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## Download the App

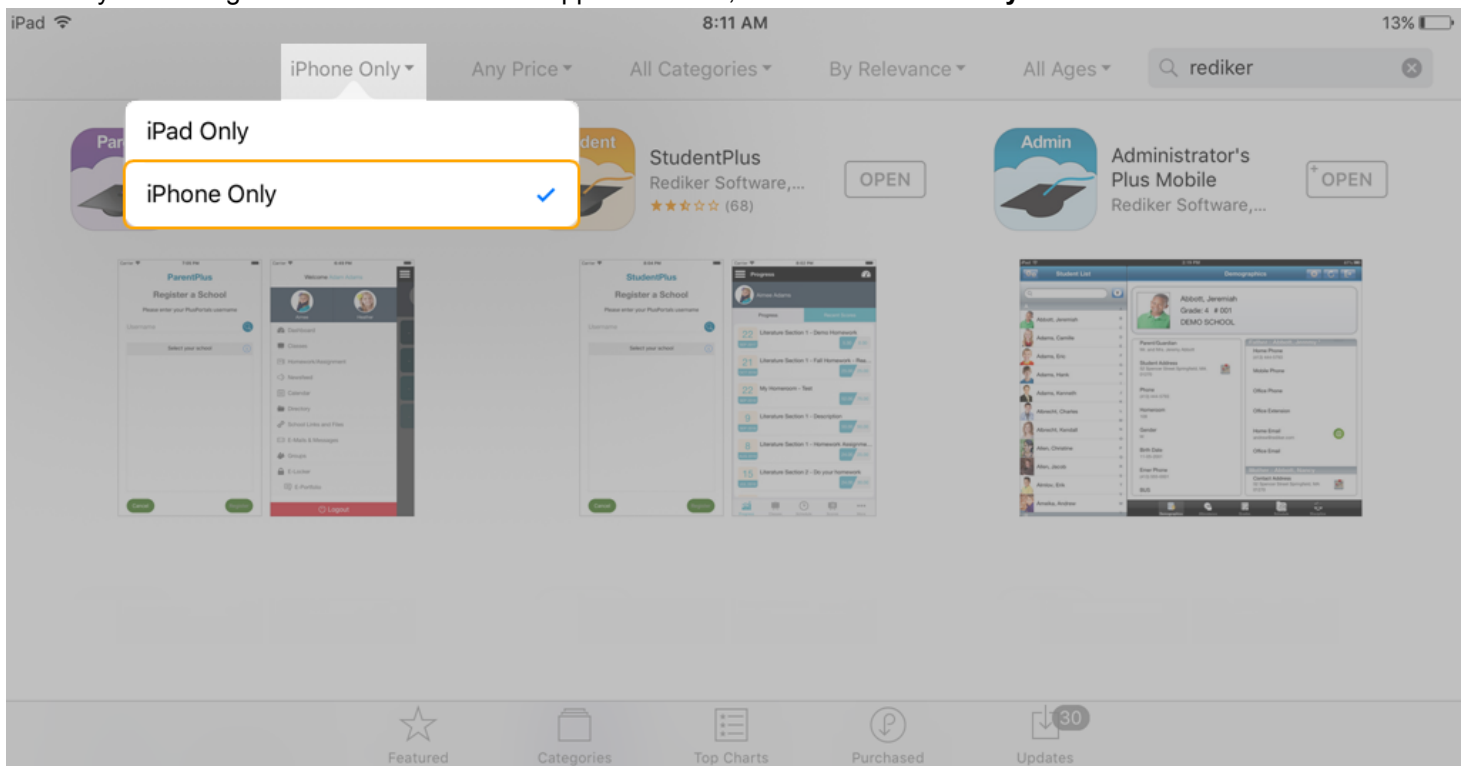
### Where can I find the apps?

ParentPlus and StudentPlus apps for iOS and Android are available on iTunes or Google Play. To locate these apps, you can search for ParentPlus, StudentPlus, or Rediker.

You can also visit the ParentPlus or StudentPlus web pages to be directed to these apps.

### I can't find the apps on iTunes using my iPad. Where are they?

Currently, the ParentPlus and StudentPlus apps are optimized for iPhone and iPod; however, they can also be used on the iPad. If you're using an iPad to search for the apps on iTunes, select the **iPhone Only** filter.




## Log In to the App

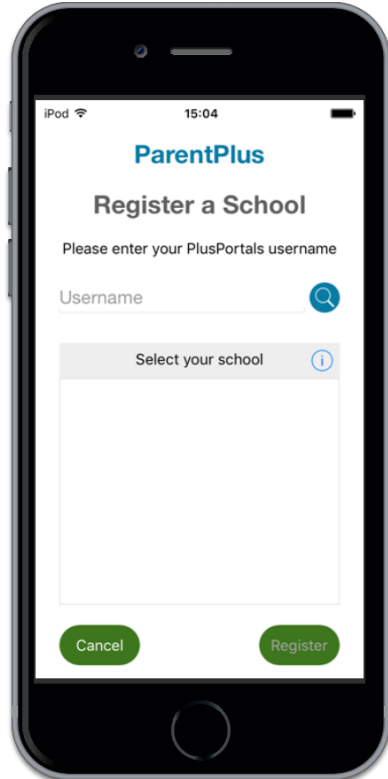
### I have downloaded the app. What's next?

When you first open the app, you are prompted to enter your PlusPortals username to search for your school and register the app.

1. In the **Username** box, type the PlusPortals username associated with your account.

For parents and students, an account username is an e-mail address; however, for student accounts, schools have the option to assign a username. If you don't know your username, contact your school.

2. Tap  to search for your school.



3. Select your school from the list and tap **Register**.

If you have PlusPortals accounts at multiple schools with the same username, the associated schools appear in the search results. Select one school from the list.


4. When prompted, type your password for the selected school, and then tap **Login**.  
5. Repeat this process for each school that you want to add to the app.

Before you can register the app, you must activate your PlusPortals account on your schools PlusPortals website. After activating your account, you may experience a brief delay before the app recognizes your login credentials. If you use the same username and password for multiple schools, each school is registered at the same time. Otherwise, you must repeat the steps above for each school.

### **How do I access multiple schools that use the PlusPortals?**

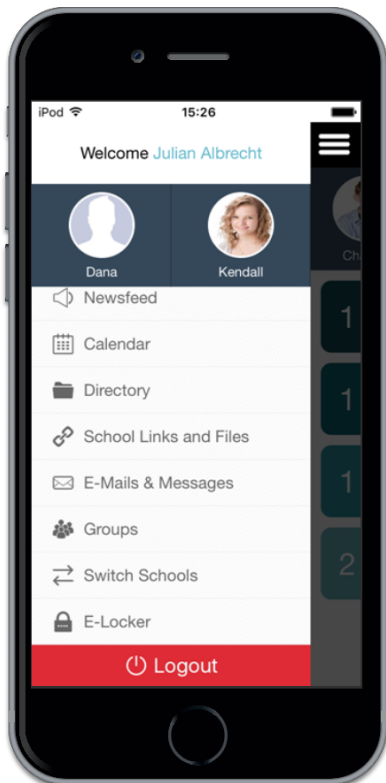
After registering each school using the steps above, you can access all of them through the app.

For some schools, the PlusPortals are connected by district or diocese through the district/diocesan office. If this is true for your schools, each time you log in, you are prompted to select which school you would like to access.

If you want to switch to another school, tap , and then tap **Switch Schools**.

If your PlusPortals are not connected by district or diocese, you can use the drop-down on the login screen to select the school you want to access prior to entering your password and logging in.

To access another school, you must log out and use the drop-down menu on the login screen to select the next school.



### **I'm getting an invalid credentials error. What's wrong?**

After you activate your PlusPortals account for the first time, or after you change your password, there can be a brief delay before the mobile app will recognize your new login credentials. If you haven't recently activated your account or changed your password, try logging in to the PlusPortals website for your school with the same credentials. If your credentials work for the website, contact your school.

### **Related Articles**

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- [\*\*Error: "Invalid User Code"\*\*](#)
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- [\*\*Admin Plus Mobile Manager Setup\*\*](#)
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