



WEDUC - The Ursuline High School App & Web Portal, Frequently Asked Questions (FAQs)

Q – What is Weduc?

A – The Ursuline High School app and web portal is developed and powered by Weduc. We use Weduc to share communications with parents. Parents can choose to use either the app or the web portal (or both) to access communications from us, and the login details are the same for both. However, we do recommend parents enrol on the app over the web portal so that they can enable notifications. The app name is UHS App.

Q – How do the app and web portal differ?

A - Users have access to the same information except for 1) notifications – these cannot be enabled for the web portal so we recommend web users always proactively log in daily to ensure there are no new messages and 2) web users will not see custom tabs which are only viewable in the app. However, for now all the important information and tabs are accessible.

Q – What information is available on Weduc?

A –Parents can access messages from the school. In addition, parents can access a news feed, report an absence, and view absence data. Parents can also visit The Hub for quick links to other portals including our website, Arbor and ParentPay.

Q – How do I enrol?

A - To begin the enrolment process, all parents/carers will receive an email with their enrolment code and step by step joining instructions. Parents/carers simply need to follow the instructions to get set up. Please make sure you check your junk/spam folders for the email. If you are already a Weduc user (either because you have another child at Ursuline or a child at another Weduc school) the steps are a little different and these are outlined in the invite email and below.

Q – Can I share enrolment codes with another parent/carer?

A - Enrolment codes are unique and cannot be shared with other parents. Parents cannot sign up to Weduc without this code so please wait until you receive your invitation email before trying.

Q – I can't locate the enrolment email / my enrolment code isn't working.

A – Enrolment codes do expire if not used within 2 weeks. Please email us at ITHelpdesk@ursulinehigh.merton.sch.uk and we will get a new enrolment email sent to you.

Q – I already have another child at the Ursuline and use Weduc. What do I do?

A – If you are already an Ursuline Weduc user then you don't need to do anything else – once your year 7 daughter has been added to our system you will see her appear on Weduc.

Q – I already use Weduc with another school. What do I do?

A – If you already have a Weduc account, please ensure you follow the enrolment process and where appropriate; click on the Yes, I already have an account option.”.

Q – Can I use my logins for other Ursuline portals?

A - The login details you are using for other Ursuline portals including Applicaa, Arbor and ParentPay will not work, these are separate portals.



Q – How do I ensure I don't miss important information?

A - We recommend all app users enable push notifications on your device. If you choose not to, then we recommend you proactively log in daily to ensure you are on top of all messages, otherwise you are likely to miss messages, many of which may be important and urgent. Web portal users cannot activate notifications so will always need to proactively log in, ideally daily, to ensure you are up to date on all messages. To ensure web portal users do not miss anything important they will also always receive copies of messages to their email inbox.

Q – Will Weduc (app and portal) fully replace email?

A – In the future, once it is fully integrated with all our portals, it will. In the meantime, we will occasionally need to communicate with you via traditional email, for example Evolve Trip Consent Forms. So please do regularly check your email inboxes for communications from us.

Q - Is Weduc compulsory?

A - Use of Weduc is at parent/carer discretion. We are thrilled to see most of our parents/carers enrolled to date.

Q - What happens if a parent doesn't want to use Weduc?

A - You will receive communications via email if we have a valid email on record. Also, you will need to continue to report Absences by calling the main school telephone number and selecting option 2 (on each morning of absence).

Q – Who will receive communications from the school?

A - As a school we communicate with primary and secondary parents/carers as long as we have a valid email, and the parent has parental responsibility. There are occasions where we must communicate with the primary parent only for example Consent Requests and Parent Meeting Bookings. This is to avoid getting more than one response back which can cause confusion.

Q - Does the app/portal replace Arbor or ParentPay?

A - No not at all. We will continue to use Arbor and ParentPay.

Q - Are ParentPay and Arbor integrated?

A – As at June 2022 absence records are available within Weduc (via your child's records). However, all other information will remain on Parent Pay and Arbor until there are more product developments. We will keep you posted. Links to both portals are available in The Hub.

Q – Will Weduc replace the website?

A – No, it will not. They both have their purpose. The website will continue to be the go-to place for information re. the school. The information will remain here as it needs to be accessible to prospective parents and non-app users. However, essential information will also be linked from The Hub.

Q – What is the Parent Portal?

A – In this section of the UHS app, you will find your child's/children's accounts. This is where you can also report an absence. Any children that join us will be added to your account automatically. You will not need to enrol again.



Q – What is the news feed?

A - The news feed is the app's version of a social media feed. This is where we share general news. Please do like and comment! Rest assured that nothing essential relating to school life and/your child will be shared here. You will always be notified of anything important/urgent by email.

Q – What is Messages?

A – This is the system's inbox. This is where you will receive messages (emails) from the school.

Q – What is the Hub?

A – The Hub is our resource centre. You can access quick links to important webpages and portals including ParentPay and Progresso.

Q – What is myEvolve?

A – Here you can access your myEvolve account. You will see any current Consent Forms.

Q – Can we report an absence via Weduc?

A - Yes, you can. Click on Parent Portal, select your child's account and from there click on 'report an absence'. You can also view historical absence data on Weduc.

Q – Should we still use the website?

A – The intention is that all relevant information in the Parent section of our website will ultimately also be available on the app. For those parents/carers that do not wish to use the app the essential information will remain accessible via the website.

Q – I want to unenrol?

A – If you would like to deactivate your account, please email us.

Q – Who are the app developers?

A – The app is developed by Weduc, the expert communication and engagement platform for parents, teachers, and students.

We are here to help – contact us at ITHelpdesk@ursulinehigh.merton.sch.uk with any enrolment questions you may have.