



TEAM APP USER GUIDE

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OVERVIEW

The Eagle Junction State School P&C Association would like to warmly welcome all new and returning families to Eagle Junction State School. As you prepare for the coming year, there are a couple of things all parents and carers must do.

TEAM APP

The EJSS P&C Team App is the main communication tool used by both the school and the P&C. It is essential that you sign up to Team App if you want to receive information from the school (including the Principal), the P&C, and your Class Representative (contact point for parents in each class).

New to Team App

The app is free and sign up is simple –

- Download Team App from the Apple or Google Play app store



- Sign up to use Team App. You will be sent an email to confirm your registration.
- Log into the App and search for 'EJSS P and C'



- Choose your applicable access group(s) – this will be your child's class and any other group that is appropriate (for example, Junior Choir, Senior Strings, EJ Kids' Care, Sustainability).
- If you are new to our school with a Prep student starting next year, select the PrepNY access group. Once you know which class your child will be in (usually late January), you will be able to change your access group at that time.

If you don't have a smartphone, go to www.ejsspandc.teamapp.com to sign up and view the app on your PC.

Already Registered on Team App

All access groups are cleared at the start of each year. Once you know the class name of your child/ren, please:

- Log into Team App and click on 'EJSS P and C';
- Click on Settings (top right corner) > Access Groups;
- Choose the groups applicable to your child/ren – this will be your child's class for the current year, plus other groups such as Kids' Care, choir or instrumental groups;
- If requested, write a reason for joining that group (e.g. parent of Tommy Chapman);
- Click 'Send' (top right);
- This sends a request to your Team App administrator and they will either approve or deny your request.

Team App Frequently Asked Questions

1. How can I change or add to my access groups?

If you are in the wrong access group or you also want to be put in another access group, repeat instructions above.

2. How do I reset my password?

Open Team App and tap the "Log In" button. In the bottom right of the screen you will see a "Reset Password" button. Tap that and follow the prompts.

3. How do I change my email address?

Log in to your Team App account at teamapp.com and click on your name in the top right of the screen. In the drop-down click on the "Edit Account" option. On the page that loads, click on the "Edit" link next to your email address. This will take you to a page where you can enter in your new email address (and for security purposes they also ask for your password again). In order to make sure that your new email address is valid and you are not locked out of your account, they send you an email with a link to verify your email address. You must verify your new email address before you can use it to log in to your account.

4. Why am I not seeing all the messages that I should be?

Administrators and Class Representatives send information to access groups. Check to make sure that you are in the correct access group for your Team App.

Click on settings inside your Team App. Then check access groups. Request access to the correct group(s) for you.

5. I am not receiving push notifications – why?

Follow these steps to make sure notifications are turned on.

1. Go to your Team App (ie. select a team from the home screen).
2. Inside of your Team App, click on the "Settings" in the top right.
3. Make sure that you have "Notifications" enabled.
4. Save the setting.

6. How can I stop the push notifications from waking me up in the middle of the night?

If you are on an iPhone or iPad, if you go to "Settings" and then "Do Not Disturb", you can set your phone to not make a sound during certain times of the day (e.g. 10pm to 7am).

If you are on an Android phone, there is a "Do Not Disturb" mode that you can turn on before you go to bed. This will stop sounds and vibrations.

7. I don't want to get a million push notifications

You will only get information that is relevant to your child's class and any additional groups you register for (e.g. music). You can turn off the push notifications if you like, but then you need to be diligent about checking the app on a regular basis to see what has been added.

8. I don't have a smartphone

Everything is replicated on our Team App website — ejsspandc.teamapp.com. This is also a great place to go if you want to look at a document full size (instead of squinting at your phone).

9. I have signed up to Team App but am having trouble with something — where can I go?

There is a FAQ document on our team app under "Useful Info".

10. I want to know more about what I can do with Team App – where can I go?

Great idea — the FAQ document has some great tips (e.g. adding events directly to your calendar).

11. I don't want anyone to access my details — is my information protected?

Yes — all information is protected by Team App and not given to any other parties.

12. I don't want my details to be viewable by people in the school — how do I arrange this?

Sure – just don't activate your details in the member details section. You are NOT automatically put into the Member Directory — you must opt in. By using Team App, we also avoid the chance of a Class Rep sending out your email address by mistake.

13. I would like people in the community to know my occupation and contact details — I think it is a great marketing tool and a nice part of being in the EJ community. Can I do this?

Yes — if you would like to share your business or other details with the school community, log into Team App, go to Settings (top right-hand corner) and click on Member Details. Scroll down to the 'opt in' button next to "Member Directory" and click.

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