Understanding the Pupil Asset Parent App

The Pupil Asset Parents app is available for all parents with pupils at a school using our Management Information System (MIS). It is designed to bring you a step closer to your child's schooling.

Logging on for the first time

If it is your first time using the app, tap First Login/Forgot Password, then enter the email address that the school has on record for you. When you tap Submit, we will send you an email which will allow you to set your password. *You need to inform your school if your email address has changed.*

You will be asked to set a four digit PIN before you login.

The home screen of the app will show any pupils on Pupil Asset where your email address has been given online access. *If your child does not show, please contact the school as they may need to update your child's record.*

Features

School Meals - Record your child's meal choices.

Attendance - See your child's attendance for the year and log absences.

Achievements - View recent milestones.

Payments - Make payments for specific trips, clubs or items, top up your balances and see your payment history.

Reports - Download pupil reports.

School information - See your school's contact information.

Messages - Communicate with your school.

Profile - This is your own profile.

Please note: Your school may not have enabled all of these features.

Parent Portal

For more detailed information, if you are having problems with the app, or if you simply prefer to use a computer; you can always login to our Parent Portal here: http://secure.pupilasset.com

PA Parent App

Understanding Payments

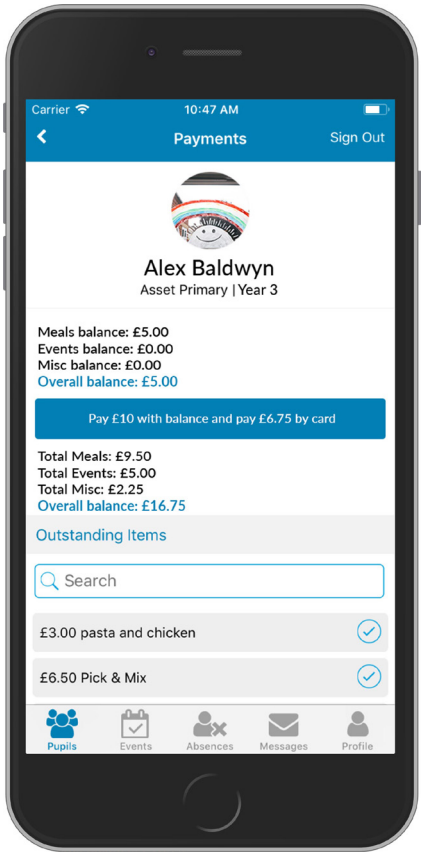
Using our Parents App you can pay for school meals, events, clubs, and items from the school shop.

To find Payments from the home screen, tap on pupil name to open their record, then tap Payments.

If you have balance available you'll see it here. The cost of your outstanding items will be deducted from your balance first.

All of your outstanding items are listed here. You can use the search bar to find specific items or scroll through them.

When you pay for an item it moves into your Payment History, you can find this in the pupil menu.



Payments are separated into different balances for events, meals, and miscellaneous items.

Your current balances are shown in blue, when you select items to pay for, it will show you how much you are paying from each balance and how much you are paying by card.

Tap on each item you wish to pay for, click on the pay button to pay using your available balance or a credit/debit card.

Please note: Your school office will be able to answer any queries about recent payments, charges or purchases.

PA Parent App

Hints and Tips

Here are some helpful hints for using the Pupil Asset Parent App.

Select Auto update in your phone settings to make sure you have the latest version of the app.

If you have any issues logging in, tap **First Login/Forgot Password** to generate a new password.

Most issues are resolved by reinstalling the app.

As an alternative to the app, you can use our Parent Portal, login here: http://secure.pupilasset.com

If your child does not appear on the app, contact the school. They may need to update the pupil record.

Your username is the email address registered with your school. If you forget it or change it, you need to let them know.

Navigation

Navigate within each tab using the back button.

Some pages require you to scroll to see all the information.

Tap to navigate between tabs. There are different tabs for the Pupil Record, Events, Absences, Messages, and your own Profile.

