Basma

Basma App User Guide

The complete reference to the Basma mobile app for everyone who uses it: school admins, teachers, moderators, parents and students. Period-by-period attendance, My Schedule, cover requests, the Today board and following your children, with practical examples from a single school day at a single school.

Second edition

For school principals, teachers, moderators, parents and students

November 2026

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Notice

All data shown in this guide, including the names of schools, teachers, students and parents, numbers and attendance records, is fictional and was prepared for explanation and illustration only. It is not connected to any real person or organisation, and any resemblance of names is purely coincidental.

1 Introduction

Welcome to the Basma app guide. This guide explains the whole app, screen by screen, for everyone who uses it: school admins, teachers, moderators, parents and students. All the examples come from a single school, and we follow its school day from the first page of the guide to the last.

1.1 What does the Basma app do for you?

The Basma app is the everyday, mobile face of the Basma school system. It runs on iPhone and Android, and brings together in one place what everyone at school needs during the day.

What the app offers depends on your role:

- **Teachers** see their current and next period at a glance, take attendance period by period in seconds, answer requests to cover periods, and follow their students with notes, points and marks.
- **School admins** see the whole picture of the day on the “Today” board: which teachers are away, which periods have no cover teacher, and which periods have started without attendance being taken. They can also manage accounts, students and classes from their phone.
- **Moderators** follow attendance and lateness, issue discipline reports (suspensions, pledges and parent summonses), and can view the Today board.
- **Parents** follow their children’s absences and achievements, see the timetable of each child’s class with the day’s changes, and contact the school directly.
- **Students** see their titles, skills and achievements, their timetable, their class notes, and their record of warnings and pledges.

1.2 How the app and the admin panel fit together

The Basma system has two front ends that share one database: the **mobile app**, which this guide explains, and the **web admin panel**, which the school office uses for the bigger jobs.

Whatever is saved in one appears in the other straight away. Attendance a teacher takes in the app shows up in the panel’s reports, and a timetable the school office publishes from the panel shows up in every teacher’s “My Schedule”.

Task	Where is it usually done?
Taking attendance for each period	The app (teachers, moderators and school admins)
Answering requests to cover periods	The app (teachers and moderators)
Following your children and contacting the school	The app (parents)
Marking a teacher absent and finding a cover teacher on the same day	The app (the “Today” board) or the admin panel
Adding students by pasting a list of names, and moving students between classes	The app (school admin)
Building and publishing the timetable, and assigning exam invigilators	The admin panel
Printed lists, detailed reports and e-learning content	The admin panel

School admins can reach the admin panel from the app itself through **Side menu** → **Backend Link**. It opens in the phone’s browser.

1.3 What’s new in this version?

This version of the app adds a set of features that schools asked for:

- **A redesigned My Schedule:** a “Now” and “Next” card with a countdown, a day view and a week view, badges that show today’s changes (cover, invigilation and exams), a saved copy that works without internet, and the option to add the timetable to your phone’s calendar.
- **The class timetable for families:** parents and students see the class timetable, with the teacher’s name for each period and the cover teacher’s name when a teacher is away. Parents switch between their children with one tap.
- **The Today board:** a single page where the school admin sees teacher absences, the periods that need cover, and the periods that started without attendance being taken.
- **Cover requests:** teachers get a notification when they are asked to cover a period for an absent colleague, and accept or decline with one tap.

- **The “Your lesson now” card:** appears at the top of a teacher’s home screen during their period, and starts attendance straight from there.
- **Paste a list of names:** the school admin adds a whole class of students by pasting their names. The system creates their student numbers automatically, and the addition can be undone.
- **Move students to another class:** the school admin moves a group of students in one go, and their attendance record, points and notes move with them.
- **Staying signed in on a weak connection:** a poor connection no longer signs you out, and requests no longer fail after the phone wakes from sleep. When the server cannot be reached, the app shows the last data it saved.

1.4 How to read this guide

You do not need to read the whole guide. Start with Chapter 2, “Getting started”, because it applies to everyone, then go to the chapter for your role:

- Teachers: Chapter 3.
- School admins: Chapter 4. We recommend reading the teacher chapter too.
- Moderators: Chapter 5, together with the teacher chapter.
- Parents: Chapter 6.
- Students: Chapter 7.

Chapters 8 to 11 are a reference for everyone: notifications, features by plan, frequently asked questions and the glossary.

The guide uses a few fixed conventions to help you read quickly:

- Button names and headings as they appear on screen are written like this: **Save**.
- The route to a screen is written like this: **Side menu** → **My Schedule**.
- Steps are numbered. Follow them in order.
- Coloured boxes hold a tip, a note or a warning, and a “Real-life example” applies the explanation to the school’s day.

The screenshots in this edition show the app in English. The demo data, such as people’s names and some subject names, still appears in Arabic in them, because it was entered in Arabic.

Real-life example **The school we follow in this guide**

All the examples and screenshots come from **Al-Riyada Intermediate School for Boys**: an intermediate boys' school with eight classes (6-1 to 9-2) and 199 students. Its timetable runs from Sunday to Thursday, with seven periods a day. The school admin is **Mr Salem Al-Khalidi**, and the moderator is **Mr Mansour Al-Yaseen**.

We follow **Sunday 15 November 2026**. It is now **09:40**, and period 3 is under way (09:10–09:55). **Mr Khaled Al-Anzi**, the maths teacher, is away today on sick leave. **Mr Yousef Al-Mulla** is teaching Entrepreneurship to class 9-1 right now and has not taken attendance yet. And **Mr Abdullah Al-Kandari** has a request waiting for him to cover period 4 in class 7-1.

1.5 Roles at a glance

Every Basma account has a role that decides what it sees in the app. The table below sums up the main roles:

Role	First screen after signing in	Main things it does in the app
School admin ("Admin")	The home screen (class list)	Follows and corrects attendance; the Today board; accounts, students and classes; messages, news and settings
Teacher	The home screen with the "Your lesson now" card	Takes attendance; My Schedule; cover requests; exam invigilation; following students
Moderator	The home screen (class list)	Follows attendance and lateness; discipline reports; views the Today board; cover requests
Parent	Children cards	Follows the children's absences and progress; the timetable; contacting the school
Student	Titles & Achievements Vault	Skills and titles; the timetable; class notes; reports

There are other administrative roles that are used less in the app. We cover them briefly in a separate section of the moderator chapter.

Who is the “school owner”?

A school can have more than one account with the “Admin” role. But only one of them is the school owner’s account: the account the school was first registered with, whose email matches the school’s email. Only this account sees the school settings and the join code, the button for adding news, the “Activate Extra Features” page and “Contact us”.

2 Getting started

This chapter is for every user. It explains how to install the app, sign in and create accounts, then introduces the screen layout, the side menu and the settings, and how the app behaves when the connection is weak.

2.1 Installing the app

Search for “Basma” in the App Store on iPhone or in Google Play on Android, then install the app.

The first time you open the app, it asks for permission to send notifications. **Allow them**: some of the app’s most important features depend on them, such as cover requests for teachers and discipline report notifications for parents.

> **Device requirements**
>
> The app runs on iPhone with iOS 16.4 or later, and on Android devices with a recent version of the system browser component (Android System WebView 94 or later). If the app does not open on an older device, first update the system and Android System WebView from the store.

2.2 Signing in

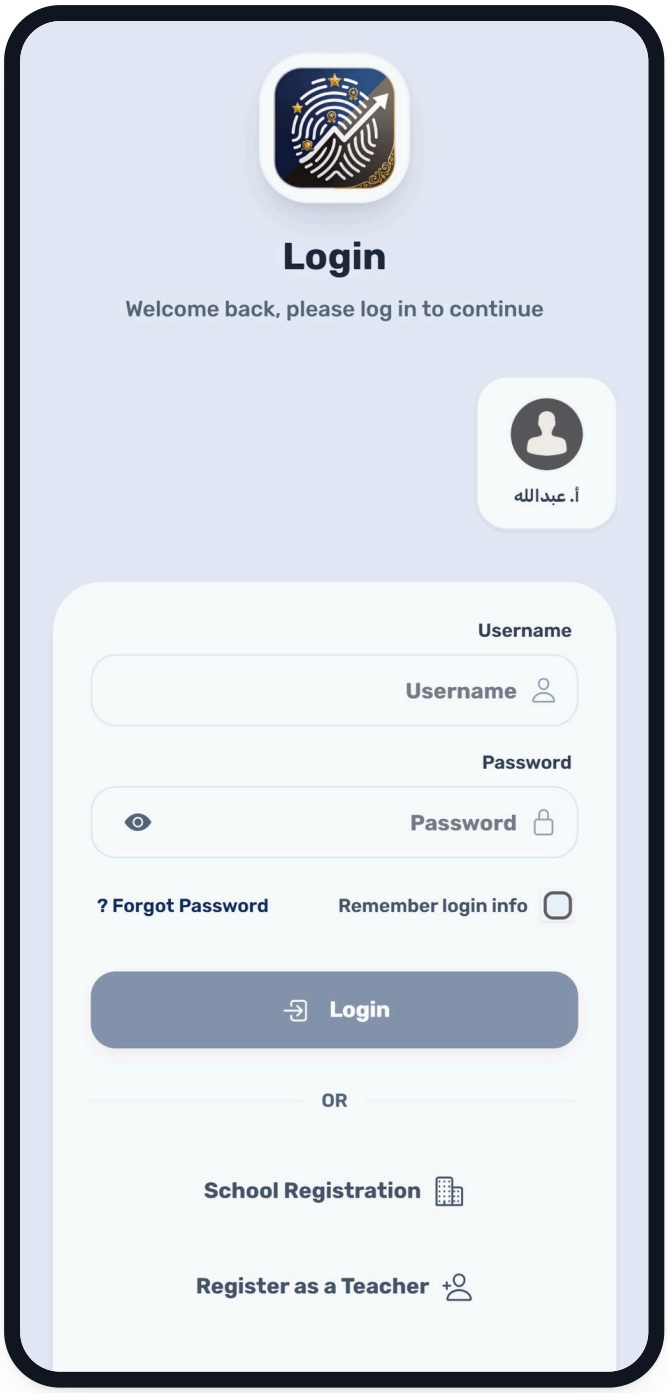


Figure 1 The `Login` screen: the username and password fields, with the registration links below them. A saved account appears above the form for quick sign-in on this device.

Teachers, moderators and parents usually get their username and password from the school office. Teachers and parents can also create their own accounts with the school's join code, as described below.

1. Enter your `Username`.

2. Enter your **Password**. Tap the eye icon to show what you typed and check it.
3. Tick **Remember login info** if you want the phone to remember your details next time.
4. Tap **Login**. The button stays greyed out until both fields are filled in.

After you sign in, the app takes you to the right screen for your role. Your phone is added to your list of devices, and notifications start arriving on it.

If you are teaching or administrative staff, the app also downloads your list of classes and the names of the students in each class in the background. This means you can open the attendance screen later even if the internet drops.

> **Why can't I sign in?**
>
> If you registered yourself with the school's join code, you cannot sign in until the school office approves your request. Accounts that the school office has deactivated cannot sign in either. In both cases a message from the server explains why.

> **No fingerprint or Face ID sign-in**
>
> The app uses a username and password only. It does not support signing in with a fingerprint or face recognition. For quick sign-in, use the saved accounts described in the next section.

2.3 Saved accounts and switching users

The app remembers every account that has signed in on this phone. This is useful for a teacher who is also a parent, or for a family that shares one device.

On the sign-in screen: saved accounts appear as round pictures above the fields.

- Tap an account's picture to sign in with it straight away.
- Press and hold it to remove it from the phone. The app asks **Delete Saved Account**; choose **Delete** or **Cancel**.

From inside the app: open the side menu and tap **Switch account** under your name.

1. A list of saved accounts appears. The account you are using now is tagged **Current**.
2. Tap any other account to switch to it immediately.

3. To add a new account, tap **Login with existing account ?** at the bottom of the list.

> **Before you switch or sign out**
>
> If you took attendance while offline, make sure you are connected and wait until the "changes pending sync" message disappears before you switch accounts or sign out. Switching clears the current account's local data from the phone.

2.4 Forgotten password

Tap **Forgot Password ?** on the sign-in screen. Recovery takes three steps on the same page:

1. Enter the email address registered on your account, then tap **Send Code**.
2. Open your email and copy the verification code into the **Enter code** field, then tap **Verify Code**.
3. Enter your new password and confirm it, then tap **Save Password**. After a moment the app takes you back to the sign-in screen.

> **When this does not work**
>
> Recovery only works for accounts that have an email address. Parent accounts created by the school office usually have no email. The app also does not currently accept some email formats, such as addresses with a dot before the @ sign, like first.last@..., or a subdomain, like ...@moe.edu.kw. In these cases, ask the school office to set a new password for you.

2.5 Registering a new school

This is a one-time step, done by the person in charge when the school starts using Basma. Tap **School Registration** on the sign-in screen (in Arabic the link reads "Don't have an account? Create a new one"). The **School Registration** screen opens.

1. Tap the logo area to add the school's logo from the camera or the photo gallery.
2. Fill in every field: **School Name**, **School Details** (the school's education district), **Username**, **Password**, **Country**, **Email ID** and **Contact** (phone number).
3. The username accepts English letters, numbers and the underscore (_) only, with no spaces.

4. The app detects your country automatically and tells you which one it chose. You can change it.
5. Read the privacy policy and the terms of use from the two links, and make sure you accept them.
6. Tap **Register**. A message from the server appears, then the app takes you back to the sign-in screen.

The email you registered with becomes the school's email, and the account you created becomes the "school owner" account, with full permissions.

2.6 Registering teachers and parents with the school join code

Instead of creating every account itself, the school office can open self-registration and give teachers and parents a **join code** of eight letters and numbers. Each person creates their own account, and the school office then approves it.

The process has four stages:

1. **The school office opens registration:** the school owner turns on the option for teachers or for parents in the settings, copies the code and sends it to them, for example through the school's WhatsApp group. See School settings.
2. **The person registers from the sign-in screen**, as described below.
3. **The request waits for approval** on the teacher or parent management screen.
4. **The school office accepts the request**, and the person can then sign in.

Registering as a teacher: tap **Register as a Teacher** on the sign-in screen.

1. Enter the **School Join Code**. The app checks the code straight away. If it is correct, **Joining:** and the school's name appear below it. Make sure it is your school's name.
2. Enter your **Full Name**, then the **Username** you want, then your **Password** and confirm it.
3. Tap **Register**. The message **Account Submitted** appears, telling you that the school administrator must approve your account before you can sign in.
4. Tap **Back to Login** and wait for the school office to approve you.

Registering as a parent: tap `Register as a Parent`. The steps are the same, with one extra field: `Student ID or Username`.

- Enter your child's school number in it. If the system finds the student, it links them to your account automatically.
- If it does not, your account is still created, and the message tells you that the school administrator can link your child after approving your account.
- You can enter only one child when you register. If you have more than one child at the school, ask the school office to link your other children to your account.

> **The message "This code isn't valid"**
>
> This message appears if you typed the code wrongly, if the school has not opened registration for your group (teachers or parents), or if the school generated a new code and the old one stopped working. Ask the school for the current code.

> **You will not be notified of approval**
>
> The system does not notify the school office when a new request arrives, and does not notify you when your request is accepted. Try signing in once the school tells you that you have been approved, or let the school office know that you have registered. If the request is rejected, the account is deleted and you need to register again.

2.7 The screen layout: the bottom tab bar and the side menu

Most screens in the app have three parts:

- **The top bar:** holds the screen title, the side menu button (three horizontal lines) and sometimes buttons for that screen.
- **The content** in the middle. On most screens, pull it down to refresh the data.
- **The bottom tab bar:** icons that take you between the main screens for your role.

The icons in the bottom tab bar have **no text**, so this guide describes them by their shape. The open tab is shown in a highlight colour with a line above it. A red dot appears on the bell when you have unread notifications, and on the megaphone when there is new news.



Figure 2 Teacher: the grid, the line chart, the megaphone and the bell.

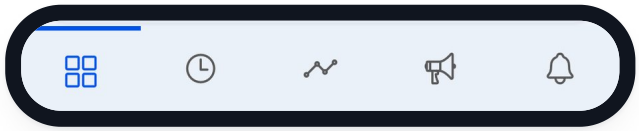


Figure 3 School admin and moderator: the clock tab is added.



Figure 4 Parent: the people, the calendar, the megaphone, the chat bubbles and the bell.



Figure 5 Student: the medal, the page, the alert sign, the calendar, the megaphone and the bell.

The table below explains what each icon opens and who sees it. In the English app the icons run from left to right in the order of the table:

Icon	Opens	School admin	Teacher	Moderator	Parent
Grid of four squares	**Class List** (the home screen)	✓	✓	✓	—
Clock	**Delay List**	✓	—	✓	—
Zigzag line chart	**Follow-Up Teacher** (the mark book)	✓	✓	✓	—
Two people	**Children** (children cards)	—	—	—	✓
Medal	**Titles & Achievements Vault**	—	—	—	—
Lined page	**Class Notes**	—	—	—	—
Exclamation mark in a circle	**Reports** (warnings and pledges)	—	—	—	—
Calendar	**Class Schedule** (the class timetable)	—	—	—	✓
Megaphone	**News**	✓	✓	✓	✓
Two chat bubbles	**Parent Connect** (contacting the school)	—	—	—	✓
Bell (always at the far end)	**Notifications**	✓	✓	✓	✓

The side menu: open it with the three-line button in the top bar. On wide tablets the menu stays visible beside the content. The menu is made up of:

- **The menu header:** your picture and name (or the school's logo and name for the school owner), with the **Switch account** button below them.
- **Language**: switches between Arabic and English.
- **Main Menu**: the work screens for your role. These differ from role to role, and we explain them in each role's chapter.
- **Management & Settings**: **Settings** and **Devices** for everyone, then items for the school office: **Activate Extra Features** and **Contact us** for the school owner, and **Backend Link** and **About us** (which opens the user guide on the web) for Admins.
- **Legal**: **Terms of Service** and **Privacy Policy**.
- **Logout**: signs you out of the account on this phone only.

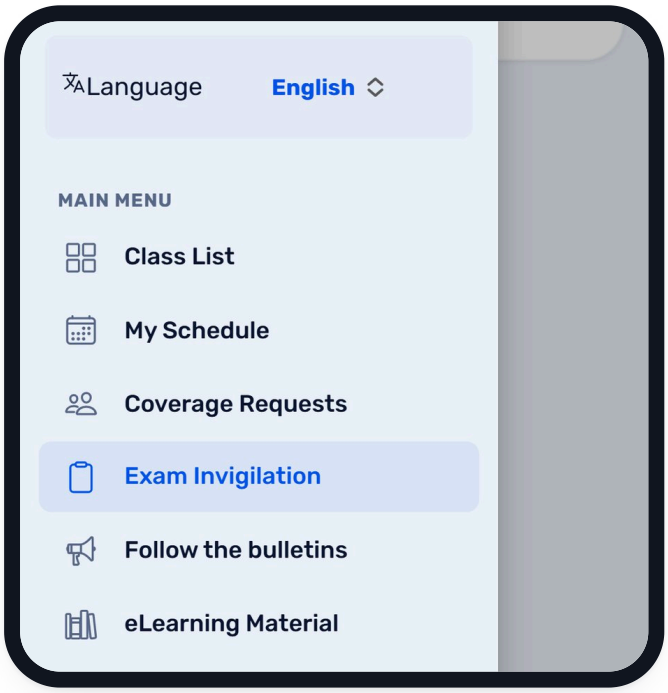


Figure 6 Part of the side menu: **Language**, then the **Main Menu** with the teacher's items, such as **My Schedule**, **Coverage Requests** and **Exam Invigilation**.

2.8 Changing the language

The app works in Arabic and English. To change the language:

1. Open the side menu.
2. Tap **Language** and choose **English** or العربية (Arabic).

The language and the direction of the pages change immediately. Note that the language option is **only in the side menu**, not on the Settings screen. Some short messages may stay in one language whatever the app language is, such as the sync messages, which appear in English.

2.9 Settings

Open **Side menu** → **Settings**. The screen is divided into sections:

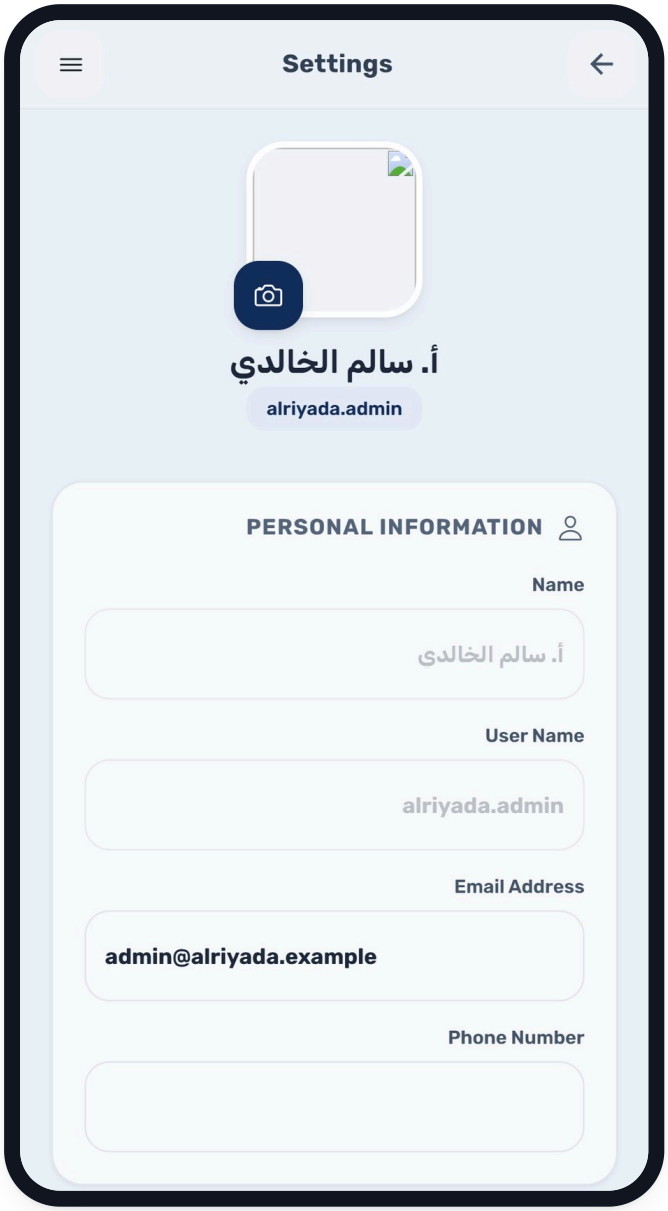


Figure 7 The top of the `Settings` screen: the account picture with the camera button, then `Personal Information` with the name, username, email address and phone number.

- **Picture:** tap the camera button on your picture and choose `Camera` or `Gallery`. Student accounts do not have this button.

- **Personal Information**: **Name** and **User Name** are for display only and cannot be changed here. You can change your **Email Address** and **Phone Number**. We recommend adding your email, because it lets you recover your password yourself.
- **App Appearance**: choose a **Color Theme** from four: **Sapphire** (the default), **Gold**, **Burgundy** and **Emerald**, and choose the **Mode**: **Light** or **Dark**. The appearance changes immediately and is saved on this phone only.
- **Security & Password**: to change your password, enter it in **Enter old Password**, then type the new one in **Enter new Password**. Both fields are required.
- **School Settings**: shown to the school owner only. We explain it in the school admin chapter.

After any change, tap **Submit** at the bottom of the screen to save it.

> **Changing your password signs you out everywhere**
>
> When you change your password, your account is signed out of every device, including this phone. This is a deliberate security measure. Sign in again with your new password.

The text size in the app follows your phone's text size setting. If you need larger text, increase it in the phone's own settings.

2.10 Devices

You can use your account on more than one device at the same time, such as your phone and your tablet. The **Side menu** → **Devices** screen lists every device you have signed in on with your account:

- The device type and its ID.
- Its status: **Current Device**, **Active** or **Logged Out**.

From this screen you can:

- **Sign out one device:** tap **Delete Device** on its card, then **Yes, Delete**. Use this if you lose or sell a phone.
- **Sign out of every device:** tap **Log Out from All**, then **Yes, Log Out**.

A deleted device is signed out within seconds if the app is open on it, or the next time the app is opened. A device that has been signed out no longer receives notifications.

2.11 App updates

When you open the app, and when you come back to it (at most once an hour), it checks that your version is still supported:

- **Optional update:** the message **A new version is available** appears once for each new version. Tap **Update** to open the store, or **Later**.
- **Required update:** the message **Update required** appears, and the app does not work until you update it. Tap **Update**.

We recommend always updating: every new version brings fixes and stability improvements.

2.12 Working with a weak connection or none

The app is designed to work in the classroom even when the network is weak. When the internet drops, a bar appears at the top of every screen: **You are in Offline Mode**. If you have changes saved on the phone that have not been sent yet, their number is added, for example “3 changes pending sync”. When the connection returns, the message **Back online** appears.

What happens without internet	Examples
Saved on the phone and sent automatically when the connection returns	Taking attendance, recording lateness, student notes and reviews, and absence edit requests
Shown from the last saved copy	The class list and student names, My Schedule and the class timetable (after opening them once with internet), and the parent’s list of children
Needs a connection	Adding students, pasting lists and moving students; Parent Connect conversations; publishing news; messages; reports; the Today board; pictures; and settings

When the connection is weak, the app does not wait long. It shows the data it has saved, with a notice saying so, and tries to refresh by itself in the background. And a weak connection no longer signs you out of your account.

A tip for the start of the year

Open “My Schedule” once while you are connected to the internet, and your classes too. After that, your timetable and your students’ names stay available even in classrooms where the network is weak.

Time in the app is Kuwait time

Everything to do with “now” and “today” in the timetable, such as the current period and the countdown, is calculated in Kuwait time, whatever your phone’s time zone. So the timetable stays correct even if you are travelling or your phone is set to another time zone.

3 For teachers

This chapter is for every teacher. It starts with the home screen and the “Your lesson now” card, then explains taking attendance step by step, your timetable, cover requests and exam invigilation, and following up your students with notes, points and grades.

Teacher Moderator School admin

3.1 The home screen and the “Your lesson now” card

After you sign in, the **Class List** screen opens. It lists the classes assigned to you. Each class has a card with its name and description. Tap any class card to open its student list and the attendance screen.

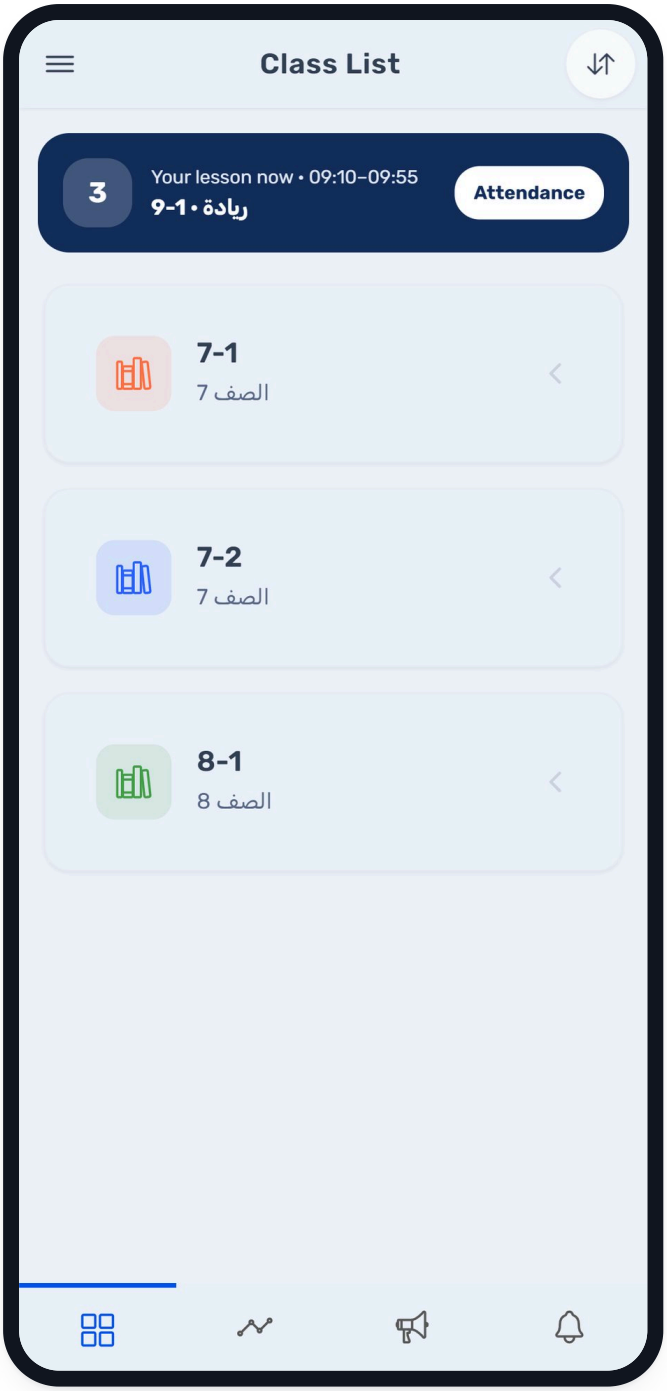


Figure 8 Mr Yousef Al-Mulla's home screen at 09:40: the `Your lesson now` card for period 3 (09:10–09:55) in class 9-1, Entrepreneurship (shown in Arabic), with the `Attendance` button, and his class cards below it.

When you have a lesson in your published timetable, a dark card titled `Your lesson now` appears at the top of the screen. The card shows:

- The period number, in a box at the side.
- The start and end time.
- The class and the subject.

- The **Attendance** button, which opens the attendance screen straight on this class and this period.

When does the card appear? From five minutes before the period starts, throughout the period, and until twenty minutes after it ends. This last margin is deliberate: if you are busy at the start of the lesson, you can still take attendance shortly after it ends. The card also appears for a cover period you have accepted. It does not appear for a cancelled period, or for a period a colleague is covering for you.

Ordering your classes: you can put your class cards in any order you like. Tap the two-arrows button at the top of the screen. The banner **You are now in class reorder mode** appears. Drag the classes by their handles to where you want them, then tap **Save Order**. This order is yours alone and does not change what your colleagues see.

> **One of my classes is missing**
>
> The classes you see are the ones the school office has assigned to your account. If a class is missing, ask the office to add it under **Select class** in your account details. Even so, you can take attendance for any period in your timetable from the "Your lesson now" card or from the **Attendance** button in your timetable.

3.2 Taking attendance period by period

In Basma, attendance is taken **for each period separately**, not once a day. So the school admin and the parent know exactly which period a student missed, and absences are counted accurately when warnings are applied.

To open the attendance screen: tap **Attendance** on the "Your lesson now" card or in your timetable, or tap the class card on the home screen.

At the top of the screen you will find:

- **The date**, as day/month. Tap it to choose another day. You cannot choose a day in the future or a holiday.
- **The period**, for example **Period (3)**. Tap it to choose another period. Locked periods are marked "Preview" in the list.
- **The page button**, which shows the class notes.

When you open the screen on a school day, the app automatically picks **the period you are teaching now** according to your timetable, or the period that starts within five minutes, or the one that ended less than twenty minutes ago. If there is no current period, it picks the first period nobody has recorded yet.

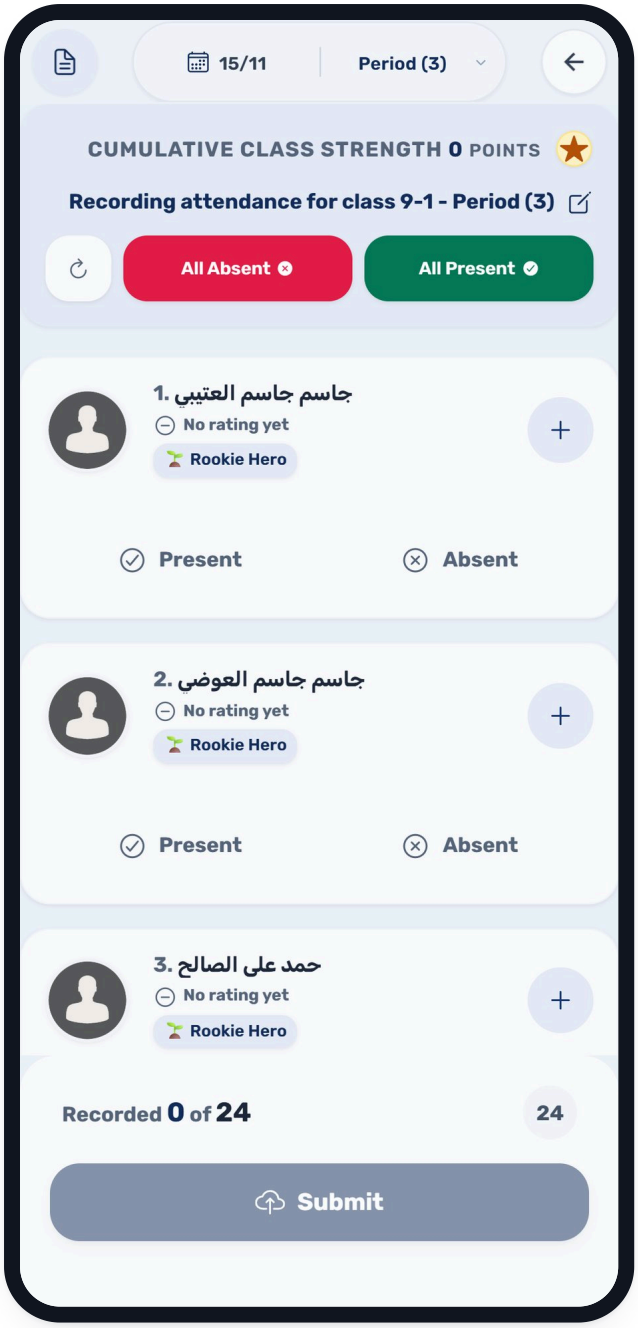


Figure 9 Before recording: `Recording attendance for class 9-1 - Period (3)`, the `All Present` and `All Absent` buttons, the counter `Recorded 0 of 24`, and a greyed-out `Submit` button.

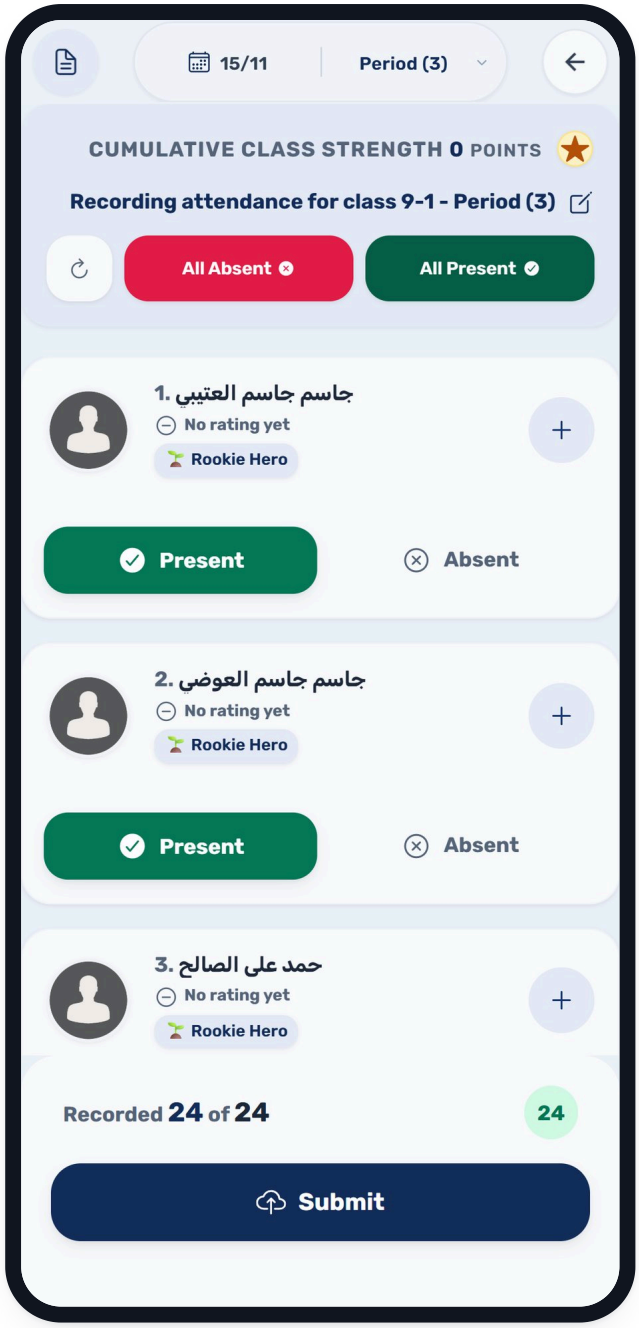


Figure 10 After recording: `Recorded 24 of 24`, the students marked `Present` in green with the count in a green circle, and the `Submit` button now active.

Steps:

1. Check the date and the period number at the top of the screen.
2. If most students are present, tap `All Present` to mark them all present in one tap.
3. Then tap `Absent` under the name of each absent student. The button turns red.

4. Watch the counter at the bottom: **Recorded** so many **of** so many, with the number present in green and absent in red beside it.
5. Tap **Submit**.

If you make a mistake before submitting, tap the reset button (the circular arrow next to **All Absent**) to clear your choices and start again.

> **Why does the Submit button stay greyed out?**
>
> A regular teacher must record **every** student in the period before submitting, so that no period is left half recorded. A "split-class teacher", who teaches only part of a class, can submit a period partly recorded. The school office sets which type you are in your account.

Real-life example **Mr Yousef Al-Mulla takes attendance for period 3**

It is 09:40. Mr Yousef Al-Mulla is standing in front of class 9-1 for an Entrepreneurship lesson. He opens the app and sees the **Your lesson now** card: period 3, 09:10 to 09:55, class 9-1, Entrepreneurship.

1. He taps **Attendance**. The attendance screen opens with the date 15/11 and **Period (3)** already selected.
2. He counts the students: 22 present out of 24. He taps **All Present**.
3. He taps **Absent** under the names of the two absent students, one of them Hamoud Saad Al-Salem.
4. The bottom of the screen shows **Recorded 24 of 24**, with 22 in green and 2 in red.
5. He taps **Submit**, and a success message appears.

At that moment, class 9-1 disappears from the "Periods started without attendance" list on the school admin's Today board, and the moderator receives a notification with the number of absent students.

What do the student states on the screen mean?

What you see	What it means
Present / **Absent**	Your current choice, not submitted yet
Present (Saved) / **Absent (Saved)**	Attendance already saved for this period
Marked Late or **Late (Saved)**	The school office recorded the student as late for morning assembly. Lateness can only be changed from the “Delay List”, not from here
Not Recorded	Nothing has been recorded for the student in this period
Absent and locked in every period	The student is on approved medical leave or suspension that day, so they are marked absent automatically and you cannot change it: **You can not modify the attendance**
Present with a small page badge	The student was absent, then an absence edit request was approved for them. Tap the badge to see the **Absence Conversion Details**: who submitted the request, who approved it, and the reason

There is no “excused absence” button on the attendance screen. Excuses are handled in two ways: medical leave and suspension lock the absence automatically, and other excuses go through an “absence edit request”, which turns the absence into a presence once it is approved. See Absence edit requests.

3.3 When is attendance locked, and when can you edit it?

To keep the attendance record reliable, the app locks periods in these cases:

- **A period a colleague has recorded:** the message **Recorded by:** appears with your colleague’s name, and the app opens the period “preview only”, with the banner **You are now in preview mode for period**.
- **A period you have fully recorded and submitted:** it locks after you submit, unless the school office has given you permission to edit.
- **Past days:** always preview only for teachers.
- **Holidays:** no attendance is taken.

Editing window: if the school office has given you the “Allow Attendance Editing” permission, the banner **Time remaining to edit your attendance:** appears after you submit, with a countdown in minutes and seconds. During this time you can correct the attendance and submit it again. When it runs out, the period locks. The school office sets the length of the window for each teacher.

> **Found a mistake after the window closed?**
>
> If you marked a student absent by mistake and the editing window has closed, ask the school office or the moderator to correct it, or submit an “absence edit request” if that list appears in your side menu.

> **Submitting without internet**
>
> If you tap **Submit** while the network is down, the app keeps the attendance on your phone and tells you it will be sent when the connection returns. It is sent automatically, and a short message in English confirms the sync. If a colleague changed the same mark while you were offline, the system keeps whichever was saved last and lets you know. If sending fails five times in a row, the stored attendance is discarded, so make sure it has gone through once you are back online.

> **Submit before you open a student’s profile**
>
> If you try to open a student’s profile while the screen has attendance that has not been submitted, the app stops you and asks you to finish sending the absences first. Tap **Submit** , then open the student’s profile.

3.4 The student profile: notes, reviews and points

Tap any student’s name on the attendance screen to open the **student profile**. The profile contains:

- **The ID card:** the photo, the class, and badges: an **On Fire** flame for a student who has attended five days or more in a row, a **Frozen** badge for a student who is temporarily frozen, and a medical badge if the student has a recorded medical condition.
- **The skills panel:** the **General Performance Indicator** and the **Skill Excellence Indicator** , and the **Skills Analysis** across five skills: **Cognitive Genius** , **Communication & Cooperation** , **Discipline & Responsibility** , **Emotional Intelligence** and **Practical Skills** .
- **Titles & Badges Vault** : the student’s titles and achievements.
- The **Notes** tab: what teachers have written about the student.

To add something, tap **Add a Review, Points, or Notes**, or tap the (+) button next to the student's name on the attendance screen, then choose:

- **Student Review**: a form with sixteen criteria, from the learner's attendance and punctuality to innovation and planning skills in projects. Rate each criterion with stars, from **Weak** to **Excellent**, and add **Additional Notes** if you wish.
- **Student Note**: a short text of up to 45 characters.
- **Add Point to Student**: choose the skill the student excelled in today, and choose the number of points.

> **Rules for notes and points**
>
> A teacher can write one note or review per student per day, and can give points for a given skill once a day per student. A "frozen" student cannot receive points until the freeze ends, and the app tells you when that is. A student is frozen for two days after a pledge, and for three days after a suspension.

You can edit or delete your notes from the actions menu next to each note. Note that the absence and reports tabs in the student profile are for the school office and moderators; teachers do not see them.

3.5 My Schedule

Open **Side menu** → **My Schedule**. This screen is your daily assistant: it shows your periods at the actual bell times, and today's changes such as cover, invigilation and exams.



Figure 11 The **Next** card for Mr Abdullah Al-Kandari, who has no lesson right now: period 5, Arabic, class 7-1, with **Starts in** and a countdown.

The Now and Next card at the top of the screen changes with the time of day:

- **During a period:** `Now` with the period number, the subject, the class, the room, and `Ends in` with a countdown. Below it, `Next`: the subject, the class and the start time. A `Take attendance for this lesson` button lets you take attendance straight away.
- **Between two periods:** `Next` with the period number, and `Starts in` with a countdown.
- **After the last period:** `Today's lessons are over`. On a day with no school: `No school today`.

Day view: below the card there are two buttons: `Day` and `Week`. The day view has a chip for each day of the school week, and today's chip says `Today`. Tap any day to see its periods. After the last school day of the week, the view moves to the next week automatically.

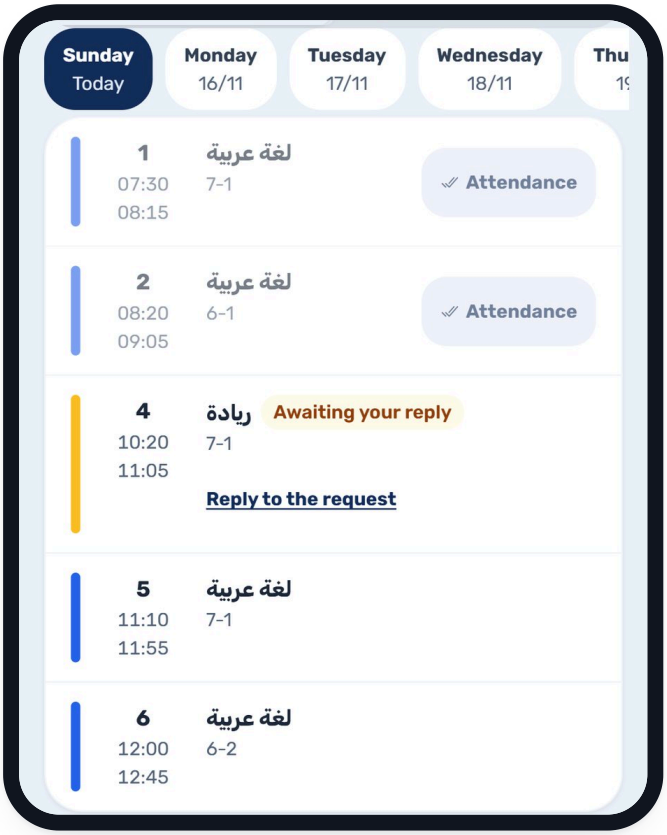


Figure 12 The `Day` view for Sunday: periods 1 and 2 are over and appear faded, and period 4 (Entrepreneurship, 7-1) carries the `Awaiting your reply` badge and the `Reply to the request` link.

Each row shows the period number (or "3–4" for a double period), its start and end time according to the bell, the subject, the class, and the room if there is one. Periods that are over appear faded, and the current period has a `Now` badge.

Badges for today's changes: these badges are what make the day view useful. They tell you everything that differs from your usual weekly timetable:

Badge	What it means
Cover with “instead of” and a colleague’s name	A period you accepted to cover for an absent colleague
Awaiting your reply with a **Reply to the request** link	You have been asked to cover this period and have not replied yet
Standby	A standby (cover) period: you stay available to cover
Meeting	A meeting scheduled in this period
Invigilation	You are assigned to invigilate an exam in this period
Exam	An exam replaces the lesson in this period
A struck-through row	A cancelled period

If **you are the one who is absent**, the timetable tells you what happens to each of your periods: **Covered by** a colleague, **Waiting for the cover teacher to reply**, **No cover assigned yet**, **Merged with** a colleague (your students join a colleague’s lesson), or **Period cancelled**.

The “Attendance” button on each row: it appears for today’s periods only, from five minutes before the period starts. It does not appear for a cancelled period, or for a period a colleague is covering for you. The button opens the attendance screen on the right class and period.

Week view: a grid with periods as rows and the days of the week as columns, with today’s column highlighted. Each cell shows the class name and the subject. Tap any cell to jump to that day in the day view.

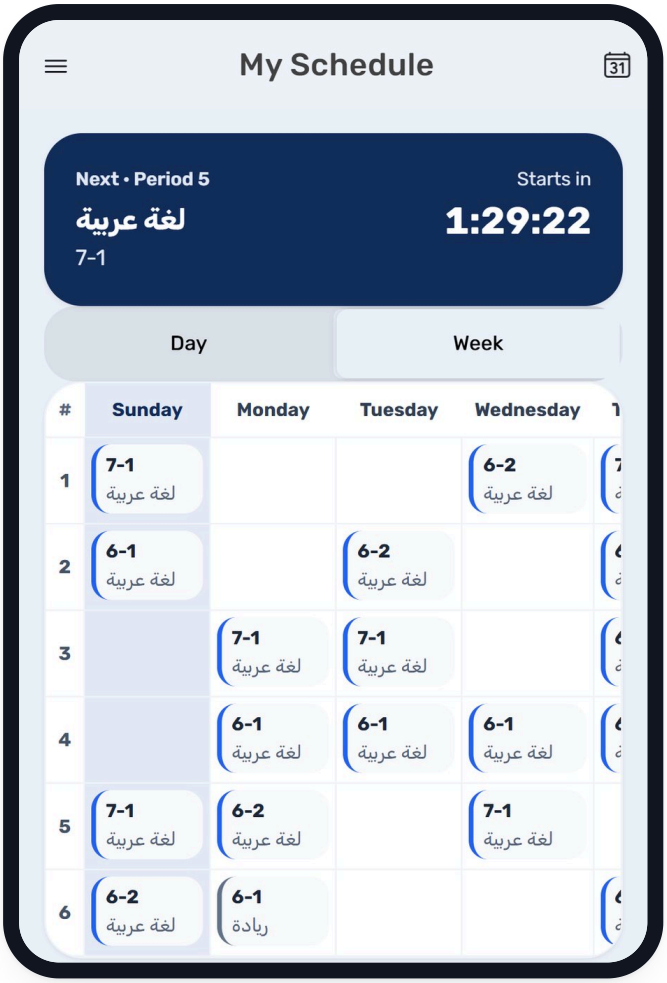


Figure 13 The `Week` view for Mr Abdullah Al-Kandari. The period 4 cell on Sunday is empty, because a cover request is a one-day change that only shows in the day view. Swipe the grid sideways to see the rest of the week.

> **The week view shows the fixed timetable**
>
> The week view shows only your usual weekly timetable. Changes for a particular day, such as cover, exams, invigilation and cancellations, appear in the day view. So check the day view every morning.

The copy saved on your phone: every time you open your timetable, the app saves a copy of it on your phone. If the internet drops, it shows the saved copy with a banner: `Showing the copy saved on your phone · last updated` and the time. If there is no saved copy, it asks you to pull down to try again.

If you see the message `No classes are scheduled for you yet. Ask your school admin to build the timetable.`, it means the school office has not yet published a timetable that includes your periods.

Adding the timetable to your phone's calendar: tap the calendar button at the top of the screen (**Add the timetable to the phone's calendar**).

1. The app creates a calendar file for your timetable and opens your phone's share menu.
2. Choose the calendar app you use.
3. Each weekly period is added as a repeating event titled "Subject — Class", with the room as its location, until the timetable's end date (or for sixteen weeks).

> **Export again when a new timetable is published**
>
> The calendar file holds only your fixed weekly periods. It does not include cover, exams, invigilation or cancellations. If the school office publishes a new timetable, delete the old events from your calendar and export the timetable again.

3.6 Cover requests

When a teacher is absent, the system offers each of their periods to a colleague who is free at that time, picking the most suitable colleague so that the workload is shared fairly. If you are the colleague chosen, you receive a notification titled «طلب تغطية حصة» ("Period cover request") or «طلب تغطية حصص» ("Periods cover request"). Notifications always arrive in Arabic.

Open the request from the notification itself, from **Side menu** → **Coverage Requests**, or from the **Reply to the request** link in your timetable.

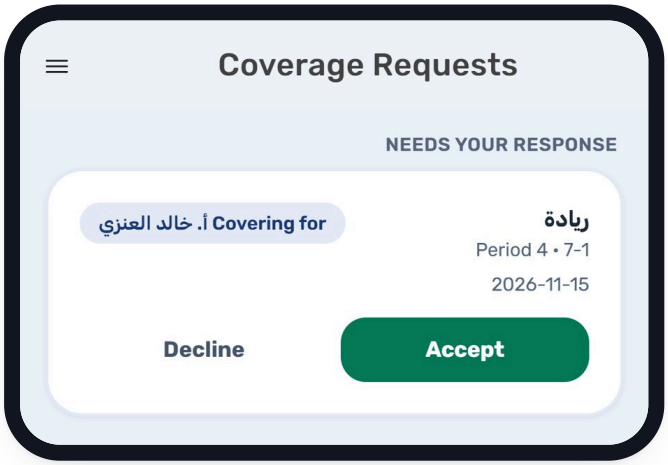


Figure 14 The **Coverage Requests** screen: a request under **Needs your response** for an Entrepreneurship lesson (shown in Arabic), class 7-1, period 4, on 2026-11-15, with the tag **Covering for** Mr Khaled Al-Anzi (name in Arabic) and the **Accept** and **Decline** buttons.

The screen has two sections:

- **Needs your response**: requests waiting for you. Each card shows the subject, the class and period number, the date, and the name of the absent teacher.
- **History**: earlier requests and their status: **Accepted**, **Joins your lesson**, **Period cancelled** or **No longer needed**.

To reply to a request:

- Tap **Accept**: the period becomes yours for today. It appears in your timetable with a **Cover** badge, and the “Your lesson now” card appears when it is time, so you can take attendance for its students.
- Tap **Decline**: the request moves straight to the next free colleague, with no confirmation message. So be sure before you tap.

> **Requests have a time limit**
>
> If you do not reply within the time your school has set (thirty minutes unless the school office changes it), the request moves automatically to another colleague. If no free colleague is left, the school admin receives a «حصة بلا بديل» (“Period without cover”) notification and deals with it personally.

You may also receive other cover-related notifications:

- **«دمج حصة» (“Merged period”):** an absent colleague’s students will join your lesson at the time stated.
- **«إلغاء تكليف احتياط» (“Cover assignment withdrawn”):** you are no longer needed to cover, because the colleague’s absence was removed, the period was given to someone else, or the period was cancelled.

Real-life example **Mr Abdullah Al-Kandari replies to a cover request**

On Sunday morning the school office recorded Mr Khaled Al-Anzi as absent on sick leave. The system offered his periods to free colleagues, and Mr Abdullah Al-Kandari received a notification asking him to cover period 4 (10:20–11:05) in class 7-1, Entrepreneurship.

1. At 09:40 Mr Abdullah opens “My Schedule”. In the day view he sees the period 4 row with the **Awaiting your reply** badge.
2. He taps **Reply to the request**, and the **Coverage Requests** screen opens with the request and the tag **Covering for** Mr Khaled Al-Anzi.
3. Period 4 is free in his timetable, so he taps **Accept**.
4. The request moves to **History** with the status **Accepted**, and the period 4 row in his timetable changes to a **Cover** badge with “instead of Mr Khaled Al-Anzi”.
5. At 10:15 the **Attendance** button appears on the row and the “Your lesson now” card appears on his home screen, so he takes attendance for class 7-1 like any of his own periods.

On the school admin’s Today board, the status of this period changes from **Awaiting reply** to **Accepted**.

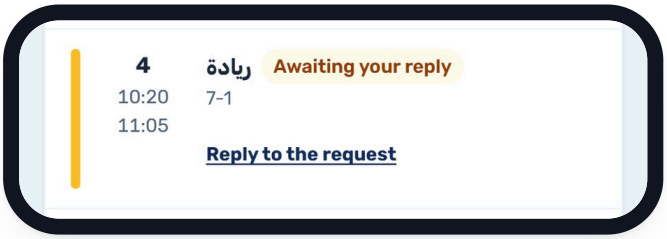


Figure 15 Before replying: the period 4 row in Mr Abdullah Al-Kandari’s timetable with the **Awaiting your reply** badge and the **Reply to the request** link.

3.7 Exam invigilation

When the school office assigns you to invigilate an exam from the admin panel, you receive a notification titled «تعيين مراقبة اختبار» (“Exam invigilation assignment”) with the subject, class, period, room and date. The notification is kept in your notifications inbox (the bell).

To see all your duties, open **Side menu → Exam Invigilation**. The screen shows your last fifty duties, newest first. Each card shows the subject, the class and period number, the date and the room. If you have no duties, you see `No invigilation duties right now.`

Invigilation also appears in “My Schedule”, in the day view, with an `Invigilation` badge. This is the easiest way to see your duties for the day.

3.8 Follow-Up Teacher: the gradebook

The line-chart tab in the bottom tab bar opens `Follow-Up Teacher`: an electronic gradebook you design yourself, with columns such as class participation and homework.

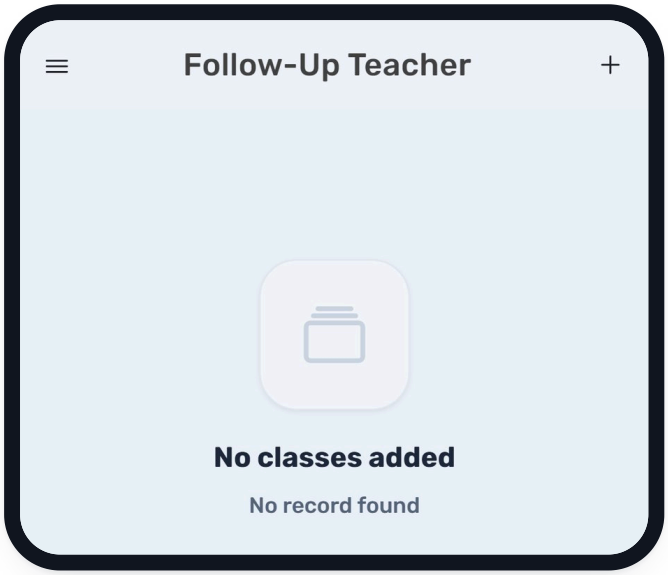


Figure 16 The `Follow-Up Teacher` screen before any class is added: `No classes added`. Start with the (+) button at the top of the screen.

To set up the gradebook for the first time:

1. Tap (+) at the top of the screen. Your assigned classes appear.
2. Tick the classes you want to follow, then tap `Select Classes`.
3. Open a class, then tap `Add Fields`.
4. For each field, enter the `Field name` (for example “Class participation”), the `Field max. mark` and the `Default Value`. Turn on `Fill 0 on absent` if you want absent students to get zero automatically.
5. Add more fields with `Add field`, then tap `Submit`.

Daily marking: open the class, check the date at the top (tap it to change it), enter each student's mark in each field, then tap **Submit**. The app does not accept a mark higher than the field's maximum.

From the class toolbar you can also:

- **Export File**: a grades report as Excel or PDF.
- **Delete Today's Grades**: clears the marks for the date shown, after you confirm.
- From each student's menu: review the student, add a note, or give skill points.

3.9 Class notes and exam dates

Class notes are a way to tell students about homework, a reminder or an exam date. Open them with the page button at the top of the attendance screen, and the **Class Notes** for that class and day appear.

To add a note:

1. Tap (+).
2. Under **Send TO**, choose the type of note:
   - **Class**: for all students in the class.
   - **Private Notes**: for you alone, as a reminder.
   - **exam note**: also set the period and the exam date.
   - **Student**: choose one or more students from the list.
3. Type the text in the **note** field.
4. Attach a photo from the camera or gallery, or a PDF file, if you wish.
5. Tap **Send Notes**.

The note appears to students in the "Class Notes" tab of their accounts. Exam notes carry an **Exam** tag and also appear in the exam calendar, which you open with the calendar button on the same screen. The note's author and the school admin can delete it.

> **Notes do not send a notification**
>
> Students get no notification when a class note is added. So remind your students in class to check their "Class Notes" tab.

3.10 News and notifications

News (the megaphone tab): news from your school and general news from Basma. A dot appears on the tab when there is news you have not seen.

- At the top of the screen there is a bar for choosing the country. Tap × to remove it and show all news.
- Tap a picture to enlarge it, and tap the like button to like a post.
- Pull down to refresh, and keep scrolling to load older news.

Notifications (the bell tab): a copy of important notifications is kept here: cover requests and their cancellation, invigilation duties, a new timetable being published, and messages from the school office. Each item has an `Admin Notification` tag with the text and date, and `View Attachment` if it includes a picture. Notifications are explained in detail in the Notifications chapter.

3.11 Following bulletins

Bulletins are internal circulars that the school office sends to teachers and staff, with attached files. Open **Side menu** → **Follow the bulletins** to see the bulletins you have received.

- Each card shows the bulletin's title, the sender's name, and tiles for the attached files.
- Tap a file tile to open it: pictures open inside the app, and PDF and Word files open outside it.
- A double green tick means the bulletin is closed.

> **Open attachments from the card**
>
> The quickest way to reach a bulletin's files is to tap the file tiles on the bulletin's own card in the list.

3.12 E-learning content

If extra features are activated for your school, the side menu shows an `eLearning Material` item. It contains:

- A list of schools that publish lessons, which you can filter by country.
- Inside each school, collapsible sections, each holding video lessons.
- A lesson player that shows the title and description, a share button, and related clips.

Content is added from the web admin panel, not from the app.

4 For school admins

This chapter is for the school admin and for every account with the “Admin” role. It explains how to follow and correct attendance, how to use the Today board and organise cover, and how to manage teachers, students and parents. It also covers pasting lists of names and moving students, and then communication and settings.

School admin Admin School owner

Everything a teacher can do in the app, the admin can do too, such as My Schedule, Follow-Up Teacher and Class Notes. See the teacher chapter when you need it. This chapter adds what is specific to the school office.

4.1 The admin’s side menu

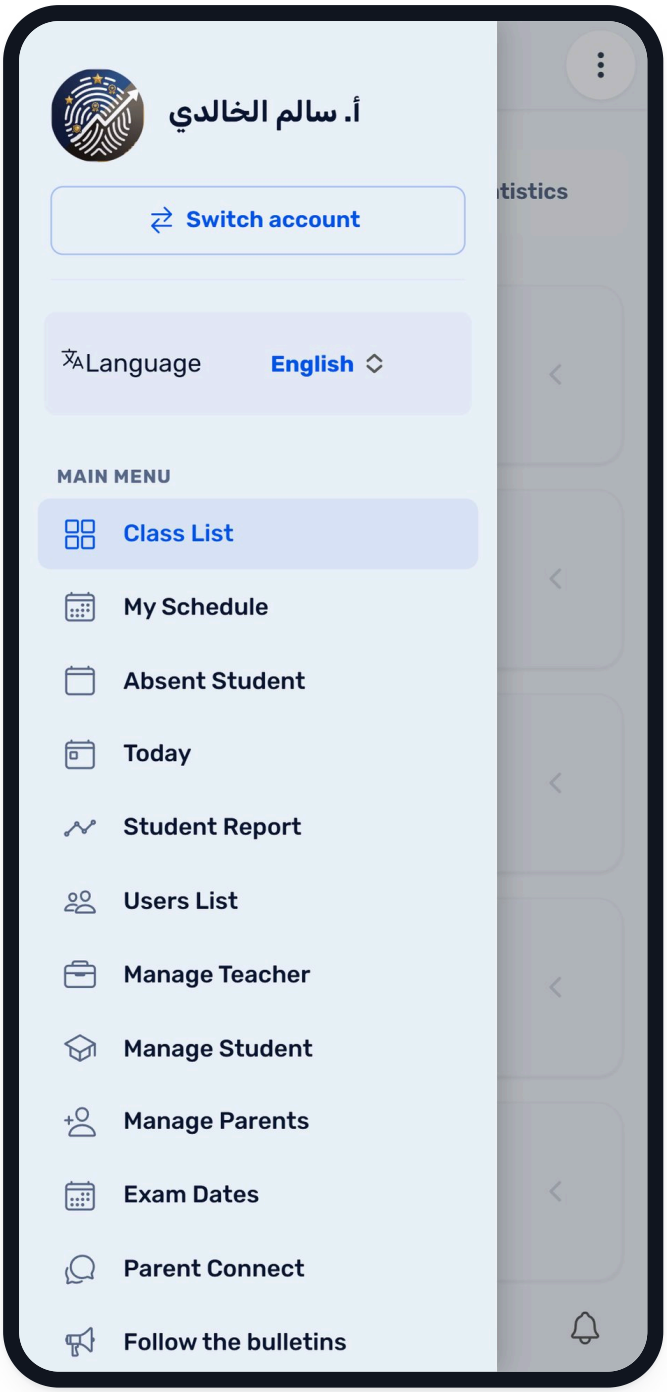


Figure 17 The side menu for Mr Salem Al-Khalidi, admin of Al-Riyada school (his name appears in Arabic).

For the admin, the **Main Menu** contains the following items:

Item	What it opens
Class List	The class list and period statistics
My Schedule	Your own timetable, if you teach any periods
Absent Student	Student absences and requests to change them to present
Today	Teacher absences, cover and periods without attendance
Student Report	Discipline and leave reports for students
Users List	Office accounts (everyone except teachers)
Manage Teacher	Teachers and their join requests
Manage Student	Search for students, edit their details and delete them
Manage Parents	Parents and their join requests
Exam Dates	The exam calendar for each class
Parent Connect	Conversations between parents or students and the school
Follow the bulletins	Internal circulars

4.2 The class list and period statistics

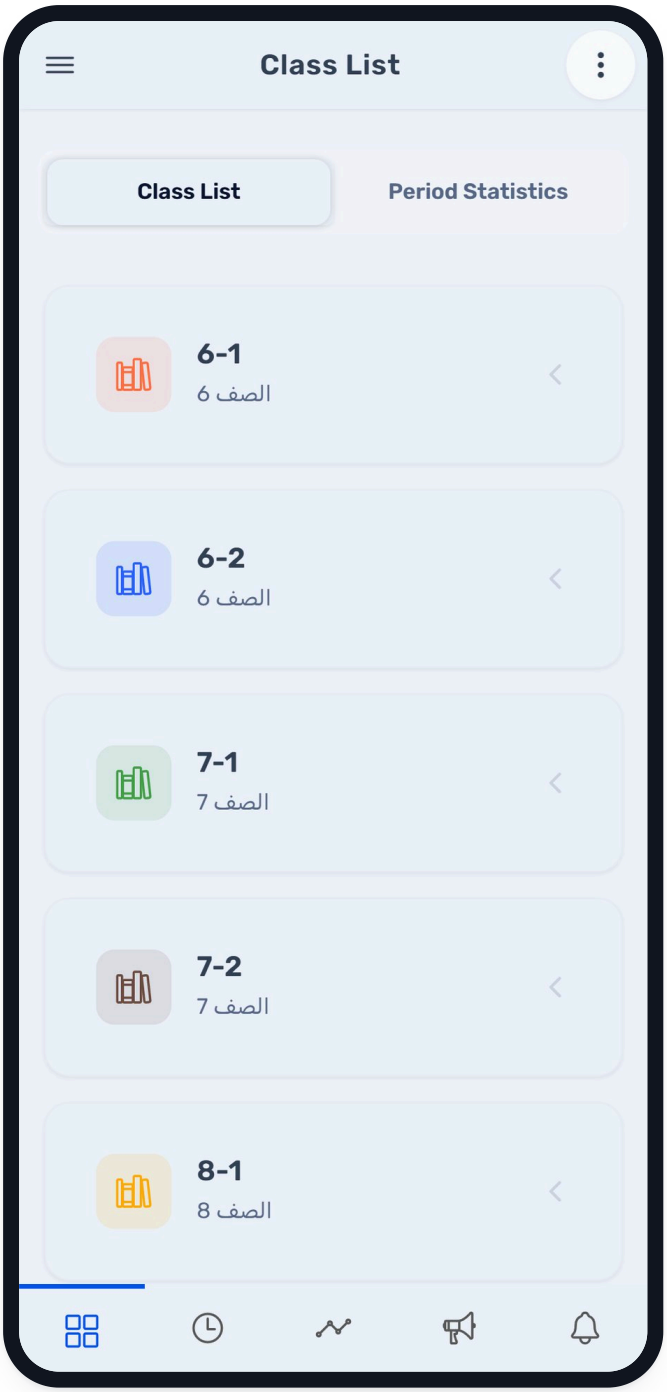


Figure 18 The admin's home screen: the `Class List` and `Period Statistics` buttons, the class cards, and the options button (three dots) at the top of the screen.

The admin's home screen has two buttons:

- `Class List`: every class in the school. Tap a class to see its students and their attendance in every period.

- **Period Statistics**: a card for each of today's periods, showing **Present**, **Absent** and **Percentage**.

Tap a period card in the statistics to open **Statistical Daily Absent**. This screen shows the school totals for present and absent students and the attendance rate, then the details for each class. A class that has not been recorded shows "Attendance not submitted yet". You can pick another date from the **Report Date** chip, and print the report with the print button.

The options button (three dots) at the top of the screen opens:

- **Search**: search for any student by name or number, then tap the result to open their record.
- **Create class**: type the **Class name** (up to 8 characters when you create it) and the **Class description**, choose the **Number of Periods** from 1 to 8, then tap **Create Class**.
- **Edit class**: the **You are now in edit mode** banner appears. Tap any class to edit its name and description and then tap **Save**, or to delete it with **Delete Class**. When you have finished, tap **Finish Editing**.
- **Reorder Class**: works as described for teachers.

> **Deleting a class is immediate**
>
> The **Delete Class** button deletes the class straight away, with no confirmation message. Make sure you have picked the right class before you tap it. Also, the description field is required when you edit a class, even though it looks optional.

4.3 Following and correcting attendance

When the admin opens a class, they see the attendance grid: one row per student, with a box for each of today's periods. A green box with a tick means present. An empty box means the period has not been recorded yet.

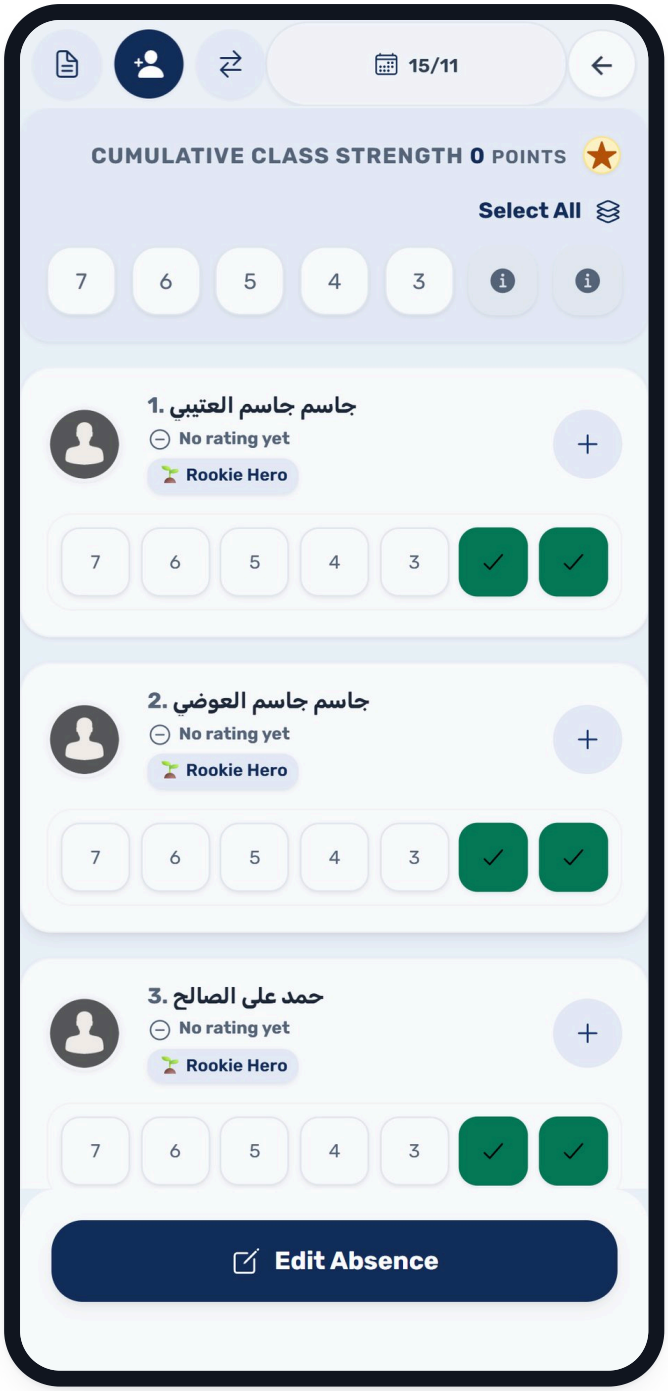


Figure 19 The attendance grid for class 9-1 at 09:40: periods 1 and 2 (on the right) are recorded, and period 3 is not recorded yet. At the top are the notes, add student, move students and date buttons. At the bottom is the `Edit Absence` button.

The top of the grid has a `Select All` row with the period numbers. A period that a teacher has recorded shows an ⓘ mark. Tap it to see who recorded it.

To correct attendance:

1. If the correction is for an earlier day, choose the date from the chip at the top.

2. Tap **Edit Absence** at the bottom. A red banner appears: **You are now in attendance recording mode**.
3. Tap a student's period box to change its status: present, then absent, then empty.
4. To change a whole period at once, tap its number in the **Select All** row. Students marked late are not affected.
5. Tap **Save Absence**. To leave without saving, tap **Cancel Edit**.

The admin can correct any past day, as long as it is not a holiday. If you save without internet, the changes are sent later, just as for teachers.

> **Why correct mistakes here?**
>
> Once the teacher's editing window has ended, the period is locked for them. That makes the admin's grid the natural place to fix a mistake found later. However, if the absence was real and an excuse was given afterwards, it is better to send it through an absence edit request, because that keeps a record of who gave the excuse and who approved it.

4.4 The Today board

Open **Side menu** → **Today**. Every morning this board answers three questions: Which teachers are away? Are all their periods covered? Has attendance been taken in every period that has started?

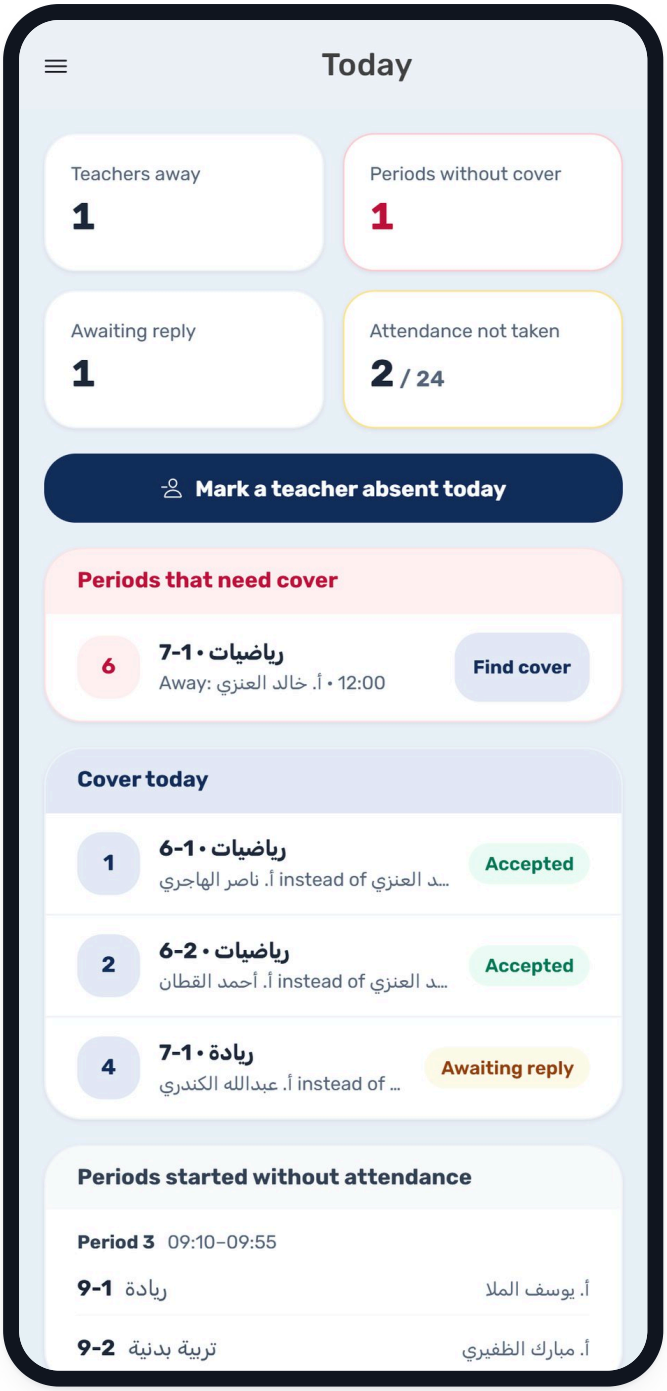


Figure 20 The **Today** board at Al-Riyada school at 09:40: the four counters (one teacher away, one period without cover, one request awaiting reply, and **Attendance not taken** 2 / 24), the **Mark a teacher absent today** button, the **Periods that need cover** section with its **Find cover** button, then **Cover today**, and at the bottom period 3 in classes 9-1 and 9-2.

The four counters at the top:

- **Teachers away**: the number of teachers marked absent today.

- **Periods without cover**: periods nobody has accepted to cover. The number turns red when it is above zero.
- **Awaiting reply**: cover requests that have been sent but not yet answered.
- **Attendance not taken**: shown as “not recorded / started so far”. At 09:40, 24 periods had started across the eight classes (three periods per class), so the counter shows “2 / 24”: two of the 24 periods have no attendance yet. They are period 3 in classes 9-1 and 9-2.

Below the counters:

- **Periods that need cover**: each period shows its number, the class and subject, **Away:** with the teacher’s name, the start time, and a **Find cover** button.
- **Cover today**: every period that has a cover teacher, with their name, “instead of” and the absent teacher’s name, and its status: **Accepted** or **Awaiting reply**.
- **Periods started without attendance**: grouped by period and time, with the class, subject and teacher’s name on each line. Whether a period has started is worked out from the school’s actual bell times.



Figure 21 The lower part of the board: **Cover today** for Mr Khaled Al-Anzi’s periods, then **Periods started without attendance** for period 3: class 9-1 (Entrepreneurship, Mr Yousef Al-Mulla) and class 9-2 (PE, Mr Mubarak Al-Dhafiri). Subject and teacher names appear in Arabic.

Marking a teacher absent:

1. Tap **Mark a teacher absent today**.
2. The **Mark absent** window opens with a list of teachers who have periods today and have not been marked absent. The window reminds you that their periods today will be offered to free colleagues automatically.
3. Choose the teacher, then tap **Mark absent**.
4. The message “Marked absent” appears with the number of periods.

When you mark a teacher absent, the system automatically:

- Records the teacher as absent for the whole day.
- Frees any colleagues’ periods the teacher was due to cover, and offers them to someone else.
- Chooses the most suitable free colleague (a teacher or a moderator) for each of the absent teacher’s periods, and sends them cover requests straight away.

The admin account is never offered as a cover teacher, but an admin can be marked absent.

Finding cover for an uncovered period: tap **Find cover** next to the period. The system offers it to the next free colleague, and the message **The period was offered to a free colleague.** appears. If nobody is free at that time, you see **Nobody is free for this period right now.** In that case you need to arrange cover yourself.

> **The “period without cover” notification**
>
> When every available colleague declines a period, or their time to reply runs out, every “Admin” account at the school receives the «حصة بلا بديل» (period without cover) notification. Notifications are sent in Arabic. Tap the notification to go straight to the Today board.

The Today board needs an internet connection. If the connection drops, the last data loaded stays on the screen, and a message appears when you try any action.

Real-life example **Sunday morning on the Today board**

Mr Khaled Al-Anzi, the maths teacher, told the school office in the morning that he was on sick leave. He was marked absent, and the system offered his four periods to colleagues. At 09:40 Mr Salem Al-Khalidi opens the Today board and finds:

- **Period 1 (6-1, Maths):** Mr Nasser Al-Hajri has **Accepted**.
- **Period 2 (6-2, Maths):** Mr Ahmad Al-Qattan has **Accepted**.
- **Period 4 (7-1, Entrepreneurship):** the request is with Mr Abdullah Al-Kandari, **Awaiting reply**.
- **Period 6 (7-1, Maths, 12:00):** in the **Periods that need cover** section, because nobody has accepted it yet.

Mr Salem taps **Find cover** next to period 6. The message **The period was offered to a free colleague.** appears, and the request goes to a colleague who is free in period 6.

Next he looks at the **Attendance not taken** counter and sees “2 / 24”: of the 24 periods that have started so far, only two have no attendance. The **Periods started without attendance** section shows that they are period 3 in classes 9-1 (Mr Yousef Al-Mulla) and 9-2 (Mr Mubarak Al-Dhafiri). The period is still running, so he waits a little. Once Mr Yousef saves his attendance, class 9-1 disappears from the list. Class 9-2 remains, so Mr Salem phones Mr Mubarak to remind him, because the PE lesson is out on the sports field.

4.5 Adding students

You add students from inside the class itself. Open the class from the home screen, then tap the add student button (a person with a + sign) at the top of the screen. The **Add Student** menu appears with four options:

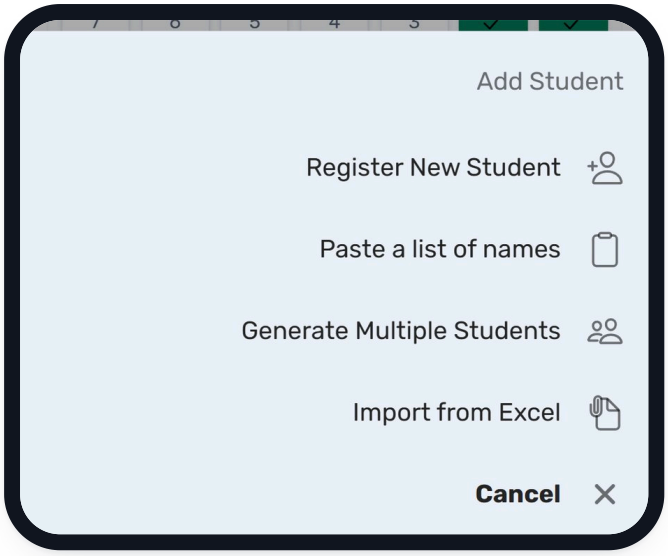


Figure 22 The **Add Student** menu: **Register New Student**, **Paste a list of names**, **Generate Multiple Students** and **Import from Excel**.

Option	When to use it	Notes
Register New Student	One student who has just joined	Type their name. The number is optional: leave it empty and the system creates a unique number
Paste a list of names	Several students whose names you have in a message or a file	Up to 200 names at once, automatic numbers, and an undo option. **The recommended option**
Generate Multiple Students	You need placeholders before the names arrive	Up to 50 students with temporary names such as «الطالب 01» (Student 01), which you edit later
Import from Excel	You already have an Excel file	An .xlsx file with a column named full_name. A cid column for student numbers is optional. There is no undo

All the ways of adding students need an internet connection.

4.6 Paste a list of names

This is the fastest way to add students. Copy the names from anywhere, such as a WhatsApp message, a Word file or a column in Excel, and paste them into the app. The system does the rest.

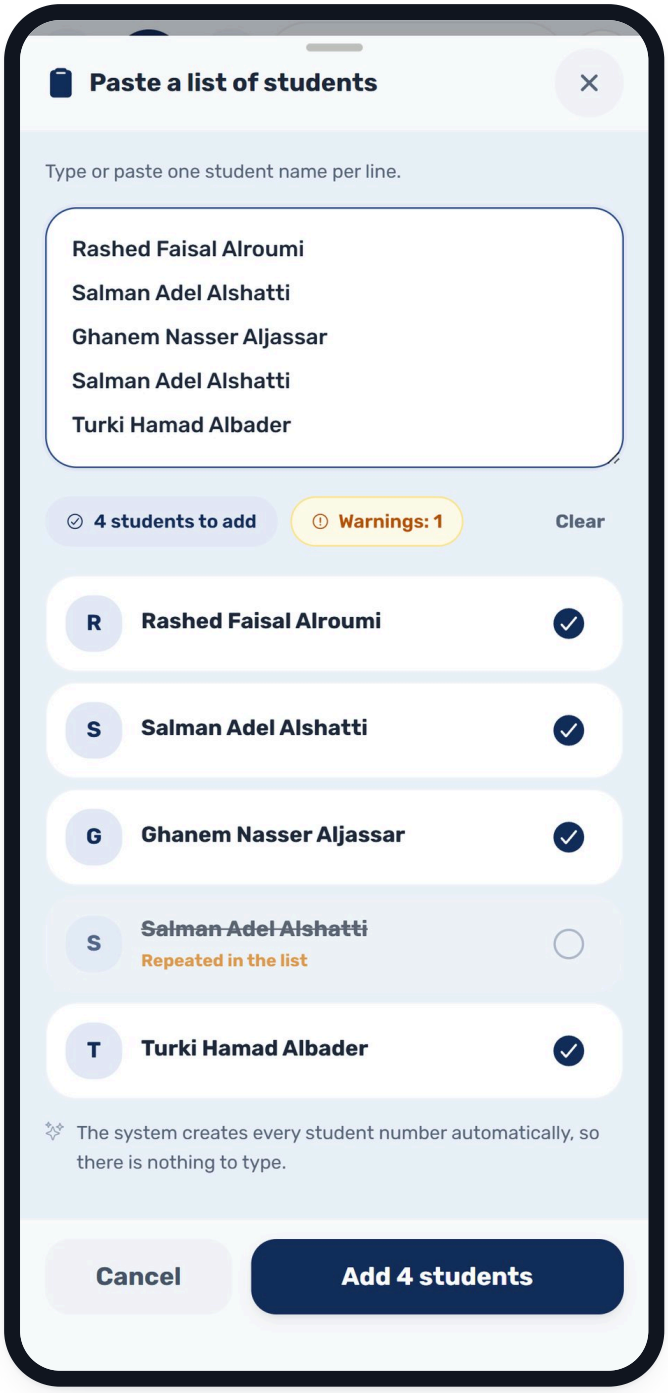


Figure 23 The `Paste a list of students` screen: five lines, with the repeated name “Salman Adel Alshatti” struck through and skipped with the `Repeated in the list` tag. The two counters read `4 students to add` and `Warnings: 1`, and the button reads `Add 4 students`.

1. Open the class, tap the add student button, then choose **Paste a list of names**.
2. Paste the names into the box, one name per line. You can also type them in directly.
3. Check the preview below the box. Each line becomes a student card, and the app automatically removes numbers and bullets at the start of a line (such as “1.” or “•”). If you paste from Excel, it takes the first column only.
4. Look out for lines with a warning. Some are skipped automatically. You can bring a line back with **Include**, or leave out any line with **Skip**.
5. Check the number on the button, then tap **Add** with the number, for example **Add 4 students**.

You do not need to type student numbers. As the screen reminds you: **The system creates every student number automatically, so there is nothing to type.** The numbers are unique across all schools.

Line warnings:

Warning	What happens?
Repeated in the list	The name appears twice in what you pasted. The repeat is skipped automatically. You can include it if they are two different students with the same name
Already in this class	The name is already registered in the class. It is skipped automatically, and you can include it
Type one name per line	The line contains a comma, semicolon or vertical bar, so it seems to hold more than one name. It is skipped, and you can include it
Name is too short	Fewer than two characters. It cannot be added
Name is longer than 100 characters	It cannot be added
A name must contain letters	For example, the line is only a number. It cannot be added

The app spots repeats even when Arabic names differ only in vowel marks, hamza forms, tāʾ marbūṭa or alif maqṣūra. For example, «أحمد» and «احمد» count as the same name.

All or nothing: the whole list is added in a single operation. If the add fails for any reason, nobody is added, and a message asks you to try again. So you will never find half the list added and half missing.

Undo: after the add, a message appears saying how many students were added (for example “4 students added”), with an **Undo** button next to it for about nine seconds.

- If you tap it, the system deletes the students who were just added.
- Undo only deletes students added in the last thirty minutes who have nothing recorded yet: no attendance, notes, points or discipline records.
- Students who already have data stay, and the message tells you how many were removed and how many stayed.

> **The limit**
>
> You can add at most 200 names in one batch. If your list is longer, split it into batches.

Real-life example **Four new students join class 9-1**

Mr Salem Al-Khalidi received a message from the registration office with the names of new students for class 9-1. He copied the names from the message without noticing that “Salman Adel Alshatti” appeared twice.

1. He opens class 9-1, taps the add student button, then **Paste a list of names**.
2. He pastes the five lines: Rashed Faisal Alroumi, Salman Adel Alshatti, Ghanem Nasser Aljassar, Salman Adel Alshatti again, and Turki Hamad Albader.
3. The preview appears: the fourth line is struck through with the **Repeated in the list** warning, and the counters read **4 students to add** and **Warnings: 1**.
4. The repeat really is a mistake, so he leaves the line skipped and taps **Add 4 students**.
5. The message “4 students added” appears with an **Undo** button. He lets it disappear: the four students have been added, with numbers created by the system.

The new students appear straight away on the attendance screen for Mr Yousef Al-Mulla and the other teachers of class 9-1.

4.7 Moving students to another class

When one student or a group of students moves from one class to another, use this feature instead of editing each student's class one by one. It moves the students in one go, and their full records move with them.

What moves with the students?

- Their attendance and absence record, including notes on days of absence, so the warning count stays correct.
- Medical leave and suspensions that have not ended yet.
- Absence edit requests that are still waiting for a reply.
- Points, notes, pledges and cases.

1. Open the students' current class, and tap the button with two opposite arrows at the top of the screen (**Move students to another class**). Only the admin sees this button, and only when the class has students.
2. The student list appears with the hint **Choose the students to move to another class** . Select the students, or tap **Select all** . A counter shows how many are selected.
3. Tap **Move to class...** .
4. A page titled "Move" with the number of students appears, showing "From" and the current class. Choose the new class from **Choose a class** .
5. Read the reminder: **Their attendance, absences and warnings, points and notes move with them.** Then tap **Move to** with the class name.
6. A message appears, "Moved" with the number of students and the class name, with an **Undo** button next to it for about nine seconds.

Undo is simply a move in the opposite direction: it returns the same students, with their records, to their original class, and a "moved back" message appears. If you miss the button, move them back yourself in the same way, from the new class to the old one.

> **The whole move or nothing**
>
> You can move at most 200 students at a time. It is a single operation: either everyone moves or nobody does. You need an internet connection.

Use “Move students” to change a student’s class

The student edit screen in “Manage Student” also lets you change a student’s class. However, we recommend using “Move students to another class” for any change of class, because it is the way that makes sure the records move with the student.

Real-life example **Fixing a student added to the wrong class**

An hour after adding the four students, the registration office tells Mr Salem that “Turki Hamad Albader” belongs in class 9-2, not 9-1. Mr Salem opens class 9-1, taps the move button, selects Turki on his own, then taps **Move to class...**, chooses 9-2 and confirms. Turki moves, together with the attendance recorded for him in the first periods.

4.8 Managing student accounts

Open **Side menu** → **Manage Student**. The screen shows all the school’s students as cards with their photo, name, number and class. Twenty students load first, and more load as you scroll down.

- **Search:** type the student’s name or number in the search box. The results appear a moment after you stop typing.
- **Edit:** tap the student’s card to open **Update Student Information**. Edit the name or number, then tap **Save**.
- **Delete:** tap **Delete Student**, then **Yes, Delete**. Deletion is permanent: the student’s data is deleted with them and cannot be recovered.

You cannot add students, paste lists or move students from this screen. Do that from inside the class, as explained above.

4.9 The student record for the school office

The school office opens the same student record that teachers see, with extra tools at the top:

- **ID card button:** opens **Student Data**: **Phone #1** and **Phone #2**, each with a call button next to it, and **Medical Condition**. The admin can edit and save these.
- **Briefcase button:** opens **Student Cases**, the social and behaviour follow-up files. See Student cases.
- **Print button:** exports the student report as Excel or shows it as a PDF.

- **Camera button on the photo:** changes the student's photo from the camera or the gallery, or lets you choose an avatar.

The school office also sees extra tabs in the record:

- **Total Absent**: the days of absence with the periods on each day, and the number of **Unacceptable days**, **Suspension days** and **Medical days**. From here you can use **Add Absence Note** to add one note per day.
- **Reports**: parent summons reports and student pledges.

4.10 The Delay List

Students arriving late for the morning assembly are recorded separately from period attendance. Open the clock tab on the bottom tab bar to see the **Delay List** with the school's classes. Tap a class to open its lateness record.

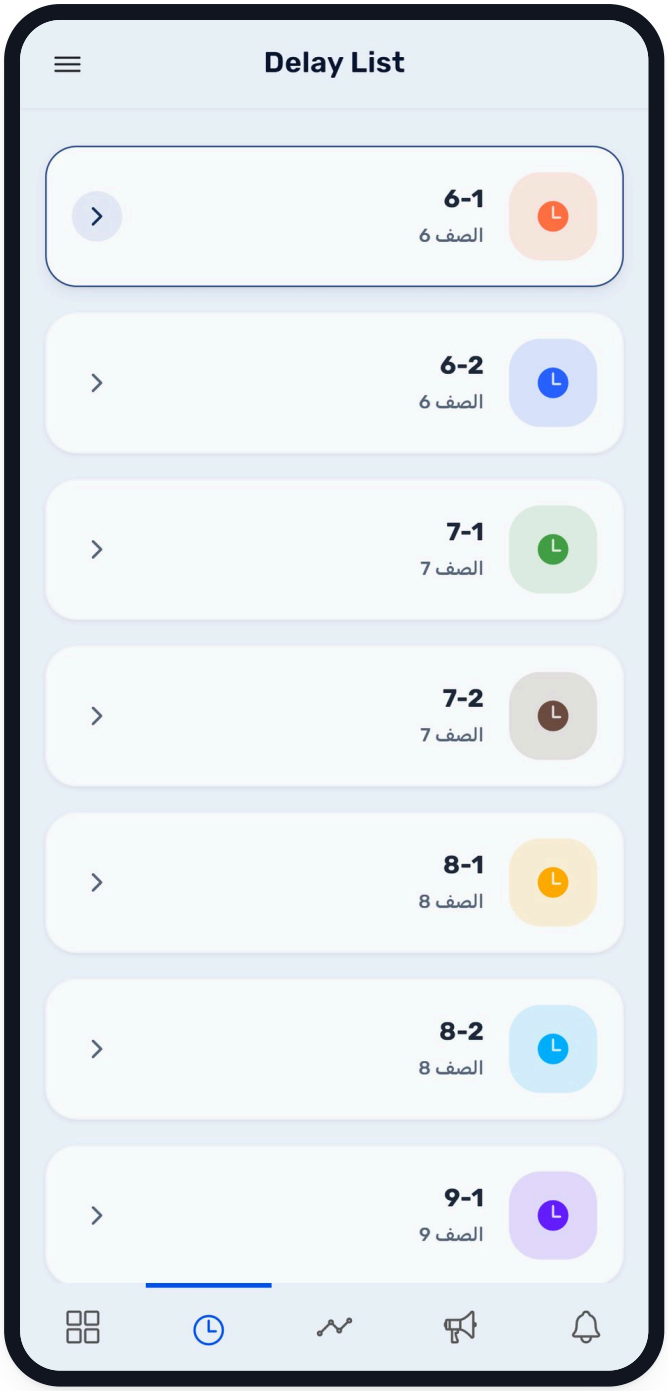


Figure 24 The `Delay List` tab: a card with a clock icon for each class.

In the lateness record:

- The screen title is the date. Tap it to choose another day.
- The columns are `Student Names`, `Total Delay` and `A/D`, which means the days of absence that resulted from lateness.
- A banner reminds you of the school rule, for example “School rule: absent after 5 delays”.

To record lateness (admin):

1. Tap **Edit Delays**. The **You are now in delay-recording mode** banner appears.
2. Tap the names of the students who were late.
3. Tap **Save Delays**. To leave without saving, tap **Cancel Editing**.

The admin can record lateness for past days, but not for future days. Lateness cannot be recorded on a holiday, or for a student on medical leave or suspension. Lateness is saved without internet and sent later.

Why does lateness matter? When a student has been late the number of times set by the school rule, the system records a day of absence for lateness. It then recalculates the warnings. This absence appears in the “A/D” column.

4.11 Absence edit requests

When a parent brings an excuse for an absence recorded against their child, such as a medical appointment or a family matter, that absence is turned into a presence through an “absence edit request”. A request has two stages: a staff member submits it, and a responsible person approves or rejects it. This leaves a clear trace of every change in the record.

Open **Side menu** → **Absent Student**. This item always appears for the school admin, and for any staff member the school office gives this permission to.

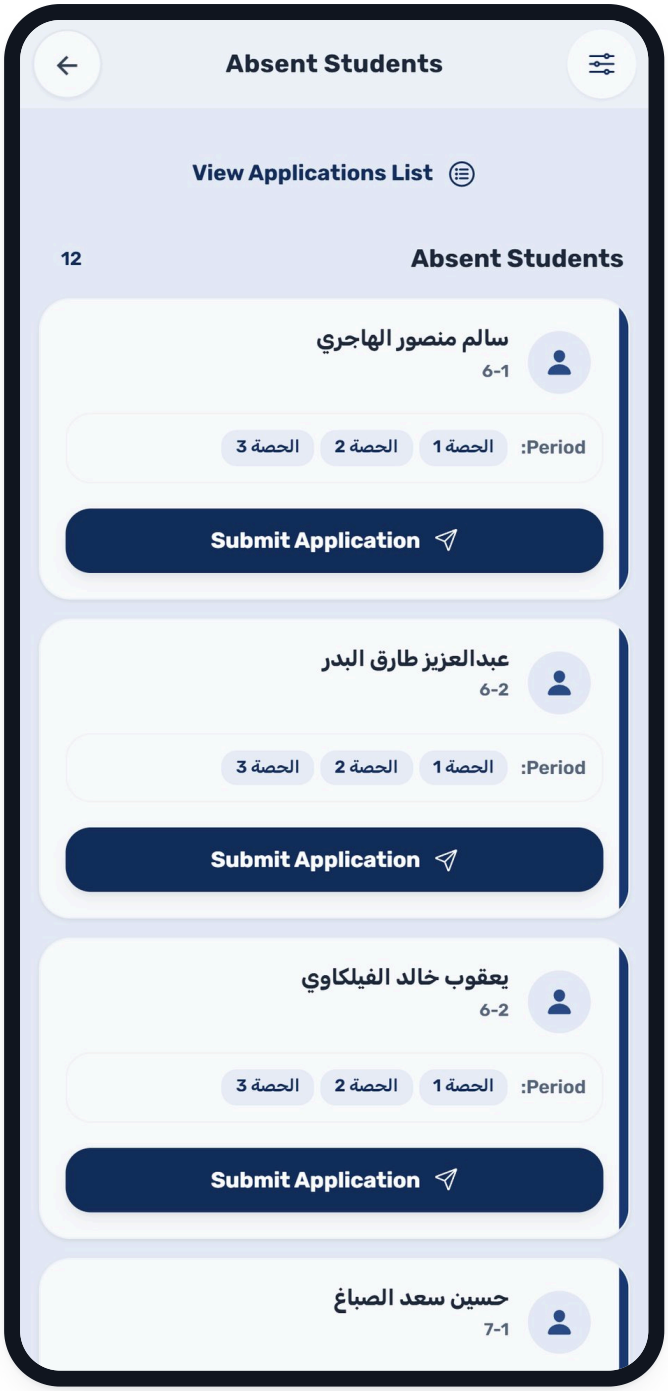


Figure 25 The `Absent Students` screen: 12 absences, each student with the periods they missed and a `Submit Application` button. At the top are `View Applications List` and the filter button.

Submitting a request:

1. Use the filter button at the top of the screen (`Filter`) to choose the class, period and date, then tap `Confirm` .
2. Tap `Submit Application` under the student's name.

3. Choose the day of the absence, then select the periods the excuse covers.
4. Write the reason in the notes.
5. Attach a photo of the excuse if there is one, such as a medical report or a note from the parent: tap **Tap to capture or upload a photo**.
6. Send the request. If there is no connection, it is saved and sent later.

Approving or rejecting a request:

1. Tap **View Applications List** to open **All Absent Applications**. Choose the date.
2. Tap **Details** on the request to see who submitted it, the periods, the notes and the attachments.
3. Tap **Accept** or **Reject**.

When a request is accepted, the selected periods on that day change from absent to present, and a small badge appears on them in the attendance grid. Tapping it shows **Absence Conversion Details**: **Submitted By**, **Approved By** and **Reason / Notes**. A rejected request can be put back into the queue with **Submit Again**.

> **Who sees the approve button?**
>
> The list of submitted requests appears for the school admin and for anyone the school office gives the “Application List” permission to. Everyone who can open this list can accept and reject. So give this permission only to people who are meant to approve excuses, such as the deputy principal or a moderator.

Real-life example **A medical excuse for a student in 6-1**

Salem Mansour Al-Hajri (6-1) missed the first three periods because of a medical appointment, and his father brought in the hospital note. The moderator, Mr Mansour Al-Yaseen, opens “Absent Student” and taps **Submit Application** under Salem’s name. He selects periods 1, 2 and 3, writes “Medical appointment”, takes a photo of the note and sends the request.

Mr Salem Al-Khalidi opens **View Applications List** and finds the request marked **Pending**. He checks the photo and taps **Accept**. The three periods in Salem’s record change to present with the approved-request badge, and they no longer count towards absence warnings.

4.12 Discipline and leave reports

Open **Side menu** → **Student Report**, choose the class and then the student, and **Manage Report** opens. Choose from **Select report type**:

Report type	Details	Effect
Medical report (sick leave)	Start date and number of days	Its days are recorded as absence with an accepted medical excuse, and attendance is locked on them. The parent gets a notification
Suspension report	Start date, number of days and a note	The days are recorded as a suspension, and the student is frozen for three days. The parent gets a notification
Exit report	Time and a note	The day's attendance becomes excused. The parent gets a notification
Call of Student Report	Date, time and reason	The parent gets a notification of the summons
Student Pledges Report	Education stage, **Select Degree**, **Select Reason** and **Select Action**	The student is frozen for two days. The parent gets a notification

Tap **Save**. Reports are not accepted on holidays. Below the form are the earlier records for each type: **Suspension days**, **Medical days**, **Exit days**, **Parent Summon Reports** and **Student Pledges**. Each record has **Print** and **Delete** buttons.

The parent summons and pledge reports are available on the premium plan. See Features by plan.

4.13 Student cases

A "case" is a follow-up file for a student who needs special care, whether behavioural, social or psychological. Cases are opened by the school admin, moderators and the specialists of the social and psychological services office, from the briefcase button on the student's profile.

To open a new case:

1. Tap **Open a new case**.

2. Choose the **Case type** (required), and write a **Case summary** if you wish.
3. Choose the **Confidentiality**: **Standard** or **Restricted**.
4. Tap **Open case**.

A case has four tabs:

- **Overview**: from here you can **Assign specialist**, choosing from the specialists qualified for this type of case.
- **Follow-up**: record every action, a **Note**, **Contacted parent**, a **Meeting** or a **Referral note**, then tap **Add follow-up**.
- **Referral**: refers the case to the special-cases committee, with the reason. One referral is allowed while the case is open.
- **Close**: write the outcome of the case and tap **Close case**. No follow-ups can be added after a case is closed.

A case moves through four statuses: **Open**, **In progress**, **Referred** and **Closed**.

> **Restricted cases**
>
> A “restricted” case can be seen only by the school admin, the specialist assigned to it, the person who opened it, and any moderator who has been given an access exception for that particular case. The admin or the specialist grants this exception from **Moderator access exception** on the “Overview” tab, and can withdraw it with **Revoke**. Everyone else sees the case as **Restricted case**, with no details.

4.14 Managing teachers and join requests

Open **Side menu** → **Manage Teacher**. The screen has two sections: **Manage Teacher** and **Requests**. The second one has a red circle showing the number of pending requests.

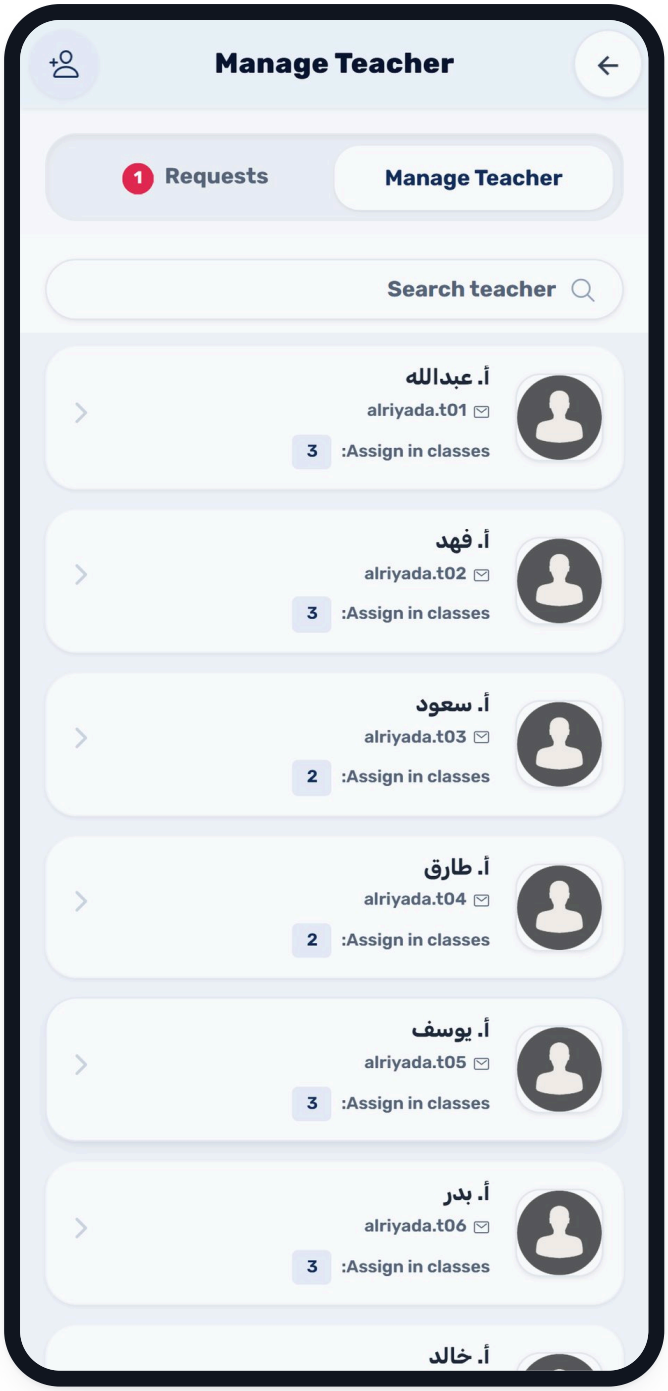


Figure 26 The teacher list: each teacher has a card showing `Assign in classes`. The `Requests` section has a red circle with the number 1.

- **Search:** type the teacher's name in `Search teacher`.
- **Edit:** tap the teacher's card to open the `Edit profile` screen. See permissions.
- **Add:** tap the person-with-a-plus button at the top of the screen. `Add user` opens with the account type "Teacher" already selected.

Join requests: requests from teachers who registered with the school join code arrive here.

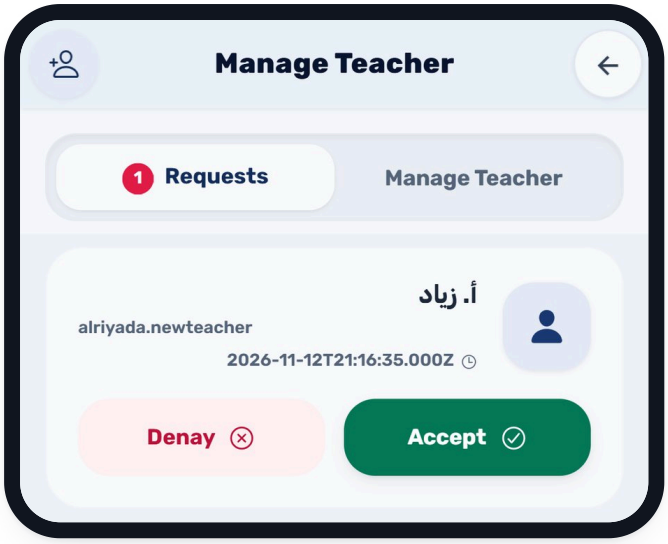


Figure 27 A join request from Mr Ziyad Al-Subaie (his name appears in Arabic), with the `Accept` and `Denay` buttons.

- `Accept`: the account is activated, and its owner can sign in straight away.
- `Denay` (meaning “deny”): the pending account is deleted permanently. Its owner will need to register again if they want to.

> **Right after accepting**
>
> A teacher who registered themselves starts with no classes assigned, and their type is “Regular” (one class). Open their account after accepting, assign their classes and set their permissions. Then tell them they can sign in, because the system does not notify them that they were accepted.

Real-life example **A new teacher joins with the code**

Mr Ziyad Al-Subaie joined the school this week, and Mr Salem sent him the join code. Mr Ziyad registered from the “Register as a Teacher” screen, and his request appeared in `Requests`. Mr Salem checks the name and taps `Accept`. Then he opens Mr Ziyad’s account from the teacher list, assigns his classes from `Select class`, saves, and calls him to say his account is ready.

4.15 The user list and permissions

Open **Side menu** → **Users List**. The `Manage User` screen opens, listing the school’s administrative accounts: moderators, other “Admin” accounts, specialists from the social and

psychological services office, and others. Teachers have their own screen, and so do parents.

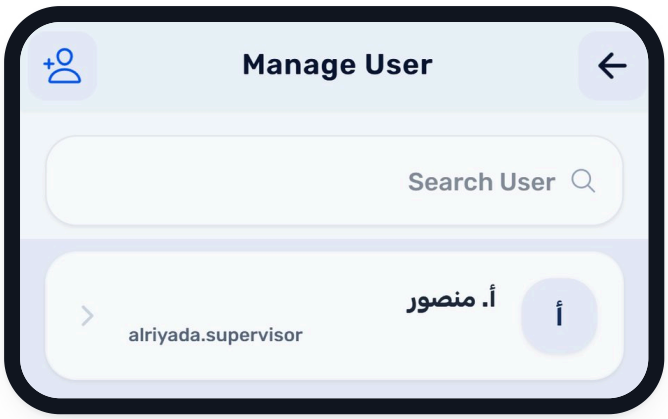


Figure 28 The **Manage User** screen: the **Search User** box, the card of the moderator Mr Mansour Al-Yaseen, and the add button at the top.

Adding a user: tap the person-with-a-plus button at the top of the screen.

1. Enter the **Name** and **Username**. The username must contain at least one digit and must not already be used at any other school.
2. Enter an email address if you wish. It is optional, but it lets the account owner recover their password themselves.
3. Enter the password and confirm it.
4. Choose the **User Type**, that is, the account type.
5. For anyone other than an Admin or a parent: choose their classes from **Select class**.
6. Tap **Save**.

> **Set the absence-edit permission after creating the account**
>
> Every new account starts **without** permission to edit absences, even if you switched it on in the add screen. So open the account again after creating it, and switch the permission on, with its time limit, from the edit screen.

Editing a user: tap their card to open **Edit profile**. It has four sections:

- **Basic Information**: email, name, username and account type. For a teacher: **Regular** (one class) or **Split** (split classes). To change the password, enter the new one and confirm it, or leave both fields empty to keep it.

- **System Settings**: **Allow Attendance Editing** and, for a teacher, how many minutes it lasts, plus **Select class**.
- **Permissions & Status**: **Action** (activates the account), **Absent Student** and **Application List**.
- **Danger Zone**: **Delete user** permanently, after confirming.

Tap **Save**. The table below explains what each permission does:

Setting	What it does
Action (account activation)	An inactive account cannot sign in, and is signed out of all its devices at once
Allow Attendance Editing (teacher) and its time limit	Lets the teacher correct their attendance after saving, within the set number of minutes, with a countdown shown to them
Allow Attendance Editing (moderator)	Lets the moderator change today's or yesterday's attendance, not just fill in empty slots
Regular / **Split**	A split-class teacher can save a period partially, and complete students that a colleague has not marked in the same period
Select class	The classes they see on their home screen and take attendance for. Saving replaces all the previous classes
Absent Student (show/hide)	Shows the screen for submitting absence edit requests in their side menu
Application List (show/hide)	Lets them open the list of requests and accept or reject them. This option appears only when the previous one is switched on

Check that the change was saved

After you tap "Save", the app always returns to the list, even if the server rejected the change, for example because the new username is already taken. If you changed a username or an email address, open the account again and make sure the change is there.

When you change a staff member's password or deactivate them

The staff member is signed out of all their devices within seconds. If a staff member has entries in the student case follow-ups, their account cannot be deleted: deactivate it instead.

Specialist qualifications: the cards of social and psychological services office accounts in the user list have a `Specialist Qualifications` button. Tap it and choose the case types this specialist can handle. Each choice is saved immediately; there is no save button.

4.16 Managing parents

Open **Side menu** → **Manage Parents**. The screen has two sections: `Parents` and `Requests`.

Join requests: each card shows the parent's name, the date of the request and the names of the children who were linked to them automatically, or the words `No student linked yet` if the student number they entered did not match anyone. The card also has a `Display Absent Details` checkbox.

- `Accept`: the account is activated.
- `Denay`: the pending account is deleted.

Hiding absence details from a parent

Leaving the "Display Absent Details" box unticked when you accept does not hide absences. If you want to hide absence details from a parent, open the `Parents` section after accepting, switch off the toggle on their card, then tap `Change`.

The Parents section: each card shows the name and the linked children, a `Display Absent Details` toggle, and `Change` and `Delete` buttons. When you switch the toggle off and save, the parent sees their child's profile without absence details.

Adding a parent: tap (+) at the top of the screen.

1. Enter the `Parent Name`.
2. Enter the `Parent ID`. It is digits only, and it becomes the username they sign in with.
3. Enter the password.
4. Under `Registered Children`, tap `Student Name`, search for the children and select them, then tap `Confirm Selection`. You must select at least one child.

5. Tap **Register**. The account is created active and needs no approval.

> **One parent account per student**
>
> A student cannot be linked to more than one parent account. If a message says the student "already has another parent linked", search for the existing account in the parent list. The parent may have registered themselves with the school join code.

4.17 Exam dates

Open **Side menu** → **Exam Dates**. Choose one or more classes from **Select Classes**, then tap **Submit**. A calendar appears showing the days that have exam notes for those classes. Tap any day to see its exams, or print the calendar with the print button.

This calendar is built from the "exam notes" that teachers add in class notes. So the calendar is complete only when every teacher adds their exam dates.

4.18 Sending an admin message

To tell a whole group something in a short message that arrives as a notification on their phones, open the bell tab and tap (+) (**New message**).

1. Under **Target Category**, choose one or more groups: **All Admins**, **All Moderators**, **All Teachers**, **All Viewers** (the social and psychological services office), **All Parents**, **All Students** and **Other Users**.
2. If you chose **Other Users**, tap **Tap here to open the user list...**, search for the people and select them, then tap **Confirm Selection**.
3. Type the message in **Notification**, 140 characters at most.
4. Attach one photo with the photo button if you wish.
5. Tap **Send message**. The message **Message sent successfully** appears.

The message arrives as a notification titled "Admin Notification" on every active account in the chosen groups at your school, and is kept in their notification inbox. There is no title field, so make the first words of the text clear. The school admin can delete a message from their own inbox with the bin button; this does not delete it for anyone else.

Real-life example **A reminder about the parents' meeting**

Mr Salem chooses **All Parents** and writes: "Reminder: the parents' meeting for the first term is on Tuesday at 6 pm in the school theatre." He attaches a photo of the invitation and taps **Send message**. The notification reaches the phones of all parents whose accounts are active. The two parents whose requests are still awaiting approval do not get the message, because their accounts are not active yet.

4.19 Publishing news

News items are public announcements that every user at the school sees in the news tab. Only the **school owner account** can publish them, from the (+) button at the top of the news screen.



Figure 29 News as the school owner sees it: the (+) button at the top for publishing a new item, and the country bar.



Figure 30 The same news as a parent sees it: there is no add button. Tap the like button to like an item.

1. Tap (+) on the news screen.
2. Enter the **Title**. Keep it short: a hundred characters at most.
3. Enter the **Description**, three hundred characters at most.
4. Attach a photo if you wish: tap **Tap to attach an image**, and choose the camera or the gallery.
5. Tap **Publish News**.

The item is published **immediately** and does not wait for anyone's approval. The school admin can edit and delete their school's news with the pencil and bin buttons on the news card.

> **News does not send a notification**
>
> Publishing a news item does not send a notification to phones. Only a small indicator appears on the news tab for teachers and students. If the matter is urgent, also send an "admin message" from the bell tab.

4.20 Creating bulletins

Bulletins are internal circulars for teachers and staff, with files attached. Open **Side menu** → **Follow the bulletins**, then:

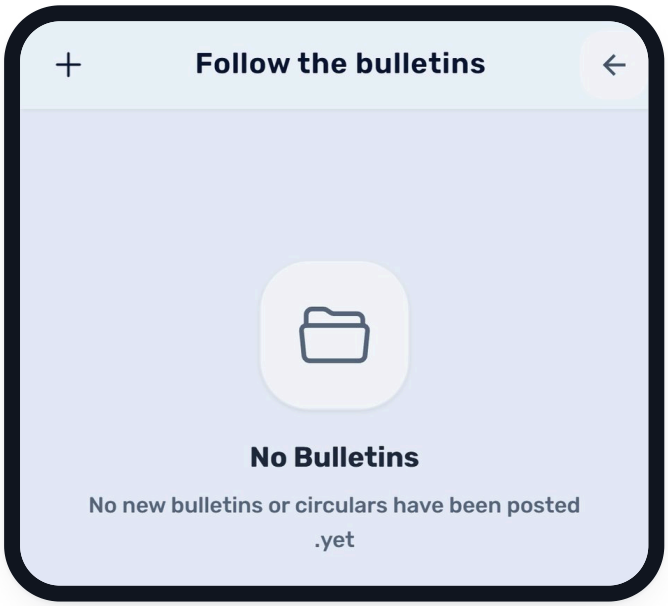


Figure 31 The `Follow the bulletins` screen before any bulletin has been sent, with the add button at the top.

1. Tap the add button at the top of the screen, and take a photo of the circular with the camera.
2. Enter the `Decription` (the bulletin details).
3. Under `Attached Files`, add other files with `Add File`. The app accepts JPG and PNG images, PDF files and Word files.
4. Tap `Select a user`, then search for the recipients and tick them.
5. Tap `Share`. The upload progress appears, then `Sent successfully`.

Choose the recipients before sending

Make sure you have ticked at least one recipient before you tap “Share”. Note that bulletins do not send a notification, so let teachers know when an important circular has arrived.

4.21 Talking with parents

Open **Side menu** → **Parent Connect**. Conversations started by parents and students arrive here. Each conversation has a card with the sender’s name and picture and the last message, plus a lock: green if the conversation is open, red if it is closed.

- Tap a conversation to open it. Type your reply in `Message Details...` (140 characters), attach a photo if you wish, then send.
- Messages refresh every five seconds while the conversation is open in front of you. Tap `Load older messages ↑` to see earlier ones.
- When the topic is finished, tap the lock button to close the conversation. You can reopen it with the same lock button.

Only the school admin can close and reopen conversations, and a closed conversation becomes read-only. The admin does not start new conversations here, but replies to the ones that arrive. The list shows the last month’s conversations and any that are still open.

No notifications for new messages

The system sends no notification when a new conversation or a new reply arrives, neither to the school nor to the parent. So set aside time each day to check this screen. The conversation rules tell parents that a reply may take up to 24 working hours.

4.22 School settings and the join code

In **Side menu** → **Settings**, the school owner account finds an extra section, `School Settings`. It contains:

Join code:

- `Allow teachers to join with this school's code`: a toggle that opens or closes teacher registration.
- `Allow parents to join with this school's code`: the same toggle for parents.
- `School Join Code`: the code itself, with a `Copy` button so you can paste it into a message.
- `Generate new code`: creates a new code and stops the old one at once, so nobody can register with it any more.

The toggles are saved as soon as you switch them.

> **When should you generate a new code?**
>
> Generate a new code if the code has spread outside the school, or once the registration period at the start of the year is over. You can also simply switch the toggle off when registration ends, and switch it on again when needed.

Absence and lateness rules:

- **Delay Rule**: how many late arrivals for morning assembly count as one day of absence.
- **First Warning Report Condition**, **Second Warning Report Condition** and **Third Warning Report Condition**: the number of unexcused absence days at which each warning is issued. The warning is recorded automatically in the student's record when the number is reached.
- **Country**.

Education stages: your school's stages. They are used to filter the catalogue of violations and actions in pledge reports by the student's stage. Tap (+) to add a stage: choose a ready-made stage or **Custom stage**, and enter the name in Arabic and English and the minimum and maximum age. You can edit or delete a stage. Deleting a stage hides its catalogue, but pledges recorded earlier are kept.

Tap **Submit** to save the rules.

> **Deleting the school account**
>
> At the bottom of the settings is the **Delete School Account** button. It deletes the school and all its data after a grace period, during which a countdown bar for the deletion appears in the settings and on the home screen. Only the owner account can stop the deletion during that period, with the **Cancel School Deleting** button. When the deletion completes, all users are signed out.

4.23 Your plan and activating features

The school owner account finds **Activate Extra Features** in the side menu. The screen shows **Your active plan** and its expiry date. The card is green if the plan is active and orange if it has expired. To activate a plan with a voucher:

1. Tap the **Activate Now** button below the card, or (+) at the top of the screen.

2. Type the code in **Enter code...**.
3. Tap **Activate Now**.

We explain the plans and what depends on them in the Features by plan chapter.

The owner account also finds **Contact us**: a form with **Full name**, **Email**, **Title** and **Message description**. Tap **Submit**, and your message goes to the Basma support team.

5 For moderators

The moderator (the administrative supervisor, “Moderator” as the account type) works alongside the school office on everyday discipline. Moderators take attendance and record late arrivals, issue suspension, parent summons and pledge reports, follow the Today board, and cover for absent colleagues when needed. This chapter explains what is different for them compared with teachers and the school admin.

Moderator

5.1 What does a moderator see?

The moderator’s bottom tab bar has five tabs, from left to right: the grid (**Class List**), the clock (**Delay List**), the chart (**Follow-Up Teacher**), the megaphone (**News**) and the bell (**Notifications**).

The **Main Menu** in the side menu holds these items:

Item	What it is for
Class List	The classes assigned to you and the period statistics
My Schedule	Your timetable, including standby, cover and invigilation periods
Absent Student	The absence edit requests list. It appears only if the school office has given you this permission
Today	View only
Coverage Requests	Requests to cover periods for absent colleagues
Exam Invigilation	The invigilation duties assigned to you
Student Report	Suspension, parent summons and pledges
Follow the bulletins	Internal circulars

A moderator can also be chosen to cover periods. So everything the teacher chapter says about My Schedule, cover requests and exam invigilation applies to moderators too.

5.2 Taking attendance as a moderator

When a moderator opens a class, they see the same attendance grid as the school admin: one box per student for each period. What they can do with it depends on the permission the school office has given them.

Without permission to edit absences: this is the default. The idea is that the moderator fills the gaps without changing what teachers have already recorded.

- You can record **today only**.
- You can fill only the boxes nobody has recorded yet. Recorded boxes show a lock and the message `You don't have permission to edit attendance that has already been recorded`.
- You work on one period at a time, and you must complete the whole period before you save. The screen asks you to save the selected period before you move to another one.
- Tap `Save Absence` when the period is complete.

With permission to edit absences:

- You use the `Edit Absence` button, just like the school admin.
- You can edit attendance for **today or yesterday** only.
- Each box switches between present and absent. It cannot be left empty.

Absence notification: whenever someone saves attendance with one or more students absent, every moderator at the school gets a notification with the number of absent students. The notification text is currently always in English, for example “2 absent student(s) marked”. Tapping it opens the home screen.

5.3 Recording late arrivals

Moderators record students who are late for morning assembly in a simpler way than the school admin. Open the clock tab and choose the class, then tap the names of the late students straight away. You do not need to switch to edit mode. A moderator can record lateness **for the current day only**. To correct lateness for an earlier day, ask the school admin.

> **Record late arrivals early**
>
> Record late students at assembly itself. Lateness shows on the teachers’ attendance screen as “Marked Late”, so they will not mark those students absent by mistake in period 1.

5.4 The Today board for moderators

Moderators open the same **Today** board as the school admin, with the same counters and lists, but **for viewing only**. They do not get the **Mark a teacher absent today** button or the **Find cover** button. The board is still useful to them: it shows which periods have started without attendance, so they can remind the teachers or take attendance themselves.

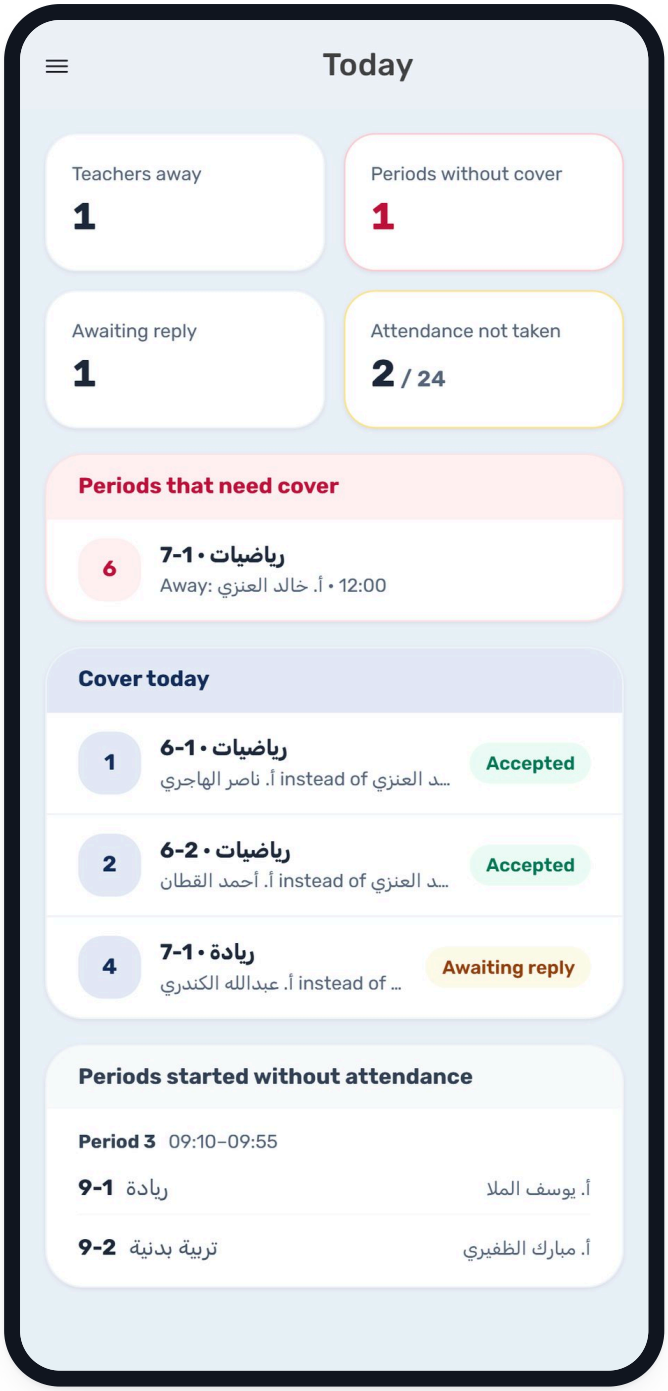


Figure 32 The Today board for the moderator Mr Mansour Al-Yaseen at 09:40: the same counters (including **Attendance not taken** 2 / 24) and the same lists, but without the **Mark a teacher absent today** button and without a **Find cover** button next to period 6.

Real-life example **The moderator fills an attendance gap**

On the Today board, Mr Mansour Al-Yaseen sees that period 3 has not been recorded in class 9-2, because Mr Mubarak Al-Dhafiri is out on the sports field with his students. He calls him, and Mr Mubarak tells him how many students are absent and gives their names. Mr Mansour opens class 9-2, chooses period 3, records every student and taps **Save Absence**. The period disappears from the "Periods started without attendance" list.

5.5 Discipline reports

Open **Side menu** → **Student Report**, then choose the class and the student. Moderators see three report types:

- **Suspension report**: set the start date and the number of days, and write a note. The default note is "Leaving the school system", and you can change it. The days are recorded as absence by suspension decision, and the student is frozen for three days.
- **Call of Student Report** (a parent summons): set the date, the time and the reason.
- **Student Pledges Report**: choose the education stage if the school has more than one, then **Select Degree**, then **Select Reason** from the catalogue of violations (type a word to search it), then **Select Action**. The student is frozen for two days.

Tap **Save**. The parent gets a notification for each of these reports. From the records below the form you can print or delete any report.

> **What "frozen" means**
>
> A frozen student does not receive skill points while the freeze lasts, and a "Frozen" badge shows next to their name on the attendance screen and on their card in the parent's app. The aim is educational: misbehaviour has a clear effect in the rewards system.

The summons and pledge reports are available to schools on the premium plan. If they look greyed out, the school's plan does not include them.

5.6 Student profile and cases

Moderators open a student's record just like the school admin, and see the **Total Absent** and **Reports** tabs. They can open **Student Data** (phone numbers and medical condition) to call the parent, but they cannot change it.

They can also open student cases from the briefcase button, open a new case and add follow-ups. However, they can see a confidential case only if they opened it themselves, or if the school admin or the specialist has given them an access exception.

5.7 Other office roles

The Basma system has other office roles that the school admin chooses when creating an account. This is what the app offers each of them:

Social & psychological services office (“Viewer” in the English app): the account for the school’s social worker or psychologist.

- They see the classes and the attendance grid (view only), open student records and edit **Student Data**.
- They are the specialists who are assigned student cases, according to the case types the school admin has qualified them for.
- They issue summons and pledge reports from **Student Report**.
- They can view the **Today** board, without any actions.
- They can send admin messages from the bell tab, just like the school admin.
- They see the grade book in “Follow-Up Teacher” but cannot save.

Registration & follow-up department (“Register”) and school administration (“Medical” in the English app): in the app, these two roles see the general tabs: classes, lateness, follow-up, news and notifications. Most of their work, however, is done in the web admin panel, so we recommend that people in these roles use the panel for their daily tasks.

6 For parents

This chapter is for you, the parent. It explains how to follow your children’s attendance and progress, how to see each child’s class timetable with the day’s changes, how to contact the school, and which notifications you will receive.

Parent

In this chapter we follow the parent **Ahmad Al-Mutairi**, who has two sons at Al-Riyada school: **Mansour Ahmad Al-Mutairi** in class 6-1 and **Salman Abdullah Al-Mutairi** in class 6-2.

6.1 Your account and home screen

You get your account in one of two ways. Either the school office creates it and gives you a username and password, or you register yourself with the school join code from the sign-in screen and then wait for the school office to approve you. See Registering with the school join code.

The bottom tab bar has five tabs, from left to right:

- Two people: **Children**, your children’s cards.
- Calendar: **Class Schedule**.
- Megaphone: **News**.
- Speech bubbles: **Parent Connect**, for talking to the school.
- Bell: **Notifications**.

The parent’s side menu has Switch account, Language, Settings, Devices, the policies, and Logout.

6.2 Children’s cards

When you sign in, the **Children** screen opens. It shows a card for each child linked to your account.

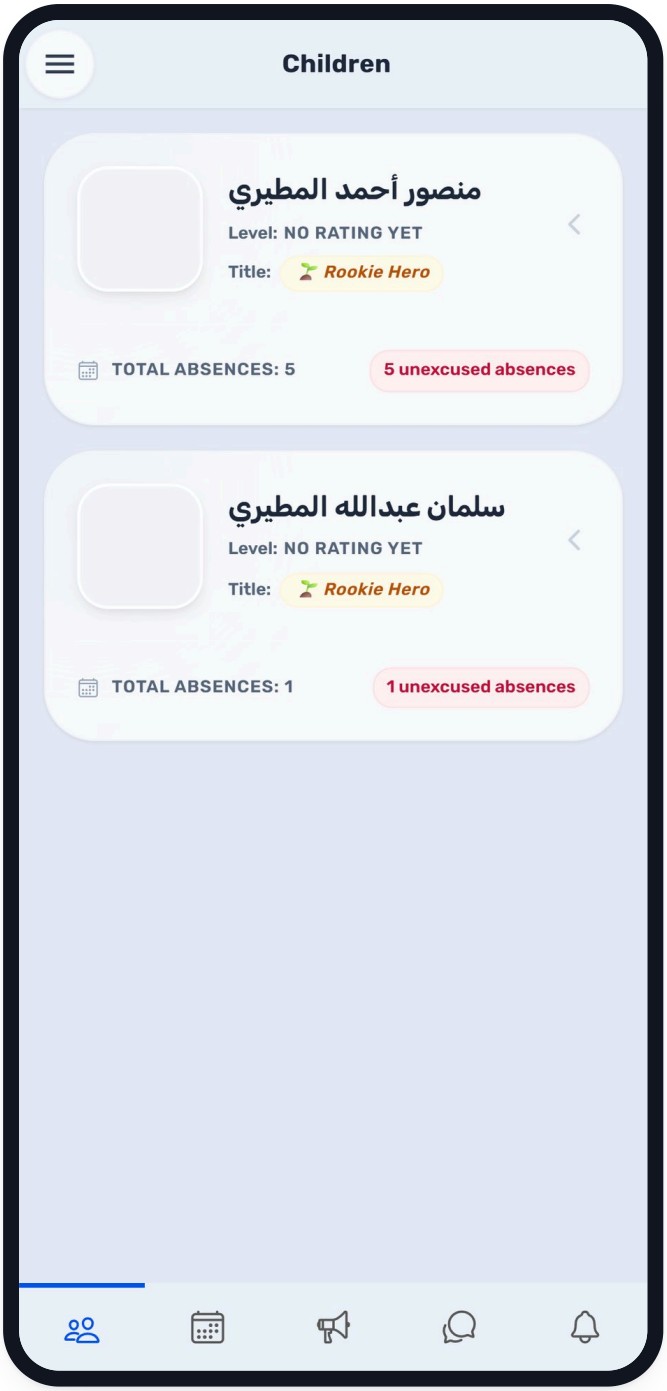


Figure 33 The `Children` screen for Ahmad Al-Mutairi: Mansour's card (total absences 5, "5 unexcused absences") and Salman's card (total absences 1, "1 unexcused absences"). Both show "Rookie Hero" as their title.

Each card shows:

- **The photo and name.**
- `Level:` your child's behaviour and performance level, based on their teachers' reviews. It shows "No rating yet" if they have not been rated.
- `Title:` the title your child has earned from skill points, such as "Rookie Hero".

- **Total absences:** the total number of days absent.
- The number of days absent **without an accepted excuse**, in a red label (“unexcused absences”). Warnings are counted on this number, so keep a close eye on it.

Extra badges may also appear on the card:

- **The On Fire flame:** your child has attended five days or more in a row.
- **Consistency Legend:** ten days or more in a row.
- **Frozen:** your child is temporarily frozen after a pledge or a suspension, and receives no points during that time.
- **Medical condition badge:** the school is aware of a health condition your child has.

The list of your children is saved on the phone, so it appears straight away even on a weak connection, and then updates from the server.

> **One of my children is missing**
>
> If you see a message saying no children are linked to your account, or one of your children is missing, ask the school office to link them to your account. Note that a student can be linked to only one parent account. If both father and mother want to follow the child, they should use the same account.

6.3 Your child’s record

Tap your child’s card to open their record:

- **Skills panel:** the overall performance indicator, the skill excellence indicator, and an analysis of their five skills.
- **Titles & Badges Vault**: their titles and achievements.
- **Total Absent**: their days absent, the periods they missed each day, and the number of days of unexcused absence, suspension and medical leave.
- **Reports**: parent summons reports and pledges.
- **Notes**: what their teachers have written about them.

The school office decides whether absence details appear in the record. If you do not see the absence tabs, ask the school about them.

6.4 Your child’s class timetable

Tap the calendar tab. The **Class Schedule** screen shows your child’s class timetable, with the teacher’s name for each period.

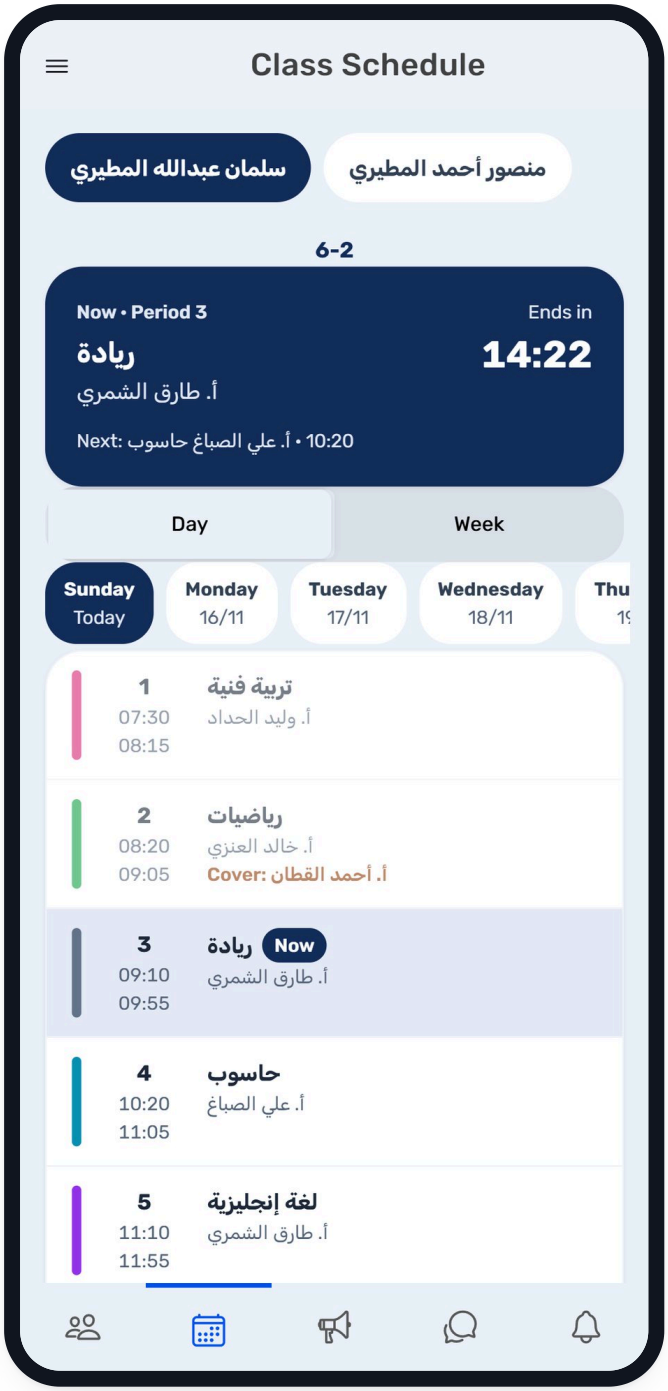


Figure 34 Salman’s class 6-2 timetable: the two children’s chips at the top, and the **Now** card for period 3 (Entrepreneurship with Mr Tareq Al-Shammari), with **Next**: Computing with Mr Ali Al-Sabbagh at 10:20. Period 2 shows a **Cover:** line with Mr Ahmad Al-Qattan in place of Mr Khaled Al-Anzi. Subjects and names appear in Arabic.

- **Children chips:** if you have more than one child, their names appear at the top. Tap a child's name to see their class timetable. The app remembers the last child you chose. The class name appears above the timetable.
- **Now and Next card:** the current subject and its teacher and the time left until it ends, then the next subject, its teacher and its time.
- **Day view and Week view:** as in the teacher's timetable. Each row shows the subject and the teacher's name instead of the class name.

Changes for the day: if a teacher is absent, a `Cover:` line with the cover teacher's name appears under the period, or `Teacher away — cover lesson` if the cover teacher is not known yet. Exams show an `Exam` label.

The app saves each child's timetable on the phone, so once you have opened it you can see it even without internet.

Real-life example **Ahmad Al-Mutairi checks on his son's day**

At 09:40 Ahmad Al-Mutairi opens the timetable tab and taps the "Salman Abdullah Al-Mutairi" chip. He sees that Salman is now in Entrepreneurship with Mr Tareq Al-Shammari, that the period ends in about a quarter of an hour, and that Computing comes next at 10:20. He also notices that period 2, Maths, was `Cover:` Mr Ahmad Al-Qattan, so he knows the maths teacher is absent today and that his son did not miss the lesson.

Then he taps the "Mansour Ahmad Al-Mutairi" chip, and the class 6-1 timetable appears.

6.5 If your child is absent: excuses

Parents do not submit excuses directly in the app. An excuse goes through the school, which records and approves it. So:

1. Send the excuse to the school. You can do this from the `Parent Connect` tab, with a message and a photo of the medical report or official letter, or hand it in at the school.
2. A member of the school staff submits an "absence edit request" for the periods the excuse covers, and attaches a photo of it.
3. When the request is approved, those periods change from absent to present, and they no longer count towards warnings.

Official medical leave is recorded by the school as a medical report, and you get a notification about it.

6.6 Contacting the school

The speech-bubbles tab opens **Parent Connect**: a direct channel between you and the school office.

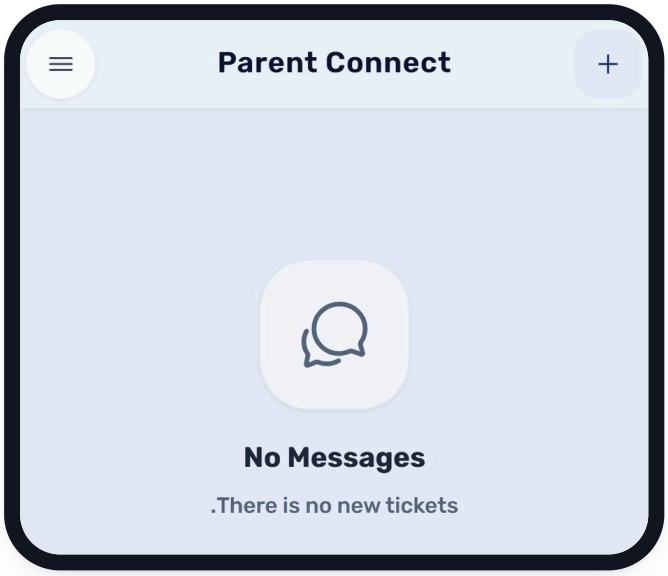


Figure 35 The **Parent Connect** screen before any conversation ("No Messages"). Start a new conversation with the (+) button at the top of the screen.

To start a conversation:

1. Make sure you are connected to the internet, then tap (+).
2. Read **The basic rules of conversation** and accept them.
3. Type a **Title**: a short title of 35 characters at most, such as "Mansour's absence on Sunday".
4. Type the **Message**, 140 characters at most.
5. Attach a photo if you like, such as a photo of a medical report.
6. Tap **Send**.

Conversation rules:

- One topic a day. You cannot start a second new conversation on the same day, so put everything you want to say into one conversation.
- Keep a polite tone.
- The school may take up to 24 working hours to reply.

As long as the conversation is open (green lock), you can keep writing in it. When the school has dealt with the topic, it closes the conversation (red lock), and it becomes read-only. Closed conversations are deleted from your account after about a month, together with their attachments, so save anything you need from them.

> **Check for the reply yourself**
>
> You do not get a notification when the school replies. Open the “Parent Connect” tab to check. Messages update automatically while the conversation is open on your screen.

> **You are talking to the school office**
>
> “Parent Connect” conversations go to the school office, not to teachers. If you want a message to reach a particular teacher, mention their name in your message, and the school office will pass it on.

6.7 News and notifications

News: school announcements and general news from Basma, such as meeting dates, competitions and award ceremonies. Note that news does not send a notification, so look through it from time to time.

Notifications: these are the main notifications you receive as a parent:

- A pledge, a parent summons, a suspension, medical leave or an exit permit issued for your child.
- Admin messages the school sends to parents.
- A timetable update, if the school chooses to tell everyone when it publishes the timetable.

These notifications are kept in the bell tab. Tapping an admin message notification may open a notifications page where you can delete the message or save its attached image.

No notification for daily absence

The system does not send a notification when your child is marked absent or late on a given day, nor when they reach the warning limit. To follow attendance, open the children’s cards and each child’s record regularly. Once a day is enough.

7 For students

Welcome, champion. This chapter is for you. It explains how to sign in to your account for the first time, how to collect points and merge titles, and where to find your timetable, your class notes and your reports.

Student

In this chapter we follow the student **Mansour Ahmad Al-Mutairi** from class 6-1.

7.1 Signing in for the first time

Nobody needs to create an account for you. The first time, sign in with your school number (student ID) in the username field, and type the same number in the password field. Ask your teacher or the school office for your number if you do not know it.

> **Change your password straight away**
>
> Until you change your password, anyone who knows your school number can sign in to your account. So, right after you sign in for the first time, open **Side menu** → **Settings**, type your number in “Enter old Password”, then a new password that nobody else knows, and tap “Submit”. After that the number no longer works as a password, and you sign in with your new password. Add your email address in Settings too, so you can recover your password if you forget it.

The bottom tab bar has six tabs, from left to right:

- Medal: **Titles & Achievements Vault**.
- Sheet of paper: **Class Notes**.
- Exclamation mark in a circle: **Reports**.
- Calendar: **Class Schedule**.
- Megaphone: **News**.
- Bell: **Notifications**.

7.2 Titles & Achievements Vault

This is your home screen. Here your effort at school turns into points and titles.

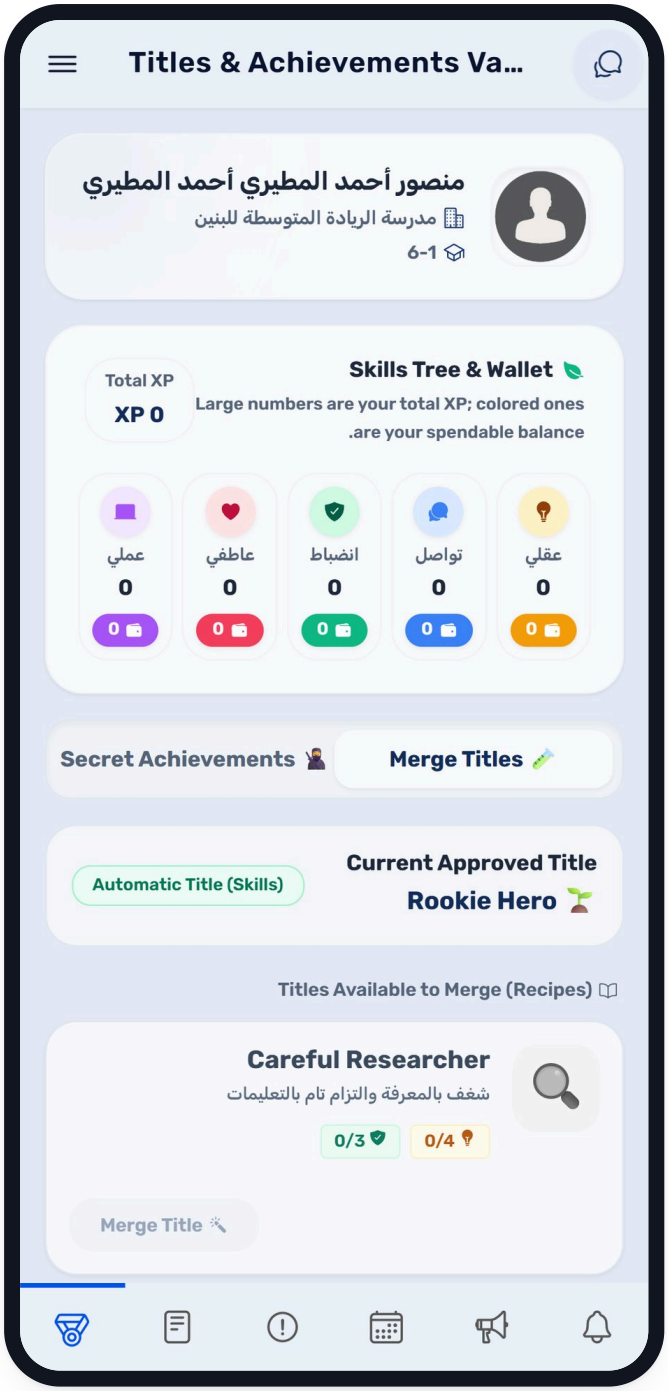


Figure 36 Mansour's `Titles & Achievements Vault`: the profile card, the `Skills Tree & Wallet` with the five skills (their names are shown in Arabic), the `Merge Titles` and `Secret Achievements` tabs, and the current title "Rookie Hero". Below it is the first recipe, "Careful Researcher".

Skills Tree & Wallet: each of your five skills has a circle: cognitive, communication, discipline, emotional and practical. Each circle shows two numbers:

- **The large number:** your total XP in this skill. It never goes down.
- **The coloured number at the bottom:** your balance that you can spend on merging titles.

At the top is your **Total XP** across all skills. Your teachers give you points when you do well in class: in thinking, teamwork, commitment and more.

Merge Titles:

- **Current Approved Title**: the title that appears next to your name for your teachers and parents.
- **Automatic Title (Skills)**: a title that changes automatically with your strongest skill. Tap **Activate Automatic** to go back to it at any time.
- **Titles Available to Merge (Recipes)**: each title has a points "recipe". For example, the title "Careful Researcher" needs 4 cognitive points and 3 discipline points.
- When your balance is enough, tap **Merge Title**. The points are spent from your balance and the title becomes yours. Then tap **Activate This Title** to show it next to your name.

Secret Achievements: hidden badges that unlock when you reach certain achievements. Discover them yourself.

> **Why aren't my points going up?**
>
> If there is a "Frozen" badge on your name, you will not receive points until the freeze ends. This happens after a pledge or a suspension. Keep up good behaviour, and the points will come back.

At the top of the screen is the speech-bubbles button. It opens **School Connect**, for talking to the school office, with the same rules we explained in the parents' chapter: one new conversation a day.

7.3 Your timetable

Tap the calendar tab to see your class timetable: the current period and its teacher, the time left, and the next period. In the Day view you see each day's periods, with the cover teacher's name if a teacher is absent.

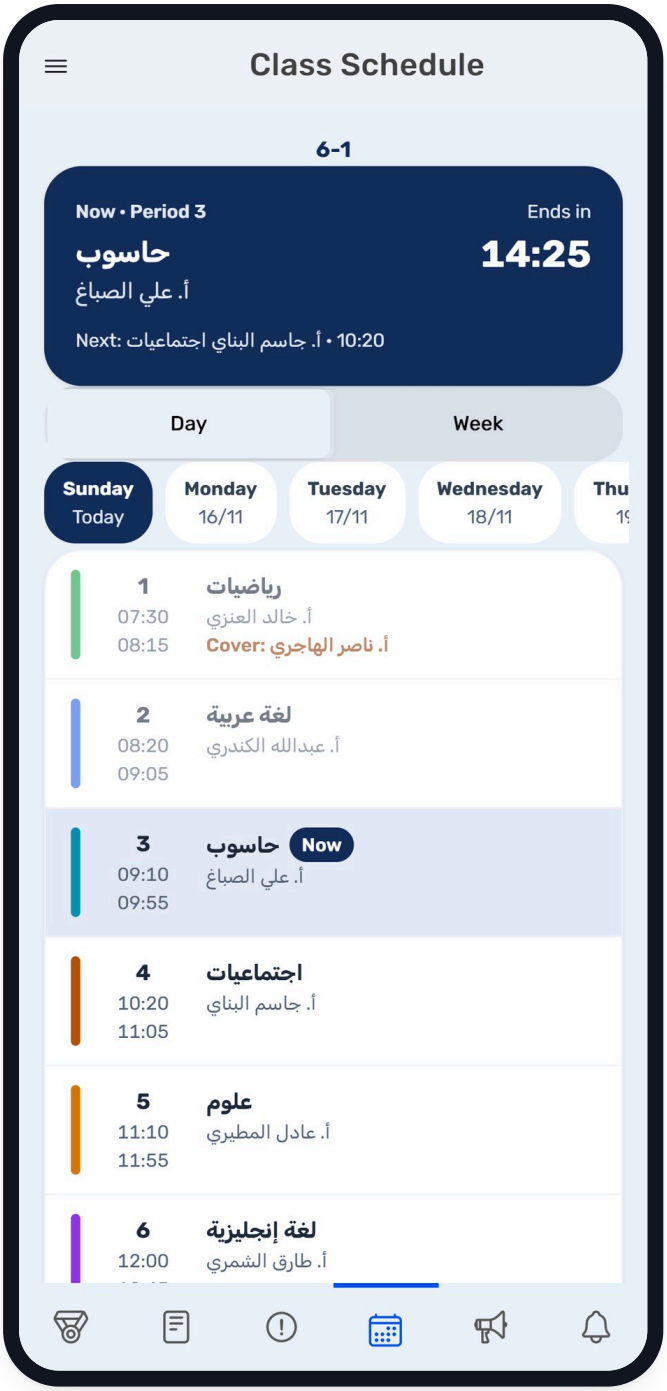


Figure 37 Mansour's class 6-1 timetable: Computing with Mr Ali Al-Sabbagh now, and Social Studies with Mr Jassim Al-Bannai next at 10:20. Period 1 shows a `Cover:` line with Mr Nasser Al-Hajri. Subjects and names appear in Arabic.

The timetable works as we explained for parents: a Day view and a Week view, and a copy saved on the phone that you can see without internet.

7.4 Class notes

Tap the sheet-of-paper tab to see what your teachers send: homework, reminders and exam dates, for the whole class or for you alone.

- Tap an attached image to enlarge it, and tap **Tap to view the file (PDF)** to open an attached file.
- Exam notes show the date of the exam.
- The calendar button opens the exam calendar, which shows the days that have exams.

You do not get a notification for new notes, so open this tab every day.

7.5 Reports

The exclamation-mark tab shows your official record, in two tabs:

- **Warning Report**: absence warnings issued to you, each with a print button. If you have none, you see “Clean Record”.
- **Summons & Pledges**: parent summons reports and your pledges.

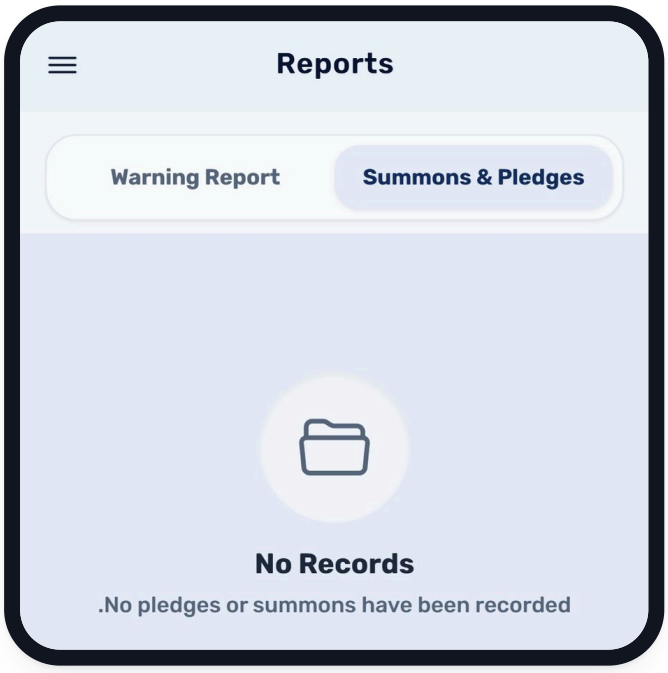


Figure 38 Mansour’s **Reports** tab: **No Records** under Summons & Pledges. That is what we hope for every student.

Pull the screen down to refresh it.

Your settings

In Settings, students can change their password, email, phone number, colours and dark mode. The account photo is set by the school.

8 Notifications

This chapter brings together every notification the Basma system sends to phones: when it arrives, who gets it, and what opens when you tap it. It also lists what does not send a notification, so you are not left waiting for something that will never arrive.

8.1 How notifications work

- The app asks for permission to send notifications the first time you open it. If you refused, turn notifications on later in your phone's own settings, in the notifications section for the Basma app.
- The app has no switch to turn notifications on or off. Your phone's setting is the only control.
- Notifications reach every device your account is signed in on. A device that has signed out does not receive them.
- Tap a notification and, after a moment, the app opens the right screen.
- If a notification arrives while the app is open in front of you, it does not appear inside the app. But if it is one of the saved notifications, a copy is kept in the bell tab.

8.2 Notification table

Notification titles and texts are written by the server in Arabic, whatever language your app uses. The table gives their meaning in English, with the Arabic title so you can recognise it on your phone.

Event	Who receives it	Title or content	Saved in the bell tab?	Tapping opens
The school admin or the social services office sends an admin message	The groups and people chosen in the school	“Admin notification” (إشعار إداري) and the message text	**Yes**	Notifications
Attendance is saved with absences in it	Every moderator in the school	The number of absent students (currently in English)	No	The home screen (“Class List”)
A pledge is issued for a student	The student’s parent	“Dear parent, a pledge has been issued for the student…”	**Yes**	The notifications page
A parent summons is issued	The student’s parent	“…a parent summons has been issued for the student…”	**Yes**	The notifications page
A suspension is issued	The student’s parent	“…a suspension has been issued for the student…”	**Yes**	The notifications page
Medical leave is issued	The student’s parent	“…medical leave has been issued for the student…”	**Yes**	The notifications page
An exit permit is issued	The student’s parent	“…an exit permit has been issued for the student…”	**Yes**	The notifications page

Event	Who receives it	Title or content	Saved in the bell tab?	Tapping opens
A request to cover a period for an absent colleague	The teacher or moderator chosen as cover	“Cover request” for one or more periods (طلب تغطية حصة or طلب تغطية حصص), with the periods needed	**Yes**	Coverage Requests
An absent colleague’s students are merged into your period	The teacher whose period the students join	“Merged period” (دمج حصة)	**Yes**	Coverage Requests
A cover assignment is withdrawn	The cover teacher who had been assigned	“Cover assignment withdrawn” (إلغاء تكليف احتياط)	**Yes**	Coverage Requests
Nobody is left to cover a period	Every “Admin” account in the school	“Period without cover” (حصة بلا بديل)	**Yes**	Today
A teacher is assigned to invigilate an exam	The assigned teacher	“Exam invigilation assigned” (تعيين مراقبة اختبار), with the subject, class, period, room and date	**Yes**	Notifications

Event	Who receives it	Title or content	Saved in the bell tab?	Tapping opens
A new timetable is published	Whoever the school office chooses: the teachers affected, all teachers, or everyone including parents and students	“School timetable” (الجدول المدرسي)	**Yes**	“My Schedule” for teaching staff, and “Class Schedule” for families
A message from the Basma team	The school owner account	The message title and text	**Yes**	Notifications

After a new-timetable notification

Open “My Schedule” so your timetable updates and the new copy is saved on your phone. If you added your timetable to your phone’s calendar, export it again.

8.3 What does not send a notification

The following events do not send a notification to your phone. Keep track of them inside the app:

Event	Where to check it
A student’s daily absence or lateness (for parents)	The children cards and the child’s record
A student reaching the first, second or third warning limit	The student’s “Reports” tab, and their record
News	The News tab (with a dot for teaching staff and students)
Bulletins	Follow the bulletins
New “Parent Connect” conversations and their replies	The “Parent Connect” tab
Absence edit requests, and their approval or rejection	Absent Student
Class notes and exam notes	Class Notes
Points, reviews and notes about a student	The student record and the titles vault
Student cases and their follow-ups	Student Cases
Join-code registrations and their approval	Manage Teacher and Manage Parents
A cover request being accepted	Today (the status changes to “Accepted”)
Account and plan changes	Settings and Activate Extra Features

9 Features by plan

Most of the app's features work on every plan, and some depend on the school's plan. This chapter explains which features depend on the plan, and how to activate one.

9.1 The plan covers the whole school

A plan is activated for the whole school, not for one person. When the school owner activates a plan, it applies to every user in the school: the school admin, teachers, parents and students. No other user needs to do anything.

If the school has no plan, the system puts it on the free plan automatically.

9.2 What depends on the plan?

Feature	What you need
E-learning material (in the side menu for teaching and office staff)	Extra features activated
The parent summons report and the student pledge report	The premium plan
Adding students: registering a student, pasting a list, generating multiple students, and importing from Excel	A plan that has not expired (an active free plan is enough)
Publishing news	A plan that has not expired (an active free plan is enough)
Attendance, lateness, the timetable, the Today board, cover, invigilation, moving students, notes, messages, bulletins and Parent Connect	Available on any plan

Plans also differ in limits such as the number of classes, the number of students and the number of news items per day. The Basma team sets these for each plan.

> **The message “This feature requires activating extra features”**
>
> If this message appears when you add students or publish news, the school’s extra features have expired. The school owner can activate them again with a new activation code, as described below.

9.3 Activating a plan with a voucher

Only the school owner can activate a plan.

1. Get the voucher code from the Basma team.
2. Open **Side menu** → **Activate Extra Features**.
3. Tap the **Activate Now** button below the card, or (+) at the top of the screen.
4. Type the code in **Enter code...**, then tap **Activate Now**.
5. The **Your active plan** card updates with the new plan and its expiry date.

The voucher sets the type and length of the plan, and each code can be used only once. Activation messages appear in English:

Message	What it means
Voucer Code applied success.	The plan was activated successfully
Code not match.	The code is wrong. Check how you typed it
This Voucher code has been expired!	The code has expired
You already applied this voucher code!	The code has already been used

An activation code is the only way to activate extra features. To get a code, contact the Basma team through **Contact us**.

Plan reminder: when the school owner signs in and the school is on the free plan, or its plan has expired, a **Basma System** window appears introducing the premium plan. Tap **Activate Extra Features** to go to the plans page, or **Continue to Use the app** to close it.

10 Troubleshooting and FAQ

Practical answers to the questions schools ask most often, grouped by topic.

10.1 Signing in and your account

I typed the right username and password, but I cannot sign in.

First make sure there is no extra space at the end of the username, and use the eye icon to check your password. Then check the following:

- If you registered yourself with the school join code, your account is waiting for the school office to approve it.
- The school office may have deactivated your account.
- The school office may have changed your password.

Read the message that appears, because it explains the reason, and contact the school office if needed.

I was suddenly signed out on my phone.

This happens when:

- You changed your password on another device, or the school office changed it for you.
- The school office deactivated your account.
- Someone tapped “Log Out from All” or deleted your device from the Devices screen.

A weak connection no longer signs you out in the current version. If you keep being signed out for no reason, update the app.

I forgot my password, and the recovery page rejects my email.

Recovery only works if your account has an email address. At the moment the app does not accept some email formats, such as addresses with a dot or hyphen before the @ sign, or with a subdomain such as moe.edu.kw. In that case, ask the school office to set a new password for you from the edit profile screen.

Can I sign in with my fingerprint or face?

No, the app does not support that. For quick sign-in, tick “Remember login info”, or use your saved account picture at the top of the sign-in screen.

Where do I change the app language? I cannot find it in Settings.

The language is in the side menu: **Side menu** → **Language**, not on the Settings screen.

I am a teacher and a parent at the same time. Do I need two phones?

No. Sign in with both accounts on the same phone, then move between them with “Switch account” in the side menu. But make sure any attendance saved offline has synced before you switch.

I registered with the school join code. How do I know they approved me?

The system sends no notification when you are approved. Try signing in after a while, or ask the school office. If your request was rejected, the account has been deleted and you need to register again.

10.2 Items missing from the menu

I do not see “Absent Student” (the absence edit request list) in the side menu.

This item always appears for the school admin. Other users only see it if the school office turned on “Absent Student” in their account details. Ask the school office if this is part of your job.

I do not see “E-learning Material”.

It only appears when extra features are activated for the school.

I am a school admin, but I do not see the button for adding news, the school settings or the join code.

These items are only for the school owner account: the account the school was registered with, whose email matches the school's email. Other "Admin" accounts do not see them. Sign in with the school owner account, or ask its owner to do it.

One of my classes is missing from the home screen.

The classes shown are the ones assigned to your account. Ask the school office to add the class from "Select class". Remember that saving the classes there replaces the whole list, so the school office must select all your classes together.

Why can I not see the "Delay List" tab?

Recording lateness is a job for the school office and moderators, so teachers do not see this tab.

10.3 Attendance

The "Submit" button is greyed out and I cannot save attendance.

You must mark every student in the period before you can save. Check the "Recorded ... of ..." counter and find the student you have not marked. If you teach only part of the class, ask the school office to set your account to "Split" (split-class teacher).

The period is locked and shows "preview only".

This has one of the following reasons:

- A colleague took attendance before you, and their name appears in the message.
- You took attendance yourself and the editing time has run out.
- The day shown is a past day, and teachers can only preview past days.

Ask the school office or a moderator to correct it if needed.

I found that I marked a student absent by mistake.

If the editing time is still running (the countdown is showing), correct it and save again. Otherwise, ask the school admin or a moderator to correct it from the attendance grid. If the absence was real and an excuse was given later, the right route is an absence edit request.

Where is the “excused absence” button?

There is no such button. Medical leave and suspension are recorded automatically as locked absences, and every other excuse goes through an absence edit request, which turns the absence into attendance once it is approved.

I cannot change a student’s status, and the message “You can not modify the attendance” appears.

The student is on approved medical leave or suspension that day, so they are marked absent in every period, and this cannot be changed from the attendance screen.

How do I record a student as late from the attendance screen?

Lateness is not recorded on the attendance screen. The school office or a moderator records it from the “Delay List” tab. A late student shows “Marked Late” on the attendance screen.

I took attendance offline. Did it arrive?

The attendance is saved on your phone and sent automatically when the connection comes back, and a short message in English confirms it. As long as “changes pending sync” shows at the top of the screen, the attendance has not arrived yet. Open the app while you are connected and wait for the message to disappear. If sending fails five times in a row, the saved attendance is discarded, so check the Today board or take attendance again if in doubt.

The attendance screen says the connection is weak and shows saved data.

The app shows the last copy of the class list so you do not have to wait, and tries to refresh about every twenty seconds. You can mark and save as usual, and the save is sent when the connection improves. Or tap “Retry”.

10.4 Timetable and cover

“My Schedule” is empty, or the message “No classes are scheduled for you yet” appears.

This means the school office has not yet published a timetable that includes your periods, or your account is not linked to any periods in the published timetable. Check with the school office.

The timetable does not show when I am offline.

A copy is saved on your phone only after you open the timetable once with internet. Open it while you are connected, and it will work offline after that.

I accepted a cover period, but I do not see it in the week view.

This is normal. The week view shows only the fixed timetable. Cover is a change for one day, so it appears in the day view with a “Cover” badge.

I got a cover request, but when I opened it, it was gone.

A request has a time limit (thirty minutes unless your school changes it). If it runs out before you reply, the request passes to another colleague and appears under “History” with the status “No longer needed”. A request can also be cancelled if the colleague’s absence is cancelled.

I tapped “Decline” by mistake.

There is no confirmation message for declining, and the request passes straight to the next colleague. Tell the school admin, who can arrange the cover from the Today board or the admin panel.

The events in my phone’s calendar do not match my new timetable.

The calendar file is a fixed copy from the moment you exported it. Delete the old events and export the timetable again after every new timetable. Note that cover periods and exams are not added to the calendar.

The times in the timetable do not match my phone's clock.

The timetable always runs on Kuwait time. If your phone is set to another time zone, the timetable stays on school time. This is intentional.

10.5 Students and classes

I tapped "Undo" after pasting a list, but some students stayed.

Undo only removes students added in the last thirty minutes who have nothing recorded for them yet. If a teacher has already taken their attendance, they stay to protect their data, and the message tells you how many. Delete them by hand from "Manage Student" if they were added by mistake.

I cannot find the "Undo" button after adding or moving students.

The button appears for only about nine seconds. After a move, you can put the students back by hand by moving them again to their original class. After pasting, you can delete the students from "Manage Student".

Does a student's absence record move with them when they change class?

Yes, if you use "Move students to another class". It moves the attendance record, warnings, points, notes and pending requests. So use it for every class change.

I deleted a class by mistake.

Deleting a class does not ask for confirmation. Contact technical support straight away, and avoid adding new data to that class until it has been checked. To prevent this, always check the class name before you tap "Delete Class".

I cannot link a student to a parent, and the message “already has another parent linked” appears.

Each student can have only one parent account. Look in the parents list for the account already linked to the student. The parent may have registered themselves with the school join code.

I hid the absence details from a parent when I approved them, but they can still see them.

Leaving the box empty when you approve does not hide the details. Go to the “Parents” section, turn off the “Display Absent Details” switch on their card, then tap “Change”.

I added a teacher and allowed them to edit absences, but they cannot edit.

New accounts always start without permission to edit absences, whatever you choose when you create them. Open the account again, turn on the permission, set the minutes, then save.

The system will not accept the username I chose for a new staff member.

A username must contain at least one digit, and must not already be used at any other school on Basma. Add a number, such as the school’s code or the staff member’s number.

I cannot delete a staff account.

If the staff member has a history in student case follow-ups, the account cannot be deleted, to keep that history. Deactivate the account instead by turning off “Action” (account activation).

10.6 Notifications and communication

I am not getting notifications.

Try these steps in order:

1. Open your phone’s settings, choose the Basma app, and make sure notifications are allowed. Also make sure Do Not Disturb or Focus mode is not on.
2. Make sure you are signed in on this phone. A device that has signed out does not receive notifications.
3. Open “Devices” in the side menu and check that your phone shows “Active”.
4. Sign out, then sign in again.

Remember that some events never send a notification. See What does not send a notification.

A parent says they get no notification when their child is absent.

That is correct: the system does not send a notification for daily absence. Parents follow absence on the children cards. They do get notifications for discipline reports, leave and admin messages.

I cannot start a second conversation in “Parent Connect”.

The rule is one new conversation per parent per day. Continue in your open conversation, or wait until the next day.

An old conversation has disappeared from “Parent Connect”.

Closed conversations are deleted from the family’s account after about a month, together with their attachments. Save any important picture or information before then.

An “Admin notification” message arrived in Arabic, even though my app is in English.

The title of admin messages is always in Arabic (إشعار إداري). The text arrives in the language the sender wrote it in.

10.7 Connection and performance

The app is slow or does not load data in some classrooms.

When the network is weak, the app shows the last saved data and tries to refresh in the background. You can still take attendance, record lateness and write notes, and save them so they are sent later. But adding students, conversations and the Today board need a connection.

The message “Update required” appears and the app does not work.

Your version is no longer supported. Tap “Update” and update the app from the store.

The text is too small or too large.

The text size in the app follows the text size setting on your phone. Change it in your phone’s settings.

Does the app work in landscape on a phone?

No, on a phone the app works in portrait only. On wide tablets, the side menu stays visible beside the content.

11 Glossary

Terms that come up often in the app and in this guide, in alphabetical order.

Absence edit request

A request a staff member submits to turn a recorded absence into attendance because of an accepted excuse. A responsible person approves it, and a trace of it stays in the history.

Admin panel

Basma's web interface for the school office. It is used to build and publish the timetable, for detailed reports and for wider settings.

Attendance grid

The view of a class's attendance for the school office and moderators: one row for each student, and one box for each period of the day.

Bulletin

An internal circular from the school office to teachers and staff, with files attached such as PDF, Word documents and pictures.

Case

A follow-up file for a student who needs behavioural, social or psychological support, assigned to a specialist. It can be "Standard" or "Restricted".

Cover (covering)

A teacher teaching an absent colleague's period. It appears in the timetable with a "Cover" badge and the colleague's name.

Cover request

A notification asking a teacher or moderator to cover an absent colleague's period. They accept or decline within a set time.

Edit window

The minutes the school office gives a teacher after saving attendance to correct it, with a countdown. After that, the period locks.

Exit permit

A report that lets a student leave school during the day. The student's attendance that day becomes excused, and the parent gets a notification.

Freeze

A period when a student cannot receive skill points: two days after a pledge, and three days after a suspension. It shows with a "Frozen" badge.

Join code

An eight-character code of letters and numbers that the school gives teachers and parents so they can register their own accounts. The school office then approves them.

Lateness

A student arriving after the morning assembly. It is recorded from the “Delay List”, and when the count reaches the school’s rule it turns into a day of absence.

Merge

An absent teacher’s students joining a colleague’s period at the same time, instead of a separate cover teacher being assigned.

Plan

The level of features activated for the school in Basma. It applies to every user in the school, and the school owner activates it with an activation code.

Pledge

A discipline report in which a student commits not to repeat an offence. A degree, reason and action are chosen for it from the list of offences.

Saved copy

A copy of the timetable or class list that the app keeps on the phone, to show when the connection is weak or lost.

School owner account

The account the school was first registered with, whose email matches the school’s email. Only this account sees the school settings, the join code, news publishing, plans and “Contact us”.

Skill points

Points that teachers give a student in five skills. They collect in the wallet and are spent on merging titles.

Split-class teacher

A teacher who teaches only some of a class’s students, so they are allowed to save a period partly marked (“Split” in the app). The opposite is a single-class teacher (“Regular”), who must mark every student.

Standby period

A period in a teacher’s timetable when they stay free to cover absent colleagues. It shows with a “Standby” badge.

Student record

The student’s file in the app: their skills, titles, absences, reports and the notes written about them.

Suspension

A decision to keep a student out of school for a set number of days. Those days are recorded as locked absences, and the student is frozen for three days.

Taking attendance

Recording which students are present and absent in a given period.

Today board

A screen for the school office that brings together today’s teacher absences, the periods that need cover, and the periods that started without attendance being taken.

Warning

A record created automatically when a student’s unexcused absences reach the number of days the school sets for the first, second or third warning. It appears in the student’s “Reports” tab.

“Your lesson now” card

A card at the top of a teacher’s home screen that appears from five minutes before their period until twenty minutes after it. Taking attendance starts from here.
