

COLES SCHOOL MOBILE DIRECTORY & ONLINE STORE: FREQUENTLY ASKED QUESTIONS



Q: How can I be part of the J. A. Coles Elementary School Mobile Directory & Online Store?

A: If you are a new family at J. A. Coles Elementary School, then, please click the link https://coles.mobilearq.com/parent_register_school_directory.html and enter the requested information. The information provided will be used for the sole purpose of compiling a directory for the parent body of **Coles Elementary**. After you submit the information, you will receive a letter of acknowledgement. Following integration of your information in the school directory, generally a week after you submit your information, you will be sent an email with login information to access your directory account.

Q: What is the Child Grade/Class?

A: The child grade/class is the grade level your child is in (K, 1, 2, 3, 4) and the first letter of your child's teacher's last name. ie – Tommy Smith is in 1st Grade with Mrs. Smith; the code is 1S.

Q: What do I need to do to insure that I receive immediate feedback/acknowledgement from MobileArq following signing up for the directory?

A: Please add support@mobilearq.com to the address book of your email. Once you register, an email is sent to you confirming your registration. Your email provider may block mail from MobileArq or place it in the spam folder unless support@mobilearq.com is part of your address book. If you still cannot find the confirmation email then please contact support@mobilearq.com.

Q: When and how do I access the directory after I have entered my family's information?

A: Registered parents will receive an auto-login link to access the directory. **The auto-login link will be valid for 24 hours only.** Please create/change your password from the settings icon for return access to your password-protected directory. Please check your family profile in the 'Edit Profile' page, accessed from the 'Settings' icon in the top right hand corner of the directory and edit if necessary.

Q: How can I edit my directory information?

A: After logging into your account in the mobile directory, click on the 'Settings' icon in the top right hand corner of the page. Then select the *Edit Profile* option. You will then see information relevant to you and your family. Please make any changes to correct/update the stored information.

Q: Can I choose to display my email address but not my telephone number in the Mobile Directory?

A: You have the option to selectively display your contact information in the directory. You may also choose not to display any of your contact information in the directory.

Q: Where can I change my password to something that I can remember?

A: After logging into your account in the mobile directory, click on the 'Settings' icon in the top right hand corner of the page. Then select the *Change Password* option to change/create your password.

Q: I receive *Invalid Email or Password Error* message following login to the directory. How can I fix this?

A: If you cannot remember your password, then please use the *Forgot Password* link on the Directory login page.

Q: What are some other benefits of the Coles Mobile Directory in addition to being able to access parent and school information whenever and wherever?

A: Through your Coles Mobile Directory, you will be able to send out a group email to parents in your child's class and access your PTA's online store to make purchases for a variety of PTA-sponsored fundraisers.

Q: I have registered for the directory but have forgotten how to and where to access the directory. What do I do?

A:

1. Go to <https://mobilearq.com/schooldirectory/>
2. Click/tap on the 'Forgot Password' link, for password retrieval (below the 'Teacher Registration' button).