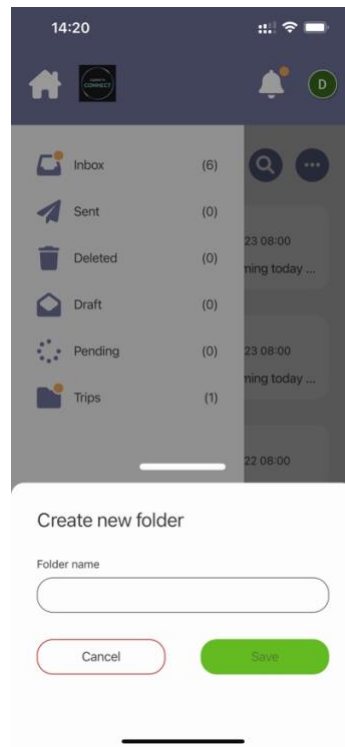
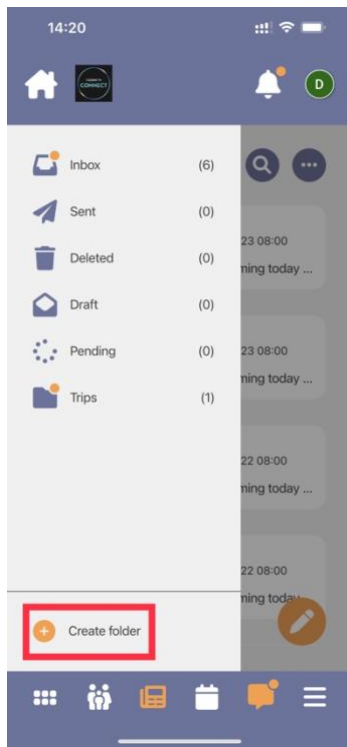


How do I create a folder in messages?

From your inbox, tap the folder icon in the top left.



You will then see a list of your current folders. At the bottom of this list there is an option to 'Create folder'.

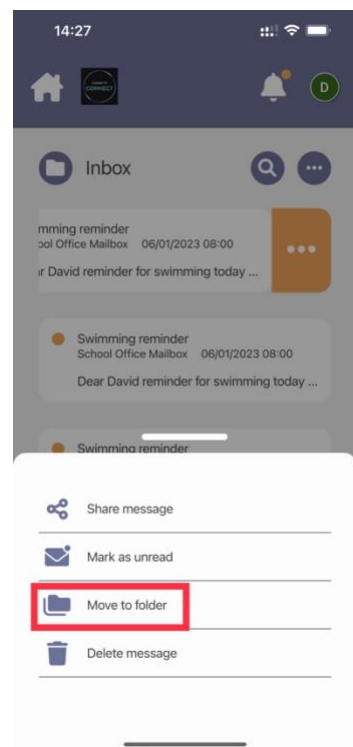
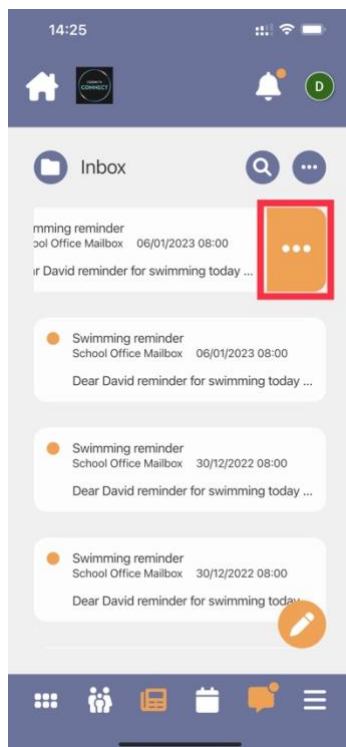
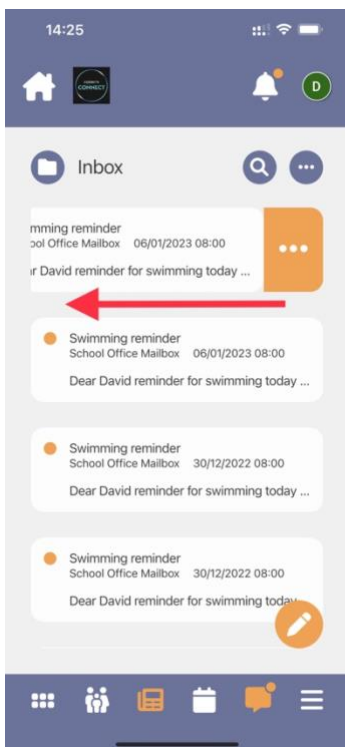


How do I move a message into a folder?

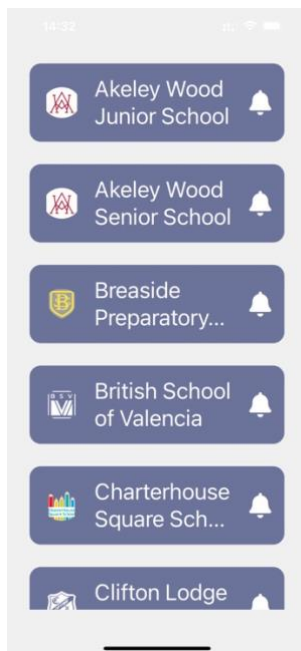
From the inbox view, swipe from right to left on a message to reveal '...'.

Tap this to reveal a series of options including 'Move to folder'. From here you can move the message into any folder you have previously set up.

You can also share, mark as unread and delete the message from this view.



What changes are there for parents with children at multiple schools?



If you have children at more than one Cognita school – including some of the separate campuses at North Bridge House and Akeley Wood – you will see a new school selection screen when you first open the app.

Once you have selected your school, you can return to this view at any time by tapping the house icon in the top left of the screen.

Previously, in some areas of the app, (such as Messages), you would see information relating to your children across multiple schools but in others, (such as the Newsfeed), you would only see content relating to the school you were currently viewing.

To simplify this, now, in any view in the app, you will only see content relating to the child at that school.