



# St. Karen's Collegiate School Patna

## SOME FREQUENTLY ASKED QUESTIONS

### 1) How can I install and login to e-Care Pro?

Ans: Open Google Play Store for Android or App Store for iPhone .

- Type “eCare Pro” in the search box and install the App.
- Now open the ecare Pro Mobile App.
- Enter the User Name and password sent to you by sms from the e-Care team.

### 2) How will I get my username and password if I did not receive an sms?

Ans: Open the ecare Pro Mobile App.

- Click on “Forget Username” option provided on the homepage.
- Enter your registered Mobile Number and you will get your credentials through SMS instantly.
- Or You can also contact the official e-Care Mobile Number for ST KAREN’S PRIMARY SCHOOL,PATNA-- 7368085962

### 3) How can I do online registration?

Ans: Go to the official School website [www.stkarensprimaryschool.com](http://www.stkarensprimaryschool.com).

- Click on the “Online Registration(2020-21)” Tab provided on the homepage.
- Select the class in which you want to register your child and fill all the mandatory fields provided in the Application Form.
- After filling the form click on “Submit” button provided below the form. You will be asked to pay the Registration Fee.
- After successful online payment you will receive a confirmation SMS for registration with a Registration Number. Kindly note it for future reference.

### 4) How can I login on another account of my other child using the same eCare Pro app?

- Ans:- Click on your profile photo which is displayed at the bottom of the homepage of e-Care Pro Mobile App.  
You will be redirected to a new page, where you need to click on “Add Account” Option.
- After Clicking on “Add Account” option, you can login with username and password of your other child.



# St. Karen's Collegiate School Patna

## 5) Where can I see the Homework or Assignments sent by the teachers?

Ans: The Assignments can be viewed and downloaded from the **ASSIGNMENT** tab. The steps for the same are explained in 'HOW TO DOWNLOAD ASSIGNMENTS' in the **NOTICE** page of your panel.

## 6) Where do I have to do the assignments sent by the teachers?

Ans: The work sent by the teachers needs to be done according to the teacher's instructions.

- The work may be done in any copy or ruled sheets that is available at home.
- If possible the work can be done in different copies according to the subjects.
- If the work is being done in ruled sheets the students need to maintain them properly in a file.

## 7) Do I have to submit the H.W/assignments? Where and how do I have to submit them?

Ans: You do not need to submit any assignments but do them datewise and maintain it in a the copy or file and keep them carefully at home.

- When school will reopen then they will need to submit it to the concerned teacher.

## 8) Will the work that is being done by the teachers be repeated again?

Ans: No, the work will not be repeated again.

- It is important to complete all the work according to the teachers instructions.
- Only a quick revision may be done later.

## 9) Is my child's attendance being marked and how?

Ans: Your ward's attendance is being marked at 10am daily on the eCare pro app.



# St. Karen's Collegiate School Patna

- Please send a 'PRESENT MISS' reply to your teacher for him/her to know your child is present and everything is going well (you are receiving and completing the assignments).
- If your child is able to use your phone to type and send messages correctly then please encourage him/her to interact with the teacher from 10 am to 12 noon if needed.

## **10) I am not able to see the assignment the teacher has sent. It is not opening. What do I do?**

Ans: If the assignment is not opening immediately, try again after some time. Many parents are facing issues due to server and network issues. If you are still not successful even after trying with good network coverage then kindly inform the teacher through message about the same.

## **11) How can I buy the books and copies for my ward? Please provide the book list and books.**

Ans: Unfortunately at this time due to the lockdown, the books and book list are not available for parents through the local distributor.

- The teachers are providing the subject materials for your students to study. Kindly avail of the same through the information provided by the teachers in the **ASSIGNMENTS** tab.

## **12) What is the syllabus of study for my ward's class? Where can I find it?**

Ans: The syllabus of study for your ward is being decided according to the prevailing situation in our country at the moment.

- The teachers are providing your ward with subject matter relevant to the syllabus at this time.
- Kindly follow the course of study that is being prescribed by the teachers.

## **13) Is the school providing ONLINE CLASSES? How can I avail of ONLINE Classes of my ward?**

Ans: The teachers are providing online classes through GOOGLE HANGOUTS chats and ZOOM meetings.

- The Teachers will be sending messages to you how to attend the same.
- Kindly try to avail of the same for your child's benefit.
- The teachers are Online daily from 10am to 12 noon or at a later time which may be provided to you.



# St. Karen's Collegiate School Patna

- Kindly download the ZOOM,GOOGLE DRIVE,GOOGLE HANGOUTS applications to avail of these facilities easily.

## 14) How can I contact my ward's teacher?

Ans: You may contact your ward's teacher by clicking on the **MESSAGE** tab on the homepage.

