



We're very pleased to inform you that our school has implemented a phone app called **Updat-ed** that will make connecting with you so much more convenient.

IMPORTANT – Before downloading the app it is important that you subscribe to our school newsletter via the school website : <http://www.altonaps.vic.edu.au/>

To download the app just visit the App Store for iPhones or Google Play for Android's. Search for '**Updat-ed by sponsor-ed**' and from the menu select our school. We'll receive your registration request and will need to approve you before your app is up and running.



So what will the app do?

The app's great for sending out alerts and reminders with one of its best features being the ability to save events directly into your phone's calendar.

And if you need some assistance with the app, please see the trouble shooting guide over the page.

We hope you enjoy being **Updat-ed**.

App Trouble Shooting Guide

Q: I click on a message in the Updat-ed directory and nothing happens

A: In some instances the school may send out a message that does not contain a link to more of the story. If you click on the message and nothing happens, then that's all that was sent; it's like an SMS.

Q: I've opened the app but the arrow just keeps on spinning

A1: If you've just registered for the app, the school needs to approve your access. The chances are that you are yet to be approved; please wait a day until the school catches up on the approvals.

A2: If the app's been working but on this occasion it appears to be hanging;

(a) shut down the app, turn off the phone and start again, or

(b) if this persists please check if you have good access to wifi or a data network and try again when in a better zone, or

(c) if nothing seems to work, delete the app and reinstall. You'll need to notify the school that you have deleted the app and ask if they can re-approve your registration.

(d) if you're still having problems, email helpdesk@sponsor-ed.com.au with these details:

- Your school
- Name and email address
- Model phone/tablet
- Software version

Q: How do you delete old alerts

A: The app is built to house 25 alerts. When the 26th alert is pushed out, the oldest alert drops off.

Q. How do I find the app?

A: Here are some direct links to Google Play for androids and the App Store for apple devices.

[Google Play](#)

[App Store](#)