



SMART SCHOOLZ HUB

Parent Portal & Mobile Access

A Practical User Guide for Nigerian Schools

For school administrators, parents and guardians

CONNECTED PARENTS. INFORMED FAMILIES. BETTER SCHOOL PARTNERSHIPS.



About This Guide

This document contains Volume 6 of the Smart Schoolz Hub user guide series. It covers the Parent Portal and mobile-access workflows described for Smart Schoolz Hub. It is intended to help school administrator's provide parent access and help parents use the portal to follow student learning, attendance, results, fees and school communication.

Contents

- Guide 6.0 — Provide Parent Access
- Guide 6.1 — Parent Sign-In on Web and Mobile
- Guide 6.2 — Multi-Child Dashboard and Ward Switching
- Guide 6.3 — Check Results and Report Cards
- Guide 6.4 — Monitor Classroom Attendance
- Guide 6.5 — View Homework, Download Worksheets and Submit Work
- Guide 6.6 — Fee Balances, Payment Proof and Receipt Downloads
- Guide 6.7 — School Shop
- Guide 6.8 — Calendar, School Broadcasts and Parent Feedback
- Summary Checklist for Parents and School Admin
- Implementation Notes — Verify Before Publishing

Guide 6.0: Provide Parent Access (School Admin Setup)

Audience: School Admin / Proprietor

Parent accounts should be linked only to the correct student or ward. Grant access according to the school's safeguarding and data-protection procedures.

A. Grant Access by Email or Phone

1. Select Users & Access module.
2. Click Parents tab.
3. Select Add new parent.
4. Choose the Sign-in method.
5. Choose the correct student and verify the guardian's name and contact details.
6. Select the relationship (for example, Mother, Father, Guardian or Other), using the available options.

Email Invitation

1. Enter the parent's correct email address.
2. Select Grant access.



3. Ask the parent to open the invitation using a trusted device and complete the account setup.

Phone-Based Access

1. Enter the parent's mobile number in the format accepted by the platform.
2. Create a unique temporary password that meets the stated security requirements.
3. Select Grant access.
4. Provide the parent with the correct login page and credentials through a private channel.
5. Ask the parent to change the temporary password after the first sign-in using the reset link on the sign in page.

The supplied guide lists `https://smartschoolzhub.com/auth` as the login page and describes phone-number login.

B. Search, Audit and Revoke Access

- Use the parent list's search or filters, to find a link by student or parent.
- Review parent-to-student links periodically, especially after a student transfers or a guardian's authorized access changes.
- If access must be removed, use the delete icon and confirm the person can no longer access the student's information.

Security note: Never share temporary passwords in public groups. Verify a guardian's identity and authority before granting access or changing account details.

Guide 6.1: Parent Sign-In Experience (Web and Mobile)

Audience: Parents and Guardians

Access: Login page supplied: `https://smartschoolzhub.com/auth`

How Parents Sign In

1. Open the official login page provided by the school.
2. Enter the email address or phone number registered with the school, depending on the account type supported.
3. Enter the account password and select Sign in.
4. After login, open the Parent Portal or follow the redirect provided by the platform.
5. Click on the Student profile you want to view.

Forgotten Password

- If you forget your password, use the Send reset link and follow the recovery instructions.
- If a parent cannot recover access, contact the school administrator through the school's verified support channel.



Mobile access: Platform users can use a modern mobile browser and install the web app without any download. Follow the instructions to install it.

Security tip: Use a unique password, avoid signing in on shared devices where possible, and sign out after using a public or cybercafé computer.

Guide 6.2: Multi-Child Dashboard and Ward Switching

Audience: Parents and Guardians

Access: Parent Portal → Children dashboard

Where multiple students are linked to one authorized parent account, the portal provides cards of those children with access to all of them.

How to Open and Switch Between Children

1. Sign in and look for the children or wards dashboard.
2. Check each child's name and identifying details before opening the profile.
3. Select the child whose information you want to view.
4. Use the available back, children-list or portal-navigation control to switch to another linked child.

Student cards may show details such as the school, branch, class, arm, admission number and relationship. The exact information displayed depends on the school's configuration and the permissions assigned to the account.

Guide 6.3: Check Results and Report Cards

Audience: Parents and Guardians

Access: Parent Portal → Child profile → Results

1. Open the correct child's profile and select Results.
2. Choose the relevant academic session and term.
3. Enter the PIN supplied by the school and follow the on-screen instructions.
4. Review the available subject scores, grades, remarks, overall summary and trait ratings.
5. Use Download or Print buttons for appropriate actions.

If a Result Is Unavailable

If the portal says a result is unavailable, withheld or not yet published, contact the school office for clarification. Do not assume that an unpaid balance is the reason unless the school confirms it.



Guide 6.4: Monitor Classroom Attendance

Audience: Parents and Guardians

Access: Parent Portal → Child profile → Attendance

1. Open the child's dashboard and look for the attendance card; it's the first card displayed.
2. Review the attendance percentage and any present, absent, late or excused-day totals shown.
3. Open the Attendance tab to view the available daily records.
4. If a date or status appears incorrect, contact the school to request a review.

Possible Attendance Status Colours

Colour described in supplied guide	Status
Green	Present
Red	Absent
Yellow / Amber	Late
Blue	Excused / authorized leave

Guide 6.5: View Homework, Download Worksheets and Submit Work

Audience: Parents, Guardians and Students

Access: Parent Portal → Assignments

A. Review Assignments

1. Open the Assignments tab.
2. Review the subject, assignment category, due date and teacher's instructions.
3. Check whether the teacher has attached a worksheet or other learning resource.

B. Download an Attachment

1. Select the attachment download option, and open the file using a compatible app. Ask the school for help if the file cannot be opened.

C. Submit Completed Work

1. Select Submit work.
2. Enter text answers or a note if the teacher has requested one.
3. Attach the completed file or photograph using the supported file types and size limits shown in the portal.



4. Review the submission and select the final submit action.
5. Click Submit.

The supplied guide mentions a 10 MB upload limit and the ability to edit or re-upload before the due date. Verify supported file types, size limits, submission status and edit permissions in the live interface.

Parent tip: Help the child submit their own work and follow the teacher's instructions. Avoid uploading unrelated or sensitive personal information.

Guide 6.6: Fee Balances, Payment Proof and Receipt Downloads

Audience: Parents and Guardians

Access: Parent Portal → Fees / Pay fees

A. Check the Bill

1. Open the Fees tab for the correct child and term.
2. Review the itemized fee breakdown and total billed amount.
3. Check the amount paid and outstanding balance.
4. Check and download any issued receipt.

B. Pay Fees and Submit Proof

1. Open Pay fees, and confirm the official bank account details shown by the school.
2. Make payment using the school's approved method.
3. Return to the portal and select the correct term.
4. Enter the amount paid and choose the payment method supported by the form.
5. Enter the transaction reference and attach proof if the portal requests it.
6. Submit the payment details and keep your bank confirmation.
7. Allow the bursar or authorized staff to verify the payment. Check the portal later for the updated status.

Important: Uploading proof of payment does not necessarily mean the payment has been verified. Do not pay into an account from an unverified message or screenshot; use the official account details confirmed by the school.

Guide 6.7: School Shop (Uniforms, Books and Stationery)

Audience: Parents and Guardians

Access: Parent Portal → School shop

1. Open the School shop tab.



2. Browse the items available to your child or class.
3. Select the required quantity or add items to the basket using the controls provided.
4. Review item names, quantities and the total amount before placing an order.
5. Submit the order and follow the school's instructions for payment, collection or delivery.

The supplied guide describes class-restricted items, a live cart total and a storekeeper fulfilment process.

Guide 6.8: School Calendar, School Broadcasts and Parent Feedback

Audience: Parents and Guardians

Access: Parent Portal → Calendar / Messages / Feedback

A. School Calendar

Open the Calendar tab, to review school dates and events such as term dates, visiting days, midterm breaks, examination periods and sports events. Confirm important dates with the school if there is any discrepancy.

B. Messages from School

Use the school messages or announcements area to read notices and messages about your child. Check the date and intended audience of each message.

C. Submit a Complaint or Feedback

1. Open Complaints & feedback.
2. Choose the closest category, such as Academic Performance, Teacher or staff conduct, Fees and payments, Facilities & Health etc.
3. Enter a clear title and explain the concern respectfully, including relevant dates or details.
4. Submit the message and keep any confirmation provided.
5. If the matter is urgent or concerns a child's immediate safety, contact the school directly through its verified urgent contact channel.



Need Help?

Need assistance? Contact your Smart Schoolz Hub support through the contacts below or visit the platform's Help Centre.

Smart Schoolz Hub

The School Operating System for Nigerian Schools.

Website: <https://smartschoolzhub.com>

Email: info@smartschoolzhub.com

Phone: +234 814 926 9597 | +234 805 366 5232