Smart Schoolz Hub

The School Operating System

GENERAL USER GUIDE

For School Owners, Administrators, Teachers, Bursars, Front-Desk Staff and Parents

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About This Guide

This guide shows every person in a school how to use Smart Schoolz Hub confidently, from the first sign-in to the end-of-term report cards. It is written in plain language and organized so you can read it from start to finish or jump straight to the task you need.

How the guide is organized

Part	Chapter	Who it is mainly for
1	Welcome and Key Concepts	Everyone
2	Getting Started	School owner, administrator
3	The Admin Module (School Setup)	Administrator
4	Students	Administrator, front desk, teachers
5	Admissions and Enrollment Pipeline	Administrator, front desk
6	Attendance	Teachers, administrator
7	School Fees, Invoices and Payments	Bursar, administrator
8	Results Engine and Report Cards	Teachers, administrator
9	Staff Management and Payroll	Administrator, owner
10	Parent Portal and Public Result Checker	Parents, administrator
11	School Calendar, Shop and Messaging	All roles
12	Users, Roles and Security	Administrator, owner
13	Role Quick-Start Cards	Everyone
14	Term-by-Term Checklist	Administrator
15	Troubleshooting and FAQ	Everyone
16	Support, Training and Glossary	Everyone

1. Welcome and Key Concepts

1.1 What is Smart Schoolz Hub?

Smart Schoolz Hub is a connected, cloud-based workspace that runs the whole school for primary and secondary schools in Nigeria. Admissions, students, attendance, fees, results, staff, parents, the school shop and the calendar all live in one place, so information is entered once and is available everywhere it is needed.

It works in any modern web browser on a computer, tablet or phone. There is nothing to install.

1.2 What you can do

- Run admissions from enquiry to enrollment in a six-stage pipeline
- Keep a searchable register of every student with photo, guardian and class
- Mark class attendance in under a minute and notify parents the same day
- Create class invoices each term, record part payments and track balances
- Let parents submit payments from their phones and issue receipts automatically
- Enter scores and let the system calculate totals, grades and positions
- Publish branded report cards and let parents check results securely
- Manage staff profiles, leave, attendance and monthly payroll
- Sell uniforms, books and event tickets through the School Shop
- Share term dates, exams and events through the School Calendar

1.3 Who uses it

Role	What they typically do
School Owner	Reviews dashboards, fee collection, outstanding balances and staff activity.
Administrator	Sets up the school, manages users and roles, approves payments and publishes results.
Teacher	Marks attendance and enters scores for assigned classes and subjects; sets homework.
Bursar	Creates invoices, confirms payments, issues receipts and follows up debtors.
Front-Desk Staff	Handles enquiries, applications and student records.
Parent / Guardian	Views attendance, fee balance, results and assignments; pays fees; messages the school.

1.4 Key concepts

Term	Meaning
Workspace	Your school's private area. Each school has its own isolated data and its own web address (for example smartschoolzhub.com/s/your-school).
Session and Term	The academic year (session) and its terms. Fees, attendance and results belong to a term.
Class and Arm	A class level (for example JSS 1) and its divisions (for example A, B).

Term	Meaning
Fee Template	A reusable list of fees for a class. Invoices are generated from it.
Invoice	The fees owed by one student for one term.
Checker PIN	A unique code that lets a parent open a published result without logging in.
Activity Log	A record of who changed what, and when.

2. Getting Started

2.1 Choose how to begin

- **Start free trial:** a 14-day trial at smartschoolzhub.com/start-trial.
- **Request a registration code:** use the Request a Code page if your school is ready to subscribe to Smart Schoolz Hub or onboarded by the Smart Schoolz team.
- **Watch the live demo or take the tour:** explore a sample school before you commit.

> **NOTE:** Setup and staff training are provided free, and there are no maintenance charges. Contact the team on WhatsApp for help.

2.2 Register your school

1. Open **https://smartschoolzhub.com** and select **Register Your School**.
2. Enter your registration code sent to your email address.
3. Enter your school name, email address and password.
4. Enter your school's name and preferred workspace.
5. Confirm your email if asked, then sign in.

> **TIP:** Use an email address the school will keep for years, not a personal one that may change when staff leave.

2.3 Signing in

1. Go to **smartschoolzhub.com** and select **Sign in**.
2. Enter your email and password.
3. Open your school workspace.

Forgot your password? Use the password reset link on the sign-in page. If you do not receive an email, check your spam folder or ask your administrator to resend your invite.

2.4 Installing on your device (optional)

Smart Schoolz Hub can be added to a device home screen like an app without actual downloading. It appears as **SchoolzHub**.

3. The Settings Module (School Setup)

The Settings Module is the administrator's control room. Everything the rest of the system depends on is configured here. Open it from the main menu after signing in.

3.1 School profile and logo

1. Open **Settings** and select **Profile**.
2. Enter the school name, address, phone, email and motto.
3. Select **Upload logo** and choose a clear square image (PNG, JPG, SVG or WebP not more then 2 MB).
4. Select **Save**.

TIP: Your logo appears on report cards, receipts and invoices, so upload a high-quality image.

3.2 Academic sessions & terms

1. Open **Sessions and Terms**.
2. Select **Add Academic session** and enter the name (for example 2026/2027).
3. Click **Add session**
4. Add each term with its start and end dates.
5. Click **Add term**

IMPORTANT: Fees, attendance and results attach to the active term. Switch the active term only when the new term truly begins.

3.3 Grading scale

1. Open **Grading**.
2. Enter each grade scale: minimum score, maximum score, grade letter and remark (for example 70 to 100, A, Excellent).
3. Review that bands do not overlap and cover 0 to 100.
4. Click **Add grade.**
5. Under **Assessment maximums,** enter maximum scores for **CA** and **Exam**.
6. Click **Save maximums.**

NOTE: The Results Engine uses this scale to assign grades automatically.

3.4 Classes, arms and subjects

A. How to Add Classes & Arms

1. Open **Classes**, select **Add New class**, and name it (for example Primary 4 or SS 2).
2. Select appropriate **Level** (Primary, Junior or Secondary).
3. Click **Add class.**
4. To add **arms** (A, B, C) to a class, select **Class** and enter **New arm.**
5. Click **Add arm.**

B. How to Add Subjects

1. Click the drop-down button, under **Nigerian primary school subjects**.
2. Select the subject to add to your primary school classes.
3. Click the **plus (+) sign** beside it. The subjects are listed automatically.
4. Repeat steps 1 to 3 to add subjects to your secondary school classes.
5. Assign subjects to classes using the drop-down button beside the **Assign subjects to a class** tab.
6. Select the **class** you want to assign subjects to.
7. Pick the subjects from the lists displayed under the class. The subjects are automatically added to the class.
8. Simply uncheck any subject you want to remove from a class.

3.5 Fee templates

A. How to set Fee Template for each class

1. Open **Fee Templates**.
2. Select a **class** from the **Class** drop-down list.
3. Select the **term** from the **Term** drop-down list
4. Add each fee line (tuition, books, uniform, transport etc.) with its amount.
5. Click **Add item**.
6. Repeat steps 1 to 5 for each new class.

B. How to set school payments details

7. Enter your **school payment details (account name, account number, bank).**
8. Enter the second account details (optional).
9. Paste your **online payment link**, if you accept online payment in your school.
10. Enter **Payment Instructions** if any.
11. Click **Save payment details.**

3.6 Staff Roles

1. Invite staff and assign a role so each person sees only what their job needs.
2. Enter the staff **email address.**
3. Enter the **Full name** and assign **role**.
4. Click **send invite.**
5. Assign class assignments to registered and signed teachers.
6. Select the teacher, assign the role, select the class, select arm if applicable, and select subjects.
7. Click **Assign class.**

3.7 Report card branding

1. Choose the **Primary and Accent colours** from the colour pallet.
2. Select show the **school logo** tab
3. Enter the **Signatory name** and **title**.
4. Upload **School head's signature** images. Use PNG or JPG under 400 KB.
5. Enter **Footer note.**
6. Click **Save branding.**

4. Students

The Students module is a searchable register of every child: photo, bio-data, admission number, class, enrollment status and guardian.

4.1 Search and filter

Type a name or admission number in the search box, or filter by class, arm or status.

4.2 Add a student

1. Open **Students** and select **Add student**.
2. Enter name, date of birth, gender, admission number (leave blank to auto generate), and other necessary information.
3. Select the **class** and **arm**.
4. Add the guardian's name and contact details.
5. Upload a passport photograph (optional).
6. Add medical notes if any.
7. Upload necessary files if available.
8. Select **Add student**.

4.3 Bulk import existing records

1. Open **Bulk Import**.
2. Download the **template** file.
3. Fill in one row per student. Do not rename column headings.
4. Upload the completed file.
5. Review the preview and fix any flagged rows, then confirm the import.

> **TIP:** Import one class first as a test before importing the whole school.

4.4 Student profile

1. Open any student to see and edit bio-data, guardians, medical notes, class, attendance record, fee status and set **Result checker PIN**.
2. Use **Parent Messages** tab inside a student profile to send personalized information about the student to his/her parents.
3. Use the **Fees & report** tab to add additional fees particular for that child. Also, use the **Withhold report** to stop the student's parent from having access to the report until resolved.

5. Promotions

The Promotions module helps you to move a class or a student from one class to the next.

5.1 Promote students

1. Open **Promotion**.
2. Select the class to promote from the **Promote from**.
3. Select arm from the **Arm dropdown**.
4. Select the term from **Results from term** dropdown.
5. Select the class to promote to from the **Promote to**.
6. Untick any student who is repeating.
7. Click **Promote selected.** The whole level moves in one action.

> **IMPORTANT:** Promote only after final results are published. Take a data export first (Chapter 12.4)

6. Admissions and Enrollment Pipeline

Track every prospective student through six stages: **Enquiry, Application, Assessment, Admission, Payment, and Enrollment.**

Stage	What to do
Enquiry	Record the child and parent's details and how they found the school.
Application	Capture the application form and documents.
Assessment	Schedule and record the entrance assessment and score.
Admission	Offer or decline a place.
Payment	Record the acceptance or admission fee.
Enrollment	Convert the applicant into a student record with an admission number.

6.1 Add and move an enquiry

1. Open **Enrollment**.
2. Select **New enquiry** and fill in the details.
3. Open the applicant and select **Move to next stage** as they progress.
4. At the final stage, select **Enroll** to create the student record.

> **TIP:** Review the pipeline every Monday so no family waits too long for a reply.

7. Attendance

7.1 Mark the class register

1. Open **Attendance**.
2. Select the **class, arm** and **date**. Teachers see their assigned classes.
3. Mark all or each child **Present**, **Absent**, **Excused** or **Late**.
4. Select **Save register.**

> **NOTE:** Submitted attendance is pushed to parents the same day.

> **TIP:** Use a **Mark all present** shortcut if applicable, then change only the exceptions.

7.2 Correct a mistake

Reopen the same date and class, change the mark and submit again. The change is recorded in the Activity Log.

7.3 Reports

View attendance by class, student or date range to spot frequent absentees. The dashboard also shows attendance at a glance.

8. School Fees, Invoices and Payments

The fee cycle is: **Invoice, Payment, Online Receipt, Balances, Follow-up (auto-reminder).**

8.1 Fee templates

Set up templates once per class (Chapter 3.5). Update them when fees change.

8.2 Generate invoices

1. Open **School Fees**.
2. Choose the term, class and arm if applicable.
3. Select **Generate invoices** for each of the students in that class.
4. Each student now has an invoice for the term.

8.3 Record a payment (office)

1. Accept payments directly from your parents.
2. Open the student's invoice.
3. Select **Record payment**.
4. Enter the amount, date and method (cash, transfer, online, cheque, POS).
5. Click **Save payment**.
6. Generate a receipt for the payment.

Part payments are supported. Balances update automatically and are colour-coded: paid, part-paid and outstanding.

8.4 Confirm online payments from parents

Parents submit payments from their phones. The bursar then verifies each one.

1. Open **Payments**.
2. Review each submission against your bank statement.
3. Select **Confirm** if it matches, or **Reject** with a reason.
4. Confirmed payments receive an automatic **receipt number**, and the parent sees the new balance.

> **IMPORTANT:** Confirm only after you have seen the money in the school account.

8.5 Follow up debtors

Filter outstanding balances by class and send reminders. Auto-reminders can be switched on so parents are nudged without manual effort.

8.6 Dashboard

See fees collected, outstanding balances and the split between paid, part-paid and unpaid students at a glance.

9. Results Engine and Report Cards

9.1 Enter scores

1. Open **Results**.
2. Select the **term, class, arm** (if applicable) **and subject**. Teachers see only their assigned subjects and classes.
3. Enter each student's scores for each assessment (for example CA and exam).
4. Select **Save scores**. Totals, grades and positions are calculated automatically.
5. Unfilled subjects doesn't reflect on the published cards.

> **TIP:** Save often. You can leave and return to finish later.

9.2 Review and moderate

1. The administrator checks completeness, reviews outliers and confirms every subject is entered for every class.
2. Finalize and publish.

9.3 Comments and remarks

1. Class teachers add their comments and the principal adds a closing remark for each student manually or using the **Comments Generator**.
2. Check the **Withhold report** to withhold a child's report with a reason. Uncheck to publish the report.

9.4 Trait Ratings

1. Open **Trait ratings** to add cognitive, psychomotor, and behavioural ratings.
2. Select the **student**.
3. Select appropriate ratings for each aspect.
4. Select **Save & next student.**

9.5 Report cards

Generate branded report cards for a student or a whole class and print or save them as PDF. Parents can also view or download theirs from the portal.

9.6 Public Result Checker

Parents can check a published result without a student dashboard login.

1. The parent opens the school's **Result Checker** page on **smartschoolzhub.com** home page.
2. Enters the **school workspace**, the **child's name** and the **Checker PIN**.
3. Selects **Open Result Checker**.
4. Selects the term to view the report.

> **NOTE:** Each PIN is unique. A parent can never see another child's record, and unpublished results are never shown.

10. Staff Management and Payroll

10.1 Staff directory

Open **Staff** to see everyone on the roll: teaching and non-teaching. Each profile holds contact details, role, qualifications and employment dates.

10.2 Add a staff member

1. Select **Add staff**.
2. Enter personal details, role and department.
3. Click **Add staff member**, then invite them to sign in (Chapter 13.1).

10.3 Leave

1. A staff member submits a leave request.
2. The administrator opens **Leave** and selects **Approve** or **Decline**.
3. The decision is recorded and the staff member is notified.

10.4 Staff attendance and performance

Record staff attendance and review activity and performance notes to see what staff are doing.

10.5 Monthly payroll

1. Open **Payroll**.
2. Select the month.
3. Review each staff member's salary, allowances and deductions.
4. Approve the payroll. Totals appear on the Staff screen.

> **NOTE:** Restrict Payroll to the owner and administrator through roles (Chapter 12).

11. Parent Portal and Public Result Checker

This chapter can be printed and given to parents.

11.1 Signing in

1. Open **smartschoolzhub.com** on your phone and select **Sign in**, or use the link the school gave you.
2. Enter your details. Use **Forgot password** if needed.
3. You will see your child (or all your children if you have more than one).
4. You will also see your school workspace you're a staff of that school or another school using the platform.

11.2 What you can see & do

- **Attendance:** daily record and totals
- **Fee balance:** invoices, payments and what remains
- **Pay Fees:** school payment details, pay fees, payment records
- **Results:** report cards once the school publishes them
- **School calendar:** school events, upcoming programs, school news
- **Assignments:** homework set by teachers
- **Complaints & feedback:** log complaints, difficulty, observations or concerns about your child. See school responses and replies.
- **School Shop:** buy uniforms, books and tickets
- **Messages:** a direct line to the school

11.3 Pay fees from your phone

1. Open your child's **Pay Fees** page.
2. Select **Make payment** and enter the amount.
3. Pay to the school account shown using a convenient method.
4. Then upload proof or enter the reference.
5. Click **Submit payment.**
6. The bursar confirms it and you receive a **receipt number**.

11.4 Check a result

Enter the Checker PIN, or use the public Result Checker with the school workspace, your child's name and the Checker PIN from the school.

11.5 Message the school

Use **Messages** to ask questions or report a problem. Replies appear in the same place.

11. School Calendar, Shop and Messaging

11.1 School Calendar

1. Open **Calendar**.
2. Select **Add event** and enter the title, date, time and audience.
3. Save. Term dates, exams and events are shared with staff and parents.

11.2 School Shop

Sell uniforms, books and event tickets. Parents order from their phones.

1. Open **Shop** and select **Add item**.
2. Enter the name, price, photo and stock quantity.
3. Publish the item.
4. Review and fulfil orders as they arrive.

11.3 Messaging and homework

Teachers set **homework and assignments** that parents can see. Parents and staff exchange messages inside the system, instead of scattered WhatsApp chats.

11.4 Help and AI assistant

1. Open **Help** for support and the built-in AI assistant, which answers how-to questions while you work.
2. Use the FAQs section to also get answers to most frequently asked questions.
3. Talk to us through the available channels.

12. Users, Roles and Security

12.1 Invite a user

1. Open **staff and Access**.
2. Select **Invite the user** and enter their email.
3. Choose a **role**.
4. Send the invite.
5. It shows as **pending** until accepted.

12.2 Parent access

1. Open a student's profile.
2. Add the parent or guardian's name and phone number or email.
3. Select **Invite parent** to send access, or give them the school workspace address.
4. The parent signs in and sees only their linked children.

> **NOTE:** Parents can use the portal without an email address. Confirm the sign-in method with your administrator.

12.3 Roles and permissions

Role	Typical access
Owner	Full view of dashboards, students, finance and staff.
Administrator	All setup, users, students, payments approval, results publishing.
Teacher	Own classes: attendance, scores, homework.
Bursar	Fees, invoices, payments and receipts.
Front Desk	Enquiries, applications and student records.
Parent	Only their linked children.

12.4 Remove or change access

When a staff member leaves, change their role or remove their access straight away. You can as well delete his data. The Activity Log keeps the history.

12.5 Download your school data

1. Open **Security and Data Protection**.
2. Select the **data export** button.
3. Save the file somewhere safe.

Your records always belong to you. Export before major actions such as promotion.

12.6 Activity log

The Activity Log records every change across the school, with the person and time. Use it to answer "who changed this?" and to keep staff accountable.

12.7 How your data is protected

- Each school's data is isolated from every other school
- Role-based permissions limit what each person sees
- Data is encrypted
- The platform states compliance with the Nigeria Data Protection Commission
- A published backup strategy, privacy policy, terms and refund policy are on the website

12.8 Good security habits

- Never share your password
- Use a strong, unique password
- Sign out on shared computers
- Give each person their own account
- Review the user list every term

13. Role Quick-Start Cards

Administrator: first week

1. Complete the setup checklist (Chapter 2.5).
2. Add staff, invite all staff and assign roles.
3. Add or import students and link parents.
4. Generate invoices.
5. Train teachers and the bursar.

Teacher: every day

1. Sign in.
2. Open **Attendance** and mark your register.
3. Check messages and homework.
4. Enter scores when assessments are marked.

Bursar: every day

1. Open **Payments** and confirm or reject new submissions.
2. Record office payments.
3. Check outstanding balances and send reminders.
4. Review the fees dashboard.

Front desk: every day

1. Log new enquiries.
2. Move applicants through the pipeline.
3. Update student records.
4. Answer parent messages.

Parent: every week

1. Check attendance and messages.
2. Check fee balance and pay.
3. View assignments.
4. Check results when published.

14. Term-by-Term Checklist

When	Action
Before term	Set the active term, review fee templates, promote students, generate invoices, and publish the calendar.
Week 1	Confirm class lists, assign teachers, notify parents of invoices.
Weekly	Mark attendance, confirm payments, and review the enrollment pipeline.
Mid-term	Chase outstanding fees, review attendance reports, check staff leave.
Exams	Enter scores, check for blanks, and add comments.
End of term	Publish results, share Checker PINs, run payroll, export data.

15. Troubleshooting and FAQ

Problem	What to try
I cannot sign in	Check your email, use Forgot password, then ask the administrator to resend your invite.
A parent cannot see their child	Check the parent is linked to the student and has accepted access.
A teacher cannot see a class	The administrator must assign that class or subject to the teacher.
Results are not showing for parents	Results must be published first, and the term must be correct.
Result Checker says not found	Check the school workspace, spelling of the child's name and the PIN.
A payment is missing	Check the Payments screen for a pending submission, or confirm it in the bank first.
Import failed	Use the latest template, keep headings unchanged, and fix flagged rows.
Page is slow	Check your internet, refresh, or try another browser.

Frequently asked questions

Do we need to download anything?
No. smart Schoolz Hub is a Web App, which doesn’t require download.

Do we need to install anything?
Yes & No. You can install the app for easier access, or you may ignore installing the app and perfectly use it.

Is each school's data separate?
Yes. Each school has its own isolated data.

Can we move our existing records in?
Yes, with Bulk Import.

What happens to our data if we stop?
You can download a full export of your school's data.

Does it work on phones and tablets?
Yes.

Can teachers take attendance and enter scores from the classroom?
Yes, from any device with internet.

What does it cost?
Plans are per term: Starter (1 to 100 students) N40, 000; Standard (101 to 250) N60, 000; Growth (251 to 500) N90, 000; Professional (501 to 1,000) N130, 000; Enterprise above 1,000 is custom. Check smartschoolzhub.com/plans for current prices.

16. Support, Training and Glossary

16.1 Getting help

Channel	Details
Email	info@smartschoolzhub.com
WhatsApp	+234 814 926 9597 and +234 805 366 5232
Website	https://smartschoolzhub.com
In-app	Help and the AI assistant

Free setup and free staff training are included. Ask your account contact to schedule a session for your team.

16.2 Glossary

Term	Meaning
Arm	A division of a class, such as A or B.
CA	Continuous assessment scores during the term.
Checker PIN	Unique code for the public result checker.
Enrollment	Turning an admitted applicant into a student.
Fee template	Reusable fee list per class.
Invoice	Fees owed by a student for a term.
Publish	Make results visible to parents.
Session	The academic year.
Workspace	Your school's private area in the system.

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Need Help?

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

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