My Ed Frequently Asked Questions

I can't see my child's information in the app, how do I add a student?

Students are added in to your MyEd app automatically. We check the contact details you enter when signing up against the contact details the school have for you. If twenty four hours has passed since registering with MyEd and you still do not see your children's information, contact the school to check that they have up to date details for you.

I tried downloading this on my laptop but it won't work.

MyEd is only available for Android and Apple mobile devices such as tablets, mobile phones etc.

I've tried logging in to Scopay/Parentpay but my details don't work.

Once you have entered your details after first downloading MyEd, we will not ask you for any login details. If you press a button in the app and this asks you to log in, this will be a service managed by the school. Please contact them to resolve the query.

There is an absence mark/behaviour point showing that I don't think should be there.

We take the absence and behaviour data directly from the school. If there is an error in this data, please contact the school directly.

Why does MyEd need access to my photos/contacts etc?

MyEd needs various permissions from your phone in order to function. For a full outline of the permissions required and the reasons for them see page 2.

My Ed App Permissions

When the My Ed App has been installed on an Android phone you will be prompted to allow permission to the following sections. It is important that these areas are all allowed otherwise you may not be able to take full advantage of all of the functions available. Identity

In order for My Ed to display messages and information regarding your child, you must first verify your contact information against the details held by the school. This permission will allow My Ed to match you to your child and grant you access any content the school supplies.

Calendar When the school enters events and holidays in to the Key Dates section of My Ed, this permission will allow you to add them to your personal calendar on your phone (assuming that your phone already has this installed) by simply tapping on the item.

Phone The school may list staff phone numbers under the Contacts section of My Ed, if available you may be able to call them by simply tapping on the icons provided.

Photos/Media/Files When the school supplies information in the form of a PDF file or an image, this permission will allow you to view and save this information from within the My Ed application.

Camera One of the features within the My Ed application is Ed Scan. This allows the school to send out communications with QR codes attached containing additional resources or information. This permission will allow you to scan these QR codes, view and save the content, all within your My Ed application.

Device ID & Call Information This permission will allow My Ed to display notifications on your phone ensuring that you will be aware of any communication or update the school may send to you.

Should you have any further queries regarding the content or operation of the My Ed App, please contact the school by emailing your query to : events@nks.kent.sch.uk