



# Tech Support Guide

**KTC App Powered by Edumate**

**Google Email and Google Classroom**

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## Tech Support Contact Information

Tech Support is available for KTC parents to resolve Tech-issues relating to KTC third party software.

Please email [techsupport@ktc.nsw.edu.au](mailto:techsupport@ktc.nsw.edu.au)



## KTC App Powered by Edumate



### What is my username?

Your username is **your personal email address** that you have provided for the school.

### I forgot my username-email address.

If you don't remember which email address, you used to sign up for the KTC App click: "I forgot my user name" on the log in screen and follow the prompts.

### How do I reset my password?

1. On the login page click "I forgot my password". Follow the prompts to be sent a password reset link.
2. To access this link, check your personal email address. Check your spam and junk mail if you can't find the link in your inbox.
3. If still can't get access, then please send an email to the Tech Support Team [techsupport@ktc.nsw.edu.au](mailto:techsupport@ktc.nsw.edu.au) and you will receive an email with a password reset.

### Why do I keep getting signed out of the KTC App?

All parents will remain logged into the KTC App if used frequently.

Due to security reasons, if the app is unused for up to 3 months, or if your phone is reset, then you will need to login again.

We understand that it may be annoying to login to the app after restarting your phone, but as there is extremely personal data stored on the app, it is very important that the app remains secure.

### How do I turn notifications on for the KTC App?

There are two steps – please ensure follow have been completed.

#### Step 1: Settings for your phone

1. Go to notifications
2. Scroll down to 'KTC App'
3. Turn on 'allow Notifications'

#### Step 2: Settings in the KTC App:

1. Open the KTC App
2. Click Settings
3. Click Notifications
4. Turn on all settings

### Android-specific notification trouble-shooting

1. Open settings and search "put unused apps to sleep".
2. Select "never sleeping apps"
3. Click "+" in the top right corner and select KTC.

## Student Webmail (Google Email and Google Classroom)



**What's the link to login to my child's KTC Google account?**

[www.webmail.ktc.nsw.edu.au](http://www.webmail.ktc.nsw.edu.au)

If that's not working for whatever reason, you can also login in at [www.gmail.com](http://www.gmail.com)

**What's the format of my child's email address?**

It's their surname, then a full stop, then their first name, then "@ktc.nsw.edu.au"

(e.g. [surname.firstname@ktc.nsw.edu.au](mailto:surname.firstname@ktc.nsw.edu.au))

**What's the password for my child's email address?**

**Primary School students** have customised passwords, and so if they forget their password, they will need to speak with their classroom teacher who will help liaise with the IT department.

**High School students** have customised passwords, and so if they forget their password, they will need to speak to their House Coordinator who will help liaise with the IT department.

**Why do I need to log in to Webmail? What resources does this allow me to access?**

Logging into your child's Webmail gives access to their school email, Google Classroom, Google Drive (incl. Docs, Slides and Sheets) and other Google features.

Primary school classes vary from class to class in their use of email or google classroom.

**I've logged into my child's Webmail, now how do I access Google Classroom?**

Go to the 9 dots in the top right corner of the screen, then select Google Classroom.

## Flexischools Lunch Ordering



Flexischools is an online platform that allows parents to order food for their child to be delivered to the school in time for lunch. These lunches are provided by The Bagel Co and Mendy's Pizza.

### How do I access Flexischools?

You can either access Flexischools via:

- The app (download where you get your apps on Google Play or Apple App Store)
- The website: or via the website: [www.flexischools.com.au](http://www.flexischools.com.au)

### What's my login for Flexischools?

You have created your own login for Flexischools. KTC does not have access to any of your login information.

### How do I reset my password?

To reset your password, simply go to the login page and click "Forgot password?" at the bottom of the page.

### It's a new school year, how can I change my child's year level on Flexischools?

To change your child's grade follow these easy steps.

1. On **mobile devices**, select "Profile" on the navigation bar on the bottom of the screen.  
On the **website**, select "Student" on the navigation bar on the left of the screen.
2. Select the child's name for whom you want to change the year level.
3. Select their year level and change it to their current year level.

### I have more questions about Flexischools, where should I look for help?

Have a look at the following website which has FAQs and Contact Information for Flexischools:  
<https://flexischools.zendesk.com/hc/en-au>

## Mathletics Online Homework



### How do I access Mathletics?

You can either access Mathletics via:

- The app for tablet or phone (download where you get your apps on Google Play or Apple App Store)
- The website: or via the website: [www.mathletics.com/au](http://www.mathletics.com/au)

### What's my child's login for Mathletics?

Mathletics login details were given out to students by your child's General Studies teacher.

If your child has misplaced their login details, simply email your child's General Studies teacher and they will provide you with this information.

### I have more questions about Mathletics, where should I look for help?

First, watch this video with instructional video providing Mathletics Help information for parents.

<https://fast.wistia.com/embed/medias/kvotn0qidw>

If that doesn't help, ensure that the your device meets the technical requirements for Mathletics.

[https://support.3plearning.com/tech/mathletics/?\\_ga=2.216747218.596934143.1683693350-818262193.1683693350](https://support.3plearning.com/tech/mathletics/?_ga=2.216747218.596934143.1683693350-818262193.1683693350)

If you still have questions, call the Mathletics help hotline: 1300 850 331.

## TZIVOS HASHEM



### How do I access Tzivos Hashem?

You can either access Tzivos Hashem via:

- The app (download where you get your apps on Google Play or Apple App Store)
- The website: or via the website: [www.mashpia.com](http://www.mashpia.com)

### What is my user name and password?

Rabbi Straiton has provided all Year K-6 students with their user name and password.

If your child can't find these details, please contact Rabbi Straiton: [rabbi.straiton@ktc.nsw.edu.au](mailto:rabbi.straiton@ktc.nsw.edu.au) and he will resend you these details.

### How do I set up my account?

If you are new to the school, please email Rabbi Straiton and he will set up an account for your child and provide you with their login details. [rabbi.straiton@ktc.nsw.edu.au](mailto:rabbi.straiton@ktc.nsw.edu.au)

## Storybox Library



### What is Storybox Library?

Story Box Library is a digital story telling platform that provides access to diverse stories and storytellers, assisting with language, learning and social development for all children.

### How do I access Storybox Library?

You can access Storybox Library via the following website: <https://storyboxlibrary.com.au/login>

### What's the school's login for Storybox Library?

All Primary School parents have access to Storybox Library through the same login details.

**User name:** TeacherStudent

**Password:** Reading!