schoop®

<u>Apple Devices</u>

How do I change my Groups / Years on my iPhone or iPad?

- Go to MY SCHOOP
- Click on the SCHOOL NAME
- Click the SETTINGS tab at the top ('cog' icon)
- Click on CHANGE GROUPS
- Use the toggle/s to make changes
- Click on CHANGE GROUPS to confirm your changes

I'm NOT receiving notifications on my iPhone or iPad?

1. Firstly make sure that you have turned on notifications in your setting.
- Click SETTINGS tab at the bottom of the page (the one with the Schoop logo).
- Click PUSH NOTIFICATION
- Make sure you have allowed all your notifications.

If notifications are already on, try 2 below.

2. Renewing your subscription
- Click the Schoop SETTINGS tab on the bottom of the page.
- Click RENEW SUBSCRIPTION

Please wait to see if you receive notifications on new messages.

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Android Devices

How do I change my Groups/Years on my Android?

Go to MY SCHOOP
- Click the SCHOOL NAME
- Go to the SETTINGS wheel at the top of your screen
- Click CHANGE GROUPS
- Then choose the groups you want, you may need to change years, then groups.
- Don't forget to save changes

If you are unable to access My Schoop via the school name please go back to the alerts tab at the bottom left of the screen. Then click the school name in an alert message. This should take you to MY SCHOOP where you will be able to change your groups.

I'm NOT receiving notifications on my Android device.

1. Firstly make sure that you have NOT turned off your notification settings Android devices automatically allow push notifications. You may have turned these off at some point.
- Go to SETTINGS
- Click on NOTIFICATIONS
- Scroll down and find SCHOOP. Click on it.
- Make sure you have allowed notifications.

 If notifications are already on, try 2 below.

2. Renew your subscription.
- Go to the settings tab at the bottom right of the screen.
- Renew your subscription.