

KRISTU JYOTI SCHOOLS

SchoolMate Nuvo – IOS Mobile Application Help document & Support details

You Can Download the **IOS Mobile App** from App Store using the link:

(<https://apps.apple.com/in/app/schoolmate-nuvo/id1555403014>)

Registration

- School Code:
 - KRISTU JYOTI VIDYA NIKETAN CISCE: **KJVNI**
 - KRISTU JYOTI VIDYA NIKETAN (KJ): **KJVNK**
 - KRISTU JYOTI HSS: **KJHSS**
 - PLACID VIDYA VIHAR SENIOR SECONDARY SCHOOL CBSE: **PVSCB**
 - KRISTU JYOTI KINDER GARTEN AND PLAY SCHOOL: **KJKGS**
- 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)
- On successful registration you will redirect to App Home Page.

Fee Payment

- Click on Fee icon to view Fees paid and Fees Payable details.
- You can click on Pay Now to proceed to pay the Due fees.
- On Successful payment, you can download the fee receipt from the 'View History' option in Fee Page.

Other Options

- Click on Profile icon to view your profile details.
- Click on Attendance icon to view your daily attendance and summary details.
- News Menu option will show you the latest news and events from the school.
- Your published exam results will appear under Exam Menu.
- You will get Important Messages from the school in Messages.
- You can download the files send from teachers from the Download option.
- Daily class activities can view in Activity section.
- Also, you can send your queries, feedback and complaints using the Supportpage.

SchoolMate Nuvo – Online Fee Payment and Mobile App

1. Not able to register / Mobile number not available / change of mobile number / student's profile information in school records.

Kindly Contact School Office.

2. How can I view sibling data in school mobile app?

Please call the school office and register the same mobile number for both students

You can switch sibling details from the right corner blue icon

3. Is any special training needed to use mobile app?

SchoolMate Nuvo app does not require specialized training to use. All data you can fetch by just a single tap.

4. Can I use the Mobile app, If I am not connected to the internet?

Not. Mobile app and Parent Web Portal uses cloud-based data. If you aren't connected to the internet, you won't be able to access the Mobile App.

5. Can I change my profile information in the mobile app?

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

Parent Customer support (Timing 9 A.M – 5 P.M IST)

*Feel free to contact our customer support team
@ 0471 401 00 25, 95672 99650*

Write to helpdeskbst@gmail.com

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

**BST SOFTWARE PVT. LTD.
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UAE**