Lost and Found at school

Welcome to Lost and Found for schools

The application that brings the age old lost and found box into the modern foreground.

This application has been designed to be simple yet effective.

This is a breakdown, page by page to best describe how it all works:

Registration

First a school needs to register. If your school has not given you an access code or not informed you that they have registered you, fill in your details (optional) and their email address so we can send them some more information about registering. For a school to register for free with Lost and Found, a simple registration process from our website www.whatsatschool.com needs to be done. A valid school email address is needed to register. Once registered, a school can view and edit their profile, they can use the default lost property item lists or edit and create their own. A school also has the option to register all their users OR allow their users to register themselves via the app, this depends on the personal security preference of the school. If a school allows users to register themselves, they will provide you with a school code. All these users are the only people who can have access to your specific school profile on the Lost and Found for schools app.

Parents, students as well as staff members can download the application for free via the App store for IOS or Play store for android. Once downloaded you can either register by typing in your code given by your school or enter your email address that is registered with your school, under 'already registered'. A temporary pin for access is mailed to your email address (please check your spam box too) A pin is not needed for app access again, unless you sign out, the application is installed on another device or it's the beginning of a new academic year when your school may load new users onto the system. One device and email address per user profile.

Any information your school edits on their profile will be instantly updated onto the app. Your school will also be able to view all information that has been recorded about submitted lost and found items in various reports, so they may better understand their lost and found situation at school.

Home Page

On the home page 3 main options are available. Each option can be accessed by clicking the appropriate image.

- <u>I've lost an item</u> - By clicking this option you will be directed to the page where you can submit an item you have misplaced at school.

- <u>I've found an item</u> - By clicking this option you will be directed to the page where you can submit an item you have found belonging to someone at the school.

- <u>Search</u> - By clicking this option you will be directed to the page where you can view all items that are currently in lost and found at your school and items that people have submitted as lost.

Lost Page

Please search the found board for your item first.

Campus-

A student's profile will display their current campus they registered with. Choose your campus where you would like your lost item to be displayed, your item will be allocated under that campus but can be viewed by all when 'All campuses' are searched.

Lost item-

<u>Android</u>- You can click within the text space and start typing the type of item you have lost, a predictive search box will appear displaying items closest to your search, select one of these that best describes your item or type in your item. Alternatively, you can select from the drop-down list by clicking the small arrow on the right of the text space.

<u>IOS</u>- You can select a lost item from the list provided.

It is preferable to select from the lists provided so that the school has a clearer report structure to monitor lost and found items.

The items you can select are submitted by your school so if there is an item that is not available please contact them to discuss.

Name on item-

Was your name on the item lost? If so, type the name that was on your item. If no name was on your item, you may leave this area blank and tick the box marked "No name on item"

Description of item-

Here you can type any additional description of the item that would help to identify your item for example: Blue and purple lunchbox with clip on lid. There is a maximum of 50 characters allowed.

Comments-

Here you can add any comments that may help others find your item for example: It was left outside the science lab after 2nd break. There is a maximum of 50 characters allowed.

Upload photo-

If you happen to have a picture on your device of the item lost, you can upload it here. Click the 'Upload photo' image to upload.

Submit-

Once you have finished adding your Lost item details you can 'Submit' your item. By clicking this button, you will be loading your item to the Search gallery where students, staff and parents can see what you have lost and help you find your item.

Found Page

Please search the lost board for this item first.

Campus-

A student's profile will display their current campus they registered with. Choose your campus where you would like your found item to be displayed, your item will be allocated under that campus but can be viewed by all when 'All campuses' are searched.

Lost item-

Android- You can click within the text space and start typing the type of item you have found, a predictive search box will appear displaying items closest to your search, select one of these that best describes your item or type in your item. Alternatively, you can select from the drop-down list by clicking the small arrow on the right of the text space.

IOS- You can select a found item from the list provided.

It is preferable to select from the lists provided so that the school has a clearer report structure to monitor lost and found items.

The items you can select are submitted by your school so if there is an item that is not available please contact them to discuss.

Scan item-

If the item you have found has a label with a QR code, click the 'Scan item' image to scan. The scanning camera will open, place this above the QR code so that the whole code is in view on your device. If the scanner is having difficulty scanning, move your device backwards and forwards and around slowly until the scanner locks on and scans. Please note that there needs to be adequate lighting to work. Once scanned, details of the item owner will fill the 'Name on item' space and the correct owner will be notified once submitted. If no name appears after scanning, then the QR code you have scanned is not registered with your school.

Name on item- (If there was no QR code to scan)

Is there a name on the item? If so, type the name that is on the item, if no name is on the item, you may leave this area blank and tick the box marked "No name on item"

Description-

Here you can type any additional description of the item that would help to identify the item for example: Cricket bat has black handle with scratch on logo. There is a maximum of 50 characters allowed.

Comments-

Here you can add any comments that may help others find their item for example: I found it under the staircase by art class. There is a maximum of 50 characters allowed.

Take photo-

If you like, you can take a photo of the item you found. Click the 'Take photo' image to open your camera.

Submit-

Once you have finished adding your Found item details, you can 'Submit' the item. By clicking this button, you will be loading the item to the Search gallery where students, staff and parents can see what you have found and help find the owner. If an item was scanned or a name was found on the database a personal notification will automatically be sent to the owner (parent and student).

Search page-

All items that have been submitted as lost or found are displayed here, they are divided into those two categories. If you have submitted an item you lost, you will find it on the lost board. If you have submitted an item you found, this will be on the found board along with all the other items in lost property at school. The ALL button displays all the latest items submitted by latest time.

Campus

A student's profile will automatically display their current campus they registered with. A Parents profile will automatically display all campuses. A dropdown list to change your campus is available

on the top left (image of 3 dots), please select your preferred campus each time OR you can view all campus items.

Search

You can search by name on item, type of item or comment on item. For example, if you lost your hat under the stairs, search if anyone found it 'under the stairs' OR 'hat' OR if your name was on the item search your name.

At any stage you can click the ALL button to view all items that have been logged at your selected campus or all campuses.

All item profiles can be scrolled from right to left under the two headings. The most recent items logged are displayed first.

Scroll down to view more, ten items are displayed at a time, click the 'more' wording beneath to view the next available ten.

Click an item to view the item profile page for more detailed information.

Item profile page-

Here you can view all information about this item - the image (if supplied), date of item logged, name on item, item name, item description and comments.

You can report an item if you feel as though the image or text is inappropriate in any way. The report button is the red exclamation mark on the right of the image. This is an application made for students to view so we encourage you to report such behaviour. The reported item will immediately be removed from the app once you have reported it and **your school will be notified of a reported item**. Your school will analyse the item and situation and take the appropriate steps. A school has full access to remove or block users if need be.
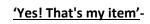
An item you have submitted can be deleted only by you. Click the dustbin on the right of the image.

You can also claim an item by clicking 'I've found your item' under lost section OR 'Yes! That's my item' under found section.

'I've found your item'-

Once the "I've found your item" button has been clicked, you are asked if you are going to hand the item in at lost and found at your school OR hand it back personally to the owner. If you select to hand the item over directly to the owner, then a notification is sent to the owner letting them know that the item will be handed to them. If you select to hand it in at lost property at school, then a notification is sent to the owner letting them know that the item is waiting for them to claim at the school's lost property. Details of the person who found the item is not sent to the owner.

'Yes! That's my item'-

Once the 'Yes! That's my item' button has been clicked, you are asked 'Have you collected your item?' If you select YES, your item is removed from the found board. Once the item has been collected and the owner has notified Lost and Found via their profile the item will be hidden from the list.

Please remember to claim your items once you have received your items. You can do this on the item profile page of your item. Once it has been claimed the item will be removed from the found board. Parents cannot claim their children's items but can see on their profile when their children have claimed their own item.

Your profile page-

Your profile page is found in the menu under 'Profile'

Your name, user type and campus for students are displayed.

You will find your unique QR code here.

Your latest and **current notifications** of your and your children's items that have been found are displayed here. You can click on this notification to access the item profile page associated with it. The notification will then clear. Only once your child has clicked on their own notification on their device will their notification clear under your profile, so you can monitor if they viewed their item. You can also see if they Claimed their item under History.

You will also find your and your children/s **history** details of lost and found items that have been listed for that year. You can see the date of what items have originally been lost and you can see the status of that item. Your status of the item may be Lost, Found, Claimed or Reported. Once your item is found and you have collected your item you need to claim that item**. Your aim is for all your items to be Claimed.**

Notifications of your lost items that have been found can be turned off here. You will still be able to view your notifications within the app but will not be notified outside of the app.

You can **link another user** type to your account. A parent can link their children and a student can link their parents. A student cannot link another student and a parent cannot link another parent. Once linked, a parent can view their child's history of lost items and receive notifications when their items are found. A teacher may want to link all their students to their profile in order to receive a notification of when an item has been found. All linked profiles will appear on both profiles and can be removed at any time.

Parents can **link another school** to their profile. This is for parents who have children at multiple schools. If a school has registered you on your behalf, their profile should automatically appear here, if not, enter their school code for access to their school lost and found profile. These additional schools can be removed here if needed.

You can **sign out** of your account here. Once signed out, all your item profiles that are currently displayed in search will be deleted as well as on your profile page under history. These items will however remain on the school's records. You will need to re-register in order to have access to the app again.

The only way to change your personal profile details is to sign out and re-register.

Advertising-

Affordable monthly advertising is offered at the bottom of each main page. They are stagnant images with no links (we prefer no links as we are a children's-based app) Community advertising is encouraged.

Privacy summery-

Your and your child's safety and privacy are a high priority for us, here is a summary of how we ensure this:

- All personal information like names and email addresses of all users are double encrypted, meaning they can only be read by your school's admin.
- Only registered users to your school can have access to your lost and found.
- QR codes only contain a student name and student number, no other information.
- There are no external links in our app, including advertisements.
- Your details will remain hidden when you have found and submitted a found item.
- Your school has the right and access to delete any user at any time.
- Most inappropriate language will not be able to load, if an item has been loaded with unacceptable language or image, this can easily and immediately be removed and reported to your school.
- Advertisements are available to be viewed by your school from 1 month before they are uploaded on the app. Schools have the right to mark them as inappropriate and for us to review. If an add has been uploaded that you feel is inappropriate, please contact us.