



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

Q – What is Weduc?

A – Weduc is the name of the school app and web portal that we are now using to share communications with parents. Parents can choose to use either the app or the web portal (or both) and the login details are the same for both. However, we do recommend parents enrol on the app so that they can turn on notifications.

Q – How does 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 links to other portals including Parent Pay and Progresso, and links to important web pages including Term dates.

Weduc is continuously being refined with more features and content and we will keep you posted as and when there are developments.

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. So please do regularly check your email inboxes for communications from us.

Q - Is Weduc compulsory?

A - Although encouraged, use of Weduc is at parent/carer discretion. We are thrilled to see most of our primary parents/carers enrolled to date. As notifications can only be turned on for app-users we do recommend parents chose to enrol on the app over the portal.



Q - What happens if we don't want to use Weduc?

A - You will continue to receive communications via email as you did before we launched Weduc. 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 - Does the app/portal replace Cloud Parent or ParentPay?

A - No not at all. We will continue to use Cloud Parent (Progresso) and ParentPay. However, some elements of Progresso are integrated into Weduc, for example timetables and absence data.

Q - Are ParentPay and Progresso 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 Progresso 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 – I can't locate the enrolment email / my enrolment code isn't working.

A – Please email us at communications@ursulinehigh.merton.sch.uk and we will get a new enrolment email sent to you.

Q – What is the Parent Portal?

A – Here you will find your child's/children's accounts. This is where you can also report an absence.

Q – What is the news feed?

A - The news feed is Weduc'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 from the school.

Q – What is the Hub?

A – The Hub is our resource centre. You can access ParentPay and Progresso from here. You can also see the App manual for more information on functionality and follow the link to the 'Report a Covid Swab' webpage. In time, we will be adding more resources to this section.



Q - Can we filter the newsfeed or calendar by year group?

A - Currently this is not possible, but we are hopeful that future iterations of the app will allow for integrations.

Q - Can we have a search button?

A - Currently this is not possible, but it is a feature we will look at incorporating as part of future iterations of the app.

Q – Can we report an absence?

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 – Who will receive all communications from the school?

A - As a school we primarily communicate with the designated primary parent/carer.

Q – Who are the app developers?

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

Q – I want to unenroll?

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

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