



studysync®

THE STUDYSYNC STUDENT MOBILE APP

Onboarding and supporting your students with StudySync on a mobile device

THE STUDENT MOBILE APP

StudySync provides a mobile companion app to the StudySync ELA Curriculum that, once assignments have been downloaded, allows students to work on and complete assignments using a phone or tablet. Using the app instead of the browser is perfect for those times when students are working offline and don't have access to a cellular or Wi-Fi network.

EASY SETUP AND USE

Getting your students working with the mobile app is easy.

- **Download the app on a mobile device**
- **Get the app access key**
- **Connect the device to a student account**
- **Work offline / Sync online**

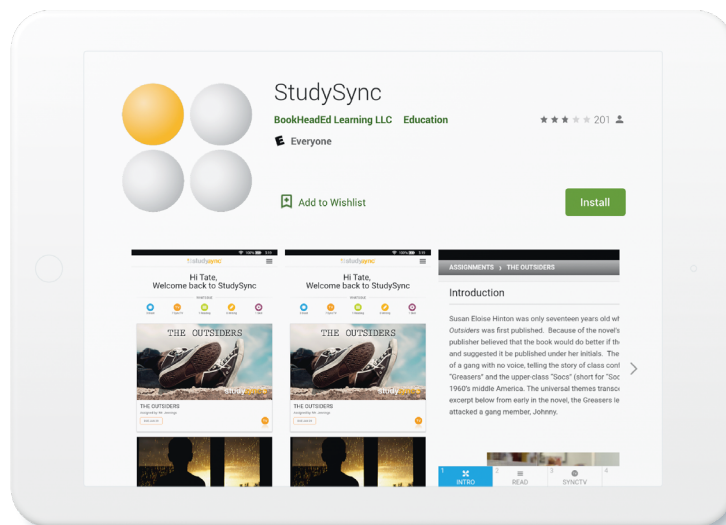
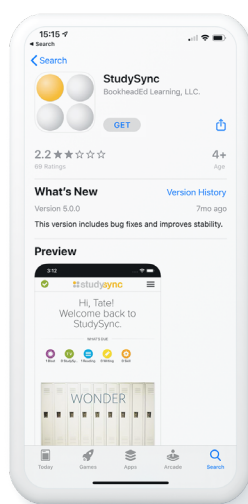
HELPFUL TIPS AND FAQ

We've also included information about these topics and more:

- **Syncing completed assignments**
- **Using the mobile app in the classroom**
- **Using the mobile app remotely**
- **Students sharing devices**

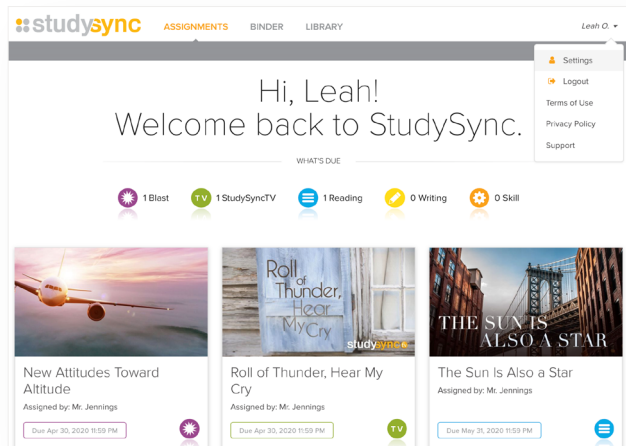
Follow these four steps to get your students working successfully with the StudySync mobile app:

1. DOWNLOAD THE APP TO A MOBILE PHONE OR TABLET DEVICE

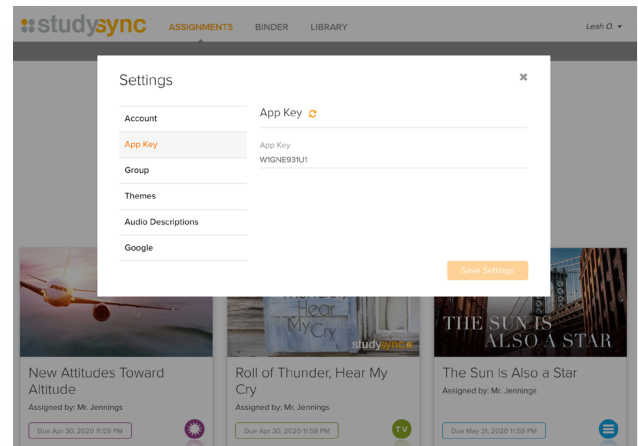


2. GET THE APP ACCESS KEY

Students are provided a unique key that allows them to access their accounts with a mobile device. Set up requires connection with a Wi-Fi network. Follow the steps below to access the App Key.

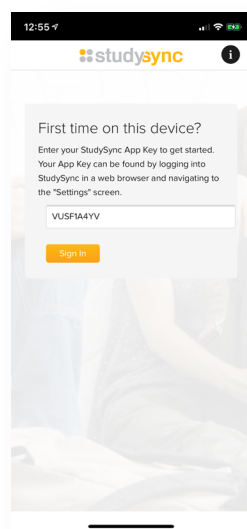


Using a browser, log into the student account. Navigate to the Settings menu by clicking the dropdown arrow next to the name at the top right of the browser screen and select **Settings**.

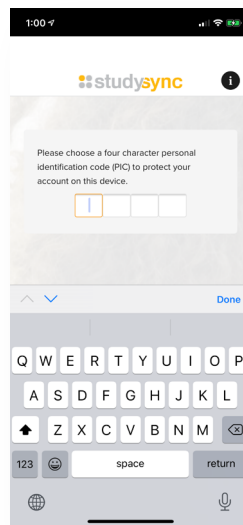


In the Settings pop-up window, select the **App Key** section. The unique StudySync App Key is displayed here. This key will be used to set up the app on the mobile device.

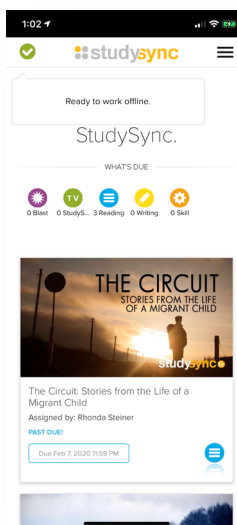
3. CONNECT THE DEVICE TO A STUDENT ACCOUNT



Open the StudySync app on the mobile device. Enter the **App Key** and select **Sign In**.



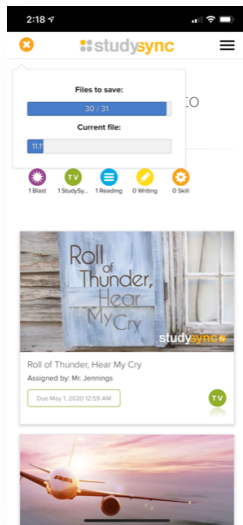
Create a specific **4-digit Pin** which will be used later to log in to the app on this device.



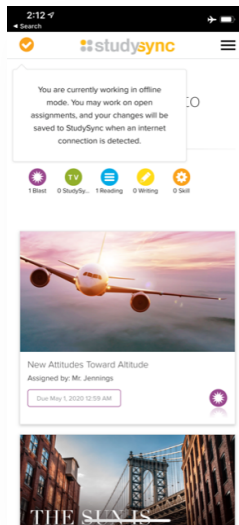
Allow the app to download your assignments and videos. Once the **green checkmark** appears, you can work offline.

4. WORK OFFLINE / SYNC ONLINE

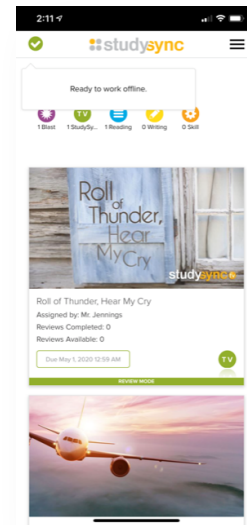
The app downloads assignments locally to the device so that a student may access and complete assignments while offline. They must first have Wi-Fi network in order to sync and receive assignments. The app will save the work students complete locally to that device while offline.



The orange icon with an X indicates that the app is downloading your assignments and videos for working offline. Selecting the orange icon will display the progress of the download.



The orange icon with a checkmark indicates that you have work to submit.



To sync your assignments, you'll need to connect to the internet. Be sure that the status icon in the top left of the screen turns from orange to green before taking the app offline.

SYNCING COMPLETED ASSIGNMENTS

It's important to remind your students that they need to be connected to the internet for the teacher to receive their completed assignments. If the assignment has been completed offline and the student has pressed "submit," the student will eventually need to get back onto Wi-Fi and log into the app. The device remembers the time and date when students clicked **Submit**, and this is the time/date recorded for the teacher even if the student was offline at that time (their work will not be counted late).

If the student has been using the mobile app while having an internet connection, the app will immediately attempt to sync to the student's account. Wait until you see a green checkmark before disconnecting.

USING THE MOBILE APP IN THE CLASSROOM

The app is helpful in classrooms where internet access may be inconsistent. Students will be able to continue working regardless of the availability of an internet connection. Mobile apps take up less bandwidth – for a classroom with 30 students on iPads, using the StudySync mobile app will consume less of the school's bandwidth.

SHARED DEVICES

Multiple users can set up accounts on a single device. Each student will have to follow the directions provided above. Students select **New User** from the app home page, then enter their own StudySync App Key and create their own 4-digit pin.

FAQ

I forgot my Pin. What do I do?

Students who forget their mobile app Pin can go back to the browser based StudySync and get a new App Key. When they enter the new App Key it will re-attach to the existing account on the device without losing any locally-stored assignments. The student will be prompted to create a new Pin.

The app won't download my assignments. What's going on?

It may be downloading a video, or the device is warning that there is no space for video. It can be useful to visit the **Support** screen and turn off video downloads. With video downloads disabled, any video viewing will require an internet connection.

Will my finished work be counted as late if I didn't have access to the internet before the assignment was due?

If the assignment has been completed offline and the student has selected **Submit**, the student will eventually need to get back online. The device remembers the time and date when students selected **Submit**, and this is the time/date recorded for the teacher even if the student was offline at that time (their work will not be counted late).

What do I do if the cloud ate my homework?

If a student is having trouble with the mobile app, the best thing to do is to **reset**. This can be done by clicking the **info icon** at the top right of the screen before login. This is essentially the same as deleting the app from the device and reinstalling it. Any locally-stored student work that has not been synced to the StudySync servers will be lost.

The Wi-Fi stopped working. Will I lose my work?

If a student has synced the mobile app they can continue to work offline to complete downloaded assignments. The student will need an internet connection to complete their submissions and to receive any new assignments or reviews from their teacher.

FAQ (CONT'D)

The App Key is no longer working. What happened?

App Keys expire after 14 days. If this occurs, log back in via the browser to get a new app key.

Can students access the library offline?

The Library is only available when connected to a Wi-Fi or cellular network.

ADDITIONAL ASSISTANCE

The StudySync mobile apps are ideal for devices that travel with students as they can be used both online and offline. If you need additional assistance in getting your students up and running, please contact your StudySync implementation specialist, implementation@studysync.com.

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