



Parents & Users

Tips & Tricks for using School Stream

Services

To access services the school uses, such as school payments, web portals, parent/teacher interview bookings, etc, slide right or tap the hamburger icon in the top-left to access the slide-in menu and select the service you wish to open under Services.

Language Translation

School Stream translates into over 80 languages, you can access the translation feature from the slide-in menu under Settings > Translate Content. Then simply select your preferred language.

*Be sure to tap **'Stop Translating'** when you're finished.*

Group Notifications

You can choose the groups you see on the home screen and receive notifications for.

- **iPhone/iPad:** Slide right and tap **Setup Groups**.
- **Android:** Slide right, go to Settings > My Schools > Select your school > choose the groups you wish to view.

Groups and Content

- Groups in School Stream will be available to view once content is posted.
- You can remove content you no longer wish to see on your home screen.
 - **iPhone/iPad:** Tap the X next to any page title.
 - **Android:** Slide any content left to remove it.
- Content that has been archived is available by sliding right and going to Archive.
- You can favourite any content in School Stream by tapping the star icon on any page.
- You can access your favourites from the slide-in menu.
- You can share any page within School Stream by tapping the Share Icon at the top right of any page and selecting how you want to share.
- Events can be added to your personal device calendar by tapping the 'Add to Calendar' button on any event page.

Other Tips

- School Stream uses Push Notifications to deliver you information. When asked be sure you say yes to push notifications.
- If a new notification is received while using the app, you can view the recent notifications from the red badge icon in the top right.
- The Recent Updates item in the slide-in menu will show all the recent notifications.
- School Stream requires location permissions so we can provide map functionality for events. Enable location access so you have access to map directions.
- **iPhone/iPad:** You can customise the way a push notification is delivered by opening your iPhone Settings > Notifications > School Stream and choosing an option.
- If you are experiencing problems or feel you are missing notifications, try this quick process to refresh the app. Slide right to open the slide-in menu > Settings > Clear Data > Clear All > Back/Done. This resets your app and will refresh all content. Note: This will also remove your group notification preferences.
- Smart devices are just like a computer, when too many apps are open performance is affected in many different ways. Force closing apps and occasional resets of your device will ensure the best performance and prevent some problems.

For more troubleshooting information, please visit <https://www.schoolstream.com.au/troubleshooting/>.