

# Kristu Jyoti Group of Schools

Chethipuzha, Changanacherry.

## SchoolMate Nuvo - Online Fee, Mobile Application & Parent Portal

### Help document & Support details

Kristu Jyoti Group of school has introduced Online Fee Payment, Mobile Application & Parent Portal

### ONLINE FEE PAYMENT PORTAL

#### New User Registration

- Click on the register button (home page upper right hand corner)
- Provide mobile number registered in school for SMS (**\*\*\* MAKE SURE YOU HAVE YOUR LATEST MOBILE NUMBER UPDATED IN SCHOOL\*\*\***)
- Validate your one time password (OTP)
- Give a username and password of your choice
- On successful registration you will receive an SMS confirmation

#### User Login

- Login your Account using the username & Password provided by you.
- Select your ward
- Click on Fee Details to view Fees paid and Fees Payable details.
- You can click on Pay Now to proceed to pay the Due fees.

#### Fees Paid

- User can view term wise details of Fees paid through Bank / Cash.
- If paid through online, can download online transaction details and duplicate fee receipt as PDF.

#### Fees payable

- User can pay term wise fees.
- Select Term
- Click on Proceed to payment.



## Payment

Online Payment can be made using any one of the following modes:

- Credit/ Debit Card (MasterCard / Visa / Maestro)
- Internet Banking , UPI

## Transaction and Service charges

- Net Banking - Rs.20 for each transaction + GST
- Credit Card – 1.3% of total amount + GST
- Debit Cards - 1.2 % of total amount + GST
- UPI / Gpay – Rs.10 for each transaction + GST

- Click on Make payment

It will proceed to the bank payment page.

## Credit / Debit Card Net Banking / UPI Details

- Select your payment option and enter the details.
- Refreshing the page or going back to the previous page during a transaction may cause transaction failure.

## Fee Receipt

- Once the transaction is successfully completed, users can download the Fee Receipt for future reference.

## Duplicate Fee Receipt

- In case if failed to download Fee Receipt, login and download duplicate fee receipt Click on **Fee details -> Fees paid -> Duplicate Receipt.**

## Change Password

User can change the password any time.

## Forgot Password

If you have forgotten your password, click on the "Forgot Password" link in the login page to have a password sent to you at the mobile number.



## SCHOOL MOBILE APPLICATION

Download the School Mobile Application and follow the instructions given below

### New User Registration

- Enter your mobile number which is registered with the school and submit.  
( \*\*Make sure you have your latest mobile number updated in the school )
- You will receive an OTP. Please enter the same and proceed to use the mobile application

### Main Features

**Initially** you can view the Student Profile, **Make Fee Payment (Parents can pay Fee Online hassle free. Simply login to the app, pay fees and get receipt instantly )** and Formal Messages,

**Afterwards** parents will get all information regarding your ward's detailed attendance report, exam schedules, marks with graphical representations, daily class taken details, assignment & home works details, holiday, circulars, time table, regular updates are available on related academic progress & school events notifications etc



You can simply log in to the **PARENT PORTAL** for Online Fee Payment & Ward's Details

[ Here you will get the same features as of Mobile App ]

visit the school website &

and click the **PARENT PORTAL** link on the home page.

Or, for **iOS** Users

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### User Registration

- Click on the **sign up** button.
- Provide mobile number registered in school for SMS (**\*\*\* MAKE SURE YOU HAVE YOUR LATEST MOBILE NUMBER UPDATED IN SCHOOL \*\*\***)
- Validate your one time password(OTP)
- Give a username and password of your choice

### User Login

- Login your Account using the username & Password provided by you.

**( Note : Username & password is same for both online fee & parent portal. Parents can also use both portals to make online payment with same login credentials that created by you )**



## SchoolMate Nuvo – Mobile App and Parent Web Portal - FAQ

1. Not able to register / Mobile number not available / change of mobile number in school records.

### **Kindly Contact School Office**

2. How to retrieve username and password ? ( Web Portals )

click on the "Forgot Password" button in the login page to have a password sent to you at the mobile number.

3. How can I view sibling data in school mobile app, parent / online fee web portal ?

Please call the school office and register the same SMS number for both students. You can switch sibling details from the left corner blue icon of mobile app & online fee portal's home page.

4. Can I get the ward's details on my laptop or PC ?

If you want to access ward's details on your PC you can directly use PARENT PORTAL mentioned on the school website.

5. For which operating system Mobile App and Parent Web Portal is available ?

Mobile App is available for Android phones & **iOS** users can use PARENT PORTAL mentioned on the school website.

Our mobile app is smoothly supporting the version of android 7.0 and above. For Parent Web Portal – Please make sure your web browser is updated.

If you aren't connected to the internet you won't be able to access the Mobile app and Parent / Online fee Web Portals.

6. Can I change my profile information in the mobile app or parent web portal ?

No. You cannot change any profile information in the mobile app and parent web portal. Please contact the school office to update your profile.



## **Parent Customer support**

Feel free to contact our customer support  
Executives – 0471 401 0025, 95672 99650

( Timing 9 A.M – 6 P.M IST )

Write as @ [helpdeskbst@gmail.com](mailto:helpdeskbst@gmail.com)

----- THANK YOU -----

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**UAE**

