Larnup ☰

Larnup — Complete User Manual

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🚀 What is Larnup & Who Can Use It

Purpose

Larnup is a school management platform that brings the everyday running of a school — attendance, fees, transport, communication, homework, and more — into one connected app. Instead of a school juggling a paper attendance register, a separate SMS tool for parent updates, a spreadsheet for fee tracking, and a phone call to check where the bus is, all of it lives in one place, and everyone involved — the school office, teachers, parents, drivers — sees exactly the information relevant to them.

The core idea is simple: one platform, multiple perspectives. A School Admin manages the whole school from a dashboard. A Teacher marks attendance and homework for their classes. A Parent follows their child's day, pays fees, and tracks the school bus. A Driver runs their route. A Sales Partner helps new schools get started. Everyone is looking at the same underlying school data, just filtered to what their role needs.

When to Use

- You're a school leader or administrator evaluating whether Larnup fits your school.
- You're a teacher, parent, or driver who's just been told your school now uses Larnup and you want to understand what it is before you dive in.
- You want a quick mental model of the platform before reading the more detailed guides in this Help Center.
- You're trying to figure out which guide applies to you based on your role.

How It Works

1. **A school comes on board.** Schools typically join Larnup through a Sales Partner who helps set things up, or through self-registration directly in the app. See How Schools Register for details.

2. **The School Admin sets the foundation.** Once a school is set up, its Admin configures classes, teachers, fee structures, transport routes, and invites other staff and parents to join.

3. **Everyone else logs in with a role.** Teachers, parents, and drivers log into the same mobile app, but what they see is entirely determined by their role — a parent never sees another family's data, and a driver only sees their own route.

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Screenshot placeholder

The Larnup mobile app login screen, with role-specific dashboards shown side by side for Admin, Teacher, Parent, and Driver.

4. **Day-to-day school life flows through the app.** Attendance gets marked, homework gets assigned, fees get paid, buses get tracked live, and announcements go out — all inside Larnup, so there's one source of truth instead of scattered tools.

5. **A Super Admin oversees the platform itself.** Behind the scenes, Larnup's own team uses a separate console to support schools across the platform — this isn't something individual schools interact with directly.

💡 **TIP**

If you're not sure which role you'll be using Larnup as, ask your school office — most people only ever use one role, and the app experience is built entirely around that one role once you log in.

💡 **TIP**

Bookmark this Help Center — each role has its own set of guides, and topics like Transport and Subscription span multiple roles, so it's worth knowing your way around.

⚠️ **COMMON MISTAKE**

Larnup does not currently have a dedicated app experience for the "student" role — a student's information (homework, attendance, fees) is accessed through their parent's account, not a separate student login.

⚠️ **COMMON MISTAKE**

Don't assume every feature is available to every role — a Parent's app looks very different from an Admin's dashboard by design. If something you expect to see is missing, check Roles & Permissions before assuming it's a bug.

📝 How Schools Register

Purpose

Before any teacher, parent, or driver can log in, a school needs to exist on Larnup. This page explains, at a conceptual level, the two ways a school typically gets set up: with the help of a Sales Partner, or by registering the school directly. Either way, the result is the same — a School Admin account and a school profile ready to be configured.

You won't usually need to do this yourself unless you're the person setting your school up for the first time. If your school is already using Larnup, skip ahead to [Logging In].

When to Use

- You're setting up a brand-new school on Larnup for the first time.
- You're a Sales Partner helping a school through onboarding.
- You want to understand how your school ended up with a Larnup account, and who to contact if something about the setup needs to change.
- You're comparing the guided path (via a Sales Partner) against registering the school yourself.

How It Works

1. **A Sales Partner-led onboarding** is the most common path. A Sales Partner (sometimes called an Agent) works with the school to understand its needs — number of students, classes, transport requirements — and sets up the school's profile and initial plan on their behalf.

2. **Pricing is configured per school.** Every school's plan is set up individually based on what the school needs, rather than a single fixed package for everyone.

3. **Self-registration is also available.** A school can instead register itself directly, either through the mobile app or the website, without going through a Sales Partner. This walks the person setting up through the same basic school details.

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Screenshot placeholder

The school self-registration flow, showing the initial school details form.

4. **A School Admin account is created.** Whichever path is used, registration results in a School Admin account — the person who will configure classes, invite staff, and manage the school going forward.

5. **The Admin takes it from there.** Once registration is complete, the School Admin logs in and finishes setting up the school — adding classes and sections, inviting teachers, setting up fee structures, and so on — before inviting parents and other staff to join.

6. **The school's own subscription/plan is separate from parent subscriptions.** The plan set up during onboarding is the school's platform agreement. This is different from the optional parent-paid premium subscription covered in the Subscription guides — the School Admin can check their school's plan status on their own Subscription page in the app.

💡 **TIP**
If you're not sure whether your school already has a Sales Partner assigned, ask your school leadership — it's worth knowing who to contact if you need help adjusting your plan later.

💡 **TIP**
Self-registration is a good option if you want to get started quickly without waiting to be connected with a Sales Partner, but a Sales Partner can often help you configure things correctly the first time, especially for larger schools.

⚠️ **COMMON MISTAKE**
Don't create a second school profile if you're unsure whether your school is already registered — duplicate school records make it harder for staff and parents to find the right one to join. Check with your school office first.

⚠️ **COMMON MISTAKE**
Registering the school is only the first step — an empty school profile with no classes or invited staff isn't usable yet. Make sure the School Admin completes the follow-up setup before expecting teachers or parents to log in.

🔑 Logging In

Purpose

Logging into Larnup works the same way across roles — the app itself decides what you see afterward based on who you are. This page walks through the two ways to log in (OTP and password) and what to do if you've been told to use Larnup but don't yet have anything to log in with.

When to Use

- It's your first time opening the Larnup app and you need to log in.
- You've forgotten your password and want to log in with a one-time code instead.
- You know your school uses Larnup, but nobody has given you an account yet.
- You're troubleshooting a login issue for yourself or helping someone else through theirs.

How to Use

1. Open the Larnup app and enter the mobile number or email associated with your account.

2. Choose how you want to log in: with a **one-time password (OTP)** sent to your phone or email, or with your **account password**, if you've already set one.

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Screenshot placeholder

The login screen with the OTP and password login options side by side.

3. If you choose OTP, enter the code you receive within the time window shown — request a new one if it expires.

4. If you choose password, enter it as usual. You can switch to OTP login at any time if you've forgotten it.

5. Once verified, the app takes you straight to your role's dashboard — there's nothing else to select, since your account is already tied to a specific role (Admin, Teacher, Parent, Driver, or Sales Partner).

6. If this is your very first login, you may be asked to confirm a few basic details or set a password for future logins.

TIP

Don't have an account yet? You don't sign yourself up as a Teacher, Parent, or Driver — your School Admin invites you once the school is set up, and you'll receive an invite to complete your login. If you believe your school already uses Larnup but you haven't received one, ask your school office to send it.

TIP

OTP login is the fastest way back in if you've forgotten your password — you don't need to reset anything, just request a fresh code.

COMMON MISTAKE

Each Larnup account belongs to one role. If you expected to see an Admin dashboard but landed on a Parent view (or vice versa), you're likely logged into the wrong account or were invited with the wrong role — contact your School Admin to check how your account was set up.

COMMON MISTAKE

OTP codes expire after a short window and are single-use. If a code doesn't work, request a new one rather than retrying an old one repeatedly.

Roles & Permissions

Purpose

Everything you can see and do in Larnup is determined by your role. Rather than every user having the same app with settings to unlock or hide features, each role gets a purpose-built experience: an Admin's dashboard looks nothing like a Parent's home screen, and that's intentional. This page explains the roles that exist and, roughly, what each one is for.

When to Use

- You're trying to understand why your app doesn't show a feature someone else mentioned.
- You're a School Admin deciding what role to invite someone as.
- You're new to Larnup and want a map of who does what.
- You're troubleshooting access — someone can't see something they think they should.

How It Works

1. **School Admin** — manages the school as a whole: classes, staff, fee structures, transport setup, announcements, and school-wide reports. Usually the person who registered the school or was appointed to run it.

2. **Teacher** — manages their own classes: marking attendance, assigning and grading homework, and communicating with the parents of their students. A Teacher doesn't see other teachers' classes or school-wide settings.

3. **Parent** — follows their own child (or children): attendance, homework, fees, announcements, and live bus tracking. A Parent only ever sees their own family's data.

4. **Driver** — runs their assigned route: starting and ending trips, tracking location, and marking students on and off the bus. A Driver sees their route and vehicle, not the rest of the school.

5. **Sales Partner** (also referred to internally as an Agent) — helps onboard new schools and manage their initial setup and pricing, largely operating outside any one school's day-to-day data.

6. **Super Admin** — oversees the Larnup platform itself across all schools, from a separate console used by Larnup's own team rather than by school staff.

Screenshot placeholder

A side-by-side comparison of the Admin, Teacher, Parent, and Driver dashboards, showing how each role's home screen differs.

7. **Roles are assigned at invitation, not chosen by the user.** When a School Admin invites someone, they choose that person's role — the invited person doesn't get to pick a different one after logging in.

8. **Permissions follow the role, not the person.** Larnup's access model is role-based rather than user-by-user — two Teachers at the same school have identical access to their own respective classes, not customized individual permissions.

💡 **TIP**
If you need broader access than your current role allows — for example, a Teacher who also needs to see school-wide reports — that's a conversation with your School Admin about your role, not a setting you can change yourself.

💡 **TIP**
The "student" role exists conceptually in Larnup but doesn't have its own app yet — a child's academic and attendance information is accessed through their Parent's account.

⚠️ **COMMON MISTAKE**
Don't share your login with someone who should have their own account under a different role — it breaks the role-based view the app relies on, and that person won't see the experience built for their actual role.

⚠️ **COMMON MISTAKE**
If you're a School Admin inviting staff, double-check the role you assign before sending the invite — changing a role after the fact means re-inviting the person, so it's worth getting right the first time.

App Download & Initial Setup

Purpose

Larnup is a mobile app first — most day-to-day use, across every role, happens there. This page covers where to get it and what the first few minutes of using it look like, so your first login goes smoothly.

When to Use

- You've just been invited to Larnup and need to install the app.
- You're setting up a new phone and need to reinstall.
- You're a School Admin telling parents or staff how to get started for the first time.
- Something about first-run setup (permissions, notifications) seems stuck and you want to check what's expected.

How to Use

1. Download the Larnup app from your device's app store — search "Larnup" on the App Store (iOS) or Google Play (Android).

Screenshot placeholder

The Larnup app listing on the app store, showing the install button.

2. Open the app and log in using the mobile number or email your school has on file for you. See Logging In if you haven't received your invite yet.

3. On first login, the app may ask for a few permissions depending on your role — for example, Drivers and Parents are asked for location access, since transport tracking depends on it, and everyone is asked about notification permissions so you receive alerts and announcements.

4. Review your profile details (name, contact info, photo) and update anything that's missing or incorrect.

5. Take a moment to look around your dashboard — it's built specifically for your role, so what you see here is what you'll use day to day. See Roles & Permissions if anything looks unfamiliar.

6. If your school also offers a desktop web portal for your role, you can log in there with the same credentials for a fuller-screen experience — useful for Admins and Teachers

doing heavier setup work.

💡 **TIP**
Grant location and notification permissions when asked, even if you're not sure you need them yet — features like live bus tracking and attendance alerts depend on them, and it's easier to allow them upfront than to hunt for the setting later.

💡 **TIP**
If you use Larnup for more than one child, or in more than one role, check with your school whether that's handled with one account or several — this varies by how your school has things set up.

⚠️ **COMMON MISTAKE**
The web portals for Parent and Sales Partner roles can lag slightly behind the mobile app in features — if something you expect isn't available on web, check the mobile app before assuming it's missing entirely.

⚠️ **COMMON MISTAKE**
Don't skip the permission prompts and then report tracking or notifications as "not working" — most first-run issues trace back to a permission that was denied at setup. You can usually fix this from your device's system settings for the app.

SCHOOL ADMIN GUIDE

🏠 Dashboard

Purpose

The Dashboard is the first screen you see when you open Larnup as a School Admin. It gives you a quick, at-a-glance summary of your school — how many students and teachers are enrolled, how attendance is looking today, and anything that's waiting on you, like pending approvals. It's meant for orientation, not deep work — from here you jump into the specific module you need.

When to Use

- Every time you log in, to get a quick read on how the school day is going.
- When you want a fast headcount of students, teachers, or staff without opening a separate module.
- To spot pending approvals (leave requests, registrations) that need your attention.
- Before a meeting, to quickly confirm today's attendance numbers.

How to Use

1. Open Larnup and log in as School Admin — the Dashboard loads automatically as your home screen.
2. Review the summary cards at the top: total students, total teachers, and today's attendance snapshot.

Screenshot placeholder

The admin Dashboard showing summary cards for students, teachers, today's attendance, and pending approvals.

3. Check the pending approvals section for anything that needs action, such as leave requests or new registrations.
4. Use the quick links to jump straight into a module — Attendance, Fee Collection, Notices, and similar shortcuts are usually available here.
5. Return to the Dashboard any time using the Home tab to get back to this overview.

TIP

The Dashboard numbers update through the day as teachers mark attendance and other activity happens — if a count looks off, refresh rather than assuming it's wrong.

COMMON MISTAKE

The Dashboard is a summary view, not the system of record — always confirm details (like a specific student's attendance or fee status) in the relevant module before acting on them.

🏫 School Profile

Purpose

The School Profile is your school's own record inside Larnup — its name, address, contact information, logo, and affiliation or board details (like a board registration or affiliation number). This information appears across the app: on report cards, notices, and anywhere the school's identity needs to show up. Keeping it accurate and current matters more than it might seem, since it feeds into documents parents and staff see.

When to Use

- When setting up Larnup for your school for the first time.
- When your school's address, contact number, or logo changes.
- Before generating report cards or official documents, to confirm the details that will appear on them are correct.
- When your board affiliation or registration details are renewed or updated.

How to Use

1. Open **School Settings** (or **School Profile**) from the Admin Panel.

2. Review the current details: school name, address, contact email and phone, and logo.

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Screenshot placeholder

The School Profile screen showing editable fields for school name, address, contact details, and logo upload.

3. To make a change, tap into the field you want to update, edit it, and save.

4. To update the logo, use the upload option and select a new image — this logo is what appears on notices and report cards.

5. Scroll to the affiliation section to review or update board name, affiliation number, and related details.

💡 **TIP**
Upload a clear, square logo image — it gets used at small sizes on report cards and notices, so an overly detailed or low-resolution image won't render well.

⚠️ **COMMON MISTAKE**

Changing the school name or affiliation details after report cards have already been generated won't retroactively update documents that were already shared — regenerate them if you need the new details reflected.

Academic Session

Purpose

The Academic Session defines your school year — its start and end dates, and which session is currently active. Almost everything else in Larnup runs against this session: attendance, timetables, fee structures, and report cards are all tied to a specific academic year. Getting the session set up correctly at the start of the year, and closing it out properly at the end, keeps the rest of the app consistent.

When to Use

- At the start of a new school year, to create and activate the new session.
- When you need to check or adjust the current session's start or end date.
- At year-end, before promoting students to their next class.
- When you need to look back at data from a previous academic session.

How to Use

1. Open **Academic Session** from the Admin Panel.

2. Review the current active session and its start/end dates.

Screenshot placeholder
The Academic Session screen showing the current session's dates and a list of past sessions.

3. To start a new session, create it with the correct start and end dates, then mark it as the active session.

4. Once the new session is active, use the promotion flow to move students from their current class into their next class for the new year.

5. Older sessions remain visible for reference — you can switch context to a past session to review historical records.

TIP
Set up the new academic session a little before it actually begins, so timetables, fee structures, and classes can be configured ahead of the first day rather than scrambled together at the last minute.

⚠️ **COMMON MISTAKE**

Activating a new session before student promotion is complete can cause confusion — student records may look like they're in the wrong class until promotion is run, so do promotion first, right after activating the new session.

Classes

Purpose

Classes represent the grade levels your school teaches — Class 5, Grade 10, and so on. They're one of the basic building blocks in Larnup: sections, timetables, subjects, and fee structures are all organized under a class. You'll typically set these up once at the start of using Larnup and rarely touch them again.

When to Use

- When setting up your school in Larnup for the first time.
- When your school adds a new grade level (for example, expanding to include Class 12).
- When you need to check which classes are currently active.

How to Use

1. Open **Classes** from the Admin Panel.

2. Review the existing list of classes.

Screenshot placeholder
The Classes list showing each grade level with its section count.

3. To add a class, tap **Add Class**, enter its name (such as "Class 6"), and save.

4. To edit a class name, open it from the list and update the details.

5. To retire a class no longer in use, deactivate rather than delete it if it has historical student records attached.

TIP
Set up all your classes before creating sections or timetables — sections and timetables both depend on a class already existing.

COMMON MISTAKE
Deleting a class that already has students or historical records linked to it can break those records — deactivate it instead so the history stays intact.

Sections

Purpose

Sections are the divisions within a class — Class 5 might be split into 5-A and 5-B, for example. Students, class teachers, and timetables are attached at the section level, so sections are where the day-to-day organization of your school actually happens. Every section belongs to a class that must already exist.

When to Use

- When setting up a class for the first time and it needs to be split into groups.
- When student numbers grow and a class needs an additional section.
- When you need to assign or change a section's class teacher.

How to Use

1. Open **Sections** from the Admin Panel.

2. Pick the class you want to manage, and review its existing sections.

Screenshot placeholder

The Sections screen for a class, listing each section with its student count and class teacher.

3. To add a section, tap **Add Section**, name it (like "A" or "B"), and save — it will appear as "5-A" once linked to Class 5.

4. To assign a class teacher, open the section and select a teacher from the list.

5. To move students between sections, do this from the Students module rather than here.

TIP

Keep section naming consistent across classes (A, B, C) — it makes timetables and reports much easier to scan later.

COMMON MISTAKE

A section can't be created without an existing class — set up the class first if you don't see it in the list.

📘 Subjects

Purpose

Subjects are the academic subjects taught at your school — Mathematics, Science, English, and so on. Once set up, subjects get linked to classes and assigned to teachers through the Timetable module, and they're used across homework, exams, and report cards. Setting up a clean subject list up front keeps those other modules organized.

When to Use

- When setting up your school in Larnup for the first time.
- When your curriculum adds or drops a subject.
- Before building out the Timetable, since it depends on subjects already existing.

How to Use

1. Open **Subjects** from the Admin Panel.

2. Review the current subject list.

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Screenshot placeholder

The Subjects list showing subject names and which classes they're linked to.

3. To add a subject, tap **Add Subject**, enter its name, and save.

4. To link a subject to specific classes (for example, "Advanced Math" only for higher classes), open the subject and select the applicable classes.

5. Edit or deactivate a subject from its detail screen as your curriculum changes.

💡 **TIP**
Set up subjects before building the Timetable — assigning a subject-teacher pairing per period depends on the subject list already being in place.

⚠️ **COMMON MISTAKE**
Removing a subject that's already referenced in an active timetable or ongoing exams can leave gaps — check the Timetable module first before deactivating a subject mid-session.

🏢 Departments

Purpose

Departments are how staff are organized within your school — groups like Science, Administration, or Sports. Unlike Classes and Sections, which organize students, Departments organize your staff and teachers for management and reporting purposes, such as filtering staff lists or assigning department heads.

When to Use

- When setting up your school in Larnup for the first time.
- When your school reorganizes staff into new or different groupings.
- When you need to assign a department head or check who belongs to a department.

How to Use

1. Open **Departments** from the Admin Panel.

2. Review the existing list of departments.

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Screenshot placeholder

The Departments list showing each department and its member count.

3. To add a department, tap **Add Department**, name it, and save.

4. Open a department to see its staff list, and assign a department head if needed.

5. Assign staff to a department from the Staff or Teachers module, by editing their profile.

💡 **TIP**

Keep department names broad and stable (Science, Administration, Sports) rather than overly specific — it's easier to filter and report on a small, consistent set of departments.

⚠️ **COMMON MISTAKE**

Deleting a department that still has staff assigned to it will leave those staff members without a department — reassign them first, or deactivate the department instead.

Teachers

Purpose

The Teachers module is where you manage every teacher's record at your school — adding new teachers, editing their details, assigning them to classes and subjects, and deactivating them when they leave. A teacher's assignments here determine what they see in their own app, like which classes' attendance and homework they can manage.

When to Use

- When a new teacher joins and needs an account and class assignments.
- When a teacher's subject or class assignment changes.
- When you need to look up a teacher's contact details or teaching load.
- When a teacher leaves the school and their account needs to be deactivated.

How to Use

1. Open **Teachers** from the Admin Panel.

2. Review the list of current teachers, or search for a specific one.

Screenshot placeholder

The Teachers list showing each teacher's name, assigned classes, and status.

3. To add a teacher, tap **Add Teacher**, fill in their name and contact details, and save — this creates their login for the Larnup app.

4. Open a teacher's profile to assign them as a subject teacher for specific classes, or as a class teacher for a section.

5. To update details, open the profile, edit the relevant fields, and save.

6. When a teacher leaves, deactivate their account rather than deleting it, so historical attendance and homework records they created stay intact.

TIP

Assign a class teacher for every section — several features, like attendance escalation and parent communication, look to the class teacher as the first point of contact.

COMMON MISTAKE

Deactivating a teacher immediately removes their access — make sure their class and subject assignments have been reassigned to someone else first, so those classes aren't left without a teacher.

🎓 Students

Purpose

The Students module is where you manage every enrolled student — adding new admissions, assigning them to a class and section, and linking their profile to a parent account so the family can see attendance, fees, homework, and notices in their own app. It's the central student record that most other modules (attendance, fees, report cards) build on.

When to Use

- When a new student is admitted and needs to be enrolled.
- When a student changes class or section.
- When a parent account needs to be linked (or relinked) to a student.
- When a student leaves the school and their record needs to be marked accordingly.

How to Use

1. Open **Students** from the Admin Panel.

2. Review the student list, or search by name, class, or section.

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Screenshot placeholder

The Students list showing name, class-section, and parent-link status for each student.

3. To add a student, tap **Add Student**, fill in their details and assign a class and section, and save.

4. To link a parent, open the student's profile and use the **Link Parent** option — search for an existing parent account or invite a new one.

5. To move a student to a different class or section, open their profile and update the assignment.

6. When a student leaves, mark their record accordingly rather than deleting it, to preserve their attendance and academic history.

💡 **TIP**

Link the parent account as soon as a student is enrolled — several notifications, like fee reminders and attendance alerts, only reach a family once the parent link is in place.

⚠️ **COMMON MISTAKE**

One student record shouldn't be linked to the wrong parent — double-check the parent's name and contact details before confirming the link, since parents will immediately gain visibility into that student's data.

👪 Parents

Purpose

The Parents module is where you manage parent (guardian) accounts and which student profiles they're linked to. A parent's account only shows data for the students linked to it, so keeping these links accurate is what keeps families seeing the right information in their app — attendance, fees, homework, and notices for their own child.

When to Use

- When a new parent needs an account set up.
- When a parent reports they can't see their child's information in the app.
- When a family has more than one child at the school and both need to be linked to the same parent account.
- When a parent's contact number or email changes.

How to Use

1. Open **Parents** from the Admin Panel.

2. Review the parent list, or search by name or linked student.

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Screenshot placeholder

The Parents list showing each parent's name, contact details, and linked students.

3. To add a parent, tap **Add Parent**, enter their details, and save.

4. To link a student, open the parent's profile and use **Link Student** to search for and attach the child's record — this is usually done from the Students module when enrolling a child, but can be managed here too.

5. If a family has multiple children at the school, link each student to the same parent profile so they all appear together in the parent's app.

6. Update contact details from the parent's profile whenever they change.

TIP
If a parent says they're only seeing one of their two children in the app, it usually means the second child was linked to a different or duplicate parent profile — check for a duplicate before creating a new link.

COMMON MISTAKE
Don't create a new parent account for someone who already has one just to link another child — this splits their information across two logins. Search for the existing account first.

🚌 Drivers

Purpose

The Drivers module is where you manage driver records — their name, contact details, and license information. This is where a driver's basic profile lives and where their account for the Larnup Driver app is created. Assigning a driver to a specific vehicle or route is handled separately, from the Transport module, once the driver record exists here.

When to Use

- When a new driver joins and needs an account.
- When you need to update a driver's contact number or license details.
- When a driver leaves and their account needs to be deactivated.
- Before assigning a driver to a vehicle or route in Transport.

How to Use

1. Open **Drivers** from the Admin Panel.

2. Review the list of current drivers.

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Screenshot placeholder

The Drivers list showing name, contact number, and current vehicle assignment for each driver.

3. To add a driver, tap **Add Driver**, enter their name, contact details, and license information, then save — this creates their login for the Driver app.

4. Open a driver's profile to view or update their details.

5. To assign the driver to a vehicle or route, head to the [Transport Guide] — that assignment isn't done from this screen.

6. When a driver leaves, deactivate their account rather than deleting it, so past trip history stays intact.

💡 **TIP**

Make sure a driver's license details are entered before assigning them to a route — some schools use this as a compliance checkpoint.

⚠ **COMMON MISTAKE**

Deactivating a driver who is currently assigned to an active route will interrupt that route — reassign the route to another driver first.

🧑‍💼 Staff

Purpose

The Staff module covers everyone at your school who isn't managed through the Teachers module — administrative staff, support staff, and other roles. It works much like Teachers: you add a profile, assign a department, and manage their details, but without class or subject assignments since staff here aren't teaching a class.

When to Use

- When a new non-teaching staff member joins.
- When staff details or department assignment need updating.
- When a staff member leaves and their account needs to be deactivated.

How to Use

1. Open **Staff** from the Admin Panel.

2. Review the current staff list, or search for a specific person.

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Screenshot placeholder

The Staff list showing name, department, and role for each staff member.

3. To add a staff member, tap **Add Staff**, fill in their name, role, and contact details, and save.

4. Assign them to a department from their profile — see Departments for how departments are organized.

5. To update details, open their profile, edit the relevant fields, and save.

6. When a staff member leaves, deactivate their account rather than deleting it, to preserve payroll and attendance history.

💡 **TIP**

Assigning a role (like "Accountant" or "Receptionist") alongside the department makes staff much easier to find later, especially in larger schools.

⚠️ **COMMON MISTAKE**

Deactivating a staff account doesn't erase their payroll history — but do confirm any pending payroll for the month has been processed before deactivating, since a deactivated account may not appear in the current payroll run.

🗺️ Transport

Purpose

Transport, from the School Admin's side, is where you set up the building blocks of your school's transport system as records: vehicles, routes, and driver assignments. This is different from live operational tracking — watching buses move on a map in real time, monitoring trip status, and handling on-the-day issues is covered separately in the Transport Guide. This page is about getting transport configured correctly, not about watching it run.

When to Use

- When setting up your school's transport system in Larnup for the first time.
- When a new bus, route, or driver needs to be added to the system.
- When routes need to be reorganized at the start of a school year.
- Before checking live tracking, to confirm all the underlying records are set up correctly.

How to Use

1. Open **Transport** from the Admin Panel.

2. From here you can reach the three areas that make up transport setup: **Vehicles**, **Routes**, and **Drivers**.

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Screenshot placeholder

The Transport management overview showing summary tiles for Vehicles, Routes, and Drivers with quick links into each.

3. Start with Vehicles to record your buses and their capacity.

4. Set up Routes with their Stops, and assign a vehicle and driver to each route.

5. Driver records themselves are managed in Drivers — come back here to assign an existing driver to a route.

6. Once vehicles, routes, and drivers are all in place, live tracking and trip management become available — head to the Transport Guide for that day-to-day workflow.

TIP
Set up vehicles first, then routes, then assignments — trying to build a route before its vehicle exists usually means backtracking.

COMMON MISTAKE
This screen only manages transport records, not live trips — if a bus is running late or off-route right now, this isn't where you'll see it. Use the Transport Guide's live tracking instead.

Routes

Purpose

A Route in Larnup is a named transport path — like "Route 3 - North Colony" — made up of an ordered sequence of stops, with a vehicle and driver assigned to run it. Routes are the backbone of your transport setup: once defined, they're what drivers follow, what parents track, and what students get assigned to for pickup and drop.

When to Use

- When setting up transport for the first time.
- When your school adds a new route to cover a new area.
- When an existing route's stop order or timing needs adjusting.
- When reassigning a route to a different vehicle or driver.

How to Use

1. Open **Routes** from the Transport section of the Admin Panel.

2. Review the list of existing routes, each showing its assigned vehicle and driver.

Screenshot placeholder

The Routes list showing route name, stop count, assigned vehicle, and assigned driver.

3. To add a route, tap **Add Route**, give it a name, and save.

4. Open the route to add Stops in order — the sequence you add them in is the order the bus will follow.

5. Assign a vehicle and driver to the route from its detail screen.

6. Assign students to the route (and to a specific stop) so parents can see the correct pickup and drop information — this is usually done from the student's profile or from this route's roster.

TIP

Double-check stop order after adding several stops — reordering later, once students are assigned, is more work than getting the sequence right the first time.

COMMON MISTAKE

A route without both a vehicle and a driver assigned won't be usable for live tracking — make sure both are set before relying on it for trip tracking.

Stops

Purpose

Stops are the individual pickup and drop points along a route — each with a name, location, and expected time. A route is really just its stops in order, so setting these up accurately is what makes route timing and parent-facing pickup/drop estimates useful.

When to Use

- When building out a new route for the first time.
- When a stop location needs to be added, removed, or repositioned in the sequence.
- When expected pickup or drop times need adjusting.

How to Use

1. Open the route you want to manage from **Routes**, then go to its **Stops** section.

2. Review the current stops in order, with their expected times.

Screenshot placeholder

A route's Stops list showing each stop's name, sequence number, and expected pickup time.

3. To add a stop, tap **Add Stop**, name it, set its location, and place it in the correct order along the route.

4. Set the expected time for each stop — this is what parents see as the estimated pickup or drop time.

5. To reorder stops, adjust their sequence — the vehicle will follow this order on its trip.

6. Assign students to a specific stop from the student's profile or the route roster, so their parent sees the right pickup point.

TIP

Keep expected times realistic and slightly padded — live tracking will show actual arrival against this estimate, and a too-tight estimate makes the bus look "late" even on a normal day.

COMMON MISTAKE

Removing a stop that students are currently assigned to will leave those students without a pickup point — reassign them to another stop first.

Vehicles

Purpose

The Vehicles module is where you record your school's transport fleet — each bus or van's registration number, seating capacity, and current driver and route assignment. This is the foundation Routes and live tracking build on, since a route needs a real vehicle attached to it before it can run trips.

When to Use

- When setting up transport for the first time.
- When a new vehicle joins the fleet, or an old one is retired.
- When you need to check a vehicle's capacity against how many students are assigned to its route.
- When reassigning a vehicle to a different route or driver.

How to Use

1. Open **Vehicles** from the Transport section of the Admin Panel.

2. Review the current fleet list, with each vehicle's registration number and assigned route.

Screenshot placeholder

The Vehicles list showing registration number, capacity, assigned driver, and assigned route.

3. To add a vehicle, tap **Add Vehicle**, enter its registration number and seating capacity, and save.

4. Open a vehicle to assign it to a driver and a route — or do this from the Routes screen instead, whichever is more convenient.

5. Update a vehicle's details (like capacity, if seating changes) from its profile.

6. Retire a vehicle no longer in service by deactivating it rather than deleting it, to preserve its trip history.

TIP

Keep capacity accurate — it's used to flag when a route has more assigned students than the vehicle can actually seat.

COMMON MISTAKE

Deactivating a vehicle that's currently assigned to an active route will interrupt that route — reassign the route to another vehicle first.

✅ Attendance

Purpose

The Attendance module gives a School Admin a school-wide view of the attendance teachers mark every day — which classes have been marked, who's absent, and how attendance rolls up into the monthly summary parents see in their app. Admins don't usually mark day-to-day attendance themselves (that's the Teacher's job, from **My Classes → Attendance**), but they own the school-wide picture and step in when a class is missed.

When to Use

- Every morning, to confirm every class has been marked for the day.
- When a parent asks about their child's attendance and you need to check the record directly.
- At month-end, when generating attendance reports for management or compliance.
- When a teacher reports they marked attendance incorrectly and it needs correcting.

How to Use

1. Open **Attendance** from the Admin dashboard.

2. Pick a date — today is selected by default. Classes that haven't been marked yet for that date are flagged so you can follow up with the teacher.

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Screenshot placeholder

The Attendance overview screen, showing a list of classes with a marked/unmarked status badge next to each one.

3. Tap a class to see its student-by-student attendance for that day: Present, Absent, or Late, along with who marked it and when.

4. To correct an entry, open the class, select the student, and update their status. Larnup keeps the original entry and the correction both — corrections don't silently overwrite history.

5. For a wider view, switch to the **Monthly Summary** tab to see each class's present/absent/late percentage for the month, which is the same summary parents see for their own child.

6. Use **Export** to download an attendance report (by class, by date range) for offline record-keeping.

TIP

Approved leave (from the Leave module) is automatically reflected as attendance for that day — you don't need to mark a student absent separately if their leave was already approved.

TIP

If a class is consistently marked late in the day, check whether the teacher's timetable period for that class runs later than when attendance is expected — sometimes it's a scheduling issue, not a teacher issue.

COMMON MISTAKE

Editing attendance after report cards or monthly reports have already been shared with parents can cause confusion — always check whether reports have gone out before correcting old records, and let affected parents know if a correction changes their summary.

COMMON MISTAKE

Don't mark a student "Absent" to represent an unapproved leave request — approve or reject the leave request itself in the Leave module first, so the record stays consistent between the two modules.

📝 Homework

Purpose

The Homework module gives a School Admin a school-wide view of homework being assigned across every class — which teachers are assigning homework, how often, and whether classes are keeping up with a consistent pace. As Admin, you don't create homework yourself; that's a Teacher's job from their own class view. This screen is for oversight: spotting classes that haven't had homework assigned in a while, or reviewing overall activity.

When to Use

- To check whether homework is being assigned consistently across all classes.
- When a parent raises a concern about homework load or frequency for a specific class.
- To spot classes or teachers who haven't posted homework recently.

How to Use

1. Open **Homework** from the Admin Panel.

2. Review the school-wide list, filterable by class, subject, or teacher.

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Screenshot placeholder

The Homework overview showing recent homework entries across classes with the assigning teacher and due date.

3. Filter by class to see how a specific class's homework activity looks over time.

4. Open an individual homework entry to see its full details, exactly as students and parents see it.

5. If a class hasn't had homework posted recently, follow up with the class or subject teacher directly — homework can't be created from this screen.

💡 **TIP**
Use the class filter regularly rather than scrolling the full school-wide list — it's a much faster way to spot a class that's fallen behind.

⚠️ **COMMON MISTAKE**

This is a read-only oversight view — if you need homework created, corrected, or removed, that has to be done by the teacher from their own app, not from here.

Timetable

Purpose

The Timetable module is where you build your school's master weekly schedule: how the day is divided into periods, and which teacher teaches which subject to which class in each of those periods. Once set up, this single timetable drives what teachers see as "my classes today," what parents see as their child's daily schedule, and what attendance and homework get logged against. It's one of the more involved setup tasks in Larnup, but it's usually a once-a-term job rather than something you touch daily.

When to Use

- At the start of a new academic session or term, to build the timetable from scratch.
- When a teacher's subject or class assignment changes mid-term.
- When the school's period timings (bell schedule) change.
- When a class needs a one-off substitution because a teacher is on leave.

How to Use

1. Open **Timetable** from the Admin Panel.

2. Before building the timetable, confirm your period structure is set up — the number of periods per day and their timings. This is usually managed as a separate **Period Structure** or **Bell Schedule** setting, and the timetable is built on top of it.

Screenshot placeholder

The Timetable setup screen showing a weekly grid of periods across days, with subject and teacher assigned in each cell.

3. Select a class and section to build its timetable.

4. For each period on each day, assign a subject and the teacher who will teach it. Larnup will flag a conflict if you try to assign a teacher who's already scheduled elsewhere in that same period.

5. Repeat across all classes and sections until every class has a full weekly timetable.

6. Once published, teachers see their own schedule in their app automatically — "my classes today" pulls directly from what you've set up here.

7. For short-term changes, like a teacher's one-day absence, use **Substitutions** rather than editing the master timetable — this keeps the underlying schedule intact while covering the gap.

8. Review the timetable periodically, especially after a teacher change, to make sure assignments are still accurate.

💡 **TIP**
Build the timetable for one class completely before moving to the next — it's easier to catch a teacher double-booking issue while you're still focused on the schedule you just built.

💡 **TIP**
If a teacher is being reassigned mid-term, update it here rather than asking the teacher to ignore old entries in their app — parents and teachers both see this timetable directly, so the record needs to reflect reality.

⚠️ **COMMON MISTAKE**
Overlapping a teacher into two classes in the same period is a common setup mistake — Larnup will usually flag the conflict, but always double-check when copying a timetable pattern across multiple sections.

⚠️ **COMMON MISTAKE**
Editing the master timetable for a single day's absence affects the schedule permanently — use Substitutions for one-off coverage instead, so the regular schedule isn't accidentally overwritten.

📊 Exams

Purpose

The Exams module is where a School Admin defines an exam before anything else in the exam lifecycle can happen. This is the master setup step: you give the exam a name and term, choose which classes and subjects it covers, and decide how it will be graded — marks-based, grade-based, or weighted across multiple components. Everything downstream depends on what you set up here. Once an exam exists, it can be scheduled into halls (**Hall Allocation**), staffed with invigilators (**Invigilator Assignment**), opened up for teachers to enter marks (**Marks Entry**), and finally processed into **Report Cards**.

Think of this module as the blueprint. Get the classes, subjects, and grading scheme right here, and the rest of the exam cycle follows the same rules automatically.

When to Use

- At the start of every term, to create the term's exams (Unit Test 1, Half-Yearly, Final, etc.) before scheduling begins.
- When a new grading scheme or weightage (e.g. 70% written + 30% practical) needs to be applied to an exam.
- When adding or removing a subject or class from an exam that hasn't started yet.
- When reviewing which exams are currently open, upcoming, or completed for the school.

How to Use

1. Open **Exams** from the Admin dashboard.

2. Select **Create Exam** and give it a name and term (for example, "Half-Yearly Examination 2026").

3. Choose which classes the exam applies to. You can create one exam that spans multiple classes, or separate exams per class if their subjects or schedules differ.

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Screenshot placeholder

The exam creation form, showing name, term, class selection, and subject list.

4. Select the subjects included for each class, and set the maximum marks (and, if relevant, pass marks) for each subject.

5. Define the grading scheme — either a simple marks/percentage scheme or a weighted one that combines multiple components like theory and practical.

6. Save the exam. It now appears in your exams list as **Draft** or **Setup Complete**, ready for the next stage.

7. From the exam's detail page, move on to **Hall Allocation** and **Invigilator Assignment** to schedule it, or jump straight to Marks Entry if the exam doesn't need hall scheduling.

TIP
Set up the grading scheme carefully before any marks are entered — changing weightage after teachers have started entering marks can throw off totals that have already been calculated.

COMMON MISTAKE
Removing a subject or class from an exam after scheduling or marks entry has started can orphan existing hall allocations and mark entries. Make structural changes to an exam only while it's still in the setup stage.

✏️ Marks Entry

Purpose

Marks Entry is the stage of the exam lifecycle where actual scores go in. Day-to-day, this is a teacher's task — each subject teacher enters marks for their students against the exam and subjects defined in Exams. As School Admin, you don't usually type in marks yourself; your role is oversight — tracking which classes and subjects still have marks pending, reviewing entries for anything that looks off, and locking marks once they're final so they can safely move into Report Cards.

Locking is the key control you own here. Once marks are locked for a subject, teachers can no longer edit them without an admin reopening entry, which keeps results consistent right before report cards are generated.

When to Use

- While an exam is in progress, to check which teachers still haven't submitted marks.
- When a teacher requests a correction to marks they've already submitted.
- Right before report card generation, to lock all marks and prevent further edits.
- When a parent or teacher disputes a score and you need to check who entered it and when.

How to Use

1. Open **Marks Entry** from the Admin dashboard and select the exam you want to review.

2. You'll see a class-by-subject grid showing entry status — Pending, In Progress, or Submitted — for every teacher responsible for that subject.

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Screenshot placeholder

The marks entry overview grid, showing subjects across the top and classes down the side with status badges.

3. Tap into any cell to see the individual student marks a teacher has entered, including absentees marked separately from zero scores.

4. If a correction is needed, reopen that subject's entry for the teacher, or edit the marks directly if your role permits it — Larnup keeps a record of who made the change.

5. Once every subject for a class is submitted and checked, use **Lock** to freeze marks for that class and subject so they can't be edited further.

6. When all subjects across all classes for the exam are locked, the exam is ready to move into Report Cards for processing.

TIP
Chase down "Pending" subjects a day or two before your report card deadline, not the same day — leaving it late turns a small follow-up into a scramble.

COMMON MISTAKE
Locking marks is a school-wide action for that subject and class — double-check totals and absentee flags before you lock, since reopening later means re-verifying everything that happened while it was unlocked.

🏛️ Hall Allocation

Purpose

Hall Allocation is where you turn an exam you've already set up in Exams into an actual seating plan — which room each class or group of students sits in, and in what arrangement. This matters most for exams where students from different classes or sections are mixed into shared halls, or where you need to spread students out to reduce copying.

Hall Allocation works alongside Invigilator Assignment — once halls and seating are set, you assign staff to supervise each hall for each session.

When to Use

- Before any exam that requires assigned seating rather than students sitting in their usual classroom.
- When a school has more classes than available rooms and needs to schedule multiple sessions or share halls.
- When you need to keep specific students apart (for example, students from the same class in a mixed hall).
- When printing seating charts or hall tickets that reference a student's assigned room and seat number.

How to Use

1. Open **Hall Allocation** from the Admin dashboard and select the exam.

2. Add the halls or rooms available for the exam, along with each room's seating capacity.

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Screenshot placeholder

The hall setup screen, showing a list of rooms with capacity and assigned class/session.

3. Assign classes (or student groups) to halls. Larnup distributes students across the room based on the capacity you've entered.

4. If you want to prevent students from the same class sitting next to each other, apply a mixed-seating arrangement instead of a straight class-by-class block.

5. Review the generated seating list per hall before publishing — you can adjust individual seat assignments if needed.

6. Publish the seating plan so it becomes visible to invigilators and, if enabled, on student hall tickets.

7. Move on to Invigilator Assignment to staff each hall for its exam sessions.

TIP
Set up halls once per exam venue and reuse the same room list across exams in the same term — it saves you from re-entering capacities every time.

COMMON MISTAKE
Changing hall capacity or removing a room after seating has already been published will shuffle affected students — publish only once you're confident the room list is final.

🧑‍🏫 Invigilator Assignment

Purpose

Invigilator Assignment is where you decide which staff member supervises which hall for each session of an exam. It follows directly from Hall Allocation — once halls and seating exist for an exam, each hall needs a teacher (or two, for larger rooms) assigned to invigilate it. Staff assigned this way see the duty on their own schedule, so there's no need to notify them separately once you've published assignments.

When to Use

- Right after halls are set up for an exam, to staff every session before the exam date.
- When a teacher assigned to invigilate is on approved leave and needs to be swapped out.
- When a school runs multiple exam sessions in a day and needs different staff for morning and afternoon slots.
- When checking who was on duty in a hall, if a discrepancy or complaint comes up after an exam.

How to Use

1. Open **Invigilator Assignment** from the Admin dashboard and select the exam.

2. You'll see a list of halls and sessions from Hall Allocation that still need a staff member assigned.

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Screenshot placeholder

The invigilator assignment screen, listing halls and sessions with a teacher picker for each.

3. Assign a teacher to each hall and session. Larnup will flag if the same teacher is assigned to two overlapping sessions.

4. Where a hall needs more than one invigilator, add additional staff to the same slot.

5. Publish the assignments — teachers see their exam duty reflected in their own schedule or timetable view.

6. If a swap is needed later (leave, illness), reopen that slot and reassign it; the change is reflected for both the outgoing and incoming teacher.

TIP

Avoid assigning a subject teacher to invigilate the exam for their own subject and class where possible — it keeps supervision arm's-length and avoids awkward disputes over marks later.

COMMON MISTAKE

Check the Leave module before finalizing assignments — assigning a teacher who already has approved leave on the exam date is a common source of last-minute scrambling.

Report Cards

Purpose

Report Cards is the final stage of the exam lifecycle. Once marks for an exam are entered and locked in Marks Entry, this module processes them into results — computing totals, percentages, grades, and class rank — and turns that into a report card parents can view or download. You also manage the report card template here: what it includes (marks table, grade scale, attendance summary, remarks) and how it's laid out.

Report cards aren't published automatically the moment marks are locked. You review the processed results first, then publish deliberately, so nothing goes to parents before you've had a chance to catch errors.

When to Use

- Once all marks for an exam are locked, to process results and generate report cards.
- When checking a class's rank list or average before releasing results.
- When setting up or updating the report card template — the school logo, sections shown, and grading legend.
- When a parent can't see or download a published report card and you need to check its status.

How to Use

1. Open **Report Cards** from the Admin dashboard and select the exam whose marks are fully locked.

2. Run **Process Results** — Larnup calculates each student's total, percentage, grade, and rank within their class based on the exam's grading scheme.

Screenshot placeholder

The results processing screen, showing a class rank list with total marks, percentage, and grade.

3. Review the processed results before publishing. Spot-check a few students against their raw marks if anything looks unusual.

4. Choose or confirm the report card template for this exam — you can select a different template per exam if needed (for example, a simpler one for unit tests versus a detailed one for finals).

5. Add any overall remarks if your template includes a remarks section.

6. Publish the report cards. Once published, they become visible to parents in their app, and can be downloaded as PDFs from the admin side too.

7. If an error is found after publishing, unpublish, correct the underlying marks in Marks Entry, reprocess, and republish.

💡 **TIP**
Keep a standard report card template per exam type (unit test, term, final) so parents see a consistent format across the year rather than a different layout each time.

⚠️ **COMMON MISTAKE**
Publishing report cards notifies parents — don't publish until you've reviewed the rank list and grades, since republishing after an error is more disruptive than catching it beforehand.

💰 Fees

Purpose

Fees is one of the most-used modules in the Admin panel — it covers the entire lifecycle of school fee management, from defining how much students owe to collecting and reconciling what's actually paid. You build fee structures (per class, per term, per fee type), assign them to students, collect payments both online through Razorpay and offline in person, issue receipts, apply discounts or late fees, and pull finance reports that show the school's real collection status at any point in the year. Automation — like scheduled due-date reminders — runs on top of this so the office isn't manually chasing every parent.

Because fees touch every family in the school, getting the structure right up front (correct class-wise amounts, correct due dates) saves a lot of correction work later.

When to Use

- At the start of a term or year, to define fee structures for each class and fee type (tuition, transport, hostel, exam fee, etc.).
- When a new student is admitted and needs fees assigned, or an existing student's fee plan changes.
- Whenever a payment comes in — whether it's paid online by a parent or collected in cash/cheque at the office.
- When a family needs a discount, waiver, or late fee applied — for example a sibling discount or a scholarship.
- At month-end or term-end, to run collection reports and see outstanding dues across the school.

How to Use

1. Open **Fees** from the Admin dashboard and go to **Fee Structures** to define what students owe. Create structures by class and fee type, each with an amount and due date.

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Screenshot placeholder

The fee structure setup screen, showing fee types and amounts broken down by class.

2. Assign structures to students — you can apply a structure to an entire class at once, or customize it for individual students who need a different plan (for example, a partial scholarship).

3. To record an offline payment (cash, cheque, bank transfer), go to **Collect Fees**, select the student, choose the fee heads being paid, and record the amount. A receipt is generated automatically.
4. Online payments made by parents through Razorpay in their app are reflected automatically in the student's fee record — you don't need to enter these manually, but you can look them up under **Payment History**.

Screenshot placeholder

A student's fee ledger, showing fee heads, amounts due, amounts paid, and payment mode for each transaction.

5. Apply a discount or waiver from the student's fee record if needed — this adjusts what's owed before payment, and is tracked separately from the payment itself so the reason for the reduction stays visible.
6. Late fees, if configured, apply automatically once a due date passes; you can review or override them on a case-by-case basis.
7. Check **Automation** settings to confirm due-date reminders are scheduled to go out to parents ahead of each fee deadline.
8. Use **Reports** to pull collection summaries — total collected, outstanding by class, payment mode breakdown — for management or accounting purposes.

TIP
Set up next year's fee structures well before the term starts so new admissions and renewals can be assigned fees immediately rather than waiting on manual setup.

TIP
When a parent disputes a payment, check Payment History first — most disputes are resolved by confirming whether a Razorpay payment actually settled versus still being marked pending.

COMMON MISTAKE
Don't delete a fee structure that already has payments recorded against it — this can break the fee ledger for students on that structure. Deactivate it for future assignment instead.

COMMON MISTAKE
Manually recording a payment that a parent already made online (before it's synced) can result in a double-payment on the record — check Payment History before entering an offline receipt if the parent claims they paid online.

🏠 Hostel

Purpose

The Hostel module manages room allocation for boarding students. As School Admin, you set up the hostel's rooms with their capacity, then assign boarding students to specific rooms — keeping each room within its limit and giving you a clear picture of occupancy across the hostel at any time.

When to Use

- At the start of the year, when boarding students are admitted and need a room assigned.
- When a room reaches its capacity and you need to check availability elsewhere before allocating a new student.
- When a student needs to be moved between rooms mid-year (roommate conflict, maintenance, request from a parent).
- When checking overall hostel occupancy for planning or reporting purposes.

How to Use

1. Open **Hostel** from the Admin dashboard and go to **Rooms** to set up the hostel's room list, if not already done — each room with its capacity.

2. Go to **Allocation** and select a boarding student who doesn't yet have a room assigned.

Screenshot placeholder

The room allocation screen, showing available rooms with current occupancy against capacity.

3. Choose an available room. Larnup only lets you assign a student to a room that has free capacity, so you won't accidentally overbook a room.

4. To move a student to a different room, unassign them from their current room and allocate them to the new one — their room history is kept.

5. Use the occupancy view to see, at a glance, which rooms are full, partially filled, or empty across the hostel.

TIP

Keep a few rooms intentionally under capacity at the start of the year — it gives you flexibility to handle mid-year room-change requests without a full reshuffle.

COMMON MISTAKE

Don't allocate a room beyond its stated capacity even temporarily — update the room's capacity first if the room can genuinely hold more students, so occupancy figures stay accurate.

Payroll

Purpose

Payroll is the full salary management suite for school staff. It covers setting up salary templates (base pay, allowances, deductions), running monthly payroll for the whole staff, handling advances and loans given to employees, adding overtime or bonus amounts where relevant, and generating payslips. As School Admin, this is where you make sure every staff member is paid correctly and on time, and where you keep a clean record for the school's own accounting.

Salary templates are the foundation — most of your ongoing payroll work is checking a monthly run against those templates rather than building each staff member's pay from scratch every month.

When to Use

- When a new staff member joins and needs a salary template assigned.
- Every pay cycle, to run payroll for the month and review it before finalizing.
- When a staff member requests a salary advance or loan, or has an existing one to repay through deductions.
- When overtime or a one-off bonus needs to be added for a specific staff member in a given month.
- When generating payslips for staff, or payroll reports for the school's accounts.

How to Use

1. Open **Payroll** from the Admin dashboard and go to **Salary Templates** to set up or review pay structures — base salary, allowances, and standard deductions — usually organized by role or grade.

Screenshot placeholder

The salary template editor, showing base pay, allowances, and deduction line items.

2. Assign a template to each staff member under their profile, or when onboarding a new staff member.

3. At the start of a pay cycle, go to **Payroll Run** and initiate the month's run. Larnup pulls each staff member's template as the starting point.

4. Review the run before finalizing — add any overtime hours or bonus amounts for individual staff, and confirm any advance or loan deductions are reflected correctly.

Screenshot placeholder

The payroll run screen, listing staff with computed gross pay, deductions, and net pay for the month.

5. To record a new advance or loan, go to **Advances & Loans**, select the staff member, and set the amount and repayment schedule — repayments are then deducted automatically in future payroll runs.
6. Finalize the payroll run once everything checks out. This locks the month's figures and generates payslips for each staff member.
7. Use **Reports** to pull payroll summaries — total payout, department-wise breakdown, or outstanding advances — for the school's accounts.

TIP

Set up salary templates by role rather than per individual where possible — it keeps future raises or policy changes to a handful of templates instead of dozens of individual records.

COMMON MISTAKE

Finalizing a payroll run locks that month's figures — double-check overtime, bonuses, and advance deductions before finalizing, since corrections after the fact are more involved than catching them during review.

🌴 Leave

Purpose

The Leave module is where staff leave requests land for admin approval. Teachers and other staff submit leave requests from their own app, and as School Admin you review, approve, or reject them here. You also own the leave policy configuration — how many leave days of each type staff are entitled to, and how they accrue over the year.

Approved leave feeds into other modules automatically — for instance, a teacher on approved leave won't be assignable in Invigilator Assignment for that date, and their own attendance reflects the leave rather than needing separate marking.

When to Use

- Whenever a staff member submits a leave request that needs a decision.
- At the start of the year, to set up or review leave policy — leave types, entitlements, and accrual rules.
- When checking a staff member's remaining leave balance before approving a request.
- When resolving a scheduling conflict caused by overlapping leave requests (for example, two teachers from the same department on leave the same week).

How to Use

1. Open **Leave** from the Admin dashboard to see pending leave requests awaiting your decision.

📷

Screenshot placeholder

The leave requests list, showing staff name, leave type, dates, and a pending status badge.

2. Tap a request to see details — leave type, dates, reason, and the staff member's remaining balance for that leave type.

3. Approve or reject the request. If rejecting, you can add a note explaining why, which the staff member sees on their end.

4. Go to **Leave Policy** to review or update leave types and entitlements — for example, casual leave, sick leave, and how many days of each staff accrue per year.

5. Use the staff leave overview to check balances and history for any individual staff member, useful when a request looks unusual or a balance dispute comes up.

TIP

Check for scheduling conflicts — like invigilation duty or a class with no substitute — before approving leave that falls during an exam period.

COMMON MISTAKE

Rejecting a leave request after a staff member has already told their department they're taking the day off can cause confusion — try to review pending requests promptly rather than letting them sit.

📁 Documents

Purpose

The Documents module is a secure store for the paperwork the school needs to keep on file for students and staff — birth certificates, transfer certificates, ID proofs, past report cards, and similar records. As School Admin, you upload these on behalf of the school, organize them by student or staff member, and control who can view or download them.

When to Use

- When a new student or staff member is onboarded and their documents need to be filed.
- When a document needs to be shared with a parent or staff member — for example, an official transfer certificate.
- When preparing documents for an audit, inspection, or admission verification.
- When an existing document needs replacing (a corrected certificate, an updated ID proof).

How to Use

1. Open **Documents** from the Admin dashboard and select whether you're working with a student or staff record.

2. Search for the student or staff member and open their document folder.

Screenshot placeholder

A student's document folder, showing a list of uploaded files with type, upload date, and download option.

3. Select **Upload**, choose the document type (certificate, ID proof, report card, etc.), and attach the file.

4. To replace an outdated document, upload the new version — the old one is retained in history rather than being silently overwritten.

5. Use **Download** to retrieve a document when needed for verification, printing, or sharing.

TIP
Label documents with a clear type and date when uploading — it makes them much faster to find later, especially for students with several years of records on file.

COMMON MISTAKE
These documents often contain sensitive personal information — only share downloads with the parent, staff member, or authority the document actually concerns.

📢 Announcements

Purpose

Announcements is how the school sends out official notices — holiday declarations, event updates, policy changes, or class-specific instructions. As School Admin, you can target an announcement to the entire school or narrow it down to specific classes or sections, so parents and staff only see what's relevant to them.

When to Use

- For school-wide notices — holidays, general circulars, emergency closures.
- For class- or section-specific notices — a trip permission slip, a subject-specific instruction.
- When you need to confirm whether an announcement actually reached its intended audience.
- When scheduling a notice in advance for a future date, rather than sending it immediately.

How to Use

1. Open **Announcements** from the Admin dashboard and select **New Announcement**.

2. Write the title and message. Keep it clear and specific — recipients see this directly in their app.

📷

Screenshot placeholder

The announcement composer, showing title, message body, and audience selection.

3. Choose the audience — the whole school, specific classes/sections, or a specific role (parents, staff, or both).

4. Send immediately, or schedule it to go out at a future date and time.

5. Check the **Sent** tab afterward to see delivery status and confirm the announcement went out to the audience you intended.

TIP

For anything urgent or time-sensitive (like a same-day closure), send immediately rather than scheduling — scheduled announcements are best for things you know about in advance.

COMMON MISTAKE

Double-check the audience selection before sending — a notice meant for one class that's accidentally sent school-wide can cause unnecessary confusion for parents it doesn't apply to.

Notifications

Purpose

Notifications covers your own notification preferences and history as School Admin — what push notifications you receive, and a log of what's already gone out. It's easy to confuse with two other admin modules that sound similar but do different jobs: Bell Management controls the school's physical/scheduled period bells, and Reminder Management is for admin-authored nudges (fee due, homework, exam reminders) pushed to a specific role. Notifications, by contrast, is the general system that delivers all of this — including language delivery, since Larnup can send push notifications in English or Hindi depending on what a recipient has set.

When to Use

- When you want to review which types of notifications you receive as admin and adjust your own preferences.
- When checking notification history — to confirm whether a particular alert (payment received, leave request, support ticket) actually went out.
- When a staff member or parent reports not receiving a notification and you need to check delivery status.
- When reviewing language delivery settings for the school's push notifications.

How to Use

1. Open **Notifications** from the Admin dashboard to see your recent notification history.

Screenshot placeholder

The notification history list, showing notification type, recipient summary, and timestamp.

2. Go to **Preferences** to choose which categories of alerts you personally receive (fee payments, leave requests, support tickets, and so on) and through which channel.

3. Use the history log's filters to search for a specific notification if you're checking whether something was delivered.

4. Check the language delivery setting if you need to confirm whether notifications are going out to parents/staff in English, Hindi, or based on each recipient's own app language setting.

TIP

If you're getting more alerts than you need, trim your own preferences down to the categories you actually act on — it keeps important ones from getting lost in the noise.

⚠️ **COMMON MISTAKE**

If a parent says they "never get notifications," check the notification history for that specific alert before assuming it's a delivery issue — often the notification went out but the recipient's app-level notification permissions are off on their device.

🔔 Bell Management

Purpose

Bell Management controls the school's daily bell schedule — the automatic bell that signals the start and end of each period. As School Admin, you configure the timing here once, and it runs automatically every school day. This is the same schedule that Teachers and Students experience as period-change bells in their own day, so getting the timings right here keeps the whole school in sync. On top of the regular schedule, there's an emergency "ring now" option for manual bells outside the normal timetable — a fire drill, an unscheduled assembly, or an early dismissal.

When to Use

- At the start of a term, to set up or adjust period start/end times for the school day.
- When the school schedule changes temporarily — a half day, an exam-day timetable, or a special event.
- When you need to trigger an unscheduled bell immediately, such as for an emergency or drill.
- When checking why a bell didn't ring as expected on a given day.

How to Use

1. Open **Bell Management** from the Admin dashboard.

2. Go to **Schedule** to set up period timings — start and end time for each period, plus breaks.

📷

Screenshot placeholder

The bell schedule editor, showing a list of periods with start and end times.

3. Save the schedule. It applies automatically going forward on regular school days.

4. For a special day (half day, exam schedule), create or switch to an alternate schedule rather than editing the regular one, so you can switch back afterward without re-entering the normal timings.

5. To trigger an unscheduled bell, use **Ring Now** — this rings immediately, independent of the configured schedule, for situations like drills or emergencies.

TIP

Keep a saved alternate schedule for common special days (half day, exam day) so you can switch to it in one step instead of rebuilding period timings each time.

COMMON MISTAKE

Use Ring Now only for genuine unscheduled situations — since it rings immediately school-wide, using it casually can cause confusion about whether it signals a real period change or an emergency.

⏰ Reminder Management

Purpose

Reminder Management is where you, as School Admin, create reminders that get pushed directly to the right people — parents, teachers, or staff — depending on what the reminder is about. Unlike Announcements, which are general notices, reminders are targeted and often tied to a deadline: a fee due date, a homework submission, an attendance follow-up, an upcoming exam, or a payroll date. You can set a reminder as a one-off or make it recurring, so it keeps going out automatically without you having to recreate it every cycle.

This is different from Notifications, which covers the general push-notification system, and from Bell Management, which is about physical period bells — Reminder Management is specifically the admin's own tool for authoring nudges that land in a recipient's Reminder inbox.

When to Use

- When a fee due date is approaching and you want to nudge parents who haven't paid yet.
- When you want a recurring reminder — for example, a weekly homework reminder for a class, or a monthly payroll reminder for staff.
- When an exam date is coming up and students or parents need a reminder to prepare or submit forms.
- When following up on an attendance pattern that needs a nudge to a parent or teacher.

How to Use

1. Open **Reminder Management** from the Admin dashboard and select **New Reminder**.

2. Choose the reminder type — fee due, homework, attendance, exam, payroll, or a general custom reminder.

📷

Screenshot placeholder

The reminder creation form, showing reminder type, message, target role, and schedule options.

3. Write the reminder message and choose who it should reach — parents, teachers, or staff, and optionally a specific class or group.

4. Set it as a one-off reminder for a specific date, or make it recurring (daily, weekly, or monthly) if it's something that repeats each cycle.

5. Save the reminder. It's delivered to the target role's Reminder inbox on the schedule you set — no need to resend it manually for recurring ones.

6. Check the reminders list anytime to see what's active, edit a recurring reminder's schedule, or cancel one that's no longer needed.

TIP

Use recurring reminders for anything predictable, like monthly fee due dates — it's one setup instead of remembering to send the same reminder every month.

COMMON MISTAKE

Review who a reminder targets before saving — a fee reminder accidentally sent to all parents instead of only those with dues outstanding will confuse families who've already paid.

Support

Purpose

Support gives you a central place to see and respond to support tickets raised by anyone using Larnup at your school — teachers, parents, or drivers. When someone runs into an issue or has a question they can't resolve themselves, they raise a ticket, and it lands here for the admin (or whoever handles support at your school) to reply to and track through to resolution.

When to Use

- When a new support ticket comes in and needs a response.
- When following up on a ticket that's been open for a while without resolution.
- When checking how many tickets are open, in progress, or resolved across the school.
- When a parent or teacher asks about the status of an issue they already reported.

How to Use

1. Open **Support** from the Admin dashboard to see the list of tickets, sorted by status — Open, In Progress, or Resolved.

Screenshot placeholder

The support ticket list, showing requester, subject, status, and last updated time.

2. Tap a ticket to see the full conversation and any details the requester provided.

3. Reply directly from the ticket — your response goes back to the requester in their own app.

4. Update the ticket's status as you work on it, so it's clear at a glance whether it's still being handled or resolved.

5. Use filters to check tickets by requester type (teacher, parent, driver) if you need to focus on a specific group.

TIP

Update ticket status as you go, not just at the end — an accurate "In Progress" status reassures the requester their issue hasn't been forgotten.

COMMON MISTAKE
Don't mark a ticket as Resolved until you've confirmed the requester's issue is actually fixed — closing it prematurely usually means they just reopen it or raise a new one.

📈 Reports

Purpose

Reports is the hub where you pull data together across Larnup's modules instead of jumping between each one individually. Attendance summaries, fee collection, exam results, payroll totals, and more are all available here as ready-made reports you can view on screen or export for record-keeping and management review.

When to Use

- When management asks for a summary that spans more than one module, like attendance combined with fee collection status.
- At month-end or term-end, to pull standard reports for the school's own records or compliance.
- When you need to export data for an external audience — a trustee meeting, an inspection, or the school's accountant.
- When comparing performance or activity across classes or terms.

How to Use

1. Open **Reports** from the Admin dashboard and choose the category you need — Attendance, Fees, Exams, Payroll, or another available module.

📷

Screenshot placeholder

The reports hub, showing report categories as cards with a short description of each.

2. Select the specific report and set filters — date range, class, or term, depending on the report type.

3. Preview the report on screen to confirm it shows what you expect before exporting.

4. Use **Export** to download the report, typically as PDF or spreadsheet, for sharing or filing.

5. For recurring reporting needs (like a monthly fee collection summary), note the filter combination you used so you can reproduce it quickly next time.

💡 **TIP**

Start from the specific module (Fees, Attendance, Exams) when you only need a deep-dive into one area — Reports is most useful when you need a cross-module or exportable view.

COMMON MISTAKE

Reports reflect data at the moment you generate them — if source data changes afterward (a corrected mark, a late payment), re-run the report rather than relying on an older export.

Settings

Purpose

Settings is where general, school-wide configuration lives that doesn't belong to any single module — things like staff roles and permissions, and any third-party integrations the school uses alongside Larnup. If you're looking for module-specific setup (fee structures, exam grading, bell timings), you'll find those inside their own modules; Settings covers the configuration that sits above all of them.

When to Use

- When adding a new staff role or adjusting what an existing role can access in the Admin panel.
- When a staff member has access to something they shouldn't (or is missing access they need).
- When connecting or reviewing a third-party integration the school uses.
- When doing a periodic review of who has admin-level access to the system.

How to Use

1. Open **Settings** from the Admin dashboard.

2. Go to **Roles & Permissions** to see the roles defined for your school and what each one can access.

Screenshot placeholder

The roles and permissions screen, showing a role list with a matrix of module-level access toggles.

3. Edit a role's permissions by toggling access to specific modules or actions, or create a new role if your school needs one that doesn't fit the existing set.

4. Assign roles to staff members from their profile if a role change is needed for a specific person.

5. Go to **Integrations** to review or configure any connected third-party services, following the setup instructions for that specific integration.

TIP
Review roles and permissions periodically, especially after staff turnover — it's easy for access to accumulate for someone whose responsibilities have since changed.

COMMON MISTAKE
Be careful when editing a role that many staff share — a permission change applies to everyone with that role at once, not just the person you had in mind when making the change.

💳 Subscription

Purpose

Subscription shows your school's own Larnup platform plan and billing status — what plan the school is on, its status (active, expiring, or past due), and billing history. This is set up during onboarding, typically by a Sales Partner or Larnup's Super Admin, not something a School Admin configures from scratch. Your role here is mostly to check status and reach out if something needs attention.

This is different from a parent's premium subscription inside their own app — that's a separate, parent-paid feature covered in Subscription & Billing. This page is only about the school's own plan with Larnup.

When to Use

- To check the school's current plan and when it's due for renewal.
- When billing status shows something unusual — expiring soon, or a payment issue.
- When confirming what's included in the school's current plan.
- When you need to reach out about upgrading, renewing, or resolving a billing question.

How to Use

1. Open **Subscription** from the Admin dashboard to see the school's current plan and status.

📷

Screenshot placeholder

The subscription overview, showing plan name, status, and renewal date.

2. Review the billing history to see past invoices or payments made for the school's plan.

3. If the plan is expiring soon or shows a billing issue, contact your Sales Partner or Larnup support to resolve it — this isn't something you adjust directly from this screen.

4. If you have questions about what a plan includes, check the plan details shown here before reaching out, as many questions are answered directly on this screen.

TIP
Check subscription status a few weeks before renewal rather than waiting for an expiry notice — it gives you time to sort out any billing questions without disrupting the school's access.

COMMON MISTAKE
Don't confuse this page with a parent's own premium subscription — parent billing is entirely separate and is managed through the parent's own app, not from here.

School Branding

Purpose

School Branding lets you customize how Larnup looks and feels for your school's own users — parents, teachers, students, and staff. You can upload the school's logo and choose a color theme, so the app feels like it belongs to your school rather than a generic product.

When to Use

- When first setting up the school on Larnup, to add the school's logo and preferred colors.
- When the school rebrands or updates its logo.
- When checking how the school's branding currently appears to users before making a change.

How to Use

1. Open **School Branding** from the Admin dashboard.

2. Upload the school's logo — this appears across the app for your school's users, including on report cards and other generated documents.

Screenshot placeholder

The branding setup screen, showing a logo upload field and color theme picker.

3. Choose a color theme for the app. A preview updates so you can see roughly how it will look before saving.

4. Save your changes. Updated branding applies the next time users open or refresh the app.

TIP

Upload a high-resolution logo with a transparent background if you have one — it tends to display more cleanly across the different places branding shows up, like report cards and the login screen.

⚠️ **COMMON MISTAKE**

Branding changes apply school-wide immediately for all users — review the preview carefully before saving, especially color choices that affect readability.

🗄️ Backup

Purpose

Backup lets you export and back up the school's data from Larnup for the school's own records. It's a safety net — a way to keep an offline copy of key school data outside the app, useful for compliance, audits, or simple peace of mind.

When to Use

- Periodically, as part of the school's own data retention practice.
- Before a major change, like a bulk update to student or fee records, so you have a recent copy on hand.
- When an external authority requests a data export for compliance or inspection purposes.
- At the end of an academic year, to archive that year's records before starting fresh.

How to Use

1. Open **Backup** from the Admin dashboard.

2. Choose what to include in the export — students, staff, fees, attendance, exams, or a full school export, depending on what's available.

📷

Screenshot placeholder

The backup export screen, showing data category checkboxes and an export button.

3. Select a date range if the export supports one, so you're not always pulling the full history.

4. Run the export and download the file once it's ready. Larger exports may take a few minutes to generate.

5. Store the downloaded backup securely — treat it with the same care as any other file containing student and staff data.

💡 **TIP**
Schedule a habit of exporting a full backup at the end of each term or year — it's much easier than trying to reconstruct historical data later if you ever need it.

⚠️ **COMMON MISTAKE**
Backup files can contain sensitive student and staff information — store and share them carefully, and avoid leaving downloaded copies on shared or personal devices.

TEACHER GUIDE

🏠 Dashboard

Purpose

The Dashboard is the first screen you see when you open the Larnup app as a teacher. It gives you a snapshot of your day — which classes you're teaching, what still needs your attention, and any notices from the school — so you don't have to dig through each tab separately to know what's next.

Think of it as a starting point, not a destination: from here you'll usually tap through to Attendance, Homework, or another tab to actually do the work.

When to Use

- First thing in the morning, to see your class schedule for the day.
- Any time you want a quick check on pending tasks — classes with attendance not yet marked, homework not yet posted.
- When you want a fast way to jump into your next class without navigating through multiple tabs.
- To catch new notices or reminders from the school admin.

How to Use

1. Open the Larnup app — the Dashboard loads automatically as your home tab.

2. Review **Today's Classes**, which lists the periods you're scheduled to teach, in order, with the class and subject for each.

📷

Screenshot placeholder

The teacher Dashboard, showing today's class list and a pending tasks section.

3. Check the **Pending Tasks** section for anything that still needs action, such as a class with attendance not yet marked or homework not yet posted for the day.

4. Tap any class or task card to jump straight into the relevant screen — Attendance, Homework, or Marks Entry.

5. Scroll down for recent notices or announcements posted by your school admin.

TIP
Clearing everything in Pending Tasks before you leave for the day makes tomorrow's dashboard much easier to scan.

COMMON MISTAKE
The Dashboard reflects your assigned classes for the day — if a class you expect to teach isn't listed, check with your school admin, since timetable and class assignments are managed on their end, not from your app.

My Classes

Purpose

My Classes shows every class and subject combination assigned to you — for example, "Grade 6-A: Mathematics" or "Grade 8-B: English." It's the hub you'll come back to throughout the day, since most of your daily work (marking attendance, assigning homework, entering marks) starts by picking a class here first.

When to Use

- To see the full list of classes and subjects you're responsible for.
- Before marking attendance, assigning homework, or entering marks — pick the class here first.
- To check a class's student roster.
- When you're unsure whether you've been assigned a class or subject for the term.

How to Use

1. Open the **Classes** tab from the bottom navigation.

2. Browse the list of classes and subjects assigned to you. Each entry shows the class, section, and subject.

Screenshot placeholder

The My Classes screen, listing assigned classes with their sections and subjects.

3. Tap a class to open it and see its student roster.

4. From within a class, use the shortcuts to jump to that class's Attendance, Homework, or Marks Entry (where applicable).

5. If you teach the same subject across multiple sections, each section appears as its own entry so you don't mix up rosters.

TIP

If you teach several sections of the same grade, double-check the section letter before marking attendance or posting homework — it's easy to open the wrong one when the class names look similar.

⚠️ **COMMON MISTAKE**

Your class list is set up by the school admin as part of class and section management. If a class is missing, added in error, or has the wrong roster, it needs to be corrected on the admin side — it isn't something you can edit from your app.

Attendance

Purpose

The Attendance screen is where you mark who's present, absent, or late for each class you teach, every day. It's quick by design — meant to be done in the first few minutes of a period — and it feeds directly into the school-wide attendance picture your Admin sees, as well as the attendance summary parents see for their own child.

When to Use

- At the start of every class period, to mark attendance before moving on with the lesson.
- When you need to correct an attendance entry you marked earlier in the day.
- When a student arrives late and you need to update their status from Absent to Late.

How to Use

1. Open the **Attendance** tab, or tap through from a class card on your Dashboard.

2. Select the class and period you're marking attendance for.

Screenshot placeholder

The Attendance marking screen, showing a student roster with Present/Absent/Late options for each name.

3. Go through the roster and mark each student **Present**, **Absent**, or **Late**. Most students default to Present so you only need to tap the exceptions.

4. Double-check the list, then tap **Submit** to save attendance for that class and period.

5. If you need to fix a mistake later in the day, open the same class again — your earlier entry will be there for you to update.

TIP

If a student's leave was already approved through the Leave module, you don't need to mark them absent yourself — approved leave is reflected in attendance automatically.

COMMON MISTAKE

Submitted attendance is visible to parents and rolls up into the school's monthly summary almost immediately, so avoid guessing on a name you're unsure about — check the roster or ask a colleague rather than submitting an incorrect status.

📝 Homework

Purpose

The Homework screen is where you post homework for a class and subject. Once you publish it, it becomes visible to parents in their app the same day, so they can see what their child needs to do without waiting for a note home. It's meant for day-to-day homework rather than long-term projects, though you can use it for either.

When to Use

- At the end of a class period, to post what students should do before the next one.
- When you need to update or correct homework you posted earlier in the day.
- To review what homework you've already assigned across your classes for the week.

How to Use

1. Open the **Homework** tab, or jump in from a class in My Classes.

2. Select the class and subject you're assigning homework for.

📷

Screenshot placeholder

The Homework entry screen, with fields for the homework description, due date, and an attachment option.

3. Type the homework description — what students need to do.

4. Set a due date, and attach a file or image if the homework references a worksheet or reading material.

5. Tap **Post** to publish. It becomes visible to parents of that class right away.

6. To make a correction, open the same day's homework entry for that class and edit it — parents will see the updated version.

💡 **TIP**

Posting homework right after class, while the details are fresh, is easier than trying to remember it all at the end of the day.

COMMON MISTAKE

Double-check you've selected the right class and section before posting — homework goes out to every parent in that class immediately, so a mix-up isn't just a note to yourself, it's a message to a whole classroom of families.

🗓️ Timetable

Purpose

The Timetable screen shows your personal weekly teaching schedule — which class and subject you're assigned to for each period, on each day of the week. It's a read-only view: your school admin sets up the timetable, and it appears here so you always know where you're meant to be and when.

When to Use

- At the start of the week, to plan ahead for which classes you'll be teaching each day.
- To quickly check what period you have next.
- When you need to confirm your schedule before requesting leave, so you know which classes will need covering.

How to Use

1. Open **Timetable**, usually reached from your Profile or Dashboard.

2. View your schedule for the current week, laid out by day.

📷

Screenshot placeholder

The weekly Timetable view, showing periods, classes, and subjects across the week.

3. Tap a day to see its periods in order, along with the class and subject for each.

4. Use this alongside My Classes if you want to see the full roster for a class before that period starts.

💡 **TIP**
Check your timetable before applying for leave — knowing exactly which periods fall on that day makes it easier for your admin to arrange coverage.

⚠️ **COMMON MISTAKE**
Your timetable is set by the school admin. If it looks wrong or out of date — a class missing, or a period that no longer applies — flag it with your admin rather than assuming it will update on its own.

🎡 Student Spinner

Purpose

The Student Spinner is a simple classroom tool for picking a student at random from a class roster — useful for cold-calling, choosing who answers next, or picking teams and turns without it looking like you're playing favorites. It keeps track of who's been picked during a session, so you can spin through a class fairly instead of relying on memory.

When to Use

- During class discussion, to pick who answers a question next.
- For quizzes or games where you need to pick students in a random but fair order.
- When assigning turns for a classroom activity and want it to feel unbiased.
- To check who you've already called on in a session, so you don't repeat the same few students.

How to Use

1. Open **Spinner** and select the class you're currently teaching.

2. Tap **Spin** to randomly select a student from that class's roster.

📷

Screenshot placeholder

The Student Spinner screen mid-spin, with the class roster and a highlighted selected student.

3. If the selected student is absent or you want to pick someone else, use **Skip** to draw again without losing track of who's already been picked.

4. Keep spinning through the period — the session keeps a running history so you can see who's already been picked.

5. When you're ready to start fresh (a new class, or a new day), tap **Reset** to clear the session history.

6. Check **History** at any time to see the order students were picked in during the current or a past session.

TIP
Use the Spinner at the start of a discussion-heavy lesson to make sure quieter students get called on just as often as the confident ones.

COMMON MISTAKE
Resetting a session clears the "already picked" list, so avoid resetting partway through an activity unless you actually want previously picked students to be eligible again.

Marks Entry

Purpose

Marks Entry is where you enter exam results for the subject and class you teach. Once submitted, your marks feed into the school's broader marks oversight (visible to your Admin) and eventually into student report cards, so accuracy here matters — parents and admins downstream are relying on what you enter.

When to Use

- After an exam has been conducted for your subject, to enter each student's score.
- When your school admin sets a marks entry deadline for report card preparation.
- To review or correct marks you've already entered, before they're locked.

How to Use

1. Open **Marks Entry** and select the exam, class, and subject you're entering marks for.

2. Go through the student list and enter each student's score.

Screenshot placeholder

The Marks Entry screen, showing a student list with a score field next to each name.

3. Mark any student who was absent for the exam accordingly, rather than leaving their score blank.

4. Review the full list once you've entered every score — check for typos, especially scores that exceed the maximum marks for the exam.

5. Tap **Submit** to save your entries. Depending on your school's settings, marks may be locked for editing once submitted.

TIP

Enter marks in one sitting if you can — jumping in and out increases the chance of skipping a student by mistake.

COMMON MISTAKE

Once marks are submitted, you may not be able to edit them yourself — if you spot an error afterward, contact your school admin to correct it rather than trying to resubmit.

🌴 Leave

Purpose

The Leave screen is where you apply for your own time off and check whether it's been approved. This is separate from any leave approvals you might see for others — as a teacher, you're only managing your own leave requests here, which your school admin then reviews and approves or rejects.

When to Use

- When you need to request a day (or several days) off.
- To check whether a leave request you submitted has been approved yet.
- To review your leave history or remaining leave balance, if your school tracks one.

How to Use

1. Open the **Leave** tab.

2. Tap **New Request** (or similar) to start a leave application.

📷

Screenshot placeholder

The Leave request form, with fields for date range, leave type, and a reason.

3. Choose your leave dates, select a leave type if your school uses categories (sick, casual, etc.), and add a brief reason.

4. Submit the request. It will show as **Pending** until your admin reviews it.

5. Check back on the Leave tab to see the status change to **Approved** or **Rejected**, along with any note from your admin.

6. Use your Timetable to check which classes fall on the days you're requesting, so your admin can arrange coverage.

💡 **TIP**

Applying a few days in advance, rather than the morning of, gives your admin time to arrange a substitute and reduces the chance of your request being rushed through or missed.

COMMON MISTAKE

You generally can't edit a leave request once your admin has acted on it. If your plans change after approval or rejection, contact your admin directly instead of resubmitting.

📁 Documents

Purpose

The Documents screen is where you keep your own staff paperwork — ID proof, qualification certificates, and anything else your school asks you to keep on file — stored and accessible in one place. It saves you from emailing files back and forth with the school office every time a document is needed.

When to Use

- When your school admin asks you to submit or update a document.
- When you're onboarding and need to upload your initial paperwork.
- To check what documents you've already uploaded, or to download one for your own records.

How to Use

1. Open **Documents** from your Profile.

2. Tap **Upload** and choose the document type you're adding (ID proof, certificate, etc.).

📷

Screenshot placeholder

The Documents screen, showing a list of uploaded documents with an option to add a new one.

3. Select the file from your phone or computer and confirm the upload.

4. Review the list of documents you've already submitted — tap any one to view or download it.

5. If a document needs to be replaced (an expired ID, an updated certificate), upload the new version the same way; older uploads stay on record.

💡 **TIP**

Keeping your documents current, without waiting for a reminder from the school office, saves back-and-forth later when something like a payroll or verification process needs them.

⚠️ **COMMON MISTAKE**

Uploading a new document doesn't automatically delete the old one — if a document is outdated or was uploaded in error, check with your admin about whether it needs to be removed rather than assuming the newest upload replaces it.

⏰ Reminder

Purpose

The Reminder screen shows you reminders sent by your school admin — things like "submit marks by Friday" or "upload your updated ID proof" — so deadlines don't get lost in the shuffle. You can also set your own personal reminders for things only you need to track. Reminders are part of the same Reminder & Follow-up system used across roles at your school, so a parent or admin might also be using reminders for their own purposes elsewhere in Larnup.

When to Use

- To check what deadlines or follow-ups your school admin has flagged for you.
- To set a personal reminder for something you don't want to forget, like a parent call-back or a form to submit.
- Before a known deadline, to double-check you haven't missed anything.

How to Use

1. Open the **Reminders** screen, usually reached from your Profile.

2. Review the list of reminders sent to you, each showing a title, due date, and who sent it.

📷

Screenshot placeholder

The Reminders list, showing school-sent reminders alongside personal ones with due dates.

3. Tap a reminder to see full details, and mark it done once you've completed it.

4. To add your own, tap **New Reminder**, enter a title, note, and due date, then save.

5. Personal reminders appear alongside the ones sent by your school, but only you can see them.

💡 **TIP**

Reminders tied to deadlines like marks entry or document submission are worth checking regularly rather than waiting for a notification — a quick glance saves a last-minute scramble.

COMMON MISTAKE

Personal reminders are private to you — they aren't a way to notify your admin or school of anything. Use Support or direct communication if you need someone else to know about something.

Support

Purpose

The Support screen lets you raise a ticket when you run into a problem — a technical issue with the app, a question about a process, or anything else you need help with. It routes to your school admin or Larnup support depending on the issue, and keeps a record of the conversation so you're not repeating yourself over email or phone calls. Support is part of the same ticketing system used across roles, so admins and parents have their own version of this same screen.

When to Use

- When something in the app isn't working as expected.
- When you have a question about a school process that isn't covered elsewhere in the app.
- To follow up on an issue you've already reported.

How to Use

1. Open **Support** from your Profile.

2. Tap **New Ticket** to start a request.

Screenshot placeholder

The Support screen, showing a form to describe an issue and a list of past tickets with their status.

3. Choose a category if prompted, and describe the issue clearly — include what you were doing, what screen you were on, and what went wrong.

4. Submit the ticket. You'll be able to track its status (open, in progress, resolved) from the same screen.

5. Check back for replies, and reply yourself if more information is requested.

TIP

Including specifics — the class you were working on, the exact screen, roughly when it happened — usually gets you a faster and more accurate response than a general description.

COMMON MISTAKE

Support tickets aren't checked in real time. For anything urgent — like needing same-day leave coverage — contact your school admin directly rather than relying on a ticket to be seen immediately.

Notifications

Purpose

The Notifications screen controls what alerts you get from Larnup — reminders, notices from your school, and updates on things like leave approval — and lets you review notifications you've already received. You can also choose whether notification text appears in English or Hindi, whichever is easier for you to read at a glance.

When to Use

- To review a notification you noticed but didn't have time to act on.
- To turn off notification categories you don't find useful.
- To switch your notification language between English and Hindi.

How to Use

1. Open **Notifications**, usually reached from your Profile.

2. Scroll through your notification history to see recent alerts, newest first.

Screenshot placeholder

The Notifications screen, showing a history list and a settings option for language and categories.

3. Tap the settings icon to adjust preferences.

4. Choose your preferred language for notification text — **English** or **Hindi**.

5. Toggle individual notification categories on or off, depending on what you want to be alerted about.

6. Save your changes. They apply to notifications going forward.

TIP

If you're more comfortable reading Hindi, switching your notification language can make it much easier to catch important alerts at a glance rather than reading closely every time.

COMMON MISTAKE

Turning off a notification category doesn't mean the underlying task goes away — if you mute marks entry or leave-status alerts, for example, you'll need to check those screens directly so you don't miss a deadline.

Profile

Purpose

Profile is where your personal details and account settings live, and it's also the starting point for payroll self-service — viewing and downloading your payslips. You can manage all of this from the phone app, or from the lightweight teacher portal in a browser if you'd rather use a computer.

When to Use

- To check or update your personal details, like contact information.
- To view or download a payslip.
- To find the other self-service screens — Documents, Leave, Timetable, Support — all reachable from here.

How to Use

1. Open the **Profile** tab from the bottom navigation.

2. Review your personal details. Some fields, like your name or employee ID, may only be editable by your school admin.

Screenshot placeholder

The Profile screen, showing personal details and a Payroll section with payslip access.

3. Tap **Payroll** (or **Payslips**) to view your salary details and download past payslips.

4. From Profile, use the links to jump to Documents, Leave, Timetable, Notifications, Reminders, or Support.

5. If you'd rather manage self-service tasks from a computer, log in to the teacher portal in a browser — it covers the same profile, schedule, leave, and payslip features.

TIP

If you're filling out several self-service tasks at once — say, updating documents and checking payslips — the browser-based portal can be quicker to navigate than switching screens on your phone.

⚠️ **COMMON MISTAKE**
Not every field on your profile is editable by you. If something like your name, employee ID, or department looks incorrect, ask your school admin to update it rather than trying to change it yourself.

PARENT GUIDE

🏠 Dashboard

Purpose

The Home tab is the first thing you see when you open the Larnup app. It pulls together the most useful information about your child into one screen — today's attendance, any pending fees, recent notices from the school, and quick links to the things you check most often, like the bus location or your child's homework. If you have more than one child at the school, Home shows information for whichever child is currently selected.

When to Use

- Every time you open the app, to get a quick sense of what's happening today.
- When you want a fast summary before diving into a specific section like Fees or Attendance.
- To catch a new notice or announcement from the school without searching for it.
- Right before school starts, to check the bus is on schedule or confirm there's no last-minute leave request pending.

How to Use

1. Open the Larnup app — Home is the default tab, marked with a house icon at the bottom of the screen.

2. If you have more than one child linked to your account, check the name shown at the top of the screen. Tap it to switch between children; everything on Home updates to match the child you select.

📷

Screenshot placeholder

The parent Home tab, showing the selected child's name at the top, an attendance summary card, a fees due card, and a scrollable list of recent notices.

3. Scroll through the summary cards — attendance status for today, any fee installment that's due soon, and upcoming events from the school calendar.

4. Tap any card to jump straight to that section for more detail — for example, tapping the fees card takes you to the Fee Portal.

5. Check the notices feed lower on the screen for recent messages from the school or your child's class teacher.

6. Use the bottom navigation bar (Home, Transport, Notices, Diary, More) to reach everything else the app offers — Home is meant as a launchpad, not the only place you'll spend time.

TIP

If you're managing more than one child, get in the habit of glancing at the name at the top of Home before checking anything — it's easy to assume you're looking at one child's attendance or fees when you're actually looking at another's.

COMMON MISTAKE

Home shows a summary, not the full picture — a fee card showing "no dues" only reflects fees that are currently visible on the dashboard. Always check the full Fee Portal before assuming nothing is owed, especially around installment due dates.

👨‍👩‍👦 Children Management

Purpose

Many parents have more than one child at the same school, and Larnup lets you manage all of them from a single account instead of juggling separate logins. My Children is where those kids live — you can see everyone linked to your account, switch which child's information you're currently viewing, and add another child if the school has confirmed their enrollment.

When to Use

- Right after your first child is enrolled and you want to check who's linked to your account.
- When a second (or third) child joins the school and needs to be added to the same parent account.
- Any time you need to switch from viewing one child's homework, fees, or attendance to another's.
- If a child's information looks wrong and you want to confirm which profile is actually linked.

How to Use

1. Go to **More** in the bottom navigation, then tap **My Children**.

2. You'll see a card for each child currently linked to your account, showing their name, class/section, and photo if one has been added.

📷

Screenshot placeholder

The My Children screen, showing two child cards side by side with their name, class, and a "Switch" or "Selected" indicator on the active one.

3. Tap a child's card to make them the active child — the rest of the app (Home, Attendance, Fees, and so on) now shows that child's information until you switch again.

4. To add a new child, tap **Link Child** (or **Add Child**) and follow the prompts — you'll typically need details the school has on file, like an admission number, to confirm the link.

5. Once submitted, the new child may show as pending until the school verifies and approves the link on their end.

6. If a child has left the school or graduated, their card typically moves to an inactive or archived state rather than disappearing outright, so past records stay accessible.

💡 **TIP**
If you're about to check fees or attendance and something looks unfamiliar, the most common cause is simply that a different child is still selected from your last visit — check the active child before assuming there's a data problem.

⚠️ **COMMON MISTAKE**
Linking a child isn't instant in most cases — it usually needs the school to confirm the match on their side. If a newly added child doesn't show full information right away, give it time or check with the school office rather than re-submitting the request repeatedly.

🚌 Live Bus Tracking

Purpose

The Transport tab shows you exactly where your child's school bus is, right now, on a live map — so you're not left guessing whether it's running late or already gone past your stop. It's one of the more reassuring parts of the app: instead of waiting at the gate hoping, you can glance at your phone and see the bus's actual position and how long it should take to reach you.

For a deeper look at how live tracking, ETA, and stop notifications work behind the scenes across the whole school, see the Transport Guide. This page focuses on what you, as a parent, actually see and do.

When to Use

- Every school-day morning and afternoon, to time when you or your child should head to the bus stop.
- When the bus seems late and you want to check whether it's still on its way.
- To confirm your child's bus has safely reached school, or is on its way home.
- If you're unsure which stop or route your child is assigned to.

How to Use

1. Tap **Transport** in the bottom navigation bar.

2. You'll see a live map with your child's assigned bus shown as a moving marker, along with your child's stop marked on the route.

📷

Screenshot placeholder

The Transport tab showing a live map with the bus icon on its route, the parent's stop pinned, and an estimated arrival time displayed above the map.

3. Check the estimated arrival time (ETA) shown on screen — this updates as the bus moves, so it becomes more accurate the closer the bus gets.

4. If notifications are enabled, you'll get an alert when the bus is approaching your stop, so you don't need to keep the app open and watch the map continuously.

5. Tap the bus or route details for additional information, such as the driver's name or the stop sequence for that route.

6. If the map shows no live position (for example, before the bus has started its route), it typically shows the last known status instead — check back closer to pickup time.

💡 **TIP**
Turn on notifications for bus proximity alerts if you haven't already — it's the easiest way to know when to head out without watching the map the whole time.

⚠️ **COMMON MISTAKE**
Live tracking depends on the bus's GPS signal, which can occasionally lag in areas with poor connectivity or tall buildings. If the position looks stuck or hasn't updated in a while, treat the ETA as approximate and don't rely on it down to the exact minute.

📝 Homework

Purpose

The Homework screen shows every assignment your child's teachers have posted — what subject it's for, what's expected, and when it's due. It's a view-only screen: teachers create and manage homework from their side, and your job here is simply to stay informed so you can help your child plan their evening or weekend.

When to Use

- Each evening, to check what homework your child has for the next day.
- Before the weekend, to see if any longer-term assignments are due the following week.
- When your child says they "don't have any homework" and you want to confirm that yourself.
- To check the exact instructions or download an attached worksheet a teacher has posted.

How to Use

1. From **More** (or directly from the Diary tab, depending on where it's surfaced for your school), open **Homework**.

2. Make sure the correct child is selected if you have more than one — homework is specific to each child's class and subjects.

📷

Screenshot placeholder

The Homework screen showing a list of assignments grouped by date, each with a subject label, short description, and due date.

3. Browse the list, usually sorted by due date, with the subject and teacher shown for each entry.

4. Tap an assignment to see full instructions and any attached file, image, or worksheet the teacher included.

5. If a due date has already passed, that assignment typically stays visible but is marked as overdue rather than disappearing, so you can still catch up on anything missed.

6. Use the date or subject filter, if available, to narrow the list down when your child has several subjects' worth of homework at once.

TIP
Check Homework the night before rather than the same morning — attachments like worksheets sometimes take a moment to download, and it's easier to sort out any confusion the evening before.

COMMON MISTAKE
Homework here is only what the school has posted digitally — some teachers may still give quick verbal instructions in class that never make it into the app. If something your child mentions doesn't show up here, it's worth a quick check with the teacher rather than assuming the app is missing it.

✅ Attendance

Purpose

The Attendance screen shows how regularly your child has been at school — a day-by-day record built from what their teacher marks each morning, rolled up into a monthly summary. It's view-only for parents: teachers mark attendance, and this screen simply keeps you informed of the result.

When to Use

- To check whether your child was marked present today, especially if there was any confusion around drop-off.
- At the end of the month, to see the overall attendance percentage.
- If a school notice mentions minimum attendance requirements and you want to check where your child stands.
- When your child's approved leave should be reflected and you want to confirm it shows correctly.

How to Use

1. Open **Attendance** from the More menu (or wherever it's linked for your school's app layout).

2. Confirm the correct child is selected at the top of the screen if you have more than one linked to your account.

📷

Screenshot placeholder

The parent Attendance screen showing a monthly calendar view with present, absent, and late days color-coded, plus an attendance percentage at the top.

3. View the monthly summary — a percentage of days present, along with counts of absent and late days.

4. Switch months using the arrows or month selector to look back at previous records.

5. Tap a specific day for more detail, such as whether an absence was linked to an approved leave request.

💡 **TIP**

If your child had an approved leave through the Leave section, it should already show correctly in the attendance record — you shouldn't need to do anything extra for it to be reflected.

⚠️ **COMMON MISTAKE**

Attendance here reflects what the teacher has marked as of your last refresh — if today's attendance hasn't been marked yet by the school, it may show as blank or pending rather than present or absent. Give it time before assuming there's an error.

Timetable

Purpose

The Timetable screen shows your child's weekly class schedule — what subject is taught in each period, on which day, and by which teacher. It's a simple reference screen that's useful for planning around school hours, knowing when a particular subject's class happens, or double-checking the day's schedule before an early pickup.

When to Use

- At the start of a term, to get familiar with your child's new weekly schedule.
- Before requesting an early pickup or a mid-day leave, to see what classes your child would miss.
- When your child mentions a subject or teacher and you want to confirm which period that falls in.
- To check if there's a change in schedule, such as an extra period or a shifted class.

How to Use

1. Open **Timetable** from the More menu.

2. Make sure the correct child is selected — timetables differ by class and section.

Screenshot placeholder

The Timetable screen showing a weekly grid with days across the top and periods down the side, each cell listing a subject and teacher name.

3. View the weekly grid, with days across the top and periods listed for each one.

4. Tap a specific period for more detail, such as the subject, teacher, and classroom, if that information is available.

5. Switch between days using tabs or a swipe gesture, depending on how your school has laid it out.

TIP

If you're planning an early pickup, check the timetable first so you know exactly which period your child will be missing — it makes coordinating with the school easier.

⚠️ **COMMON MISTAKE**

A published timetable can change during the term for reasons like a substitute teacher or a school event — treat it as the default schedule rather than an unchangeable one, and rely on notices for day-specific changes.

Exam

Purpose

The Exam screen shows upcoming and past exams for your child — subjects, dates, and timings — and is also where you'll find the admit card once the school issues one. It's meant to keep you ahead of exam season without needing to track dates separately or wait for a paper notice to come home.

When to Use

- When an exam period is announced, to see the full subject-wise schedule.
- Closer to the exam date, to download and print the admit card if your school requires one.
- To confirm exam timings and reporting time before the day itself.
- After exams, to check whether results or report cards have been linked (see the Report Card section for full results).

How to Use

1. Open **Exam** from the More menu.

2. Confirm the right child is selected, since exam schedules are specific to their class.

Screenshot placeholder

The Exam screen showing a list of upcoming exams with subject, date, and time, plus a "Download Admit Card" button once it's available.

3. Browse the exam schedule — each entry typically lists the subject, date, start time, and duration.

4. If an admit card has been issued for the exam, an option to view or download it appears on the same screen — tap it to save or print a copy.

5. Keep a downloaded copy of the admit card accessible offline in case you need to show it at school without a reliable connection that day.

TIP

Download the admit card as soon as it's available rather than waiting until the morning of the exam — schools often require a printed copy, and it's one less thing to sort out at the last minute.

COMMON MISTAKE

The admit card only appears once the school has issued it — if an exam is listed but the download option is missing, it means the school hasn't released it yet, not that something is wrong with the app.

Report Card

Purpose

The Report Card screen is where your child's results land once the school has finished evaluating an exam or term. It shows subject-wise marks or grades and gives you a downloadable copy for your records. It often sits alongside a broader Student Performance view, which can show trends across terms rather than just a single result.

When to Use

- After an exam period ends and the school announces results are published.
- When you need a copy of a report card for records, transfer applications, or scholarship paperwork.
- To see how your child is trending across terms, not just their most recent result.
- Before a parent-teacher meeting, to review results ahead of time.

How to Use

1. Open **Report Card** from the More menu.

2. Make sure the correct child and the correct term or exam is selected — a school may show several report cards over the year.

Screenshot placeholder

The Report Card screen showing subject-wise marks or grades in a table, with an overall result summary and a download button.

3. Review the subject-wise breakdown, along with any overall grade, percentage, or remarks the school has added.

4. Tap **Download** to save a PDF copy you can keep or print.

5. If your school also offers a Student Performance view, check it for a longer-term picture across multiple exams or terms rather than a single snapshot.

TIP

Download a copy as soon as a report card is published, especially near the end of the academic year — it's easier to have it saved than to come back looking for it later.

COMMON MISTAKE

A report card only appears here once the school has finished processing and published it — if you were told results are out but don't see anything yet, it may still be pending release rather than missing.

💰 Fees

Purpose

The Fee Portal is where you go to understand exactly what your child's school fees look like — not to pay them (that's covered separately in Payments), but to see the full picture: how the annual fee is broken into installments, what's already been paid, what discounts have been applied, whether any late fee has been added, and where transport fee fits in if your child rides the school bus. Think of Fees as the ledger, and Payments as the checkout counter.

When to Use

- At the start of the school year, to understand how fees are structured into installments.
- Before an installment due date, to check exactly how much is owed and when.
- If you believe a discount or concession should apply and want to confirm it's reflected.
- When you notice a late fee and want to understand why it was added.
- To review the full history of what's been charged and paid over the year.

How to Use

1. Open **Fees** (often reached via Home or the More menu) to land on the Fee Portal for the currently selected child.

2. Review the installment breakdown — the total annual fee split into terms or installments, each with its own due date and amount.

📷

Screenshot placeholder

The Fee Portal showing a list of installments, each with a due date, amount, paid/unpaid status, and a running total at the top.

3. Check for any discount or concession applied to your child's fee — these are shown as a deduction against the relevant installment, not hidden inside the total.

4. If an installment is overdue, look for a late fee line item — it's shown separately so you can see the original amount versus what's now due because of the delay.

5. If your child uses the school bus, check the transport fee section — it's tracked separately from academic fees and may have its own installment schedule.

6. Open the **Fee Timeline** (or history) to see a chronological record of every charge, discount, and payment applied to your child's account over the year.

7. When you're ready to actually pay an installment, tap **Pay Now** on that installment — this hands off to the Payments flow.

💡 **TIP**
Check the Fee Timeline rather than just the current balance if a number ever looks unexpected — it shows exactly when each charge, discount, or late fee was applied, which usually clears up the confusion faster than guessing.

💡 **TIP**
Transport fee is billed separately from academic fees, so a "fully paid" academic balance doesn't necessarily mean transport fee is settled too — check both if your child takes the bus.

⚠️ **COMMON MISTAKE**
A late fee, once applied, is a record of what happened — paying the original installment amount afterward usually doesn't remove the late fee automatically. If you think a late fee was applied unfairly (for example, a payment that was delayed due to a technical issue), contact the school office rather than assuming it will resolve itself.

💳 Payments

Purpose

Payments is where you actually pay what's owed — the act of checking out, as opposed to Fees, which shows you what's owed and why. Larnup processes fee payments through Razorpay, a widely used and secure payment gateway, so your card, UPI, or bank details are handled by Razorpay directly rather than stored by the school. This screen also keeps a running history of every payment you've made, with receipts you can pull up anytime.

When to Use

- When an installment is due and you're ready to pay it.
- To pay transport fee separately, if it's billed on its own schedule.
- When you need a receipt for a past payment, for your own records or for reimbursement.
- If a payment failed or seems stuck and you want to check its actual status.

How to Use

1. From the Fee Portal, tap **Pay Now** on the installment (academic or transport) you want to pay — this opens the Payments checkout for that amount.

2. Review the amount and installment details shown before proceeding, since this is the amount that will actually be charged.

📷

Screenshot placeholder

The Razorpay checkout screen showing the payment amount, available methods (card, UPI, netbanking), and a Pay button.

3. Choose a payment method — card, UPI, netbanking, or a saved method from a previous payment, depending on what's available.

4. Complete the payment through the Razorpay checkout screen. This step is handled by Razorpay's secure flow, so you may be asked for an OTP or UPI PIN as part of standard bank verification.

5. Once the payment succeeds, you'll see a confirmation, and the corresponding installment in the Fee Portal updates to paid.

6. Go to **Payment History** to see every past payment, each with a status (successful, failed, or pending) and the option to view or download a receipt.

7. Tap any past payment to open or download its receipt as a PDF, useful for your own records.

TIP
If a payment seems to hang after you've completed it, check Payment History before retrying — some payments take a short while to confirm, and paying twice for the same installment can create a refund hassle rather than solve anything.

COMMON MISTAKE
If a payment fails or is cancelled partway through, don't assume money was deducted just because your bank app showed a temporary hold — check the payment status in Payment History, which reflects what Larnup and Razorpay actually recorded, before contacting your bank or the school.

Notifications

Purpose

Notification Preferences lets you decide what the app alerts you about and how — from bus proximity alerts to fee reminders to new notices — so you're not overwhelmed by pings you don't care about, or worse, missing ones you do. It also covers the language notifications arrive in and the sound used for alerts.

When to Use

- Right after setting up your account, to make sure important alerts (like fee due dates or bus alerts) are turned on.
- If you're getting notified about things you don't need to track closely.
- When you want notifications in Hindi, English, or both, rather than whatever the default is.
- If notification sounds are too loud, too quiet, or you'd prefer a different one.

How to Use

1. Go to **More → Notification Preferences** (sometimes reached via My Account).

2. Review the list of notification categories — typically things like attendance, homework, fees, exams, notices, and bus/transport alerts.

Screenshot placeholder

The Notification Preferences screen showing a list of categories each with a toggle, a language selector (English / Hindi / Both), and a Notification Sound option.

3. Toggle each category on or off based on what you want to be alerted about — turning one off stops push notifications for that category without hiding the information itself from the relevant screen.

4. Open the language setting and choose English, Hindi, or Both, depending on how you'd like notification text to appear.

5. Tap **Notification Sound** to preview and choose from the available alert sounds, or set notifications to silent if you prefer to check the app manually.

6. Changes typically apply immediately — no separate save step should be needed.

TIP

Keep fee due-date and bus alerts turned on even if you turn others off — those two are usually the most time-sensitive and the easiest to regret missing.

COMMON MISTAKE

Turning off a notification category only stops the alert — it doesn't stop the underlying activity from happening. For example, turning off attendance notifications doesn't stop attendance from being marked; you'll just need to check that screen manually instead of getting pinged.

Support

Purpose

Support & Feedback is your go-to place whenever something isn't working, you have a question the app doesn't answer, or you simply want to tell the school what you think. It brings together a support dashboard, a place to raise and track tickets, a searchable FAQ, a feedback form, and direct contact details, so you don't need to guess where to send a concern.

When to Use

- When you run into a problem with the app itself, like a screen not loading or a payment issue.
- Before raising a ticket, to check whether the FAQ already answers your question.
- To share general feedback or a suggestion about the app or the school's use of it.
- When you need a direct way to reach the school and can't find the answer elsewhere in the app.

How to Use

1. Open **Support** from the More menu to land on the Support dashboard.

2. From here you can see any tickets you've already raised, along with their current status (open, in progress, or resolved).

Screenshot placeholder

The Support dashboard showing a summary of open tickets, quick links to FAQ and Raise a Ticket, and a Contact option at the bottom.

3. To ask something new, check the **FAQ** first — it covers common questions and might save you from waiting on a response.

4. If the FAQ doesn't help, tap **Raise a Ticket**, describe the issue, and submit it. You can track its status from the same dashboard afterward.

5. Use **Feedback** for general comments or suggestions that aren't a specific problem needing resolution — this goes to the school separately from support tickets.

6. Use **Contact** if you need a phone number, email, or office details for the school directly.

TIP
Include as much detail as you can when raising a ticket — which child, which screen, and roughly when it happened. It usually gets you a faster and more accurate response than a one-line description.

COMMON MISTAKE
A ticket and general feedback aren't the same thing — if you need something looked at and resolved (like a fee discrepancy or a login issue), raise a ticket rather than submitting feedback, since feedback isn't tracked the same way through to resolution.

📁 Documents

Purpose

Documents is a simple, central place to find files the school has shared about your child — things like certificates, transfer documents, or report cards — instead of hunting through notices or emails. It's view-only: the school uploads documents, and you can view or download them whenever you need a copy.

When to Use

- When you need a copy of a certificate or official document for your records.
- If the school mentions a document has been shared and you want to find it quickly.
- Before an admission or transfer process elsewhere that requires paperwork from the current school.
- To double-check whether a specific document has been issued yet.

How to Use

1. Open **Documents** from the More menu.

2. Make sure the right child is selected, since documents are tied to each child's own record.

📷

Screenshot placeholder

The Documents screen showing a list of files with a name, type, and date shared, each with a download icon.

3. Browse the list of available documents, typically shown with a name, type, and the date it was shared.

4. Tap a document to preview it, or use the download icon to save it to your device.

5. If a document you're expecting isn't listed yet, it likely hasn't been uploaded by the school yet rather than being missing due to an app issue.

💡 **TIP**

Download important documents like certificates as soon as you see them, so you have an offline copy saved even if you lose app access or your connection is unreliable later.

⚠️ **COMMON MISTAKE**

Not every document the school issues is necessarily digitized here — some certificates or formal paperwork may still be handled physically through the school office. If something isn't in the app, check with the office before assuming it doesn't exist.

🌴 Leave

Purpose

The Leave section is where you request time off school for your child — whether it's a planned trip, illness, or a family event — and then track whether the school has approved it. Once approved, that leave is reflected automatically in your child's attendance record, so you don't need to worry about it showing up as an unexplained absence.

When to Use

- Before a planned absence, such as a family trip or a medical appointment.
- When your child is sick and will be missing one or more school days.
- To check whether a leave request you already submitted has been approved.
- If your child was recently marked absent and you meant to request leave but hadn't yet.

How to Use

1. Open **Leave** from the More menu.

2. Confirm the correct child is selected, since leave requests are tied to a specific student.

📷

Screenshot placeholder

The Leave screen showing a list of past leave requests with status badges (Pending, Approved, Rejected), and a button to raise a new request.

3. Tap **Request Leave** (or similar), then select the date range and add a reason for the absence.

4. If your school requires supporting details, such as a medical note, you may be able to attach a file to the request.

5. Submit the request — it appears in your leave list with a **Pending** status until the school reviews it.

6. Check back on the same screen for updates; approved or rejected requests are marked clearly, and approved leave automatically reflects in your child's attendance record.

💡 **TIP**

Submit leave requests as early as you can, even for short absences — it gives the school time to process the request before the date passes, and it keeps the attendance record accurate without needing a follow-up conversation.

COMMON MISTAKE

A leave request isn't automatically approved just because you submitted it — until the school marks it Approved, your child's attendance for that day may still reflect as absent. If a date is approaching and the status is still Pending, it's worth checking in with the school directly.

⏰ Reminder

Purpose

Reminders is a simple inbox of the alerts the school has sent your way — a fee installment coming due, homework that hasn't been marked complete, an upcoming exam, or an attendance concern. You don't create reminders yourself as a parent; the school sets these up, and this screen is where you see and keep track of them.

When to Use

- To catch up on anything you might have missed from push notifications.
- Before a fee due date, to double-check you haven't overlooked it.
- When you want a single list of everything currently flagged for your attention, rather than checking each section separately.
- If your child mentions an exam or assignment and you want to confirm the reminder details.

How to Use

1. Open **Reminders** from the More menu.

2. Browse the list, usually shown with the most recent or most urgent reminder at the top.

📷

Screenshot placeholder

The Reminders screen showing a list of reminder cards, each labeled by type (Fee, Homework, Exam, Attendance) with a short message and date.

3. Each reminder is typically labeled by type — Fee, Homework, Exam, or Attendance — so you can scan quickly for what matters most right now.

4. Tap a reminder to jump to the relevant section of the app for full detail — for example, a fee reminder takes you to the Fee Portal.

5. Once you've acted on a reminder or it's no longer relevant, it typically clears itself automatically rather than needing to be dismissed manually.

TIP

Treat Reminders as a backup, not your primary source — it's useful for catching anything you missed, but checking Fees, Homework, and Attendance directly still gives you the fullest picture.

COMMON MISTAKE

Reminders are set up by the school, not by you — if you're expecting a reminder for something specific and it isn't showing up, it likely means the school hasn't configured one for that case, rather than the app failing to notify you.

Subscription

Purpose

Subscription is where you sign up for Larnup's premium parent plan and keep track of your current plan status. It covers the basics of subscribing and managing your plan from the app itself. For the fuller picture — available plans, how renewal works, refunds, and invoices — see Subscription & Billing.

When to Use

- When you want to subscribe to premium features for the first time.
- To check whether your subscription is currently active and when it renews.
- If you want to change or cancel your current plan.
- When you're trying to pay for a subscription and want to know what to expect from the checkout flow.

How to Use

1. Open **Subscription Plans** from the More menu.
2. Review the available plans and what each one includes, along with pricing.

Screenshot placeholder
The Subscription Plans screen showing available plans with pricing and features, and a Subscribe button on the selected plan.

3. Select a plan and tap **Subscribe** (or **Pay**) to proceed.
4. This opens a Razorpay checkout in your device's browser rather than inside the app itself — this is expected, so don't worry if you're briefly taken out of the Larnup app to complete payment.
5. Complete the payment in the browser, then return to the Larnup app — your subscription status should update shortly after.
6. Check your current plan and its renewal date anytime from the same Subscription screen.

TIP

If you're taken to your browser during checkout, wait for the payment to fully complete there before switching back to the app — closing the browser too early can leave the payment in an unclear state.

⚠️ **COMMON MISTAKE**

After paying, give the app a moment to reflect your updated subscription status — it isn't always instant. If it still shows as unsubscribed after a few minutes, check Payment History or contact Support before trying to pay again.

PARENT GUIDE

🌐 Language Settings

Purpose

Language Settings lets you choose the language you see and receive notifications in, so the app fits how you and your family communicate best.

When to Use

- When setting up your account for the first time.
- If someone else in the family uses the app and prefers a different language.
- When notification text is coming through in a language you'd rather not use.

How to Use

1. Go to **More → Language Settings** (this may also appear alongside Notification Preferences).

2. Choose your preferred language from the available options.

📷

Screenshot placeholder

The Language Settings screen showing selectable language options with the current choice highlighted.

3. Confirm your selection — the app interface and future notifications update to match.

💡 **TIP**

If you want notifications in both languages rather than choosing just one, check whether a "Both" option is available under Notification Preferences rather than only in Language Settings.

⚠️ **COMMON MISTAKE**

Changing your language here affects your own account only — it doesn't change the language for other parents or for the school's admin and teacher views.

DRIVER GUIDE

🏠 Dashboard

Purpose

The Dashboard is the first screen you see when you open the Larnup Driver app. It shows your route for today and whether a trip is currently running, so you always know what to do next without digging through menus.

When to Use

- Every time you open the app, to check today's route at a glance.
- Before you start driving, to confirm you have the right route for the day.
- Mid-trip, to quickly check trip status without leaving the Home tab.
- When you're not sure if a trip is already running or has ended.

How to Use

1. Open the Larnup Driver app. The Dashboard loads automatically on the Home tab.

2. Check the route card at the top — it shows the route name, the number of stops, and the scheduled start time.

3. Look at the trip status. It will show as **Not Started**, **In Progress**, **Paused**, or **Completed**.

📷

Screenshot placeholder

The driver Dashboard showing today's route card and current trip status.

4. If a trip is in progress or paused, the live trip banner is visible here too — tap it to jump straight into the trip controls covered in [Running a Trip](#).

5. Use the tabs at the bottom (Home, Route, Students, Notices, Profile) to move to other parts of the app as needed.

> 💡 **TIP**
> If your route card looks wrong or missing for the day, check Notices first — route changes are usually announced there before they show up on the Dashboard.

COMMON MISTAKE

Don't assume the Dashboard has refreshed automatically after a long period with no signal. Pull down to refresh if you've just come back into network coverage before trusting what's shown.

Assigned Routes

Purpose

The Route tab lists every route the school has assigned to you — usually a morning pickup route and an afternoon drop route, sometimes more. Each route shows its full stop list in order, so you know exactly where you're going and who to expect at each stop.

When to Use

- The night before or morning of a shift, to review your stops ahead of time.
- When you're unsure of the next stop while driving.
- After the school changes your route assignment, to see what's new.
- When a parent or the school asks about stop order or timing.

How to Use

1. Tap the **Route** tab at the bottom of the app.

2. You'll see a list of routes assigned to you. If you only have one, it opens straight to the stop list.

3. Tap a route to see its stops in order, with the approximate time the bus is expected at each one.

Screenshot placeholder

The Route tab showing a stop list in order with expected times for each stop.

4. Each stop shows the students expected to board or be dropped there, so you can cross-check with Student Boarding once the trip starts.

5. Routes and stops themselves are set up by the school, not by you — if a stop is missing, wrong, or needs to move, contact the school through Support rather than trying to change it in the app.

For how the school sets up routes and stops in the first place, see the Transport Guide.

TIP

Review your route the night before a new assignment, not the morning of — that gives the school time to fix any mistake in the stop list before you're on the road.

COMMON MISTAKE

A route shown here is only a plan — it does not start tracking or count as a trip until you actually start it from the trip banner. Viewing the route in this tab has no effect on your live trip status.

🚌 Running a Trip

Purpose

Running a trip is the core job of the Driver app. Everything happens through one continuous workflow: you start the trip, the app tracks your live location automatically the whole time, you mark students as they board and get dropped, and you end the trip when the route is complete. There are no separate screens for pickup, drop, pause, or resume — they're all actions on the same live trip banner that stays on screen for as long as your trip is active.

When to Use

- At the scheduled start time for your morning pickup or afternoon drop route.
- Any time you need to stop briefly during a trip — fuel, traffic, a mechanical check — without ending it.
- When you're ready to continue after a pause.
- When the last student has been dropped and the route is finished.

How to Use

1. Open the app and go to the **Home** or **Route** tab. Confirm you have the correct route loaded for this trip.

2. Tap **Start Trip**. This begins the trip and immediately starts sharing your live location — you don't need to turn tracking on separately. See Live Tracking for what this looks like from your side.

Screenshot placeholder

The live trip banner right after starting a trip, showing trip status and a Start/Pause/End control set.

3. Once the trip is running, the live trip banner stays visible at the top of the app no matter which tab you're on. This is your main control point for the rest of the trip.

4. As you reach each stop, mark students boarded (pickup) or dropped (drop route) directly from the banner or the Route screen — this is covered in detail in Student Boarding.

5. If you need to stop for a reason unrelated to a scheduled stop — refueling, waiting out heavy traffic, a quick mechanical check — tap **Pause** on the trip banner. This does not end the trip; it just marks the trip as paused so the school and parents know you're temporarily stationary.

Screenshot placeholder

The trip banner in Paused state, with a Resume control visible.

6. When you're ready to continue, tap **Resume**. The trip picks up where it left off, live tracking continues, and boarding/drop actions become available again.
7. If something goes wrong during the trip — a breakdown, an accident, or a student issue — don't just pause and wait. File it right away using Incident Report, then continue handling the trip as the situation allows.
8. Once every stop on the route has been completed and the last student is dropped, tap **End Trip**. This closes out the trip, stops live location sharing, and moves the trip status to Completed on your Dashboard.
9. After ending, double-check the Dashboard shows **Completed** for that route before putting the app away — this confirms the school and parents received the final update.

TIP
Start the trip from the app at the actual moment you pull away, not before. Starting early means parents see a live trip that hasn't actually begun moving yet, which causes confused pickup timing questions.

TIP
Use Pause for genuine stops, not for every red light or short slowdown — pausing too often makes the live trip look stalled to parents watching the map.

COMMON MISTAKE
Never end a trip early because you think the remaining stops will be skipped or handled another way. Ending the trip stops location sharing for everyone still waiting on it — pause instead if you need to stop, and only end once the route is genuinely finished.

COMMON MISTAKE
If the app loses signal mid-trip, keep driving your route as normal — don't restart the trip. Tracking will catch up once signal returns. Restarting can create a duplicate trip record for the same route.

🧒 Student Boarding

Purpose

Student Boarding is how you record which students actually got on or off the bus at each stop. It happens during an active trip — you can't mark boarding before a trip starts or after it ends. This is what lets parents see a confirmed pickup or drop notification for their own child, separate from just seeing the bus move on the map.

When to Use

- At every stop during a pickup route, as each expected student gets on the bus.
- At every stop during a drop route, as each student gets off.
- When a student who was expected doesn't show up, so the school has an accurate record.
- When an unscheduled student needs to be added at a stop, if your app allows it for that route.

How to Use

1. With a trip already running (see Running a Trip), go to the **Students** tab or the student list on the active trip banner.

2. You'll see the list of students expected at the current or upcoming stop.

3. As a student boards, mark them **Boarded**. Depending on your bus, this may be a manual tap or a scan of the student's ID/card — either way, do it as the student actually gets on, not in advance.

📷

Screenshot placeholder

The student list for the current stop, showing boarded/not-boarded status for each student.

4. On a drop route, mark each student **Dropped** as they get off at their stop, the same way.

5. If a student expected at a stop doesn't show up, leave them unmarked rather than marking them boarded — this keeps the record accurate for the school and the parent.

6. Continue this at every stop for the rest of the trip. The list updates automatically as you move to the next stop.

💡 **TIP**

Mark boarding in real time, stop by stop. Trying to catch up and mark several stops at once after the fact makes it easy to miss a student.

COMMON MISTAKE

Never mark a student as boarded or dropped before it actually happens, even if you're confident they will be there. Parents get a notification the moment you mark it — an early mark can tell a parent their child is on the bus when they aren't yet.

Live Tracking

Purpose

While a trip is running, the app shares your bus's live location automatically — you don't turn this on or off yourself. This page covers what live tracking looks like from the driver's side. Parents and school admins see the same live location from their own apps, which is explained more fully in the Transport Guide.

When to Use

- To confirm your location is actually being shared during a trip.
- If a parent or the school says they can't see the bus moving and you want to check on your end.
- When you're troubleshooting a signal or GPS issue mid-route.

How to Use

1. Start a trip as described in Running a Trip. Live tracking begins automatically the moment the trip starts — there's no separate switch for it.

2. On the Home or Route tab, you'll see an indicator that live tracking is active for the current trip.

Screenshot placeholder

The active trip screen showing a live tracking indicator alongside the trip banner.

3. Tracking continues in the background as you drive, even if you switch to another tab in the app.

4. If you pause the trip, tracking pauses along with it — your last known location is what stays visible until you resume.

5. When you end the trip, live location sharing stops. Your position is no longer visible to parents or the school after that point.

TIP

Keep the app open and your phone's location/GPS permission turned on for the whole trip. If the app is force-closed mid-trip, tracking stops even though the trip technically still shows as in progress.

⚠️ **COMMON MISTAKE**

A short GPS gap (a tunnel, a dead zone) is normal and will catch up on its own — don't restart the trip to "fix" it. Restarting can break the trip record instead of helping it.

Notifications

Purpose

The Notices tab is where the school sends you information you need as a driver — route changes, schedule updates, general announcements. This page covers both reading those notices and adjusting how the app alerts you when a new one arrives.

When to Use

- Every day, to check for anything new from the school before you start driving.
- When your Dashboard shows a route you don't recognize, to check for a recent change notice.
- If you're missing alerts and want to check your notification settings.

How to Use

1. Tap the **Notices** tab at the bottom of the app.

2. You'll see a list of notices from the school, newest first, with unread ones marked.

Screenshot placeholder
The Notices tab showing a list of notices with unread indicators.

3. Tap a notice to read the full message. Route or schedule changes are usually flagged clearly at the top.

4. To manage how you're alerted (push notification, sound, etc.), go to **Profile → Notification Settings**.

5. Turn on push notifications if they aren't already — this is how you'll know about a same-day route change before you're already on the road.

TIP
Check Notices before you check your Route tab each morning. A route change notice is usually sent before the Dashboard's route card updates.

COMMON MISTAKE

Don't turn off push notifications entirely to reduce interruptions while driving — same-day route or stop changes are sent this way, and missing one can mean showing up at the wrong stop or time.

Incident Report

Purpose

Incident Report is how you tell the school about anything that goes wrong during a trip — a mechanical breakdown, an accident, or a problem with a student on board. Filing it promptly means the school (and where relevant, parents) can respond quickly, and there's a clear record of what happened and when.

When to Use

- A mechanical problem or breakdown that affects the trip.
- A traffic accident or collision, however minor.
- A safety concern involving a student — an injury, a behavioral incident, or anything else you need the school to know about.
- Any other situation during a trip that isn't normal and needs to be on record.

How to Use

1. During an active trip, find **Incident Report** from the trip banner or the Route screen.

2. Choose the type of incident that best matches what happened — mechanical, accident, student-related, or other.

3. Enter a short, clear description of what happened, including where and roughly when.

Screenshot placeholder

The Incident Report form with an incident type selector and description field.

4. Submit the report. It's sent to the school immediately — you don't need to also call in unless it's an emergency requiring immediate action.

5. Keep driving safely and follow your school's standard safety procedure for the type of incident (pulling over, contacting emergency services, etc.) — filing the report doesn't replace those steps, it documents them.

TIP

File the report as soon as it's safe to do so, even if you plan to call the school as well. A timestamped report is often more useful afterward than a phone call alone.

⚠️ **COMMON MISTAKE**

For anything involving immediate danger — an accident, an injury, an emergency — handle the safety situation first: pull over safely, call for help if needed. The Incident Report is for documenting what happened, not for requesting emergency assistance in the moment.

📁 Documents

Purpose

Documents is where your license and ID paperwork on file with the school lives inside the app. It's a simple record — you can see what's on file and its status, and provide updated copies when something is due to expire or needs to be replaced.

When to Use

- To check whether your license or ID documents are up to date.
- When the school asks you to upload a renewed license or a new document.
- When you notice a document is close to its expiry date.

How to Use

1. Go to **Profile** → **Documents**.
2. You'll see a list of documents on file, such as your driving license and ID proof, each with a status (valid, expiring soon, or expired).

📷

Screenshot placeholder

The Documents screen listing license and ID documents with their status.

3. Tap a document to view its details or a copy already on file.
4. If a document needs updating, use **Upload** or **Replace** to submit a new copy.
5. The school reviews uploaded documents on their end — a status change from pending to verified isn't instant.

💡 **TIP**

Upload a renewed license as soon as you have it, well before the old one expires. Some routes may not be assignable to you if your license shows as expired.

⚠️ **COMMON MISTAKE**

Make sure uploaded documents are clear and fully legible before submitting. A blurry or partial photo usually gets rejected during school review, which delays things further.

Support

Purpose

Support is where you go when something isn't working right in the app, or you need help from the school that isn't covered by an Incident Report. It's the right place for app problems, account questions, or general help requests — not for on-trip safety issues, which belong in Incident Report instead.

When to Use

- The app is behaving unexpectedly — not loading, showing wrong information, crashing.
- You're locked out of your account or having trouble logging in.
- A question about your schedule, route assignment, or documents that isn't urgent.
- Any other help request that doesn't involve an active safety issue on the road.

How to Use

1. Go to **Profile** → **Support**.

2. Tap **New Ticket** or similar and describe the issue clearly — what happened, and when.

Screenshot placeholder

The Support screen showing the new ticket form and a list of past tickets.

3. Submit the ticket. You'll be able to see its status (open, in progress, resolved) from the same screen.

4. Check back on the ticket for a reply from the school, or reply yourself if they ask for more information.

TIP

Include specifics — the route, the approximate time, and what you expected versus what actually happened. It gets you a faster, more accurate response than a one-line description.

COMMON MISTAKE

Don't use Support for anything urgent happening during a live trip — a breakdown, an accident, a student safety issue. Those need Incident Report so the school sees them immediately, not a support queue.

⏰ Reminder

Purpose

Reminders are short, time-sensitive nudges the school sends you — things like an upcoming route change, a vehicle maintenance date coming due, or a document that's about to expire. They're separate from general Notices in that they're usually tied to a specific date or action the school wants to make sure you don't miss.

When to Use

- To check if you have any pending reminders before starting your day.
- When you get an alert and want to see the full detail behind it.
- To confirm you've actioned something a reminder pointed you to, like a document renewal.

How to Use

1. Reminders show up as alerts in the app and are also listed together in one place, usually reachable from the Home tab or Profile.

2. Open the reminder to see the full detail — what it's about and any date attached to it.

📷

Screenshot placeholder

A reminder detail view showing the reminder text and its due date.

3. If the reminder points you to another part of the app — for example a document renewal — go complete that action there.

4. Once handled, the reminder is marked done and drops off your active list.

💡 **TIP**

Don't dismiss a reminder just to clear it from view. If it's genuinely handled, complete the underlying action first (upload the document, acknowledge the route change) so the school's record matches yours.

⚠️ **COMMON MISTAKE**

A maintenance-due reminder about the vehicle should be treated seriously — don't postpone it because the bus still seems to be running fine. Follow your school's process for reporting it, on top of just noting the reminder in the app.

SALES PARTNER GUIDE

🏠 Dashboard

Purpose

The Dashboard is the first screen you land on in the Sales Partner app. It rolls up your whole pipeline in one view — how many leads you're working, how many schools you've onboarded, and how much commission you've earned — so you can see where you stand without digging into each section separately.

When to Use

- At the start of your day, to see your current numbers before heading out.
- To get a quick read on pipeline health before a check-in with your manager.
- Right after signing in for the first time, to confirm your account is active.

How to Use

1. Sign in to the Sales Partner app. The Dashboard loads automatically.

2. Review the summary cards — active leads, onboarded schools, and total commission earned.

📷

Screenshot placeholder

The Sales Partner Dashboard showing summary cards for leads, schools, and commission.

3. Tap any card to jump straight into the relevant section — Lead Management, Schools, or Commission.

4. If your account is in a **pending**, **rejected**, or **suspended** state, the Dashboard will show that status instead of full pipeline data, and most features stay locked until an admin approves or reactivates your account.

5. Use the Dashboard as your daily starting point, then move into Leads, Tasks, or Visits for the detailed work.

💡 **TIP**

Check your Dashboard numbers against your own notes weekly. If a school you closed isn't showing up under Schools yet, it's worth confirming with your manager rather than assuming it will appear on its own.

COMMON MISTAKE

If your account shows as pending, rejected, or suspended, don't try to work around it by re-registering — that usually creates a duplicate account and complicates approval. Reach out through Support to resolve the status instead.

Lead Management

Purpose

Lead Management is where you track every prospective school you're working, from the first conversation through to them signing up with Larnup. Each lead moves through a pipeline stage as you make progress, so both you and your manager can see where every prospect stands.

When to Use

- After a first conversation with a prospective school, to get them into the pipeline.
- To update a lead's stage after a call, demo, or follow-up.
- When planning your day and deciding which leads need attention next.
- When a lead is won and ready to move into onboarding under Schools.

How to Use

1. Go to the **Leads** tab.

2. Tap **Add Lead** and enter the school's basic details — name, contact person, location, and how the lead came in.

Screenshot placeholder

The Add Lead form with fields for school name, contact, and pipeline stage.

3. Set the lead's current pipeline stage (for example, contacted, demo scheduled, negotiating).

4. As you make progress, open the lead and update its stage to reflect where things actually stand.

5. Log notes on each interaction directly on the lead so the history is there if you need to hand it off or look back later.

6. Once a school agrees to sign up, mark the lead as won. It then moves into onboarding and appears under Schools.

TIP

Update a lead's stage right after each interaction, not at the end of the week. A pipeline that reflects reality is what makes your Dashboard numbers and manager check-ins useful.

COMMON MISTAKE

Don't leave a lead sitting in an early stage after it's actually gone cold — mark it lost with a reason instead. An inflated pipeline of stale leads makes it harder to see which prospects genuinely need follow-up.

🏫 Schools

Purpose

Schools lists every school you're credited with bringing onto Larnup — the outcome of a lead you won. Each entry shows the school's current status, from initial setup through to being a fully active, paying customer, which is also what drives your commission tracking.

When to Use

- To check the status of a school you recently closed.
- When following up to make sure onboarding steps are actually completing on the school's side.
- To confirm which of your schools are active and generating commission.

How to Use

1. Go to the **Schools** tab.

2. You'll see a list of schools credited to you, each with a status such as onboarding in progress, active, or inactive.

📷

Screenshot placeholder

The Schools list showing school names with status badges.

3. Tap a school to see its detail — setup progress, key contacts, and plan details.

4. If a school is stuck in onboarding, use the detail screen to see what's outstanding and follow up with the school's admin directly if needed.

5. Once a school goes active and starts paying, it will factor into your commission — see [Commission](#) for how that's calculated.

💡 **TIP**

Check in with a newly onboarded school in the first couple of weeks rather than waiting for them to reach out. Early hiccups are easier to fix while the relationship is fresh.

⚠️ **COMMON MISTAKE**

A school showing as "onboarding" isn't yet generating commission — don't count it in your earnings until it moves to active. Chase the outstanding setup steps if it's been stuck for a while.

💰 Commission

Purpose

Commission tracks what you've earned from the schools credited to you. It's calculated per school based on that school's paying status with Larnup, and it's where you go to see both your running total and the breakdown behind it.

When to Use

- To check your current commission total.
- To see the per-school breakdown behind a total figure.
- When reconciling your own records against what the app shows, especially around payout time.

How to Use

1. Go to the **Commission** tab.

2. You'll see your total commission earned, along with a breakdown by school.

📷

Screenshot placeholder

The Commission screen showing total earnings and a per-school breakdown.

3. Tap a school in the list to see the detail behind its contribution — plan value, commission rate applied, and status (pending or paid).

4. Use any date range filter available to check commission earned over a specific period, such as a month or quarter.

5. Pending amounts reflect schools that are active but haven't yet crossed into a paid commission cycle — this is normal and will update as cycles close.

💡 **TIP**

Review your commission breakdown against your Schools list periodically. If a school you know is active and paying isn't showing commission, it's worth raising through Support rather than assuming it will self-correct.

⚠️ **COMMON MISTAKE**

Don't treat a pending commission figure as a confirmed payout amount — it can still change until the cycle closes. Wait for it to move to paid status before relying on the exact number.

Tasks

Purpose

Tasks are the concrete to-dos behind your pipeline — a follow-up call, a scheduled demo, a document to chase from a school. Tasks are usually tied to a specific lead or school, so they keep the next action clear instead of relying on memory.

When to Use

- After a call or meeting, to set a reminder for the next action.
- At the start of the day, to see what's due.
- When a lead or school needs a specific follow-up that shouldn't get lost in general notes.

How to Use

1. Go to the **Tasks** section, reachable from the Dashboard or from an individual lead or school.

2. Tap **Add Task**, and give it a short title, a due date, and (if relevant) link it to a specific lead or school.

Screenshot placeholder

The Tasks list showing due dates and linked leads/schools, with an Add Task button.

3. Your task list shows everything due, usually sorted by date, with overdue items flagged.

4. Mark a task complete once you've done it. If it needs a further follow-up, create a new task rather than leaving the old one open indefinitely.

5. Check tasks linked to a specific lead or school directly from that lead's or school's detail screen when you're focused on one account.

TIP

Create the next task immediately after finishing a call, while the follow-up is still fresh in mind, instead of trying to remember it later in the day.

COMMON MISTAKE

Don't let overdue tasks pile up on a lead that's actually gone cold — either follow up or mark the lead lost in Lead Management. A long list of stale tasks makes it harder to spot what genuinely needs attention today.

📍 Visits

Purpose

Visits let you log the in-person school visits you make while working leads or supporting schools you've already onboarded. It's a simple record of where you went, when, and what happened — useful for your own history and for your manager to see field activity behind the numbers.

When to Use

- After visiting a prospective school as part of the sales process.
- After a check-in visit to a school you've already onboarded.
- When your manager or the school asks whether and when a visit happened.

How to Use

1. Go to the **Visits** section, usually reachable from a lead or school's detail screen, or from a dedicated Visits list.

2. Tap **Log Visit** and select the lead or school it relates to.

📷

Screenshot placeholder

The Log Visit form with a lead/school selector, date, and notes field.

3. Enter the date and a short note on what the visit covered — a demo, a check-in, a document handoff.

4. Save the visit. It appears in that lead's or school's history alongside your other logged activity.

5. Review your visit history from the Visits list when you need to recall or report on your recent field activity.

💡 **TIP**
Log a visit the same day it happens, ideally right after you leave the school. Details are easiest to capture accurately while they're fresh.

⚠️ **COMMON MISTAKE**

Don't skip logging a visit just because it felt routine. A consistent visit history is what shows your manager (and, when relevant, the school) that field relationships are being maintained, not just closed and forgotten.

📈 Reports

Purpose

Reports give you a view of your performance over time — how your leads have progressed, how many schools you've onboarded, and how commission has trended across a chosen period. It's the place to go when you need more than the current-moment snapshot the Dashboard shows.

When to Use

- Ahead of a performance review or check-in with your manager.
- To see how your pipeline has trended over a month or quarter.
- When you want to compare periods, such as this month against last.

How to Use

1. Go to the **Reports** section.

2. Choose the period you want to look at, such as this month, last month, or a custom date range.

📷

Screenshot placeholder

The Reports screen showing a period selector and summary charts for leads, schools, and commission.

3. Review the summary — leads added, leads won, schools onboarded, and commission earned for that period.

4. Drill into any section for more detail, such as which specific leads converted during that window.

5. Use these reports as your own record when preparing for a manager check-in or reviewing your own progress.

💡 **TIP**

Compare conversion from lead to won school, not just the number of leads added. A high lead count with a low conversion rate usually points to a pipeline problem worth investigating.

⚠️ **COMMON MISTAKE**

Reports summarize data as of when you view them — if you've just closed a lead or logged a visit, give it a moment and refresh before assuming the report is out of date or wrong.

Support

Purpose

Support is where you go for help with anything that isn't a straightforward pipeline action — account issues, app problems, or questions about commission and school status that need a real answer from the Larnup team.

When to Use

- Your account shows pending, rejected, or suspended and you need it resolved.
- A commission figure looks wrong and you want it checked.
- The app itself isn't behaving as expected.
- Any other question that isn't covered by the Leads, Schools, or Commission screens themselves.

How to Use

1. Go to **Support**, available from both the mobile app and the browser portal.

2. Tap **New Ticket** and describe your issue — be specific about which lead, school, or commission entry it involves, if applicable.

Screenshot placeholder

The Support screen showing the new ticket form and a list of past tickets with status.

3. Submit the ticket and track its status (open, in progress, resolved) from the same screen.

4. Reply on the ticket if the team asks for more detail, and check back for updates.

TIP

Include the specific lead or school name and rough dates whenever your issue relates to your pipeline — it's the fastest way to get an accurate answer.

COMMON MISTAKE

If your account status is pending, rejected, or suspended, most pipeline features stay locked until it's resolved. Raise it through Support rather than waiting, since it won't resolve on its own.

Notifications

Purpose

Notifications keep you updated on pipeline activity and account changes without needing to check every screen yourself — things like a task coming due, a lead's stage changing, or your account status being updated by an admin.

When to Use

- To catch up on activity since you last opened the app.
- When you want to confirm a task reminder or account update actually went through.
- If you're missing alerts and want to check your notification settings.

How to Use

1. Open the notifications list, usually reachable from the Dashboard.

2. Review recent notifications — task due dates, lead updates, commission changes, and account status changes all show up here.

Screenshot placeholder

The Notifications list showing a mix of task, lead, and account alerts.

3. Tap a notification to go directly to the relevant lead, school, or task.

4. Adjust what you're alerted on and how (push, in-app) from **Profile → Notification Settings**.

TIP

Keep push notifications on for task due dates in particular — they're the easiest thing to lose track of when you're juggling several leads at once.

COMMON MISTAKE

Don't rely on notifications alone to catch an account status change. If you're suddenly unable to access a feature, check your Dashboard or Profile directly rather than assuming a notification will always arrive first.

👤 Profile

Purpose

Profile is where your own details live — contact information, notification settings, and your account's approval status. It's also the quickest place to confirm whether your account is fully active or still pending, rejected, or suspended.

When to Use

- To update your contact details.
- To check or manage your notification settings.
- When you're unsure why a feature seems locked and want to check your account status.

How to Use

1. Go to the **Profile** tab.

2. Review your details — name, contact information, and the region or territory you're assigned to, if shown.

📷

Screenshot placeholder

The Profile screen showing account details and approval status.

3. Check your account status near the top of the screen: active, pending, rejected, or suspended.

4. Update your contact details or notification preferences as needed and save.

5. If your status is anything other than active, most pipeline features (Leads, Schools, Commission) will be limited or locked until an admin resolves it — use Support if it's been pending longer than expected.

💡 **TIP**

Keep your contact details current, especially your phone number — it's often how schools or your manager will reach you directly.

⚠️ **COMMON MISTAKE**

If you're a new partner and your account shows pending, don't assume it will approve automatically after a set time. Follow up through Support if it's been more than a few days with no update.

STUDENT GUIDE

🎓 Student Access

Purpose

Larnup doesn't currently have a student login or a student app. Instead, everything about a student — their homework, attendance, timetable, exam results, and report card — is accessed through their **parent's** Larnup account. If you're a student, or helping one, the parent's app or portal is where you'll find this information.

ℹ️ **NOTE**
This is intentional, not a bug or a missing feature waiting to be fixed. Larnup is built around the parent as the account holder for a student's information, so there's no separate student sign-in to set up.

When to Use

- If you're a student wanting to check your own homework, attendance, or exam results.
- If you're a parent setting up access to your child's information for the first time.
- If you've been asked to help a student find their report card or timetable and there's no student account to look for.

How to Use

1. A parent (or guardian) sets up their own Larnup account — this is the account tied to the student.
2. Once logged in, the parent's app or portal shows the student's homework, daily attendance, timetable, exam results, and report cards, all in one place.
3. If a family has more than one child at the school, the parent's account can typically switch between children to see each one's information separately.
4. For details on setting up and using this access, see the Parent Guide.

💡 **TIP**
If a student needs to check something like today's homework, the simplest approach is usually just to check it together on a parent's phone or through the parent portal in a browser.

TRANSPORT GUIDE

🗺️ How Transport Works, End to End

Purpose

Transport is one of the few Larnup features that genuinely spans three roles working together: the School Admin sets up the structure, the Driver runs it day to day, and the Parent watches it happen live. This page is the map of how those three pieces connect — read this first, then follow the link to your own role's detailed guide for the actual steps.

When to Use

- You're new to any of the three transport-involved roles and want the full picture before diving into your own steps.
- You're a School Admin explaining to a Driver or a group of parents how transport tracking works.
- Something in the chain seems disconnected (a trip started but a parent sees nothing) and you want to understand where to look.
- You want to understand how live tracking and notifications actually work behind the scenes.

How It Works

1. **The School Admin builds the structure first.** Before any trip can run, routes and stops need to exist, and vehicles need a driver and a route assigned to them. See Setting Up Routes, Stops & Vehicles and the full School Admin Guide.

2. **The Driver runs the trip.** Each day, the Driver starts a trip on their assigned route, and the app begins continuous live GPS tracking for the duration of the trip. See Running a Trip: Start to End and the Driver Guide.

3. **Students are marked as they board and get dropped.** As the trip progresses, the Driver marks each student boarded or dropped at their stop, so the record of who's on the bus is accurate in real time.

4. **The Parent watches it happen live.** Once a trip is running, Parents see their child's bus moving on a map, with an ETA to their own stop, and get notified as the bus approaches. See Live Tracking, ETA & Route Progress and the Parent Guide.

📷

Screenshot placeholder

A three-panel view showing the Admin's route setup screen, the Driver's active trip screen, and the Parent's live map, side by side.

5. **The trip can pause and resume.** A Driver can pause tracking for a genuine stop (a fuel stop, waiting out traffic) and resume when moving again, without ending the trip.

6. **The trip ends, and the cycle repeats the next day.** Once the last stop is complete, the Driver ends the trip, and everything resets for the next scheduled run.

7. **If something goes wrong, there's a path for that too.** Drivers can report an incident or emergency mid-trip. See Emergencies & Incidents.

💡 **TIP**

If you only need instructions for your own role, jump straight to your role's dedicated guide — this overview exists to help each role understand what the other two are doing, not to replace their detailed steps.

💡 **TIP**

Live tracking and stop-arrival notifications depend on geofencing around each stop, which is set up automatically once a route's stops are created — Admins don't need to configure this separately.

⚠️ **COMMON MISTAKE**

A trip only appears live to Parents once the Driver has actually started it in the app — a scheduled route with no active trip shows nothing new on the Parent's map.

⚠️ **COMMON MISTAKE**

If routes, stops, or vehicle-driver assignments aren't set up correctly by the Admin first, the Driver won't have a trip to start — transport setup issues almost always trace back to this first step, not the Driver's app.

Setting Up Routes, Stops & Vehicles

Purpose

Before any trip can be tracked, the structure behind it needs to exist: named routes made up of ordered stops, and vehicles assigned to a driver and a route. This is School Admin work, done once per route and revisited whenever a route changes. Get this right and the day-to-day trip experience for Drivers and Parents just works.

When to Use

- You're setting up transport for a school for the first time.
- A new route needs to be added, or an existing one needs new or reordered stops.
- A vehicle needs a new driver assigned, or a driver needs to be reassigned to a different route.
- You're troubleshooting why a Driver can't start a trip, or why a stop isn't showing up correctly on a Parent's map.

How to Use

1. Open **Transport** from the Admin dashboard and go to **Routes**.
2. Create a new route and give it a clear, recognizable name — drivers and parents will both see this name, so make it obvious (e.g. "Route 3 – North Sector").
3. Add stops to the route in order, and set an expected time for each one. The order and timing you set here is what drives ETA calculations later.

Screenshot placeholder

The route editor, showing a list of ordered stops with expected times, and a map preview of the route.

4. Switch to **Vehicles** and add or select the vehicle that will run this route.
5. Assign a driver and a route to the vehicle. A vehicle needs both before a trip can be started against it.
6. Double-check which students are linked to which stop — this is usually inherited from each student's registered pickup point, but confirm it looks right before the route goes live.
7. Save and review the route end to end — walk through the stop order once more, since this is what parents and drivers will rely on daily.

TIP

Keep stop names short and specific ("Maple St & 5th") rather than generic ("Stop 1") — it makes the Driver's and Parent's screens much easier to read at a glance.

TIP

When reassigning a driver mid-term, do it a day ahead if you can — this gives the new driver a chance to review the route and stops before their first live trip.

COMMON MISTAKE

A vehicle with no driver assigned, or a driver with no route assigned, can't start a trip — if a Driver reports they have nothing to start, check both assignments first.

COMMON MISTAKE

Changing stop order or times on an active route affects live ETA calculations immediately — avoid editing a route's stops in the middle of the day while a trip might be running, and make changes when transport is idle instead.

🚌 Running a Trip: Start to End

Purpose

Once routes and vehicles are set up by the School Admin, running a trip is the Driver's part of Transport — and it's what makes live tracking and student boarding records exist in the first place. This page covers the trip lifecycle at a glance; for the full step-by-step Driver experience, including navigation, see the Driver Guide.

When to Use

- You're a Driver about to start your route for the day.
- You need a refresher on pausing and resuming a trip correctly.
- You're an Admin or Parent trying to understand what a Driver is doing at each stage of a trip.
- A trip didn't behave as expected (didn't show live, students weren't marked) and you want to check which step was missed.

How to Use

1. Open the Driver app and select the assigned vehicle and route for the day.

2. Tap **Start Trip**. This begins continuous live GPS tracking — from this moment, Parents on this route can see the bus moving on their map.

📷

Screenshot placeholder

The Driver's active trip screen, showing the route map, the next stop, and a list of students to mark.

3. As you approach each stop, mark students **boarded** as they get on. The app uses the route's stop order to guide you through the trip.

4. On the return leg (or at drop-off stops), mark students **dropped** as they get off.

5. If you need to stop moving for a genuine reason — a fuel stop, waiting out traffic — use **Pause**, and **Resume** once you're moving again. This keeps the trip session going without ending it.

6. Built-in turn-by-turn navigation is available during the trip to help you follow the route and reach each stop.

7. Once the last stop is complete, tap **End Trip**. This stops live tracking and closes out the trip record for the day.

8. If something goes wrong mid-trip — a breakdown, an accident, any emergency — use the incident reporting option rather than waiting until the trip ends. See Emergencies & Incidents.

TIP
Mark students boarded and dropped as it happens, not in a batch afterward — Parents' live views and notifications depend on these updates happening in real time.

TIP
Use Pause instead of ending the trip for short stops — ending and restarting a trip creates a gap in tracking that Parents will notice on their map.

COMMON MISTAKE
Don't forget to tap End Trip once the route is complete — a trip left "running" keeps showing as live to Parents and can cause confusion the next time you're due to start.

COMMON MISTAKE
Starting a trip requires both a route and a vehicle assignment already in place — if Start Trip isn't available, the issue is almost always missing setup on the Admin side, not something wrong with your app.

📍 Live Tracking, ETA & Route Progress

Purpose

Once a Driver starts a trip, Parents get a live view of their child's bus rather than having to guess or call the school. This page explains what that live view actually shows, how the ETA is worked out, and how the "bus is nearby" notification is triggered — all from the Parent's side of Transport.

When to Use

- You're a Parent checking where the bus is on the way to or from school.
- You want to understand why the ETA changes as the trip progresses.
- You didn't get a notification when you expected one and want to understand how it's triggered.
- You're an Admin or Driver fielding a parent's question about tracking accuracy.

How to Use

1. Open the Larnup app and go to **Transport** (or your child's bus card on the home screen, if your school shows it there).

2. If a trip is currently running on your child's route, you'll see the bus's live position on a map, updating continuously as the Driver's location changes.

📷

Screenshot placeholder

The Parent's live tracking map, showing the bus icon moving along the route with an ETA displayed to the child's stop.

3. Below the map, check the **ETA to your stop** — this is calculated from the bus's current position, its speed, and the remaining stops ahead of yours on the route.

4. As the bus gets close to your child's stop, you'll receive a notification. This is triggered by a geofence — a virtual boundary around the stop — rather than a fixed time, so it stays accurate even if the trip is running early or late.

5. Once your child is marked boarded or dropped by the Driver, that status updates on your screen too, so you know not just where the bus is but whether your child is on it.

6. If no trip is currently active, the map will show your route's stops but no live bus — this is expected outside of trip hours.

TIP
ETA is an estimate based on current conditions, not a fixed schedule — traffic, a paused trip, or a delayed start can all shift it, and it will adjust automatically as the trip continues.

TIP
Turn on notifications for the Larnup app if you haven't already — the stop-arrival alert is one of the most time-sensitive notifications parents rely on.

COMMON MISTAKE
A live map with no moving bus icon usually means the trip hasn't been started yet by the Driver, not that tracking is broken — check the trip status before assuming there's an issue.

COMMON MISTAKE
Geofence-triggered notifications depend on the stop's location being set accurately during route setup — if you consistently get the "bus nearby" alert too early or too late, ask your School Admin to review that stop's location.

🚨 Emergencies & Incidents

Purpose

Most trips run without incident, but Transport includes a dedicated path for when something does go wrong — a breakdown, an accident, or any situation the Driver needs to flag immediately. This page covers how incident reporting works and what each role should expect during and after one.

When to Use

- You're a Driver dealing with a breakdown, accident, or any situation during a trip that needs to be flagged right away.
- You're a School Admin who needs to understand how an incident gets reported and what you'll see.
- You're a Parent who received an incident-related notification and want to understand what it means.
- You're reviewing past incidents as part of a safety check.

How to Use

1. If something happens during a trip, the Driver opens the **Report Incident** (or Emergency) option from the active trip screen — this stays reachable throughout the trip, not buried in a menu.

2. The Driver selects the type of incident and adds any relevant details — what happened and the current situation.

📷

Screenshot placeholder

The Driver's incident reporting screen, showing incident type options and a details field, accessible from the active trip.

3. The trip's current location is attached automatically, since tracking is already running — the Driver doesn't need to describe where they are.

4. Once submitted, the report reaches the School Admin so the school can respond appropriately — whether that's arranging alternate transport, contacting parents, or escalating further.

5. Depending on the severity and how the school has configured, affected Parents may also be notified directly.

6. The trip itself doesn't need to be ended to report an incident — tracking continues so the school can still see the vehicle's location while the situation is handled.
7. Once the situation is resolved, the Driver can resume the trip normally, or end it if the trip can't continue, following the usual steps in Running a Trip: Start to End.

💡 **TIP**
Report an incident as soon as it's safe to do so rather than waiting until after the trip — the point of in-trip reporting is that the school can respond while it's still happening, not read about it afterward.

💡 **TIP**
Admins should treat an incident report as time-sensitive — check it as soon as it comes in, since a Driver flagged it specifically because it needed attention now.

⚠️ **COMMON MISTAKE**
Incident reporting is not a substitute for calling emergency services when a situation genuinely requires it — use it to keep the school informed, not as the first response to a serious emergency.

⚠️ **COMMON MISTAKE**
Don't end the trip before reporting an incident if you can avoid it — ending the trip stops live tracking, which removes location context the school may need while responding.

SUBSCRIPTION & BILLING

💳 Plans & Payment Methods

Purpose

Larnup has two separate layers of "subscription." A school's own platform plan is set up during onboarding by a Sales Partner (or via self-registration) and its status is visible on the School Admin's own Subscription page — that's not covered here. This page, and the rest of the Subscription guides, cover the second layer: the optional, parent-paid premium subscription that adds extra features on top of what the school already provides for free.

When to Use

- You're a Parent deciding whether the premium subscription is worth it for your family.
- You want to understand what payment methods are available before you subscribe.
- You've been sent to an external browser during checkout and want to confirm that's expected.
- You're comparing paying through the app versus through Google Play.

How It Works

1. **Plans are shown clearly before you commit.** Open **Subscription** from your Parent app to see the available plan(s), what's included, and the price, before starting checkout.

Screenshot placeholder

The Parent app's subscription plans screen, showing plan details and price before checkout.

2. **Razorpay handles in-app payment.** When you choose to subscribe, checkout opens through Razorpay in your device's external browser rather than inside the app itself — this is expected behavior, not a bug. Complete payment there and you'll be returned to the app once it's done.
3. **Google Play offers an alternative path on Android.** Instead of paying through Razorpay, Android users can manage their subscription as a Google Play in-app purchase, using whatever payment method is already saved to their Google account.
4. **Pick whichever path fits how you already pay.** Both paths unlock the same premium features — the difference is purely in how payment is processed and where you go to manage or cancel it afterward.
5. **Your plan status is visible after subscribing.** Once active, your current plan and its status are shown on the same Subscription screen, along with renewal details covered in [Parent Subscription & Renewal].

TIP

If you subscribed through Google Play, manage cancellations and payment method changes through Google Play's own subscription settings, not through Larnup directly — Google Play subscriptions are managed at the platform level.

TIP

Keep an eye out for the browser tab or window that opens during Razorpay checkout — closing it before payment confirms can leave your subscription unstarted, so wait for the confirmation before switching back to the app.

COMMON MISTAKE

Don't assume the app has frozen when checkout opens an external browser — this is how Razorpay payments work in Larnup by design. If the browser doesn't open at all, check that pop-ups or browser redirects aren't blocked on your device.

COMMON MISTAKE

A school's own platform subscription and a Parent's premium subscription are entirely separate — paying for one doesn't affect the other, and School Admins should check their own Subscription page rather than this guide for their school's plan status.

Parent Subscription & Renewal

Purpose

The Parent premium subscription is an optional layer on top of the free app your school already gives you access to. This page walks through subscribing, what you get, how renewal works, and how to cancel if you decide to stop — separate from your school's own plan, which your School Admin manages on their end.

When to Use

- You're a Parent deciding whether to subscribe to premium features.
- You want to know whether your subscription will renew automatically or needs manual action.
- You're planning to cancel and want to know what to expect.
- You're checking whether your subscription is currently active.

How to Use

1. From the Parent app, open **Subscription** and review the plan details, then choose **Subscribe**.

2. Complete checkout using either Razorpay (external browser) or Google Play, as described in Plans & Payment Methods.

Screenshot placeholder

The Parent app's subscription confirmation screen, showing the active plan, renewal date, and renewal setting.

3. Once payment is confirmed, premium features unlock immediately — you don't need to log out or restart the app.

4. Check your **renewal setting** on the Subscription screen — depending on how you subscribed, your plan may auto-renew at the end of each billing period, or require you to manually renew before it expires.

5. If auto-renewal is on and you want to turn it off, you can do so from the Subscription screen (or from Google Play's subscription settings, if that's how you paid) — this stops future charges without cutting off your current active period early.

6. To cancel, use the **Cancel Subscription** option in the app, or manage it directly through Google Play if that's the path you originally used to subscribe.

7. Review the [Refund Policy] before cancelling if you're expecting a refund for the current period.

TIP
If you subscribed through Google Play, turning off auto-renewal or cancelling is often faster from Google Play's own subscription management screen than from within Larnup — both stay in sync, but Google Play is the source of truth for that payment path.

TIP
Check your renewal date a few days ahead if you're on manual renewal — unlike auto-renewal, nothing happens automatically, so premium access will simply lapse if you don't renew in time.

COMMON MISTAKE
Cancelling doesn't necessarily end premium access immediately — in most cases you keep access through the end of the period you already paid for. Check the Subscription screen for your exact access end date after cancelling.

COMMON MISTAKE
Subscribing again after a lapse starts a new subscription rather than resuming the old one — if you cancelled by mistake, resubscribe promptly to minimize the gap in access.

Invoices & Payment History

Purpose

Every subscription payment leaves a record you can come back to — whether you need a receipt for reimbursement, want to double-check when you were last charged, or are trying to make sense of a payment before contacting support. This page covers where to find that history in the Parent app.

When to Use

- You need a receipt or invoice for a subscription payment.
- You want to check when your last payment was made, or how much was charged.
- You're reconciling a charge you don't recognize before contacting support.
- You're reviewing your subscription spending over time.

How to Use

1. Open **Subscription** from the Parent app and go to **Payment History** (or **Invoices**, depending on where your app surfaces it).

2. You'll see a list of past payments, each with the date, amount, and plan it corresponds to.

Screenshot placeholder

The payment history list, showing past payments with date, amount, and status for each entry.

3. Tap any entry to view or download its invoice/receipt — useful if you need proof of payment for reimbursement or your own records.

4. If you paid through Google Play instead of Razorpay, that payment's receipt may also be available through your Google Play purchase history, in addition to what's shown in Larnup.

5. If a payment you expected to see is missing, give it a few minutes — payment confirmation can occasionally take a short time to sync after checkout completes.

TIP
Download and save invoices as you go if you need them for reimbursement or expense tracking — it's easier than searching back through history later.

TIP

If a charge on your payment history doesn't match what you expected, check which payment method it came through (Razorpay or Google Play) first — that's usually the fastest way to trace where the charge originated.

COMMON MISTAKE

Payment history in Larnup reflects what was processed through the app's payment flow — if you're missing a receipt for a Google Play purchase, check your Google Play account's purchase history as well, since that's the authoritative record for that path.

COMMON MISTAKE

Don't dispute a charge with your bank or card provider before checking your payment history and contacting support first — most billing questions can be resolved faster by matching the charge here than through a bank dispute.

SUBSCRIPTION & BILLING

💸 Refund Policy

Purpose

If you cancel a premium subscription or run into a billing issue, it helps to understand how refunds generally work before you reach out. This page explains the refund policy in plain terms — for the exact terms that apply to your specific payment, always check your invoice or contact support, since specifics can depend on your payment method and plan.

When to Use

- You're considering cancelling and want to understand the refund implications first.
- You were charged unexpectedly and want to know your options.
- You subscribed through Google Play and aren't sure whether Larnup's policy or Google's applies.
- You're following up on a refund request that hasn't been resolved yet.

How It Works

1. **Refund eligibility depends on your specific plan and payment method.** Rather than one universal rule, what you're entitled to can vary — always check the details on your invoice, or ask support to confirm before assuming a particular outcome.

📷

Screenshot placeholder

The Subscription screen's invoice detail view, showing where refund and cancellation terms are referenced for a specific payment.

2. **Cancelling stops future charges, but doesn't automatically trigger a refund.** In general, cancelling a subscription prevents it from renewing going forward — whether the current period is refundable is a separate question, covered by the policy on your invoice.

3. **Payment method matters.** If you paid through Razorpay, refund requests are handled through Larnup support. If you paid through Google Play, Google's own refund policy and process for in-app purchases may apply instead, since that payment relationship sits with Google.

4. **Requesting a refund starts with support.** If you believe you're owed a refund — a duplicate charge, a technical issue during checkout, or a cancellation made within an eligible window — contact Larnup support with your payment details from [Invoices & Payment History] so it can be looked into.

5. **Refunds, when approved, are returned to the original payment method.** Processing times can vary depending on your bank or payment provider once a refund is approved.

💡 **TIP**
Have your invoice or payment reference ready before contacting support about a refund — it speeds up how quickly your case can be looked into.

💡 **TIP**
If you're unsure whether a specific situation qualifies for a refund, ask support before cancelling — it's easier to get a clear answer upfront than to sort it out after the fact.

⚠️ **COMMON MISTAKE**
Don't assume every cancellation comes with a refund for the current period — this depends on the specific terms of your plan and payment method, so confirm rather than assume.

⚠️ **COMMON MISTAKE**
If you subscribed through Google Play, refund requests routed only through Larnup support may not be able to resolve the payment side — you may also need to go through Google Play's own refund process for that purchase.

FAQ

❓ Frequently Asked Questions

Can't find what you're looking for here? Try Troubleshooting for step-by-step fixes, or Contact Support to reach a real person.

Attendance

Q: How do I know if my child was marked present today? Open the Attendance screen in the parent app — today's status (Present, Absent, or Late) appears as soon as the teacher marks it. If it's still blank, the teacher likely hasn't marked that class yet; check back later in the day. See Attendance for more.

Q: Can I correct an attendance mistake myself? No — attendance corrections are made by the Teacher or School Admin, not by parents. If you spot an error, contact your child's teacher or raise it through Support.

Q: Does approved leave count as attendance automatically? Yes. Once a leave request is approved, it's reflected in the attendance record for those dates automatically — teachers don't need to mark it separately.

Q: Why does my child's monthly summary look different from what I expected? The monthly summary rolls up daily present/absent/late records for the month. If a specific day looks wrong, check that day directly before assuming the summary is incorrect — it's usually one uncorrected daily entry.

Transport

Q: Why isn't the bus showing on the map? The driver's device needs an active GPS signal and network connection to broadcast location. Outside of scheduled trip hours, or if the driver hasn't started the trip yet, there's simply nothing to show. See Live Bus Tracking and Bus Not Showing if it persists.

Q: How accurate is the estimated arrival time (ETA)? The ETA is calculated from the bus's real-time GPS position and road route, and it updates continuously — but traffic, weather, and route changes can shift it. Treat it as a strong estimate, not an exact promise.

Q: What's the "approaching your stop" alert? Larnup sends a notification when the bus enters a configurable radius around your child's stop, so you get a heads-up before it actually arrives — handy for timing when to head out.

Q: My child's route or stop looks wrong. Who fixes that? Route and stop assignments are managed by your School Admin. Contact the school office to have your child reassigned to the correct stop or route.

Fees

Q: How do I pay a fee installment? From the Fee Portal, tap **Pay Now** on the due installment. Payment is processed securely through Razorpay — card, UPI, or netbanking. See Payments for the full walkthrough.

Q: My payment went through but the app still shows it as due. What happened? Some payments take a short while to confirm on Larnup's side even after your bank confirms the deduction. Check Payment History before paying again — it reflects the actual recorded status, which is more reliable than a bank notification alone.

Q: Can I get a receipt for a past payment? Yes. Every payment appears in Payment History with the option to view or download a PDF receipt at any time.

Q: Is transport fee paid separately from academic fees? It depends on how your school has set it up — some schools bill transport fee on its own schedule, separate from tuition installments. Both appear in the same Fee Portal either way.

Homework

Q: Where do I see homework my child has been assigned? The Homework screen lists every assignment posted by your child's teachers, with subject, instructions, and due date. See Homework.

Q: My child says they have no homework, but I want to confirm. How? Check the Homework screen directly rather than relying on what your child reports — it's the same list teachers post from, so it's the source of truth.

Q: What happens to homework after the due date passes? It stays visible but is marked overdue rather than disappearing, so your child can still catch up and you can still see what was missed.

Subscription

Q: What does the parent premium subscription include? Premium unlocks additional parent-facing features on top of the free tier — the exact plan options and pricing are shown in-app under Subscription, since they can vary by school.

Q: How do I pay for a subscription? Subscription payments open in your device's browser (not an in-app screen) for a more reliable checkout, then return you to the app automatically once payment completes.

Q: I paid for a subscription but the app still shows it as inactive. What now? Reopen the app after payment — it re-checks your subscription status automatically. If it still looks wrong after a minute, contact Support with your payment reference.

Login

Q: How do I log in — OTP or password? Either works. Enter your registered mobile number or email, then choose a one-time code sent to you or your saved password. See Logging In.

Q: I don't have an account yet. Can I sign myself up? Not as a Teacher, Parent, or Driver — your School Admin invites you once your school is set up on Larnup, and you'll receive an invite to complete your login. If your school already uses Larnup and you haven't gotten one, ask the school office.

Q: My OTP isn't arriving. What do I do? Wait a moment and request a new code rather than retrying an expired one — OTPs are single-use and time-limited. See Cannot Login if it keeps happening.

Q: I'm seeing the wrong dashboard after logging in. Each account belongs to exactly one role. If you land on the wrong dashboard, you're likely logged into the wrong account — contact your School Admin to check how your account was set up.

Documents

Q: Where do I find my child's certificates or report card? The Documents screen is a central place for files the school has shared about your child, and report cards have their own dedicated screen. See Documents and Report Card.

Q: A document I'm expecting isn't showing up yet. It most likely hasn't been uploaded by the school yet, rather than being an app problem. Check with the school office if you were told it should already be available.

Q: Can I download documents for offline use? Yes — use the download icon on any document to save a copy to your device, which is worth doing for anything you might need later without a connection.

Support

Q: How do I report a problem with the app itself? Every role has its own Support screen for raising a ticket tied to your account — the fastest way to get help. See Parent Support, Teacher Support, or Driver Support.

Q: What's the difference between Support and an Incident Report (for drivers)? Support is for app issues, account questions, or general help — not urgent. An Incident Report is for something happening on an active trip right now, like a breakdown or safety issue, and reaches the school immediately.

Q: How long does it take to hear back on a support ticket? Response times depend on your school's admin team, but you can always check your ticket's status (open, in progress, resolved) directly on the Support screen.

Notifications

Q: Can I choose which notifications I get? Yes. Notification Preferences let you mute specific categories — like Transport, Homework, or Attendance — you don't want push alerts for. Emergency alerts can't be muted, by design.

Q: Can I switch notifications to Hindi? Yes, Larnup supports both English and Hindi for notification language — check your language setting in the app to switch.

Q: Why did I get an emergency alert even though I muted most notifications? Emergency notifications (like an SOS alert) always bypass your mute settings, since they're safety-critical and meant to reach everyone regardless of preferences.

Q: I'm not receiving push notifications at all. What's wrong? This is usually an OS-level permission issue rather than an app bug — see Notification Not Received for the fix.

TROUBLESHOOTING

🛠️ Troubleshooting Common Issues

Most issues fall into a handful of common causes — a weak connection, a permission the app hasn't been granted, or simply waiting on someone else's action (like a teacher marking attendance). Work through the relevant section below before assuming something is broken. If none of it helps, see Contact Support.

Cannot Login

Likely causes

- No or weak internet connection when requesting an OTP or logging in.
- OTP expired before it was entered, or an old code was re-entered.
- No account has actually been created yet for you (accounts are set up by your School Admin, not self-signup).
- Wrong login method selected — trying password login when you've never set one.

Try this

1. Check your connection, then request a fresh OTP rather than reusing an old one.

2. Confirm you're using the mobile number or email your school has on file.
3. Switch to OTP login if you've forgotten your password — no reset needed.
4. If you're sure your school uses Larnup but have never received an invite, contact your school office to have one sent.

Bus Not Showing

Likely causes

- The trip hasn't started yet, or has already ended for the day.
- The driver's device has lost GPS or network signal.
- The app needs to be refreshed or reopened to pick up the latest location.
- The bus is temporarily in a GPS dead zone (tunnels, dense buildings, basements).

Try this

1. Confirm the trip is actually scheduled to be running right now.
2. Pull to refresh the live tracking screen, or close and reopen the app.
3. Wait a minute — a brief GPS gap usually resolves itself as the bus moves.
4. If the bus stays missing for an extended period during active trip hours, contact the school — it may be a driver-side connectivity issue.

Attendance Not Saving

Likely causes

- The teacher hasn't marked that class yet — this looks identical to a "not saving" issue but is simply pending.
- Poor connectivity when submitting, so the entry never reached the server.
- The app wasn't updated to the latest version.
- Trying to re-mark a class that's already locked for the day.

Try this

1. Check whether the class shows as "unmarked" rather than saved-but-wrong — if so, it just hasn't been marked yet.
2. Confirm you have a stable connection before marking, and avoid switching screens mid-save.
3. Update the app from the store if you're on an older version.
4. If a save genuinely fails with an error, try again after a few minutes rather than repeatedly resubmitting.

Homework Missing

Likely causes

- The teacher hasn't posted homework for that day yet.
- The wrong child is selected (for parents with more than one child on the account).
- A subject or date filter is narrowing the list more than expected.
- The app is showing cached, outdated data.

Try this

1. Double-check the correct child is selected before assuming homework is missing.
2. Clear any active subject or date filter to see the full list.
3. Pull to refresh the Homework screen.
4. If a specific assignment was mentioned by the teacher but still isn't visible after a refresh, check with the teacher directly — it may not have been posted yet.

Payment Failed

Likely causes

- The payment gateway (Razorpay) timed out or was interrupted mid-transaction.
- Weak or dropped internet connection during checkout.
- The bank declined the transaction or required additional verification that wasn't completed in time.
- The app or browser was closed before the payment fully confirmed.

Try this

1. Check Payment History before retrying — a payment that looks "failed" in the moment may have actually gone through and just needs time to reflect.
2. If it genuinely failed, retry with a stable connection rather than immediately switching payment methods.
3. If money was deducted but the app still shows the installment as unpaid after some time, don't pay again — contact Support with the payment reference first.
4. Try a different payment method (UPI vs. card vs. netbanking) if the same method keeps failing.

Notification Not Received

Likely causes

- Notification permission is turned off for the app at the phone's OS level.
- The relevant category has been muted in Notification Preferences.
- The app was force-closed, which can delay push delivery on some devices.
- Battery optimization settings are restricting the app from running in the background.

Try this

1. Check your phone's system settings to confirm notifications are allowed for the Larnup app.
2. Open Notification Preferences in the app and confirm the category isn't muted.
3. Disable aggressive battery optimization for the app, if your phone has that setting.
4. Emergency alerts always bypass mute settings — if even those aren't arriving, it's a permissions issue, not a preferences one.

GPS Issue

Likely causes

- Location permission for the app isn't granted, or is set to "only while using the app" when background tracking is needed (drivers).
- Phone's location services are turned off entirely.

- Physical GPS interference (indoors, underground, dense urban areas).
- The app needs to be restarted to reacquire a GPS lock.

Try this

1. Check that location permission is granted, and set to "Always"/background for driver accounts running live trips.
2. Confirm location services are turned on at the phone's system level, not just the app's.
3. Step into an open area if possible and give it a minute to reacquire signal.
4. Restart the app if the location clearly isn't updating after a couple of minutes.

Camera Not Working

Likely causes

- Camera permission hasn't been granted to the app.
- Another app is currently holding the camera (rare, but possible on some devices).
- The app needs to be restarted after a permission was just changed.
- Low storage space is preventing a photo from being captured or saved.

Try this

1. Check the phone's app permissions and confirm camera access is allowed for Larnup.
2. Restart the app after granting or changing a permission — it often doesn't take effect until relaunch.
3. Close other apps that might be using the camera, then try again.
4. Free up storage space if your device is nearly full.

Upload Failed

Likely causes

- Weak or interrupted internet connection during the upload.
- The file is too large or in an unsupported format.
- Storage or app permission for accessing photos/files hasn't been granted.
- The app was backgrounded or closed while the upload was still in progress.

Try this

1. Confirm you have a stable connection, then retry the upload.
2. Check the file size and format — try a smaller file or a standard format (JPG, PNG, PDF) if it's unusual.
3. Grant the app permission to access your photos or files if it was denied.
4. Keep the app open and in the foreground until the upload confirms as complete.

RELEASE NOTES

📰 Release Notes

A running log of what's changed in Larnup recently — written for school admins, teachers, parents, and drivers, not engineers. For help with a specific feature, see the relevant guide in these docs; for a problem, see Troubleshooting.

August 2026

Notifications got a real upgrade this month — more control over what you're alerted about, and more reliable delivery.

- **Notification Preferences**: Parents, teachers, and drivers can now choose which categories of notifications they receive — Transport, Homework, Attendance, Exam, Fee, Leave, and more — and mute the ones they don't want. Emergency alerts can never be muted, by design.
- **Bell Management**: School Admins can now set up custom school bells beyond the standard timetable bells — different types, schedules, and sounds — including a manual "ring now" option for an ad-hoc alert.
- **More accurate "bus arriving" and "bus at school" alerts**: Schools can now configure the exact distance at which stop-approach and school-arrival notifications fire, instead of a fixed default, so alerts better match each school's and each stop's actual layout.
- **Notification Center improvements**: Search and filter your notifications by category or priority, and delete individual notifications or clear all your read ones in one tap.
- **Smarter safety alerts**: Overspeed and route-deviation alerts now also reach parents (previously admin-only), and SOS/emergency alerts now reach teachers as well as school staff — closing a gap where teachers weren't being notified of an active emergency.
- **Custom notification wording**: School Admins can now customize the wording of notifications sent for common events, instead of always using Larnup's default text.
- **Notification Analytics**: School Admins get a new dashboard showing how many notifications were sent, delivered, and opened, with a breakdown by category — useful for understanding whether important alerts are actually being seen.
- **Notifications now work offline for parents and teachers**: You can view your notification history and mark notifications as read even without a connection — the app syncs everything once you're back online.

July 2026

- **Sales partners get a dedicated web portal**: School sign-ups, live pricing, and payment for new schools moved out of the mobile app into a new web experience built specifically for Sales Partners, making it easier to manage school onboarding from a browser.
- **Instant, automatic school pricing**: New schools signing up through a Sales Partner now get accurate pricing immediately based on their expected student count, instead of waiting on a manual review step.
- **More reliable subscription payments**: Parent subscription payments (for premium features) now open securely in your phone's browser rather than inside the app, improving reliability and bringing Larnup in line with app store payment policies. You're automatically returned to the app once payment completes.

Coming Soon

- Short video tutorials alongside the written guides in this Help Center, so features are easier to follow step by step.

- A Library module for schools to manage and share books and reading materials with students.

We keep this list honest — if something isn't shipped yet, it isn't listed as done. Check back here for updates as new features roll out.

CONTACT SUPPORT

📮 Contact Support

Larnup support is organized around a few different needs. Pick the section below that matches yours — for most day-to-day app issues, the fastest path is raising a ticket directly in the app rather than emailing.

In-App Support

If you're already using Larnup, every role has its own Support screen for raising a ticket tied directly to your account — the school can see your account context immediately, which gets you a faster, more accurate response than a general email.

- Teacher Support
- Parent Support
- Driver Support
- School Admin Support

Use this for app problems, account questions, or anything specific to your own school setup.

Sales & Demos

Interested in bringing Larnup to your school? Reach out for a live walkthrough of the platform.

Email: connect@larnup.com

Existing Schools — Support

Already using Larnup? For account, billing, or app issues that go beyond what in-app Support can resolve, reach the team directly.

Email: connect@larnup.com **Phone:** +91 00000 00000

Privacy Inquiries

For questions about your data, or a request under Larnup's Privacy Policy, contact us directly.

Email: connect@larnup.com

Registered Office Sarsar, Sardarshahr, Churu, Rajasthan - 331402, India

💡 **TIP**

For fastest resolution on anything tied to your own account or school, use the in-app Support screen for your role rather than email — it carries your account context automatically.