

UTS One User Guide

Version 1.0



UTS One is designed as a single, integrated parent portal that will gradually replace the separate apps and communication channels currently in use, including the student pick-up and drop-off app, ManageBac, service registration, club registration, school bus registration, and unofficial Zalo groups.

By bringing these services together on a single platform, UTS One makes it easier for parents to access information, reduces the need to switch between multiple applications, and ensures that all communication with the School takes place through an official channel.

Key features

Class information

Track academic progress

View timetable

View attendance records and absences

Submit leave request

Learning information

View homework

Track behaviours and rewards

Club registration

Service information

Manage Student & Parent profiles

Register for school services

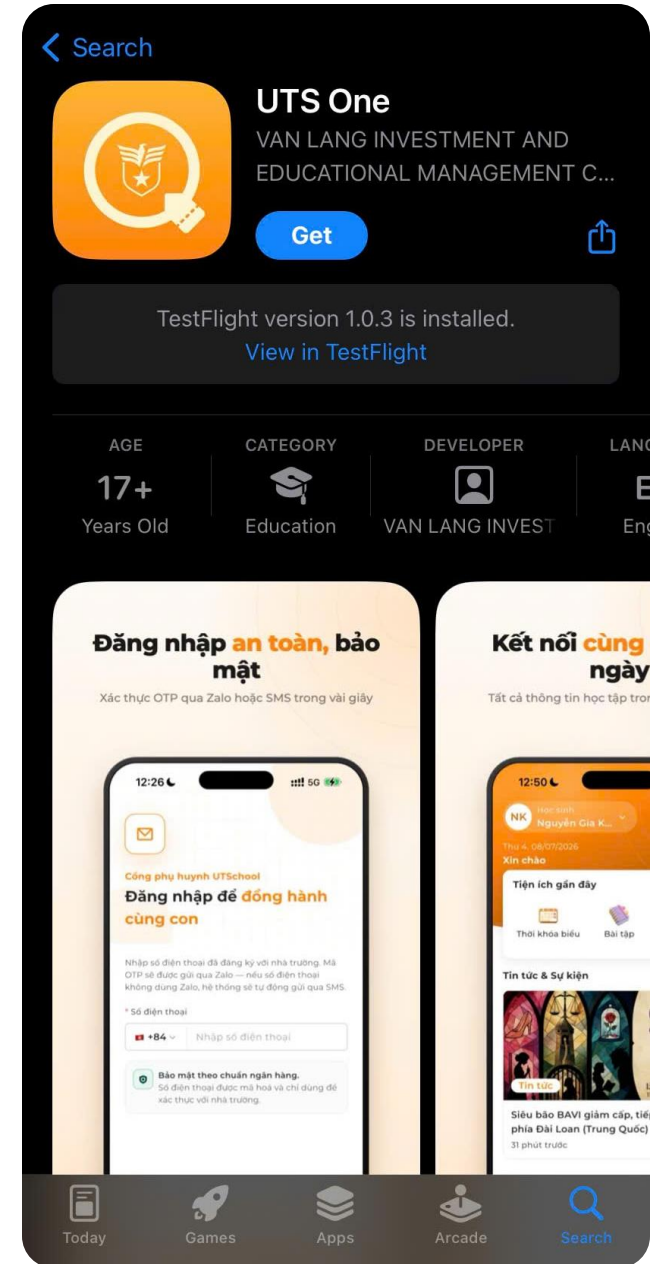
School news and events

School – Parent communication

Tuition and service payments

Annotation:  *available features*  *upcoming features*

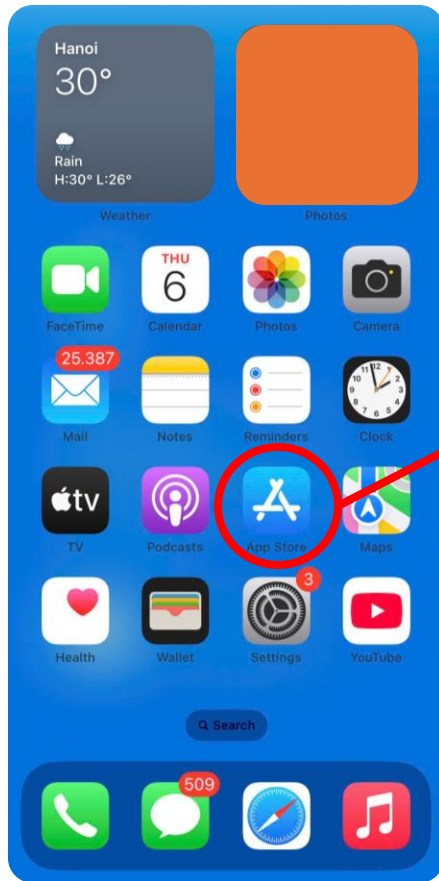
App installation guide



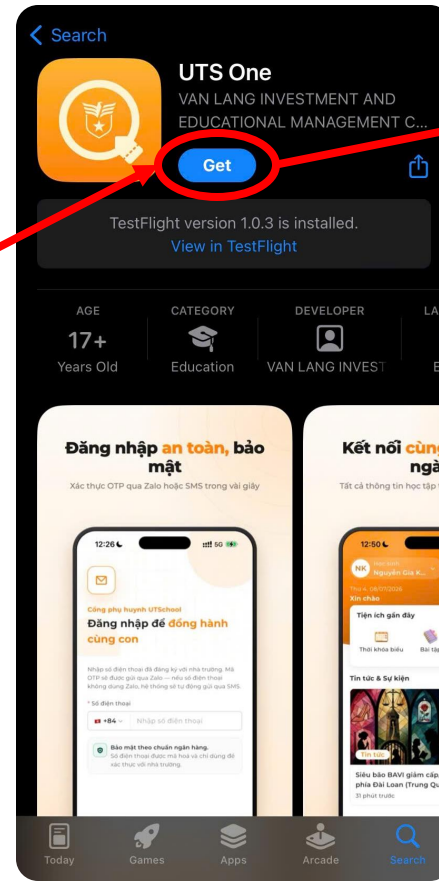
Method 01:

Search on App Store or Google Play Store

1 Open App Store, search for “**UTS One**”.



2 On the UTS One app page, click “**Get**”.



3 Open **UTS One** then follow on-screen instructions to sign-in to your Parent account



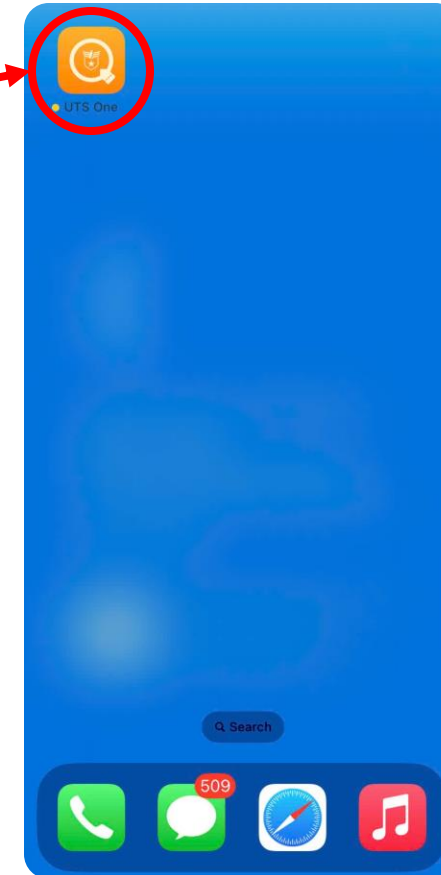
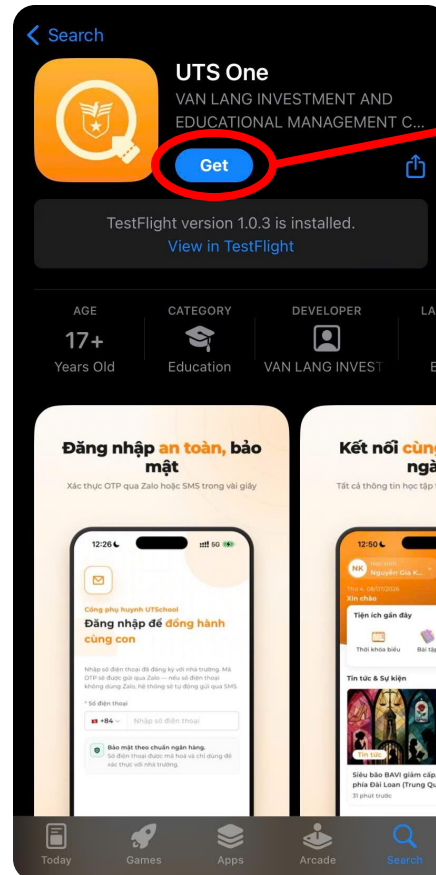
Method 02: Scan the QR code below

- 1 Scan the QR code below to download the app for your device's operating system.
- 2 On the UTS One app page, click “**Get**”.
- 3 Open **UTS One** then follow on-screen instructions to sign-in to your Parent account

iOS scan here



Android scan here



Sign-in using phone number



UTSchool Parent Portal
Sign in to accompany your child

Enter the phone number registered with the school.
The OTP will be sent via Zalo — if the number does not use Zalo, the system will send it via SMS.

* Phone number

 +84 ▾

Enter phone number



Bank-grade security.
Your phone number is encrypted and used only to verify with the school.

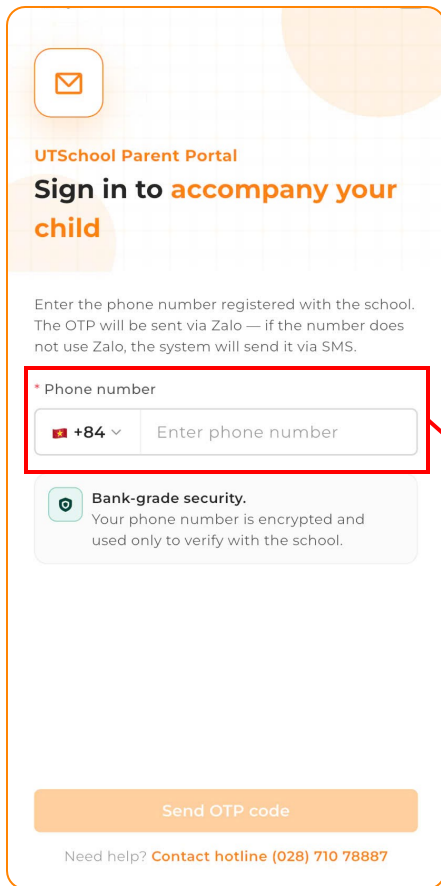
Send OTP code

Need help? **Contact hotline (028) 710 78887**

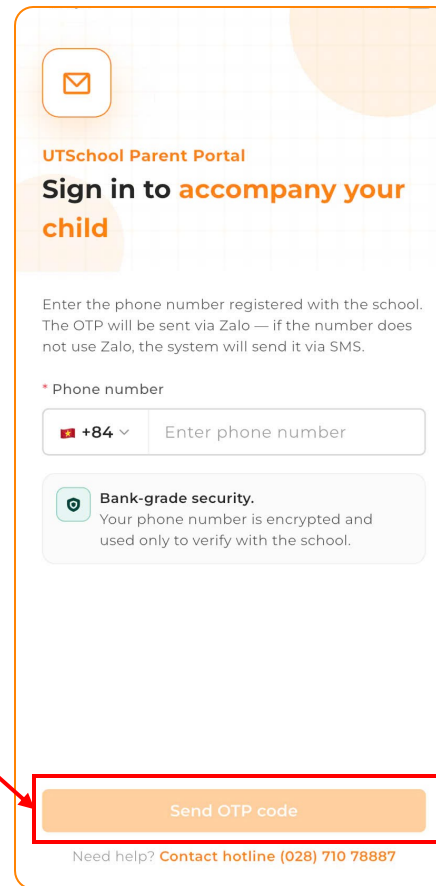
Sign-in using phone number

After downloading and installing the UTS One app on your mobile device, please open the app and sign in using the phone number registered with the School by following the steps below:

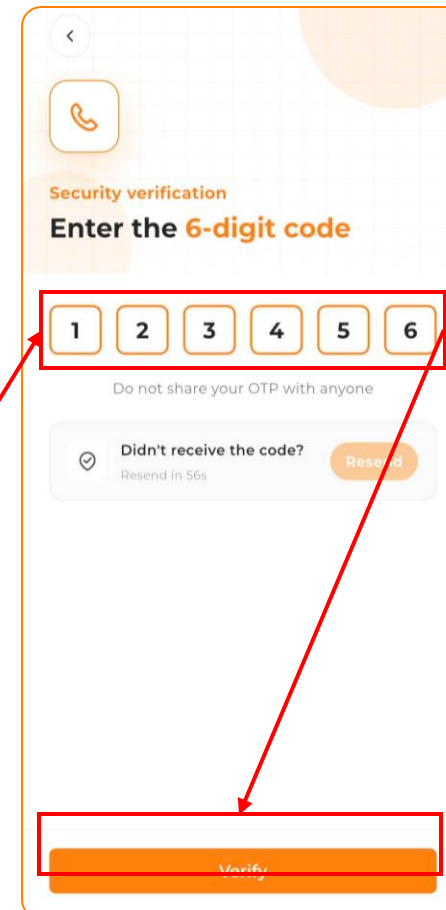
- 1 On the sign-in screen, select the **country code (+84)** and enter **Phone number**



- 2 Choose **Send OTP**

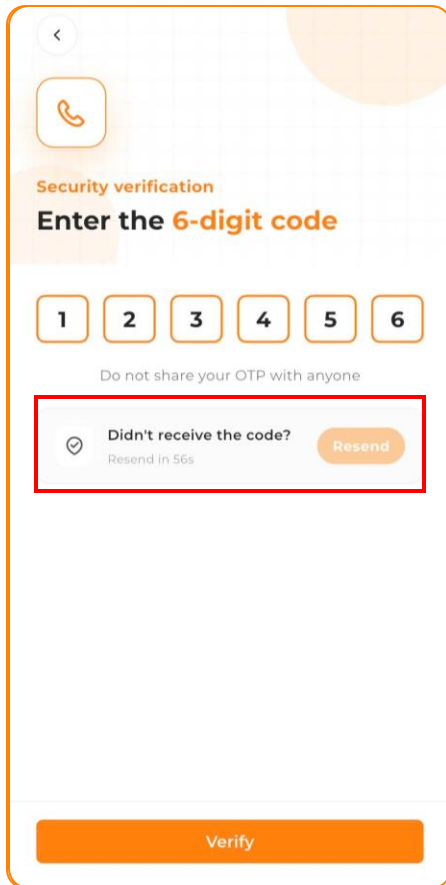


- 3 On the **Security Verification** screen, enter the 6-digit OTP and select **Verify** to sign in



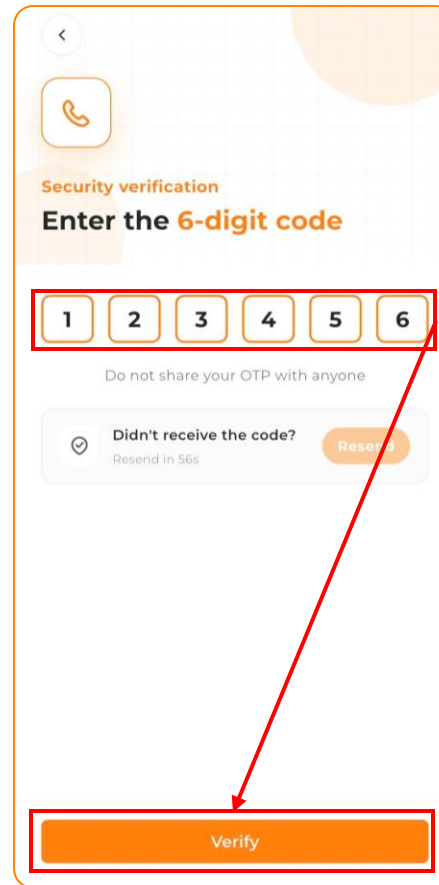
#1: OTP not received

- 1 On the Security Verification screen, select **Resend**



The screenshot shows the 'Security verification' screen with the instruction 'Enter the 6-digit code'. Below the code input fields, there is a link 'Didn't receive the code?' with a 'Resend' button next to it. This entire section is highlighted with a red rectangular box. At the bottom of the screen is a large orange 'Verify' button.

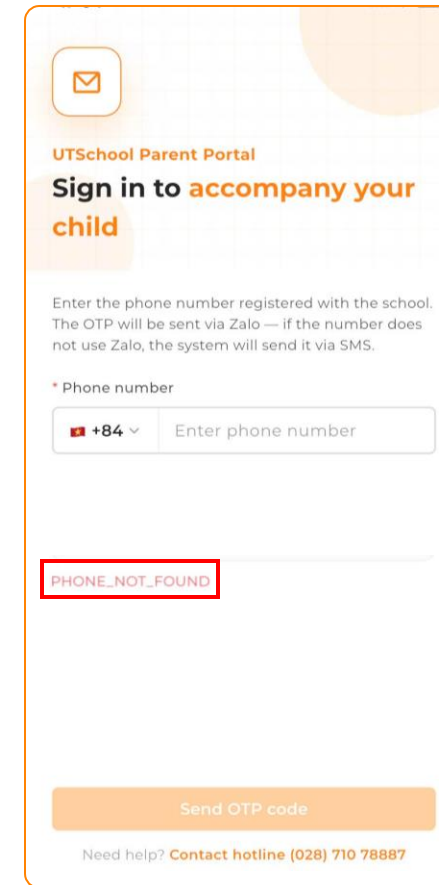
- 2 **Re-enter new OTP** and choose **Verify to sign in**



This screenshot is identical to the previous one, but with a red rectangular box around the 'Verify' button at the bottom. A red arrow points from the 'Resend' button in the previous screenshot to this 'Verify' button.

#2: Phone number not found

Please check the email from the School to complete the verification and update your information as instructed.

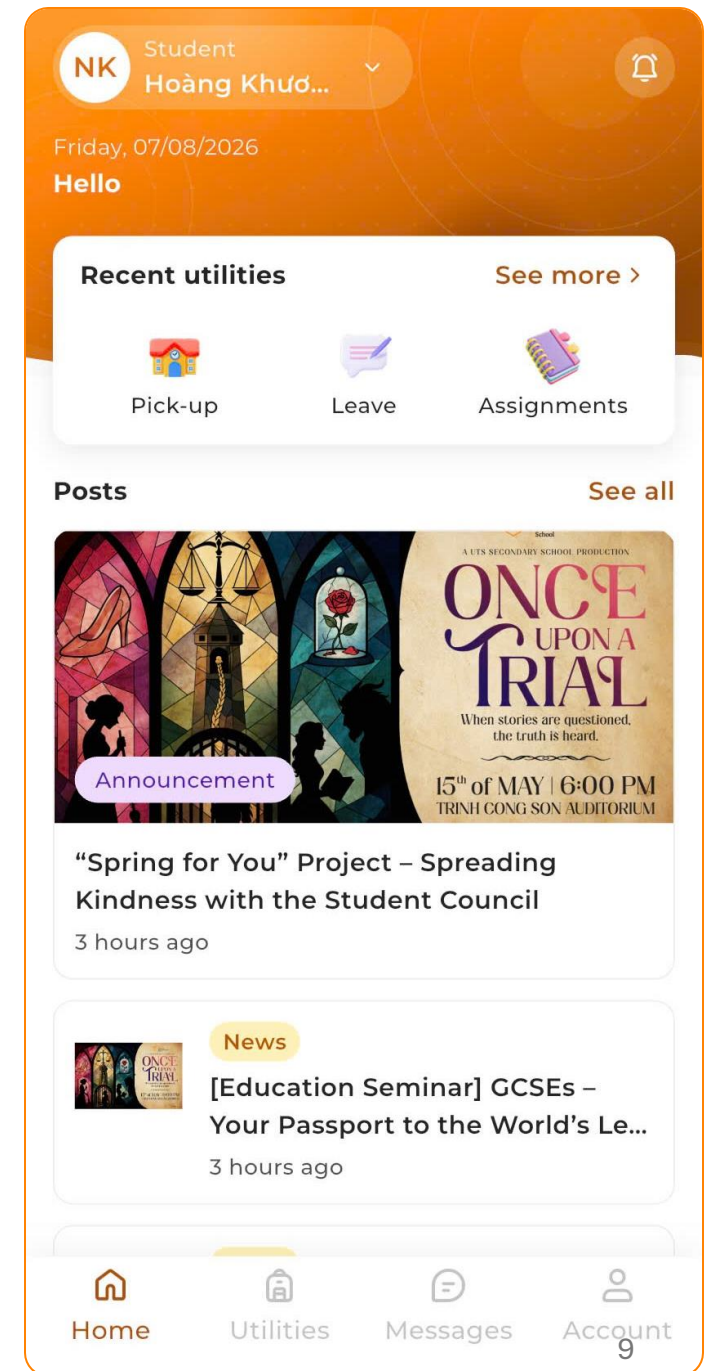


The screenshot shows the 'UTSchool Parent Portal' sign-in screen. It asks the user to 'Sign in to accompany your child' and provides instructions on how the OTP is sent. Below this is a field for the phone number with a dropdown menu showing '+84'. At the bottom, there is a 'Send OTP code' button. A red rectangular box highlights the error message 'PHONE_NOT_FOUND' in the center of the screen.

Note:

The School will process your verification request within 2–3 working days of receiving your request.

Home screen



The **UTS One Home screen** is organised into five main feature categories:

1 Student information: Displays information for the student the parent is currently viewing.

2 Notifications: School news, updates and notifications on learning, services and events for parents and students..

3 Recent activities: Provides quick access to the features parents use most frequently.

4 Posts: School notifications, news and events based on the academic calendar.

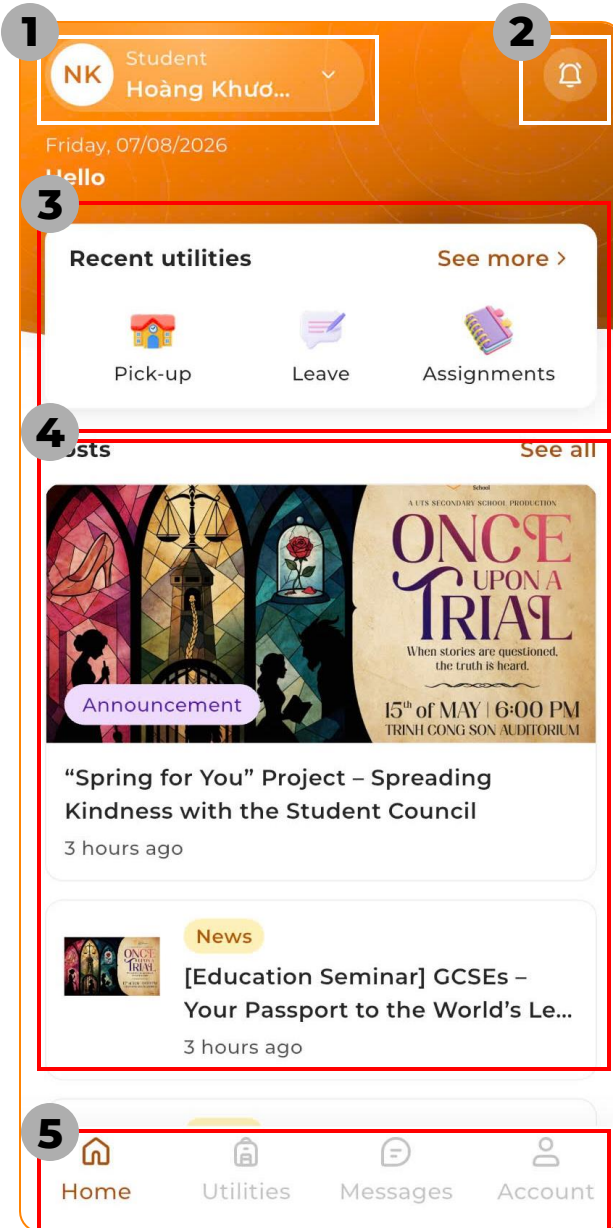
5 Navigation bar: consists of four sections.

HOMESCREEN
Quick access to recent features and news.

UTILITIES
Track learning, attendance, leave requests, pick-up & drop-off, support requests

MESSAGES
Direct communication between parents and teachers.

ACCOUNT
Manage personal information and account settings.



Feature 01

Submit leave request

< Leave

26/08 → 27/08

Full day

Cancelled

Tham gia cuộc thi, sự kiện

2 days · Sent 06/08

K

 Khương · Pre 2

18/08 → 19/08

Full day

Nghỉ việc gia đình

2 days · Sent 06/08

K

 Khương · Pre 2

10/08 → 11/08

Full day

Tham gia cuộc thi, sự kiện

2 days · Sent 06/08

K

 Khương · Pre 2

06/08

Full day

Nghỉ việc gia đình

1 day · Sent 06/08

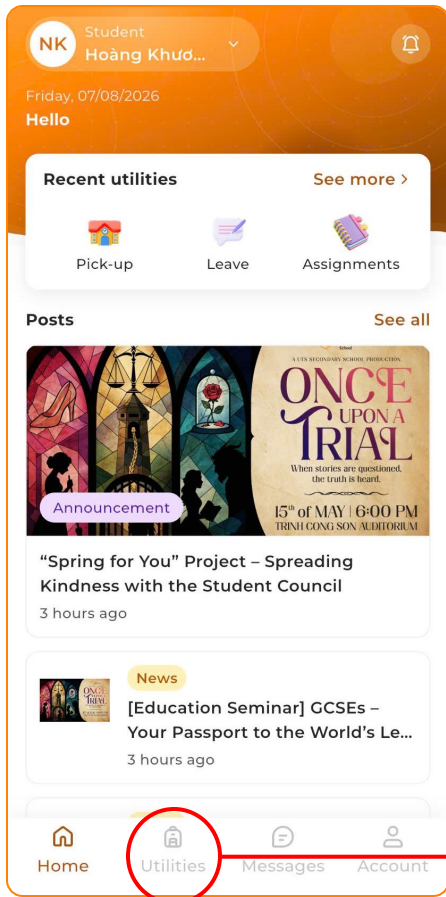
K

 Khương · Pre 2

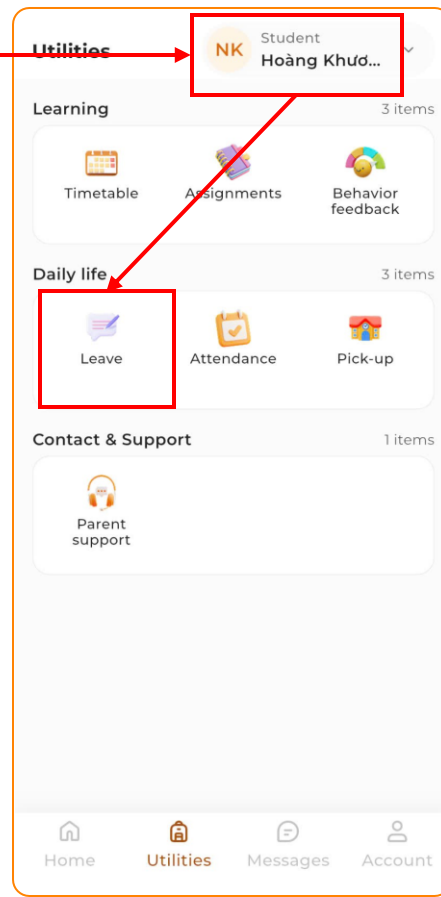
+ New request

Leave Request feature: allows parents to submit leave requests for their child in the app and track the School's processing status. Please check the student, leave date, and leave type before submitting.

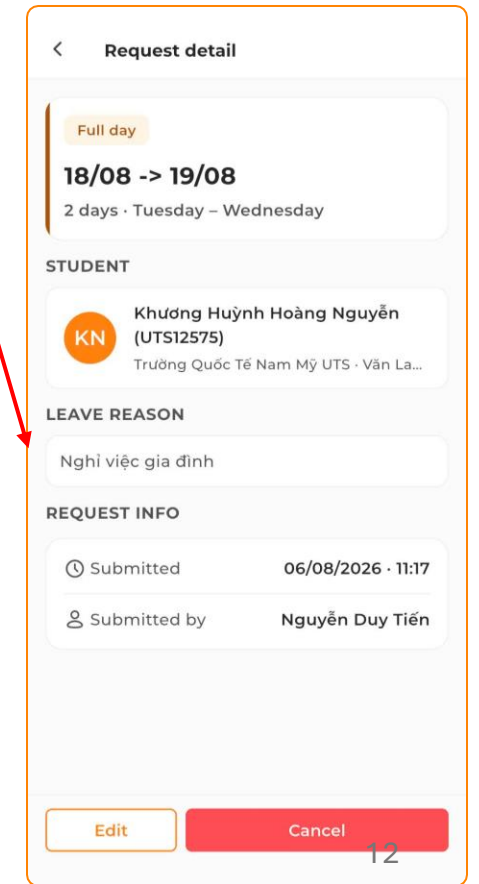
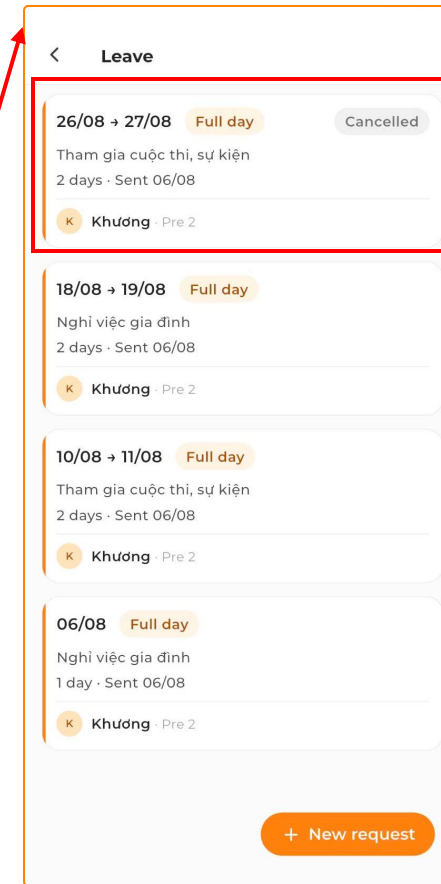
1 On the **Home screen**, scroll down to the toolbar and select **Utilities**



2 Select the student to view, then select **Leave**

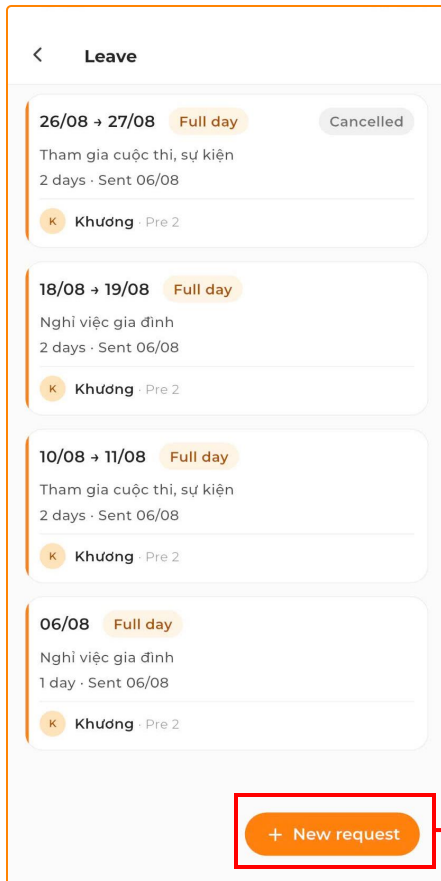


3 The system displays all leave requests and the School's processing results



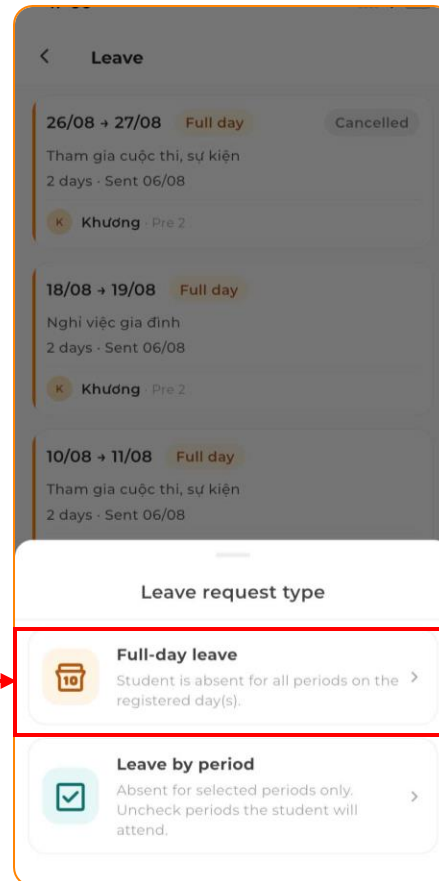
Case 1: Full-day leave

1 On the **Leave** screen, select **New Request**



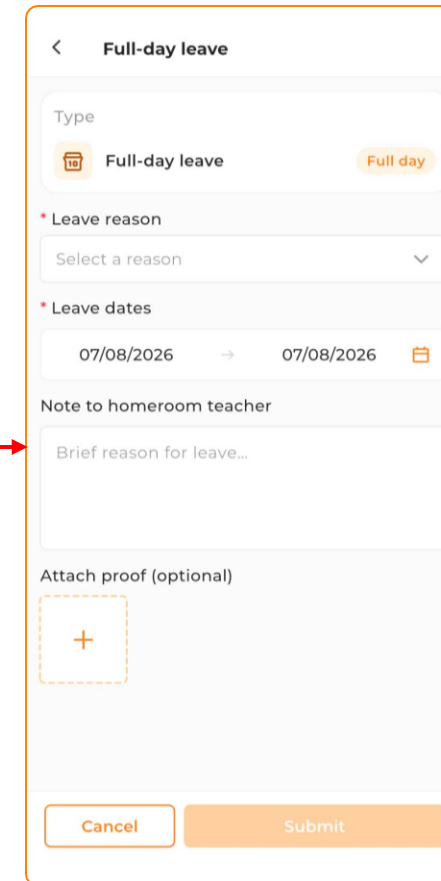
The screenshot shows the 'Leave' screen with a list of existing requests. At the bottom, there is a red-bordered button labeled '+ New request'.

2 Select **Leave type – Full-day leave**



The screenshot shows the 'Leave request type' modal. The 'Full-day leave' option is highlighted with a red box. The modal lists two options: 'Full-day leave' (Student is absent for all periods on the registered day(s)) and 'Leave by period' (Absent for selected periods only. Uncheck periods the student will attend).

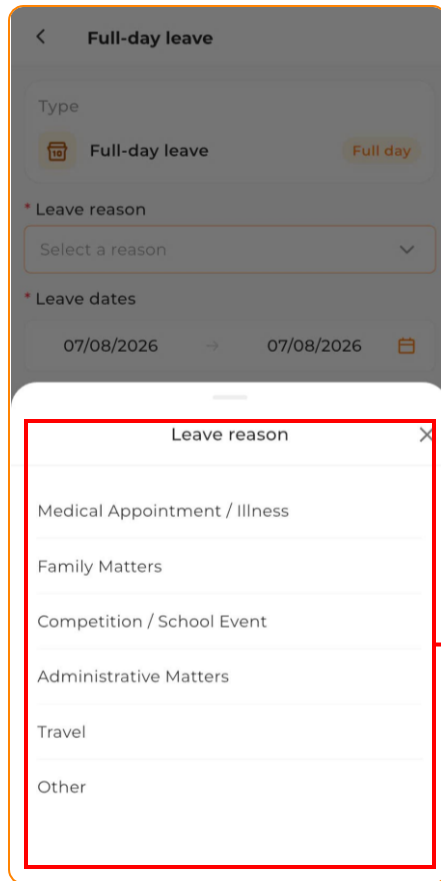
3 The system automatically creates an online leave request based on the parent's selected type



The screenshot shows the 'Full-day leave' form. It includes fields for 'Type' (Full-day leave), 'Leave reason' (Select a reason), 'Leave dates' (07/08/2026 to 07/08/2026), 'Note to homeroom teacher' (Brief reason for leave...), and 'Attach proof (optional)' (with a plus icon). At the bottom are 'Cancel' and 'Submit' buttons.

Case 1: Full-day leave

4 Select **Leave reason**



Full-day leave

Type

Full-day leave

* Leave reason

Select a reason

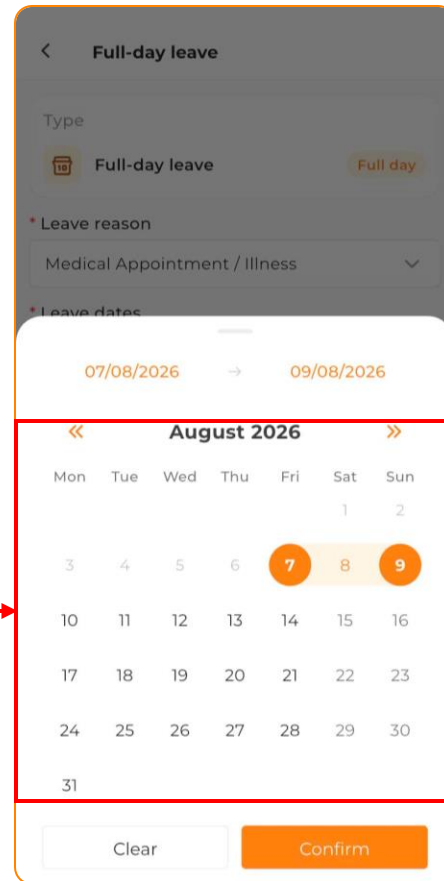
* Leave dates

07/08/2026 → 07/08/2026

Leave reason

- Medical Appointment / Illness
- Family Matters
- Competition / School Event
- Administrative Matters
- Travel
- Other

5 Select Leave time and tap **Confirm**



Full-day leave

Type

Full-day leave

* Leave reason

Medical Appointment / Illness

* Leave dates

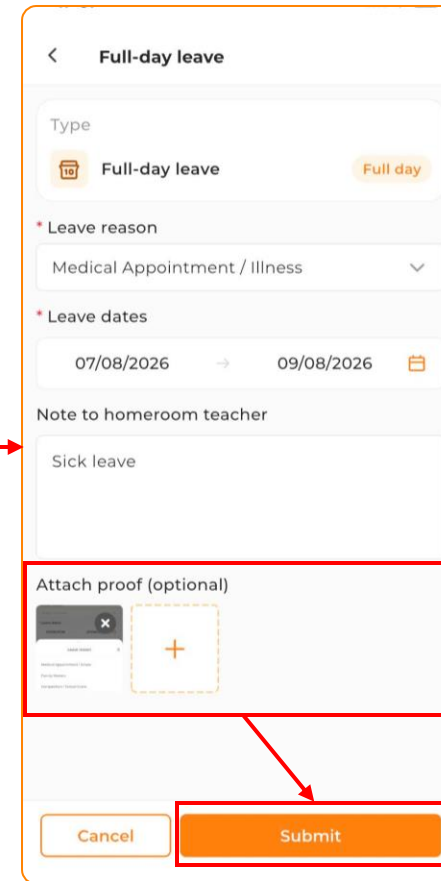
07/08/2026 → 09/08/2026

August 2026

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Clear Confirm

6 Attach **supporting proof** and tap **Submit**



Full-day leave

Type

Full-day leave

* Leave reason

Medical Appointment / Illness

* Leave dates

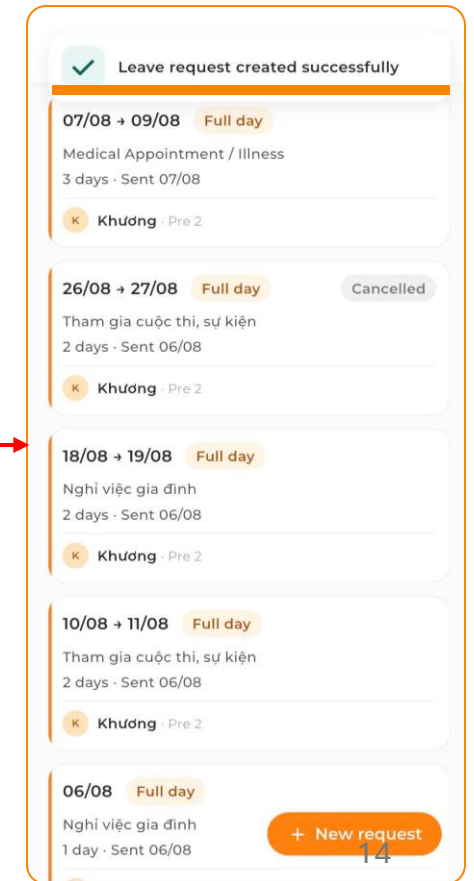
07/08/2026 → 09/08/2026

Note to homeroom teacher

Sick leave

Attach proof (optional)

Cancel Submit



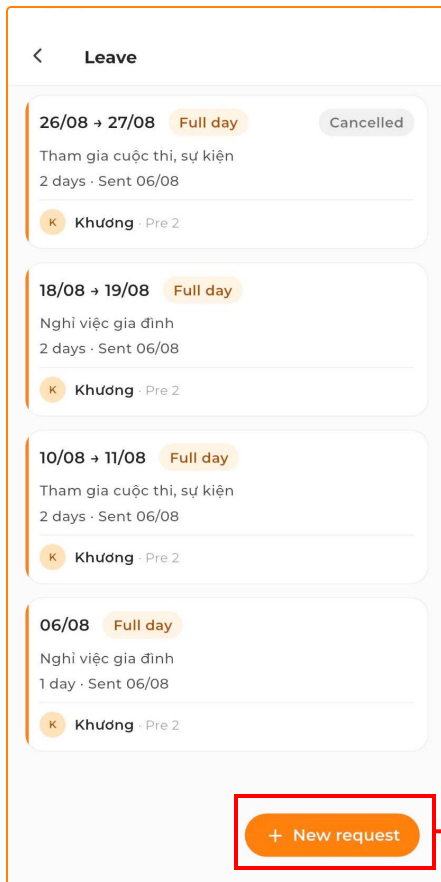
Leave request created successfully

Start Date	End Date	Type	Reason	Status	Sent
07/08	09/08	Full day	Medical Appointment / Illness	Approved	07/08
26/08	27/08	Full day	Tham gia cuộc thi, sự kiện	Cancelled	06/08
18/08	19/08	Full day	Nghỉ việc gia đình	Approved	06/08
10/08	11/08	Full day	Tham gia cuộc thi, sự kiện	Approved	06/08
06/08	06/08	Full day	Nghỉ việc gia đình	Approved	06/08

+ New request

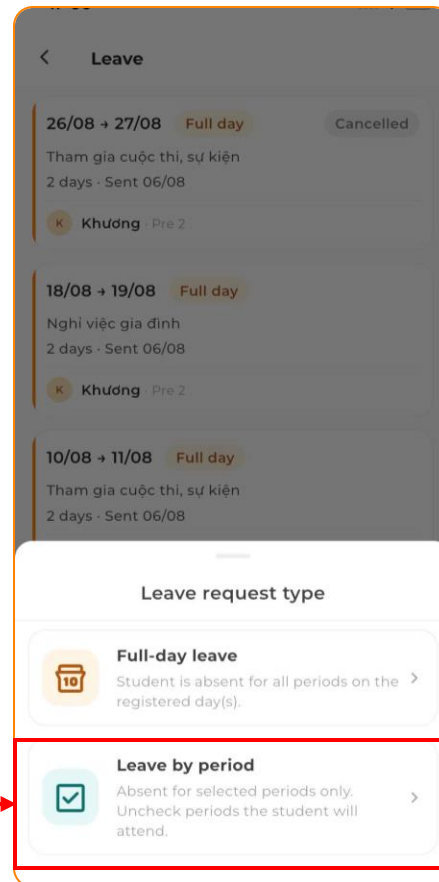
Case 2: Leave by period

1 On the **Leave** screen, select **New Request**



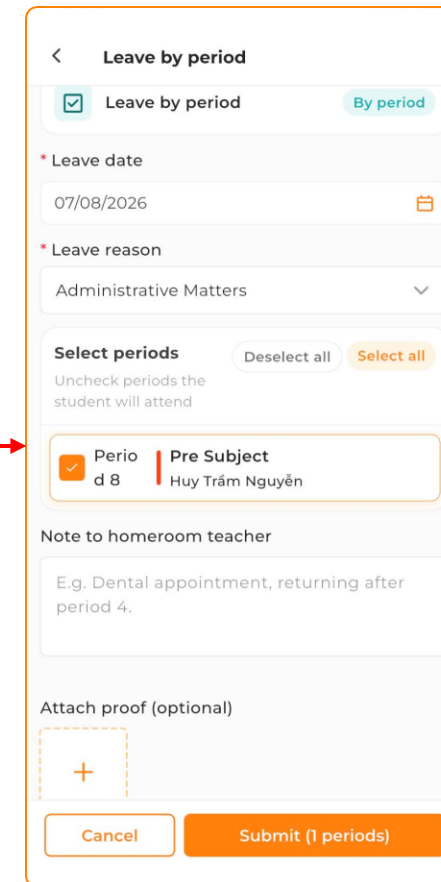
The 'Leave' screen displays a list of existing leave requests. At the bottom, there is a button labeled '+ New request' which is highlighted with a red box and an arrow pointing to the next step.

2 Select **Leave type** – **Leave by period**



The 'Leave request type' modal is shown, with 'Leave by period' selected and highlighted by a red box and an arrow. The modal lists two options: 'Full-day leave' and 'Leave by period'.

3 The system automatically creates an online leave request based on the parent's selected type



The 'Leave by period' form is shown, with fields for 'Leave date', 'Leave reason', 'Select periods', and 'Note to homeroom teacher'. The 'Leave by period' option is selected, and the 'Period 8' is highlighted with a red box and an arrow. The 'Submit (1 periods)' button is visible at the bottom.

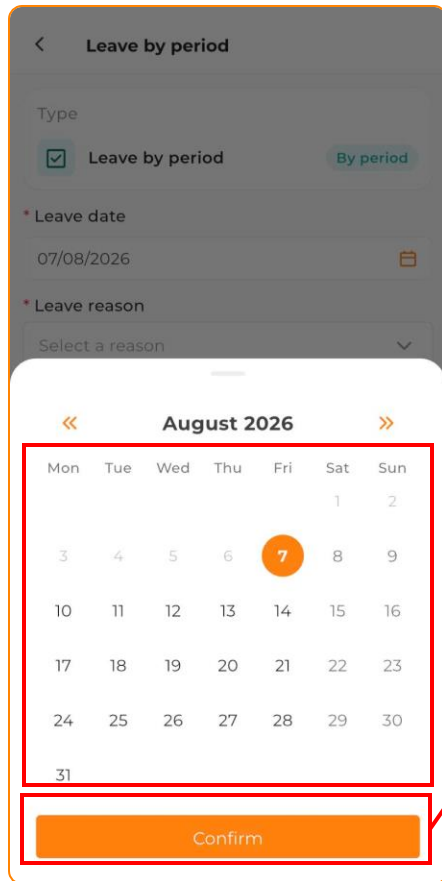
Case 2: Period-based leave

4 Select **Leave date** and tap **Confirm**

5 Select **Leave reason**

6 Select **Leave periods**

7 Attach **supporting proof** and tap **Submit**



Leave by period

Type

☒ Leave by period By period

* Leave date

07/08/2026

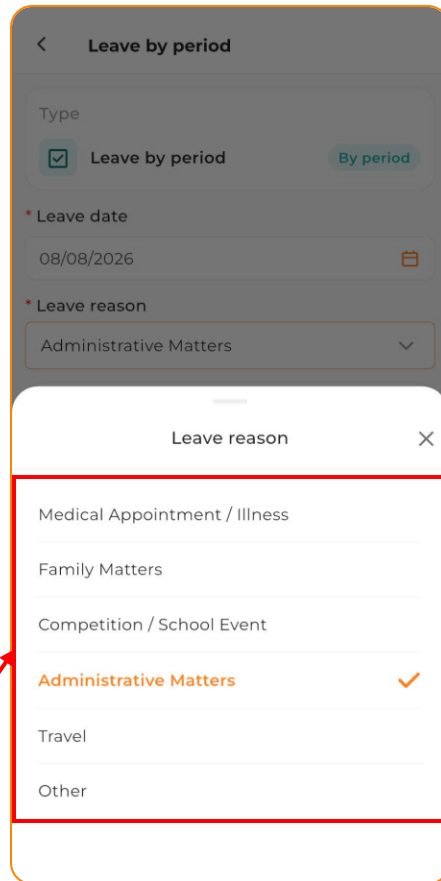
* Leave reason

Select a reason

August 2026

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Confirm



Leave by period

Type

☒ Leave by period By period

* Leave date

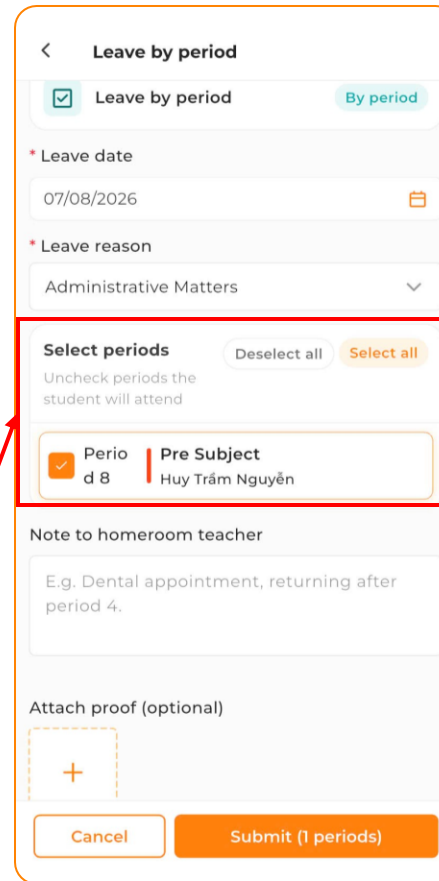
08/08/2026

* Leave reason

Administrative Matters

Leave reason

- Medical Appointment / Illness
- Family Matters
- Competition / School Event
- Administrative Matters** ✓
- Travel
- Other



Leave by period

☒ Leave by period By period

* Leave date

07/08/2026

* Leave reason

Administrative Matters

Select periods

Uncheck periods the student will attend

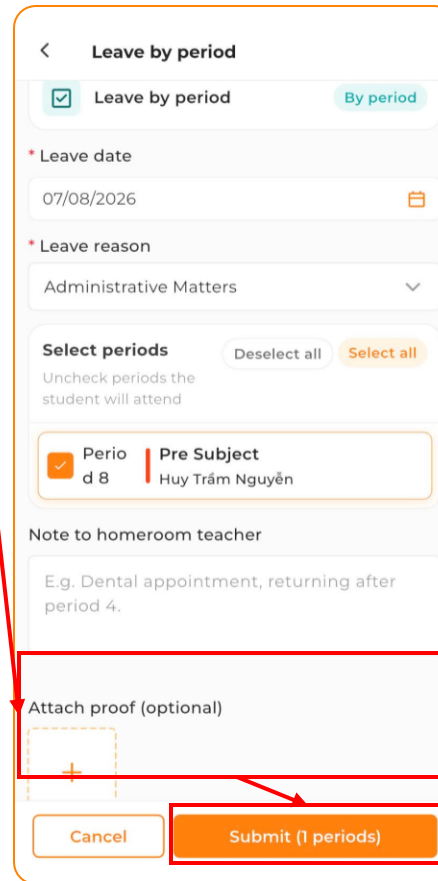
☒ Period 8 **Pre Subject** Huy Trâm Nguyễn

Note to homeroom teacher

E.g. Dental appointment, returning after period 4.

Attach proof (optional)

Cancel Submit (1 periods)



Leave by period

☒ Leave by period By period

* Leave date

07/08/2026

* Leave reason

Administrative Matters

Select periods

Uncheck periods the student will attend

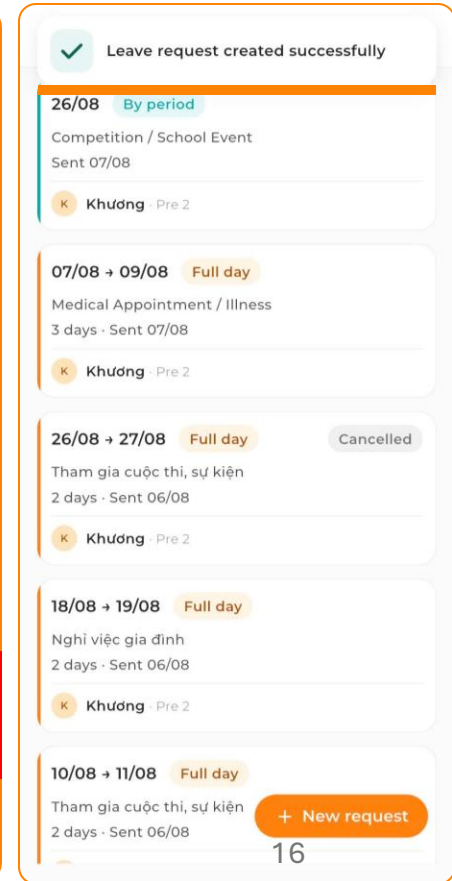
☒ Period 8 **Pre Subject** Huy Trâm Nguyễn

Note to homeroom teacher

E.g. Dental appointment, returning after period 4.

Attach proof (optional)

Cancel Submit (1 periods)



Leave request created successfully

26/08 **By period**

Competition / School Event

Sent 07/08

K Khương · Pre 2

07/08 → 09/08 **Full day**

Medical Appointment / Illness

3 days · Sent 07/08

K Khương · Pre 2

26/08 → 27/08 **Full day** Cancelled

Tham gia cuộc thi, sự kiện

2 days · Sent 06/08

K Khương · Pre 2

18/08 → 19/08 **Full day**

Nghỉ việc gia đình

2 days · Sent 06/08

K Khương · Pre 2

10/08 → 11/08 **Full day**

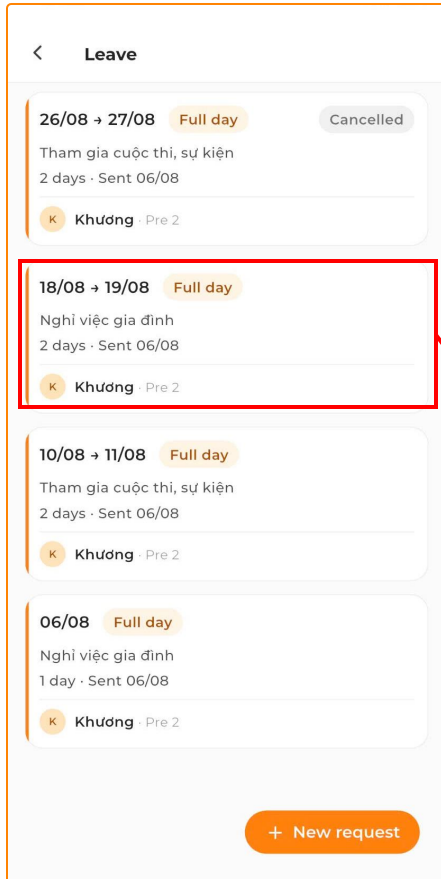
Tham gia cuộc thi, sự kiện

2 days · Sent 06/08

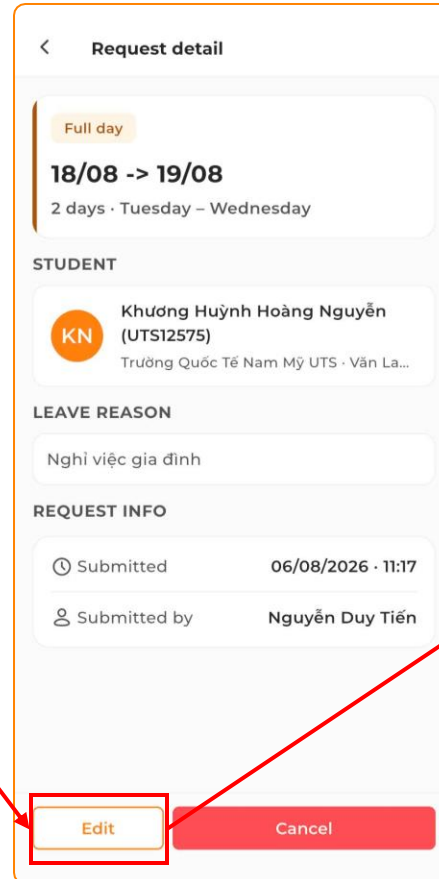
+ New request

16

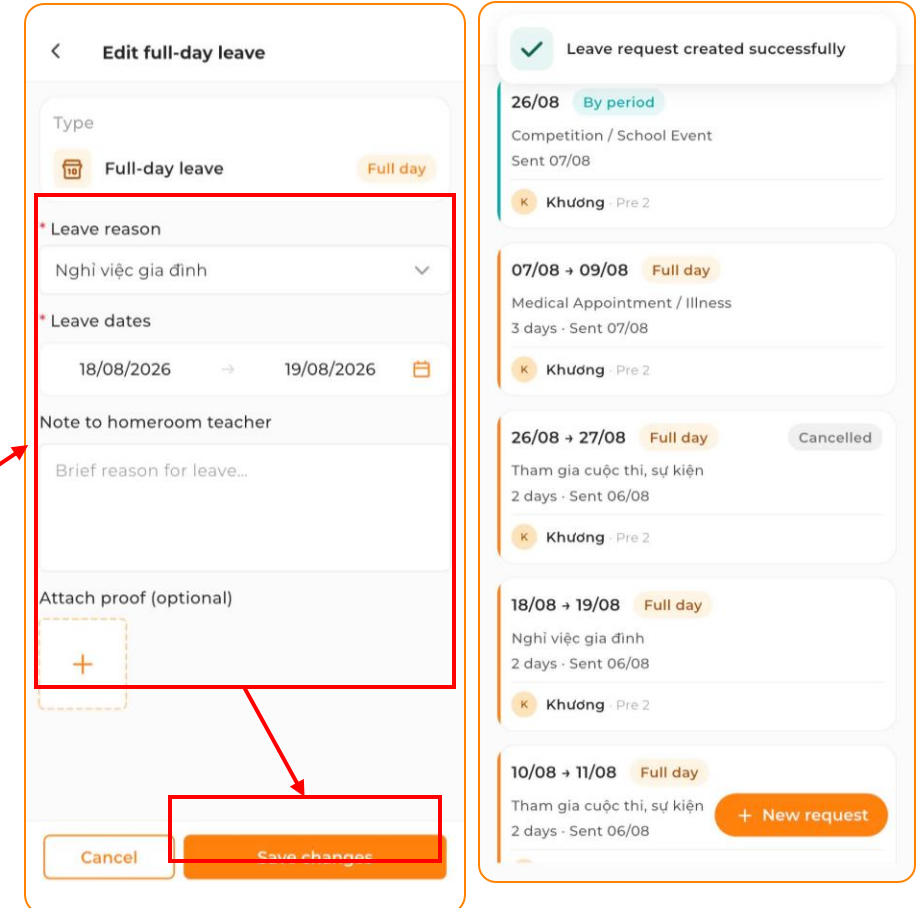
1 On the **Leave** screen, select **the request** to edit



2 On the **Request details** screen, select **Edit**



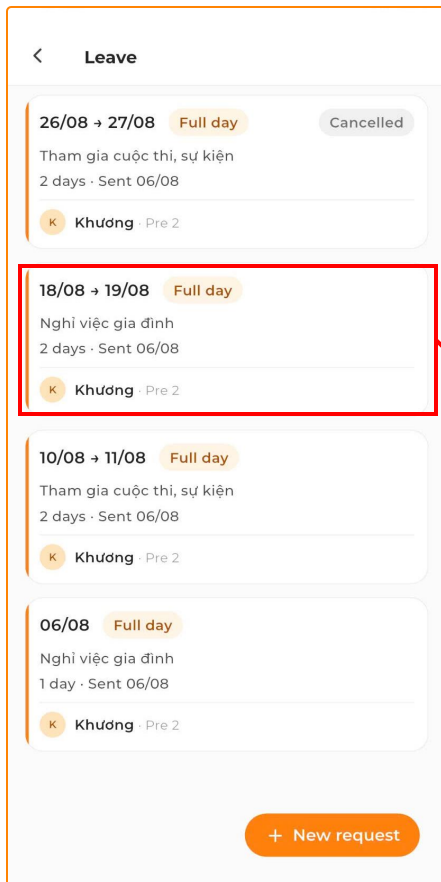
3 Update the information and select **Save changes** -> The system updates the changes



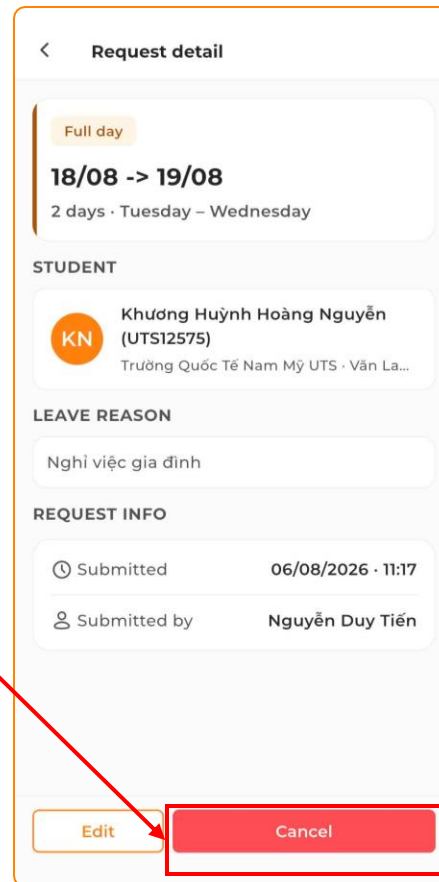
Note: Leave requests cannot be cancelled or edited on the registered leave date.

Cancel leave request

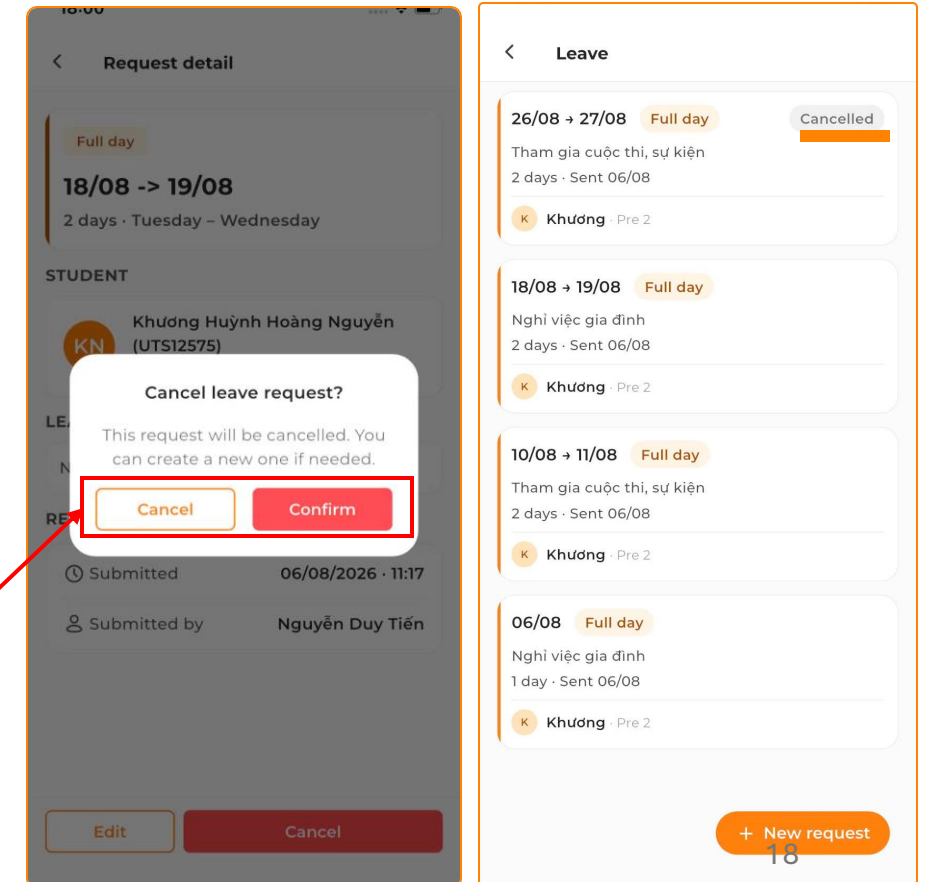
1 On the **Leave** screen, select **the request** to cancel



2 On the **Request details** screen, select **Cancel**



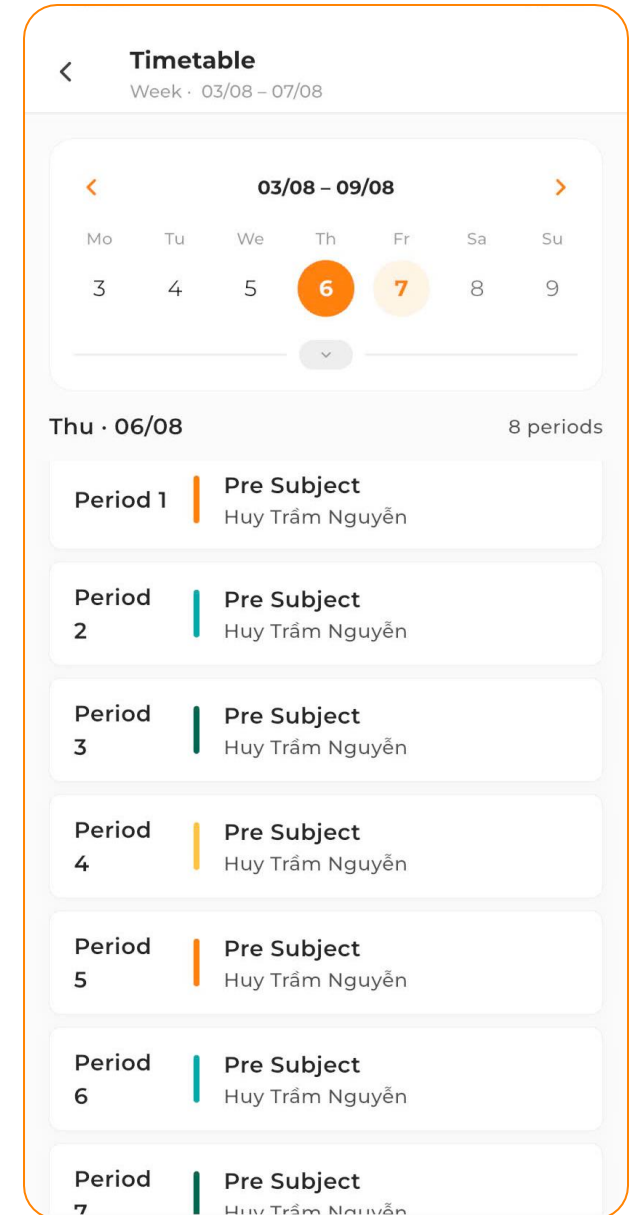
3 Select Confirm -> The system updates the changes



Feature 02

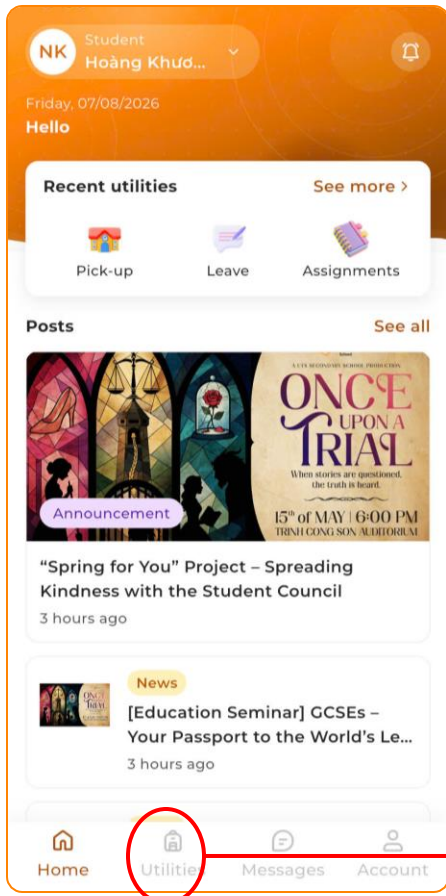
Track

Timetable

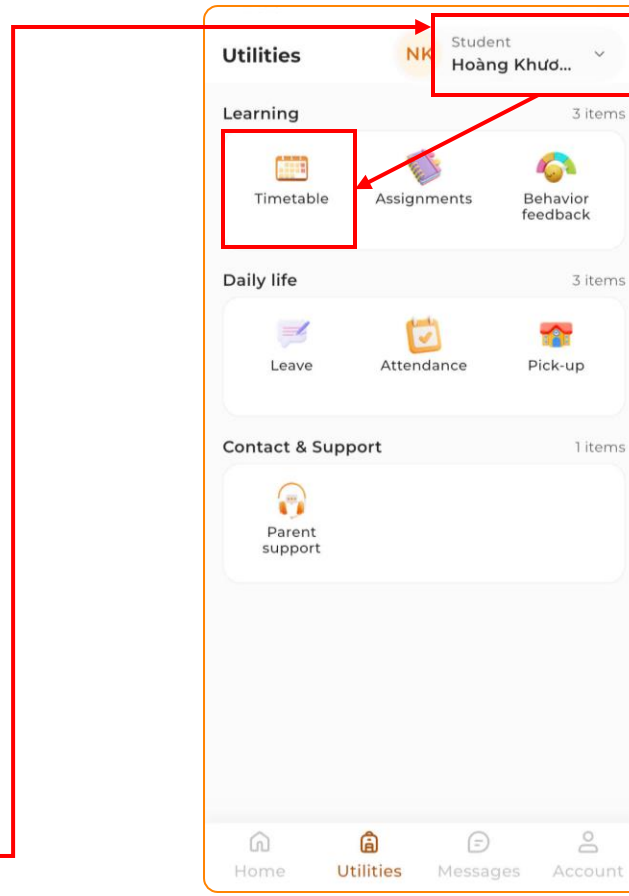


Timetable feature: helps parents proactively track their child's class schedule day by day and week by week, including the subjects covered in each class session.

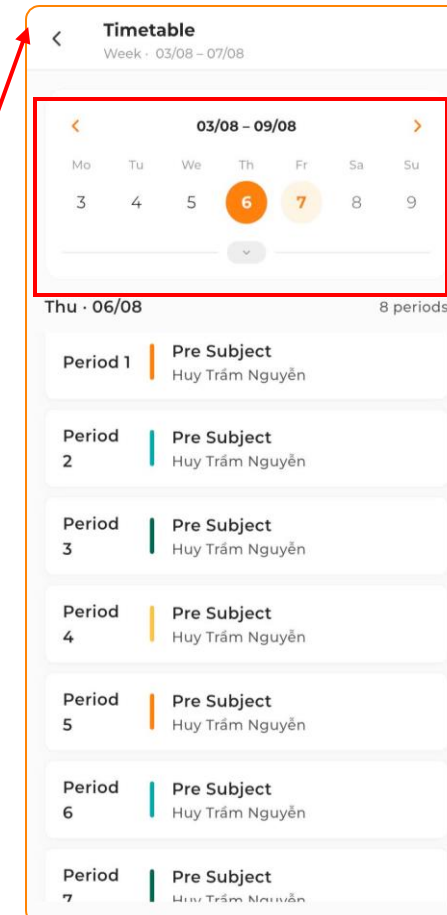
1 On the Home screen, scroll down to the toolbar, select **Utilities**



2 Select **Student** to view and **Timetable**



3 The system will display the day's class periods for the Student selected by the parent.

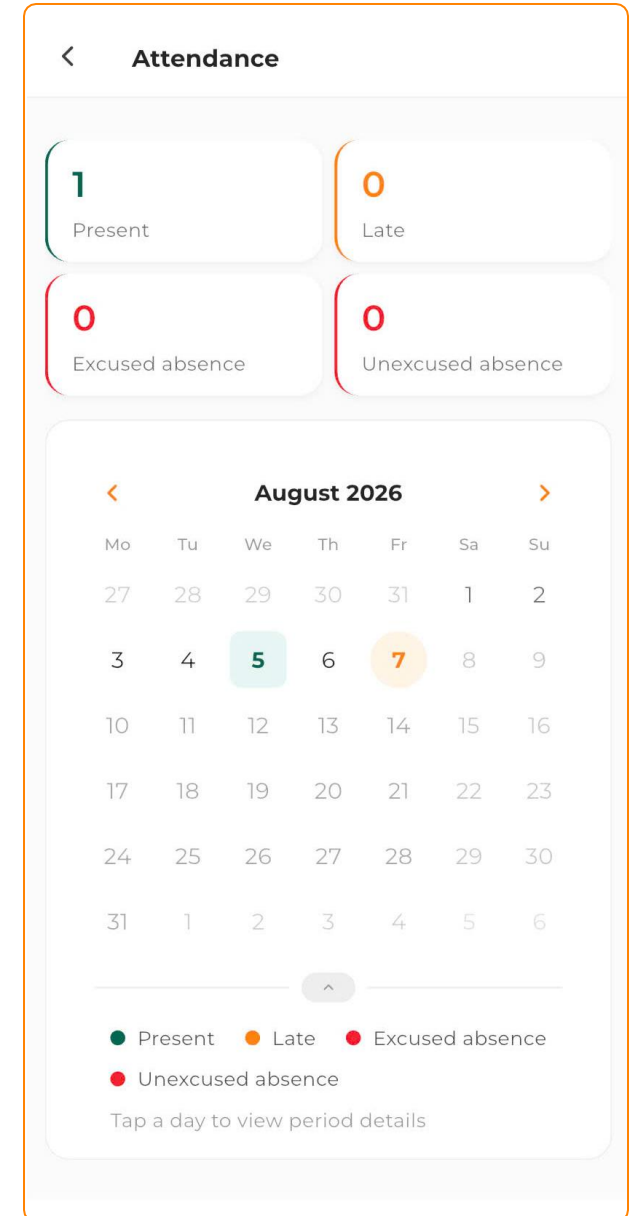


*Parents can adjust and select the date to view the timetable on the calendar.

Note: If the date selected by the parent has no classes, the app will display "**No classes**".

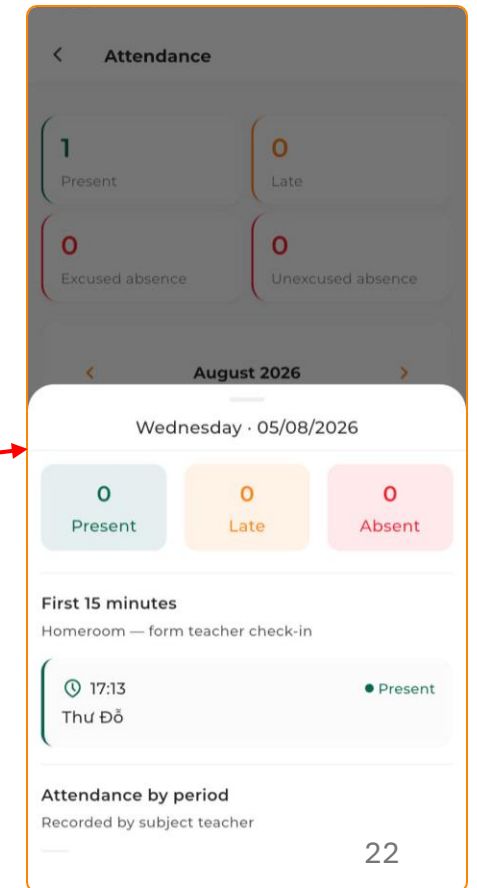
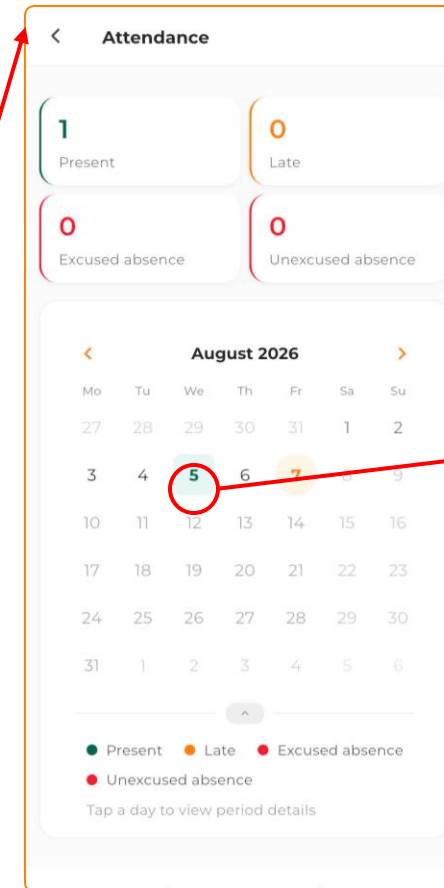
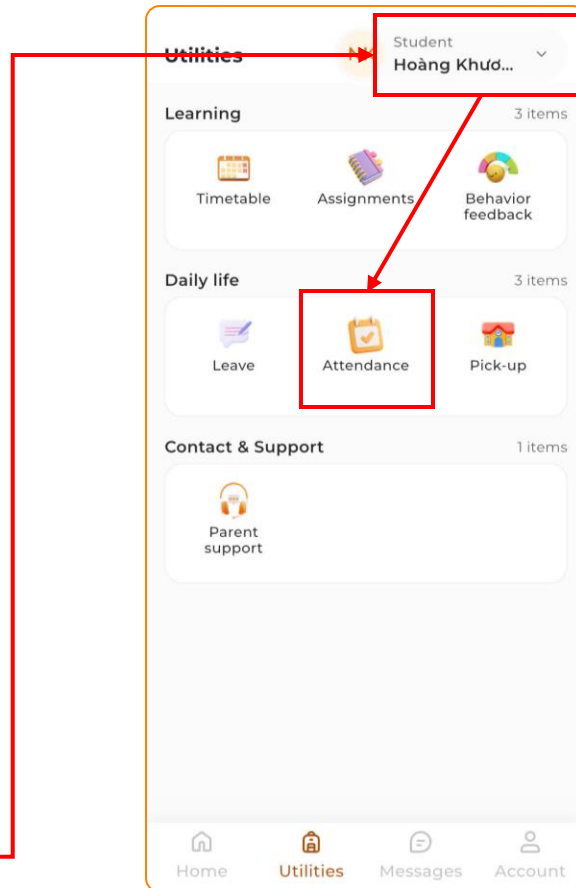
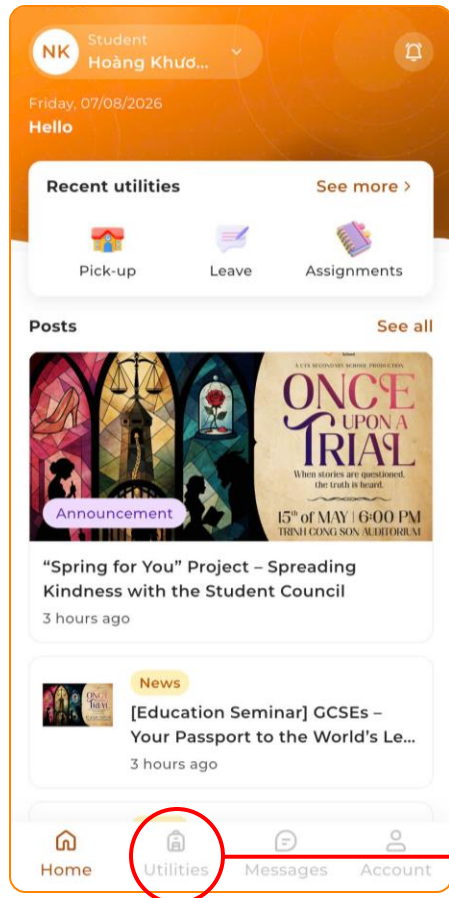
Feature 03

Attendance and status tracking



Attendance: helps parents track their child's school attendance day by day and period by period.

- 1 On the Home screen, scroll down to the toolbar, select **Utilities**
- 2 Select **Student** to view and select **Attendance**
- 3 Select **month & day to track** start-of-day attendance results/by class period and view detailed information





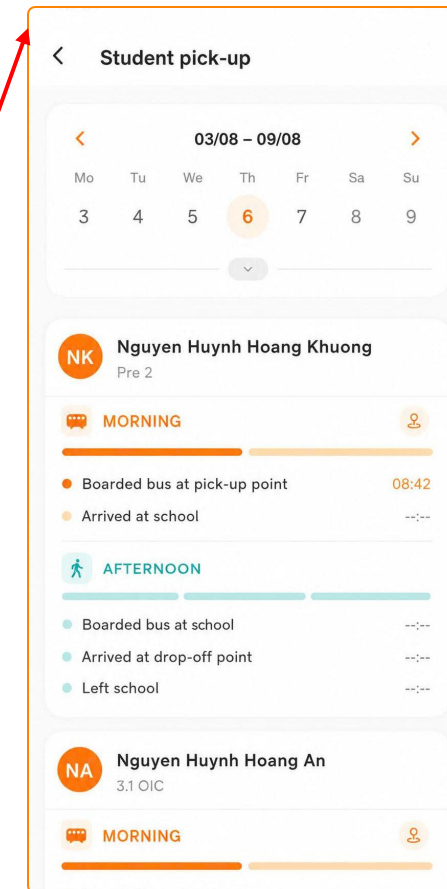
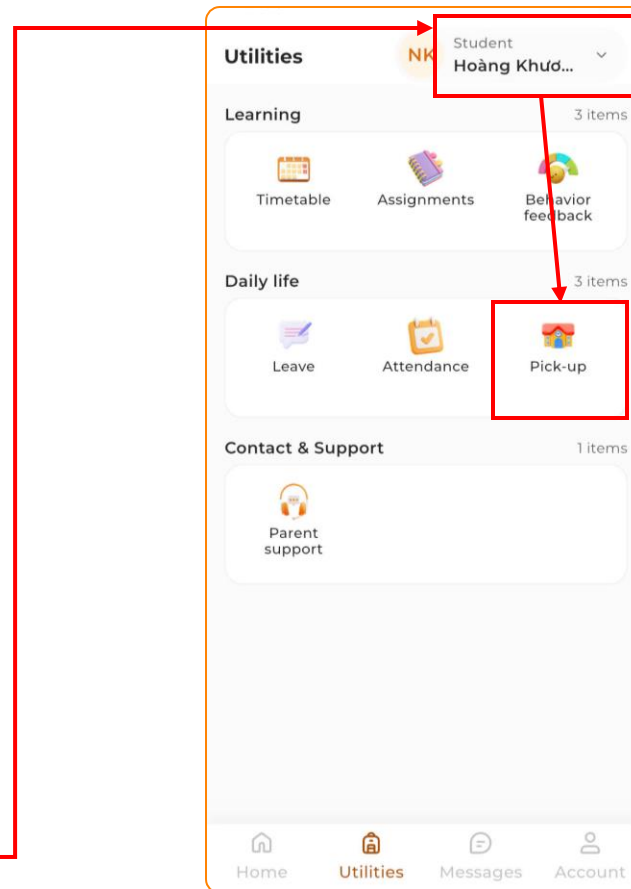
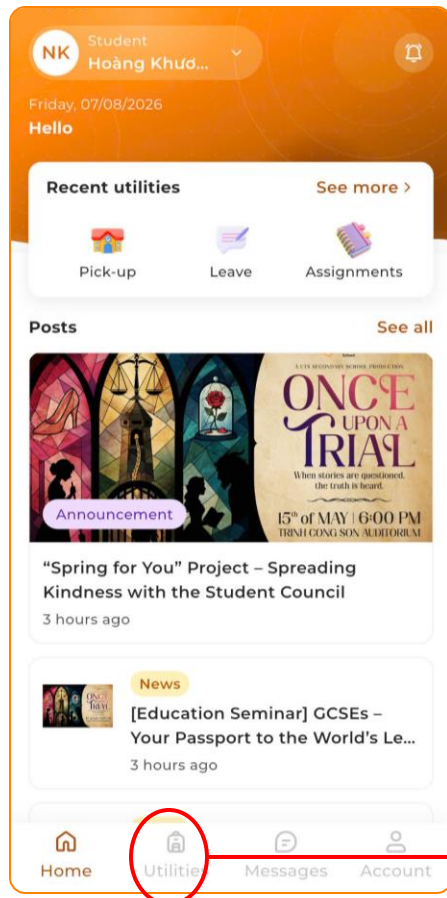
Track pick-up & drop-off status

Pick-up – Drop-off feature: helps parents track their child's pick-up and drop-off schedule for the day, while proactively updating pick-up registration when the designated pick-up person needs to change.

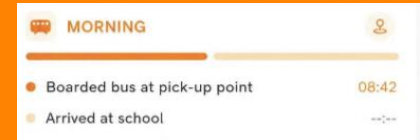
1 On the Home screen, scroll down to the toolbar, select **Utilities**

2 Select **Student** to view and select **Pick-up – Drop-off**

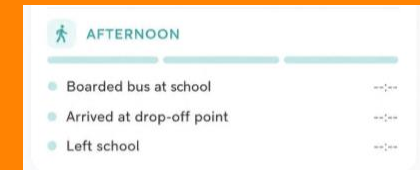
3 On the **Pick-up** screen, parents can view information about Arrival – Departure time



Legend



Student travels independently

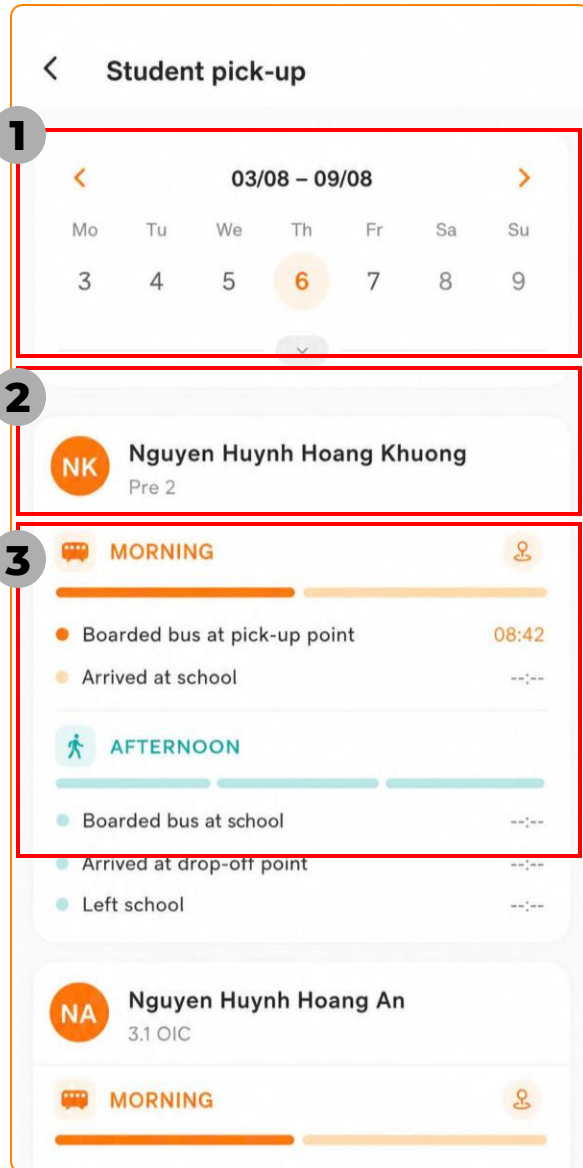


Student travels via the school's shuttle service

Pick-up – Drop-off Interface

Pick-up – Drop-off screen is optimally designed, helping parents **view general information** about the **Student's Arrival and Departure times**.

The interface is divided into the following information sections:



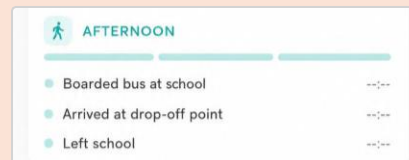
1 **Displayed week:** Shows the current academic week.

Parents can view a different date by selecting the week navigation buttons, then choosing the desired date.

2 **Student information:** displays all Student information in the family for the date selected by the parent.

3 **Pick-up – Drop-off information:** displays the full pick-up/drop-off progress and mode of travel in real time for each student.

Includes 2 main types:



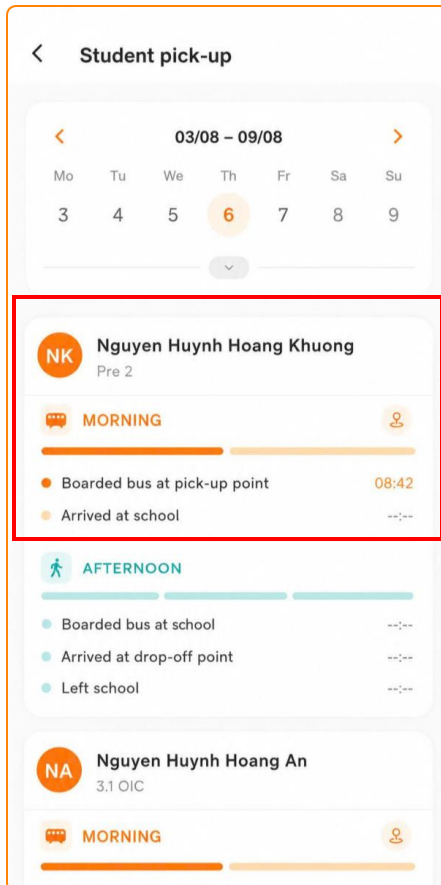
Green: Student travels independently/ leaves with a guardian



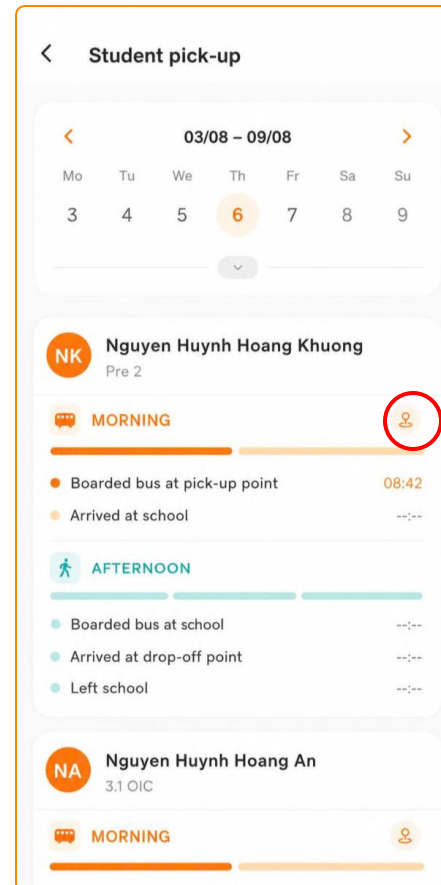
Orange: Student travels via the school's shuttle service

Track student pick-up – drop-off journey

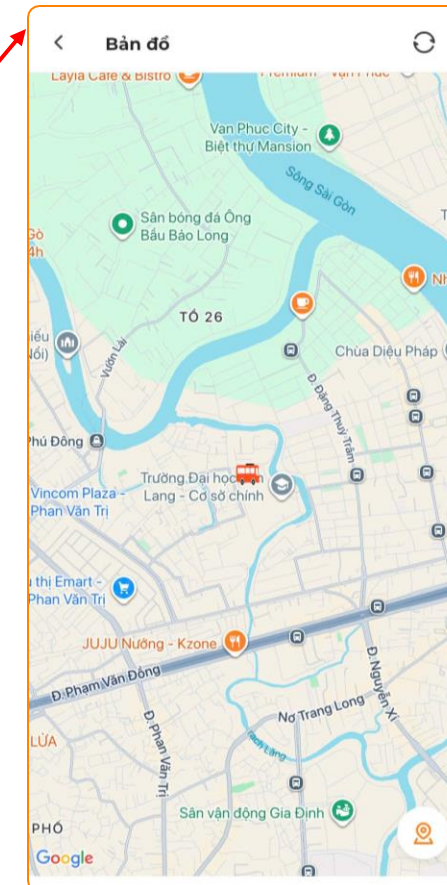
1 On the **Pick-up** screen, select **Today's Pick-up Schedule**



2 Select the **Location icon**



3 On the **Map** screen, the system will display the Student's actual location



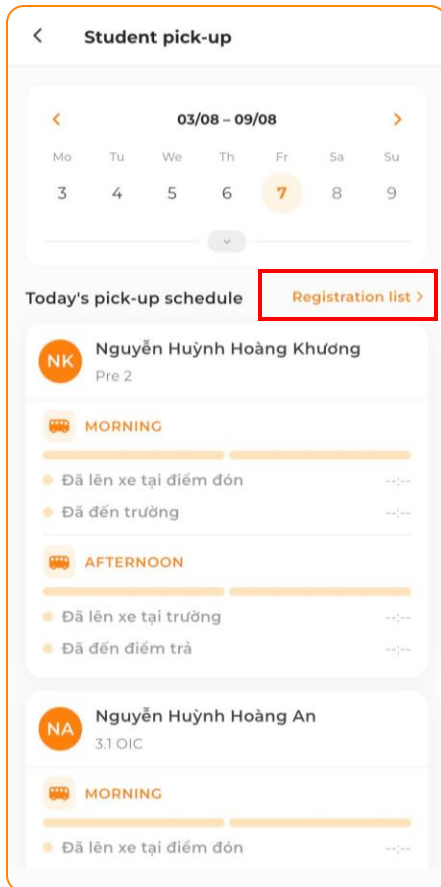
Note:

Parents can select the button  to refresh the Student's location in real time.

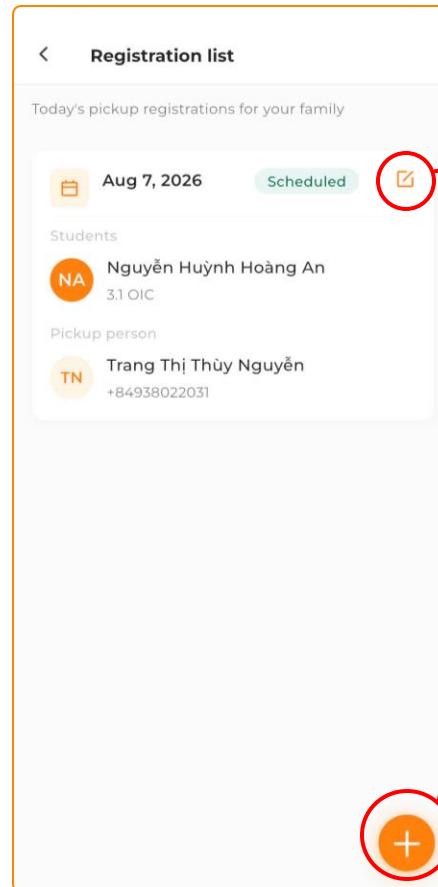
For students leaving with **OTHER GUARDIAN**

A designated pick-up person is someone registered by the Parent/Guardian to pick up the student but whose name was not included in the original registered pick-up list. Parents/Guardians may add or update the designated pick-up person's information whenever necessary.

- 1** On the **Pick-up** screen, select **Registration List**



- 2** The **Registration List** screen displays the list of **Students being picked up** and **Pick-up person**



The icon  is used to **edit the pick-up information** for the Student on the selected date.

The icon  is used to **create a new registration** to pick up the Student by day.

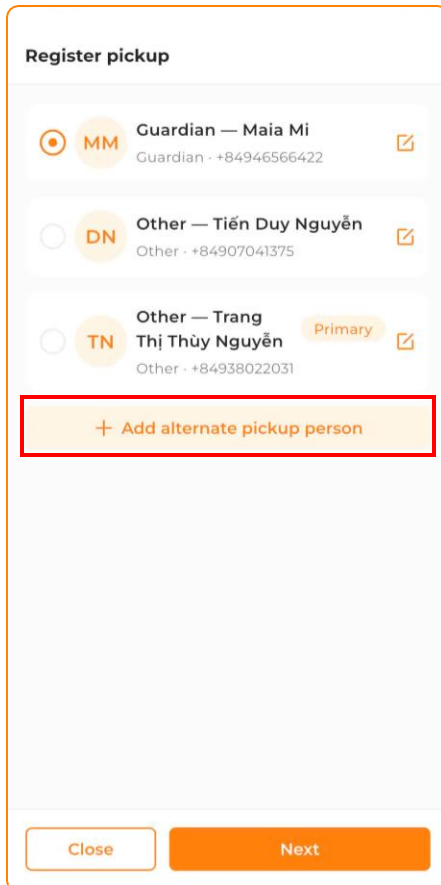
For students leaving with **OTHER GUARDIAN**

A designated pick-up person is someone registered by the Parent/Guardian to pick up the student but whose name was not included in the original registered pick-up list. Parents/Guardians may add or update the designated pick-up person's information whenever necessary.

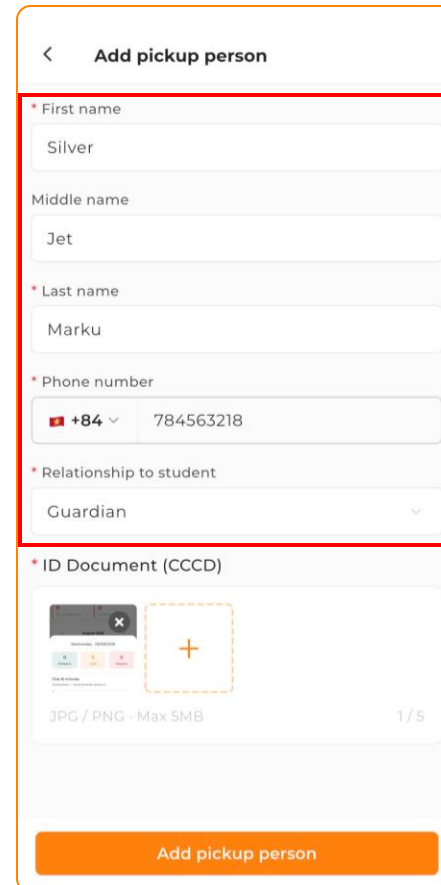
Create new Guardian

- 1 On the **Registration List** screen, select the icon

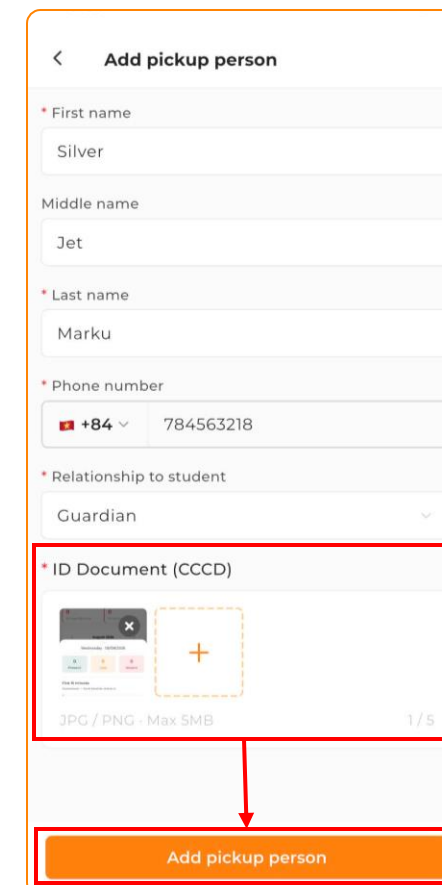
+ Add alternate pickup person



- 2 On the **Add Pick-up Person** screen, please enter the information as required



- 3 Select the icon  to upload a photo of the **ID card** and select **Add Pick-up Person**

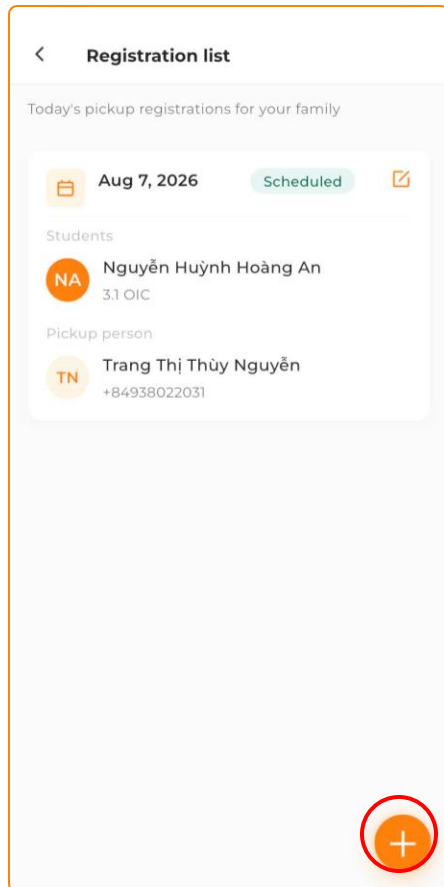


For students leaving with OTHER GUARDIAN

A designated pick-up person is someone registered by the Parent/Guardian to pick up the student but whose name was not included in the original registered pick-up list. Parents/Guardians may add or update the designated pick-up person's information whenever necessary.

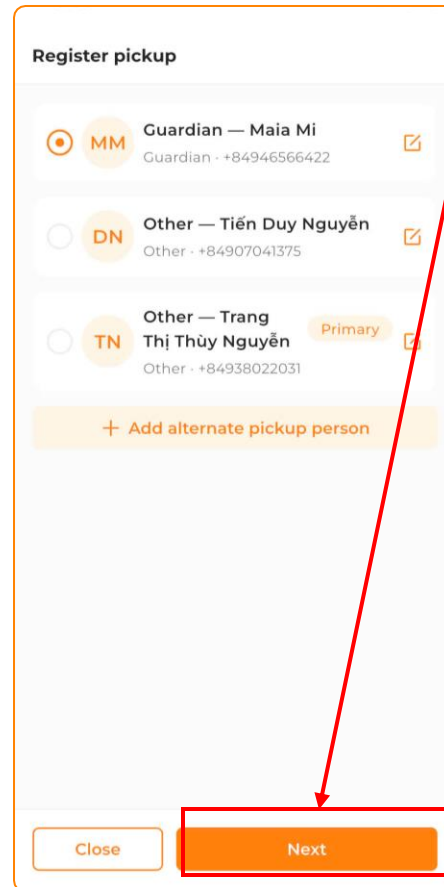
Create new Pick-up – Drop-off registration

- 1 On the **Registration List** screen, select the **Create new** icon



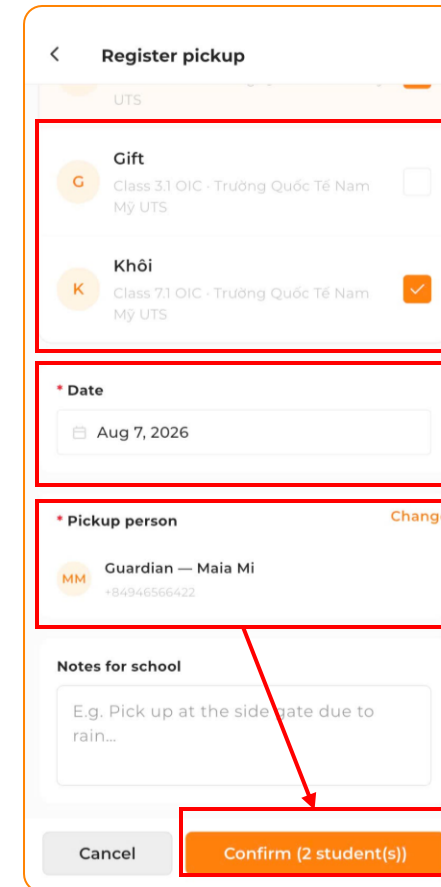
The screenshot shows the 'Registration list' screen. At the bottom right, there is a red circle highlighting a plus icon (+) for creating a new registration.

- 2 On the **Register Pick-up** screen, select the **Pick-up person** and tap **Continue**



The screenshot shows the 'Register pickup' screen. A red arrow points from the 'Next' button at the bottom to the 'Pick-up person' section, which lists 'Guardian — Maia Mi' and 'Other — Tiến Duy Nguyễn'.

- 3 On **Register Pick-up** screen, choose **Registered student** & **Pick-up date**, then tap **Confirm**



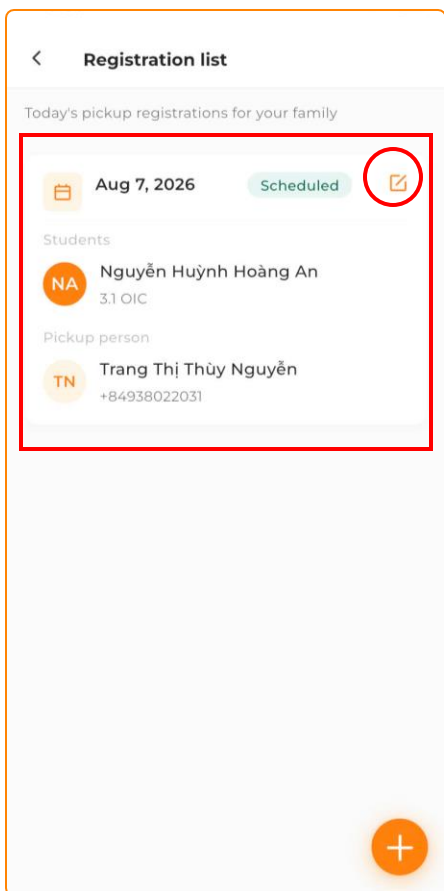
The screenshot shows the 'Register pickup' screen with selections. A red box highlights the 'Gift' and 'Khôi' options under 'Registered student'. Another red box highlights the 'Date' field set to 'Aug 7, 2026'. A third red box highlights the 'Pickup person' field set to 'Guardian — Maia Mi'. At the bottom, a red box highlights the 'Confirm (2 student(s))' button.

For students leaving with OTHER GUARDIAN

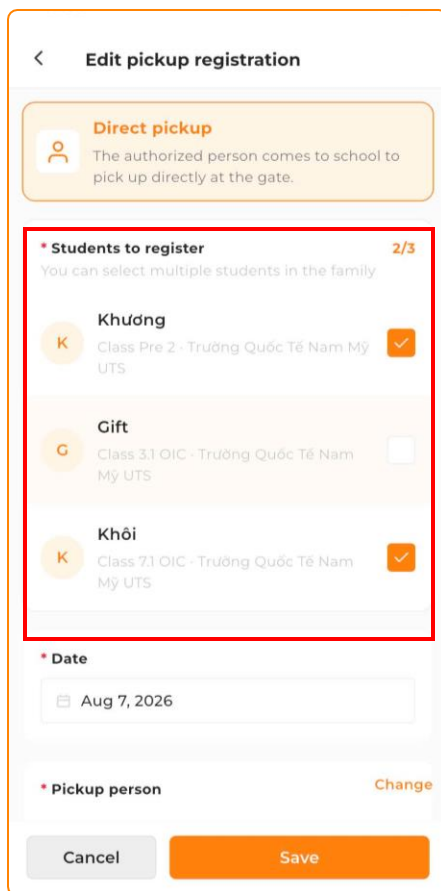
A designated pick-up person is someone registered by the Parent/Guardian to pick up the student but whose name was not included in the original registered pick-up list. Parents/Guardians may add or update the designated pick-up person's information whenever necessary.

Edit Pick-up – Drop-off information

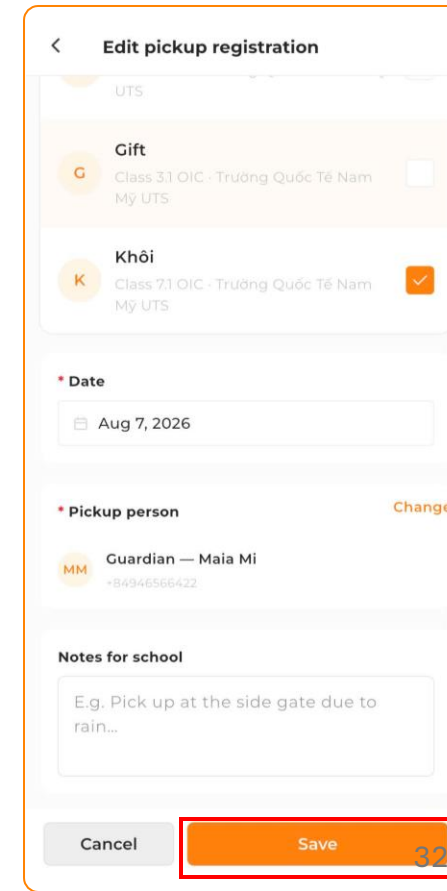
- 1 On the **Registration List** screen, scroll to the **Pick-up Date to adjust** and select the **Edit** icon



- 2 On the **Edit Registration** screen, update the **registered Student, Pick-up Date** and **Pick-up person**



- 3 Check the information and tap **Save** to apply changes

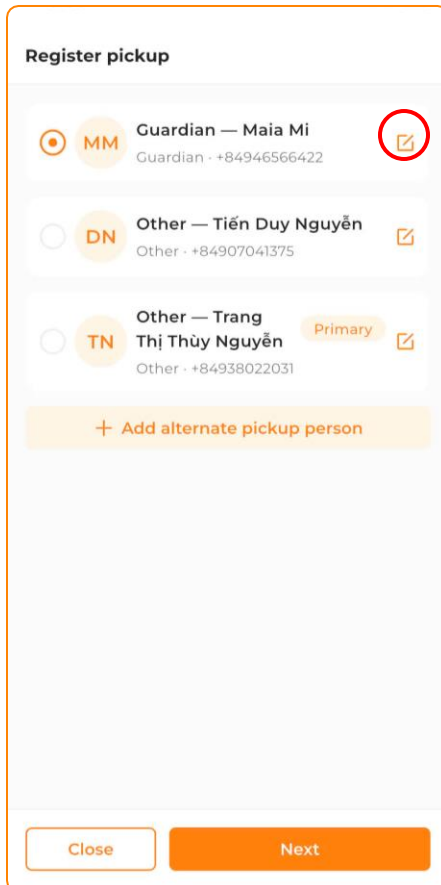


For students leaving with **OTHER GUARDIAN**

A designated pick-up person is someone registered by the Parent/Guardian to pick up the student but whose name was not included in the original registered pick-up list. Parents/Guardians may add or update the designated pick-up person's information whenever necessary.

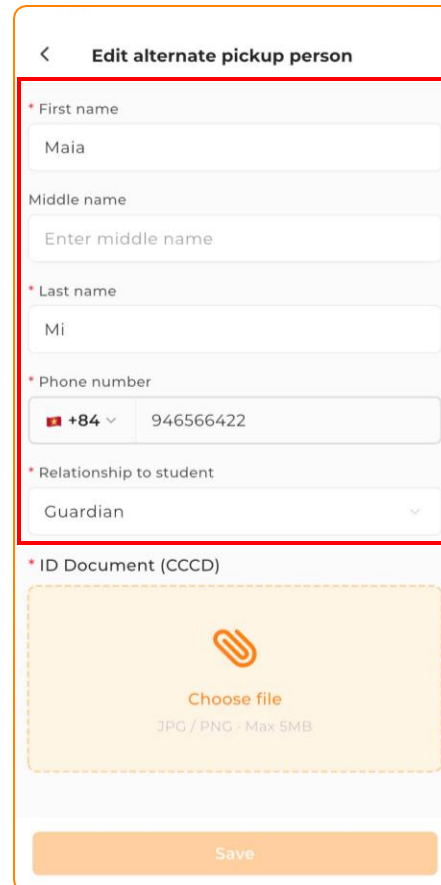
Edit Guardian Information

- 1 On the **Register Pick-up** screen, select the icon  at the Guardian to edit



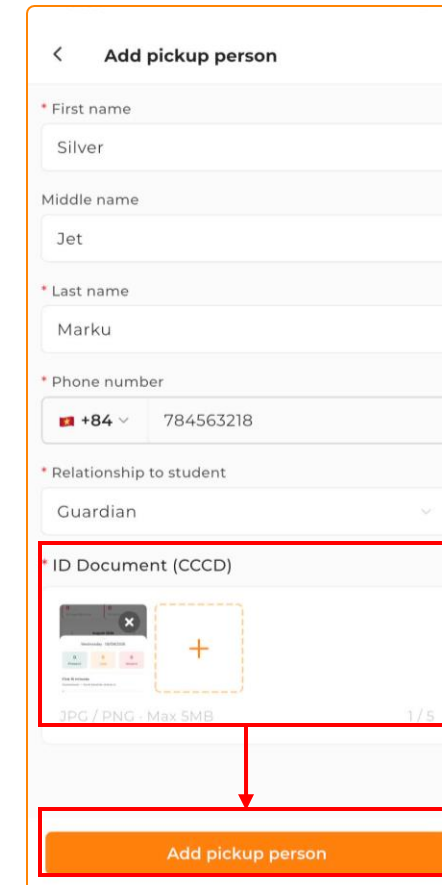
The 'Register pickup' screen shows a list of guardians. The first entry, 'Guardian — Maia Mi', is selected with a radio button. To its right is an edit icon (a square with a pencil). Below the list is a button labeled '+ Add alternate pickup person'. At the bottom are 'Close' and 'Next' buttons.

- 2 On the **Edit Guardian Information** screen, please enter the updated information



The 'Edit alternate pickup person' screen contains the following fields: First name (Maia), Middle name (Enter middle name), Last name (Mi), Phone number (+84 946566422), Relationship to student (Guardian), and ID Document (CCCD). A red box highlights the first five fields. Below the ID field is a 'Choose file' button with a paperclip icon. At the bottom is a 'Save' button.

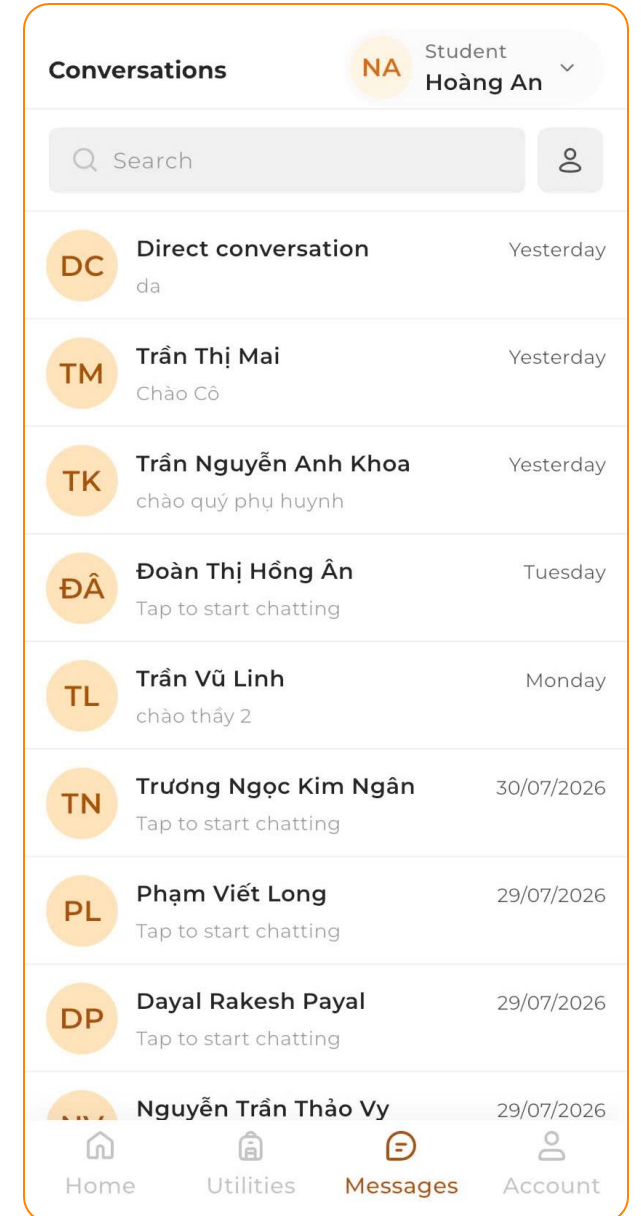
- 3 Select the icon, **Choose file** to upload a photo of the **ID card**, and select **Save**



The 'Add pickup person' screen contains the following fields: First name (Silver), Middle name (Jet), Last name (Marku), Phone number (+84 784563218), Relationship to student (Guardian), and ID Document (CCCD). A red box highlights the ID Document field, which includes a 'Choose file' button and a '+' icon. Below the ID field is a red arrow pointing to the 'Add pickup person' button at the bottom.

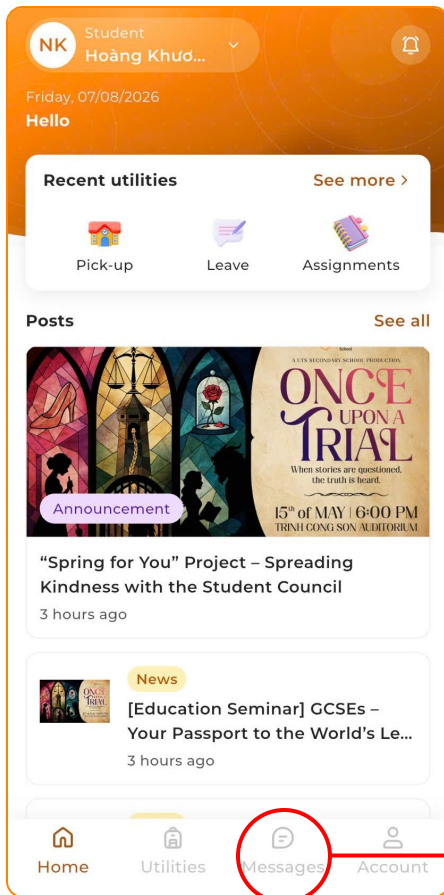
Feature 05

Communication between School & Parents

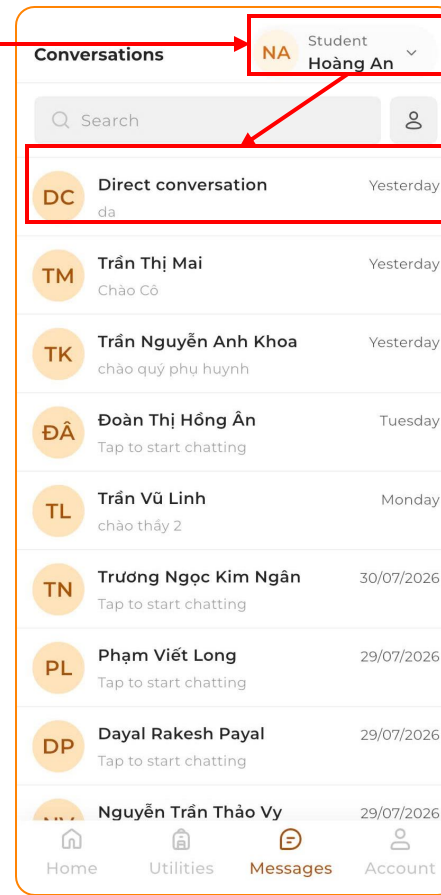


Message feature: communicate directly with the Homeroom Teacher/Subject Teacher and the School. Make sure you are in the correct conversation before sending, and avoid sharing unnecessary information.

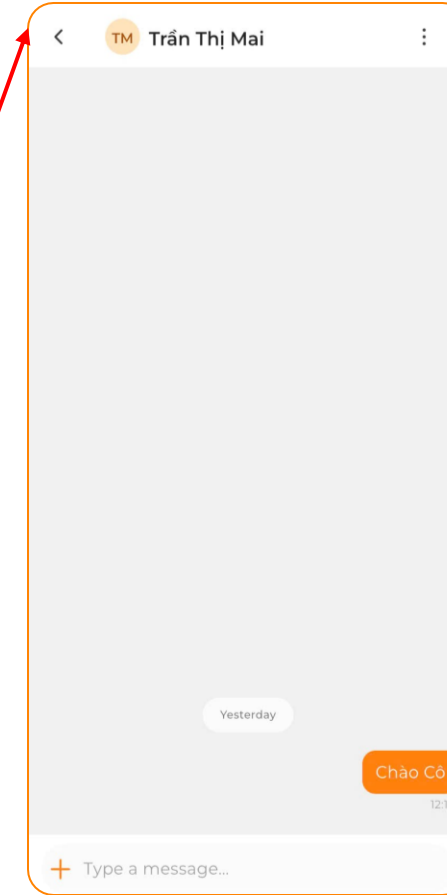
- 1 On the Home screen, scroll down to the toolbar, select **Message**



- 2 Select **Student** and select the **Conversation** to discuss

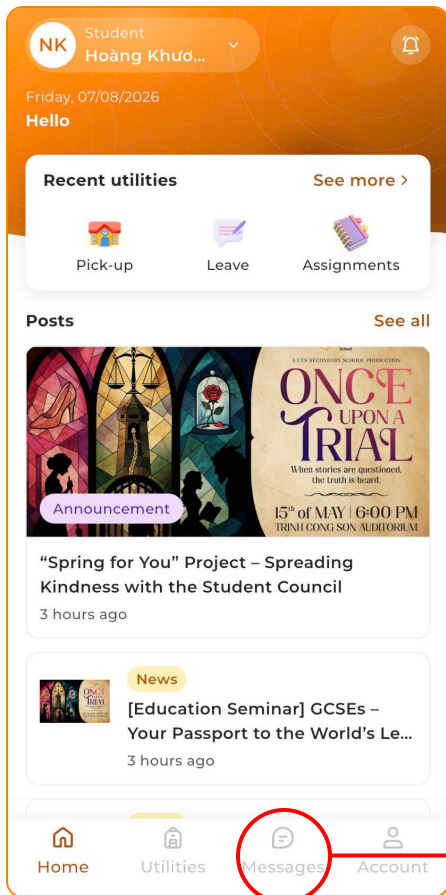


- 3 Enter content into the **Type a message...** box and select  to send.

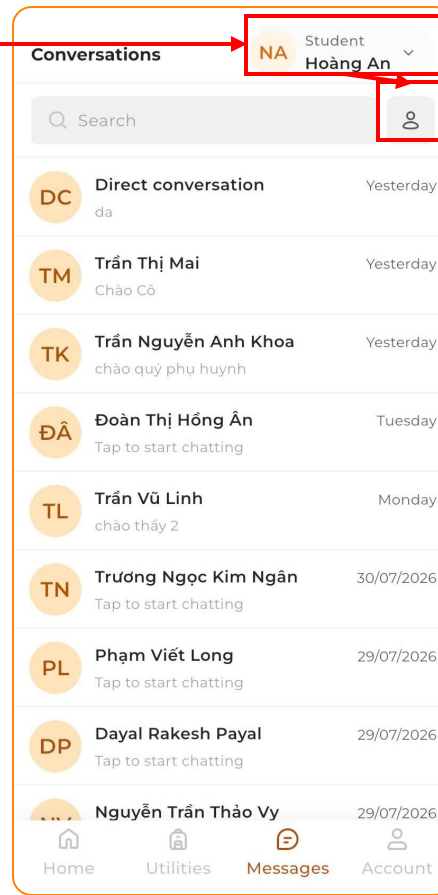


Find School Directory

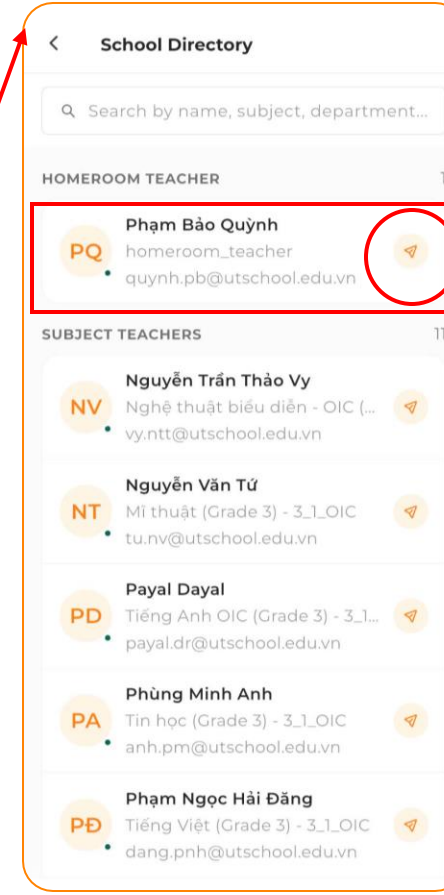
- 1 On the Home screen, scroll down to the toolbar, select **Message**



- 2 Select **Student** and select  to look up the directory

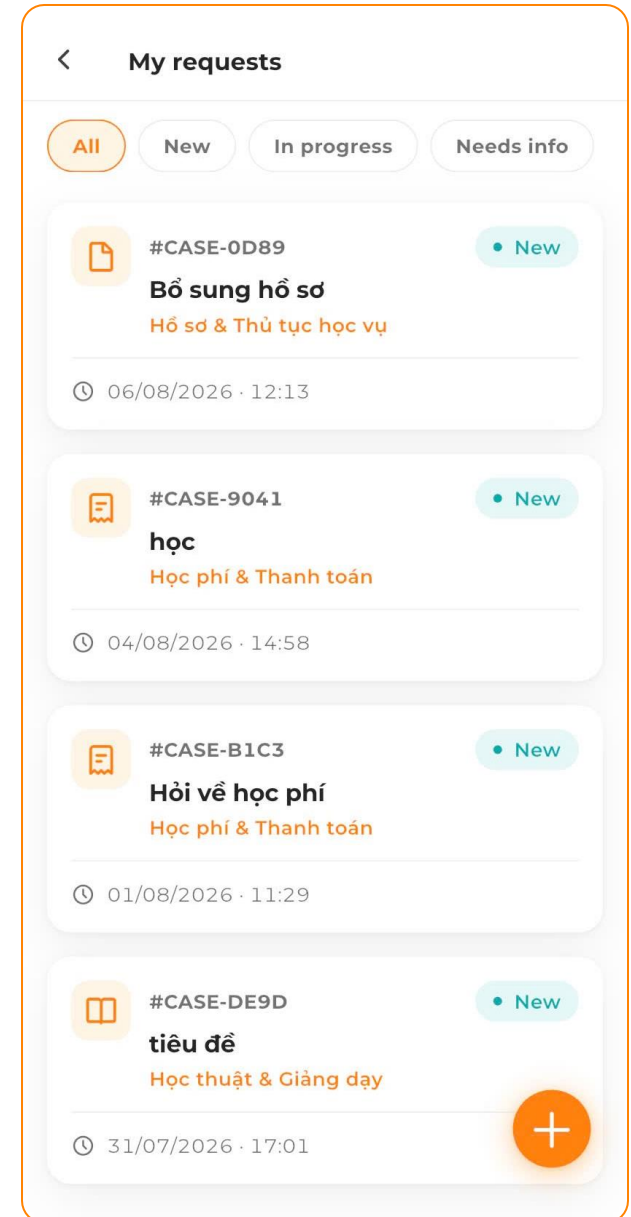


- 3 Select the Teacher/Department to contact and select  to send a message.



Feature 06

Support Request from Parents

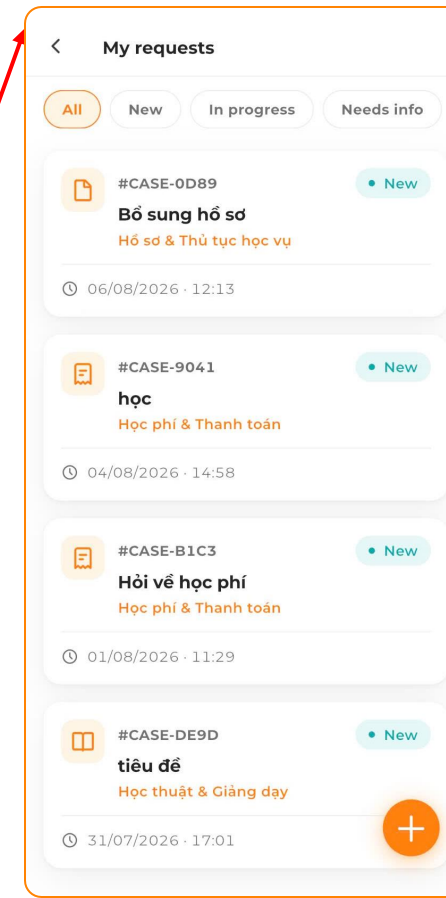
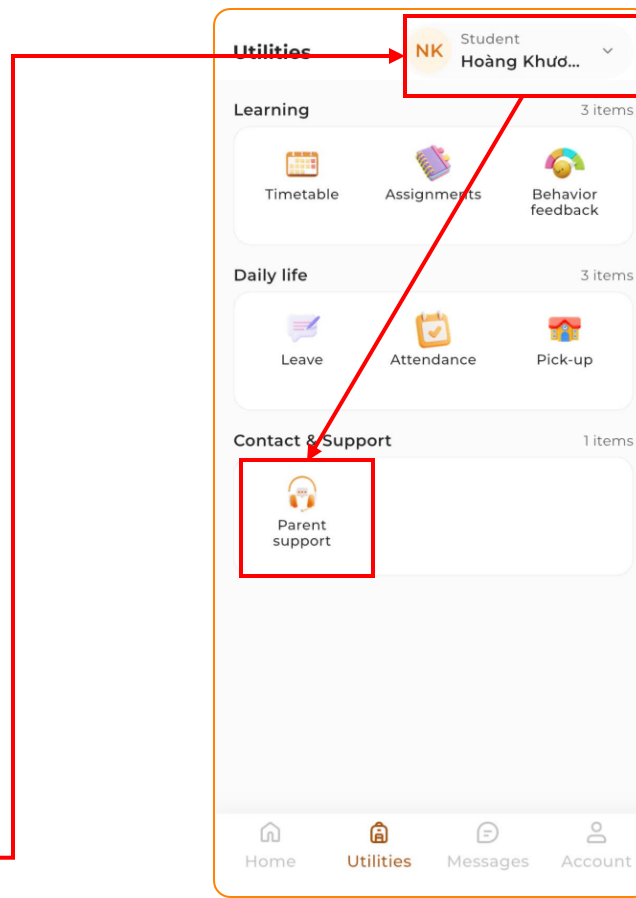
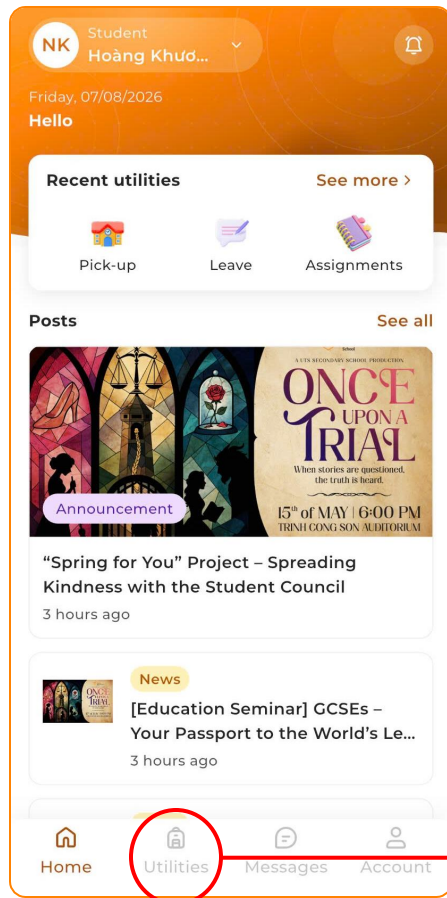


Parent support feature: helps parents send requests to the School and track processing progress on the app. For the School to provide fast and accurate support, please clearly describe the content that needs support.

1 On the Home screen, scroll down to the toolbar, select **Utilities**

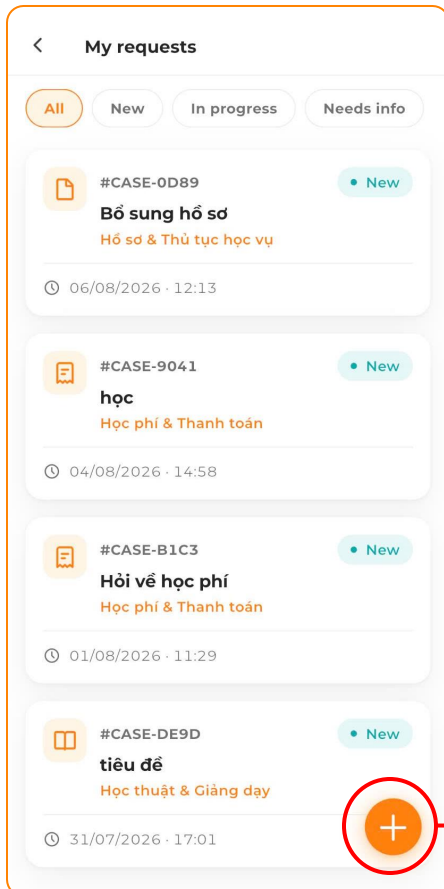
2 Select **Student** to view and select **Parent Support**

3 On the **My Requests** screen, information & progress of the request can be viewed

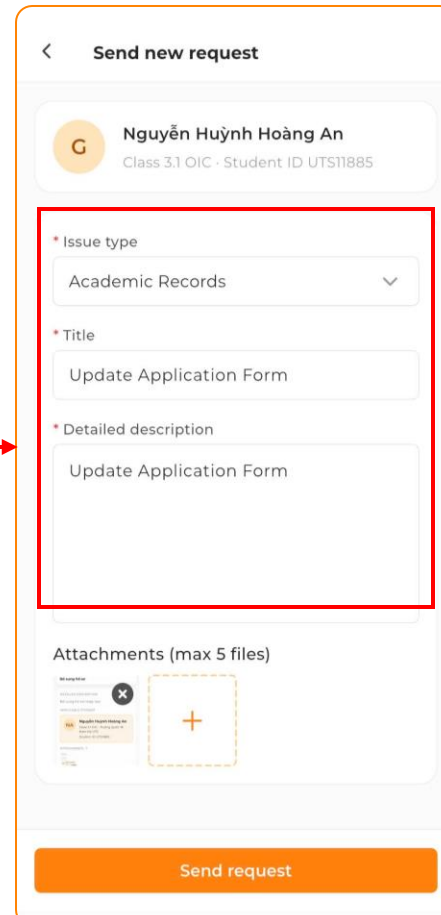


Create new support request

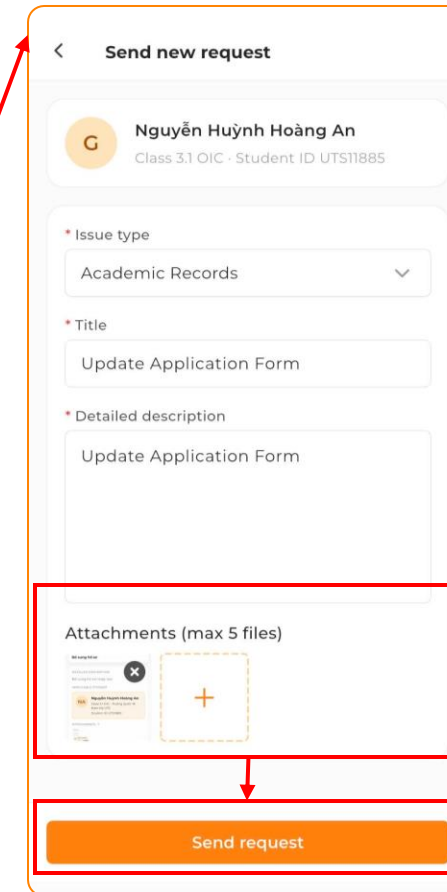
1 On the **My Request** screen, select the icon  to create a new request



2 Select the **Issue type** and fill in the **Title**, **Detailed description**

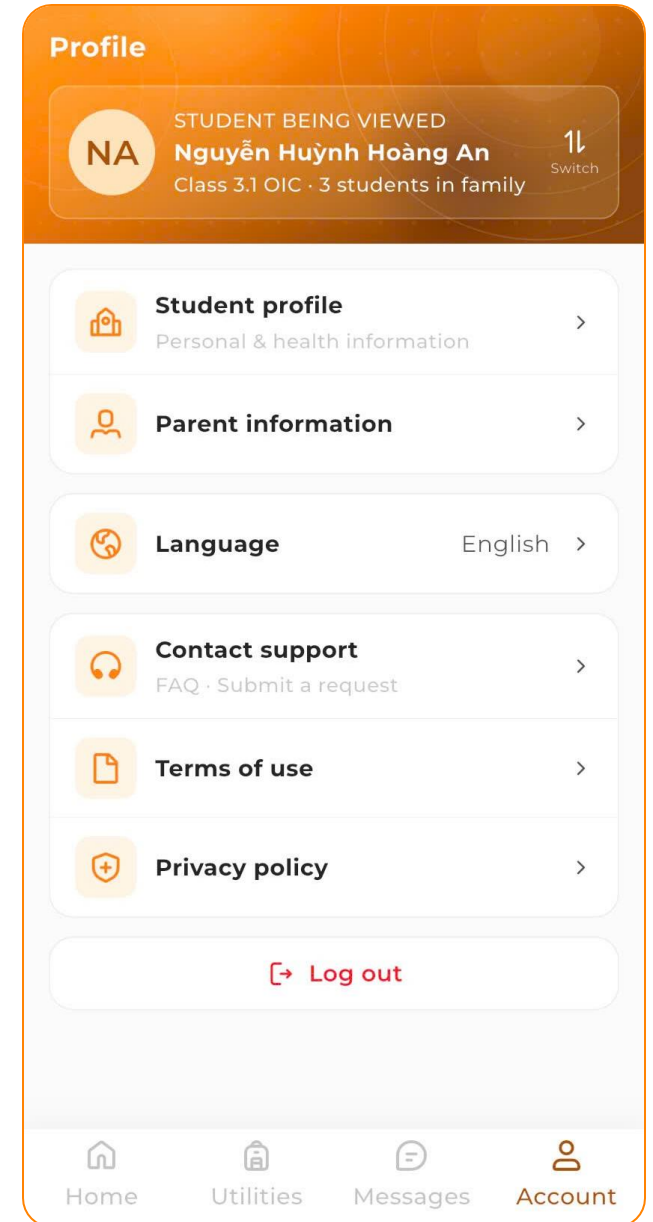


3 Select the icon  to upload **Attachments** and select **Send request**



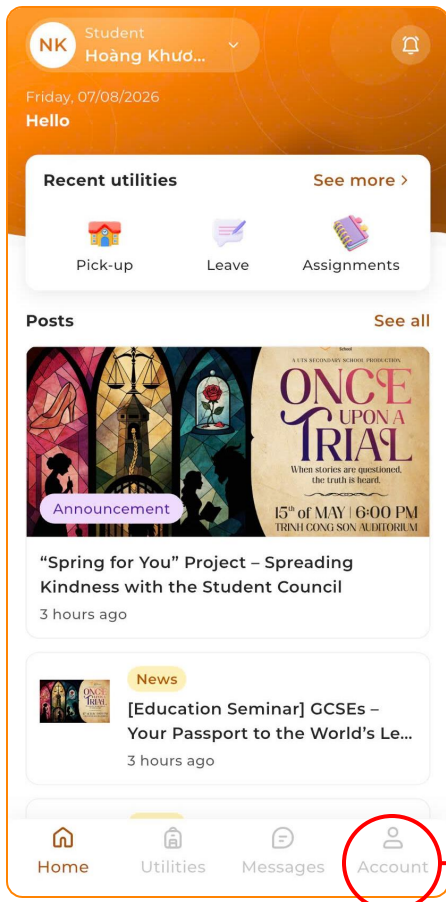
Feature 07

Manage User Profile

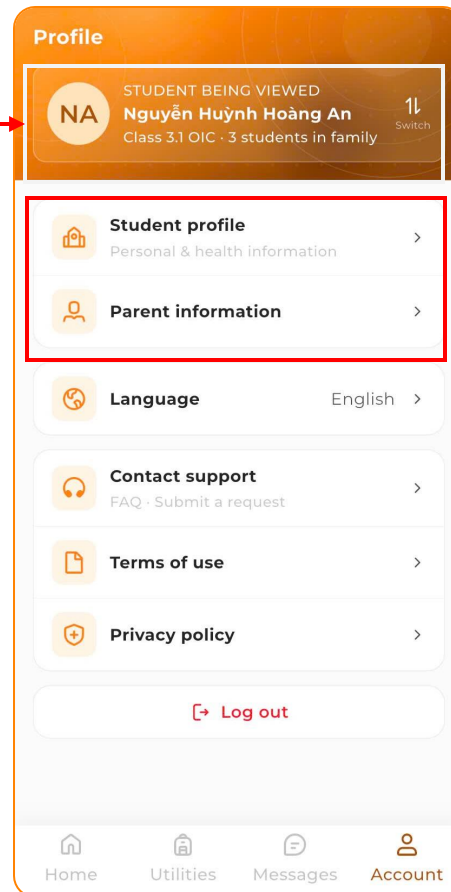


Account feature: helps parents manage personal information, view the Student's profile, change the language, find support channels, and review the app's policies.

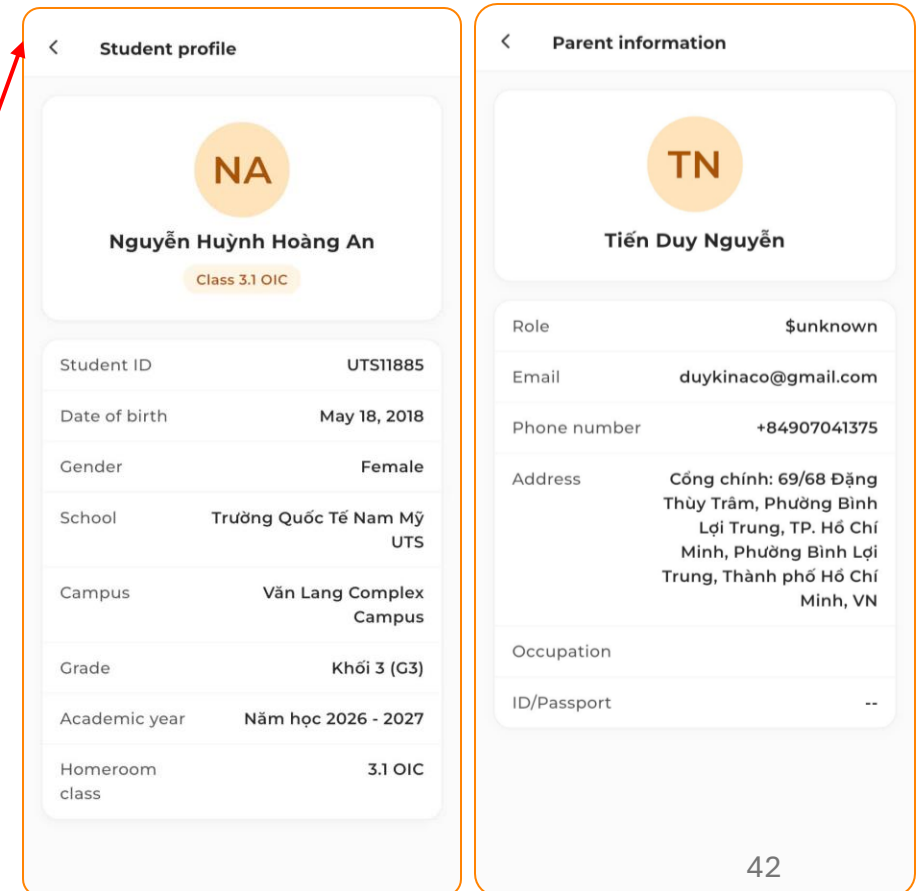
1 On the Home screen, scroll down to the toolbar, select **Account**



2 Select **Student** to view and select **Student Profile/ Parent Information**

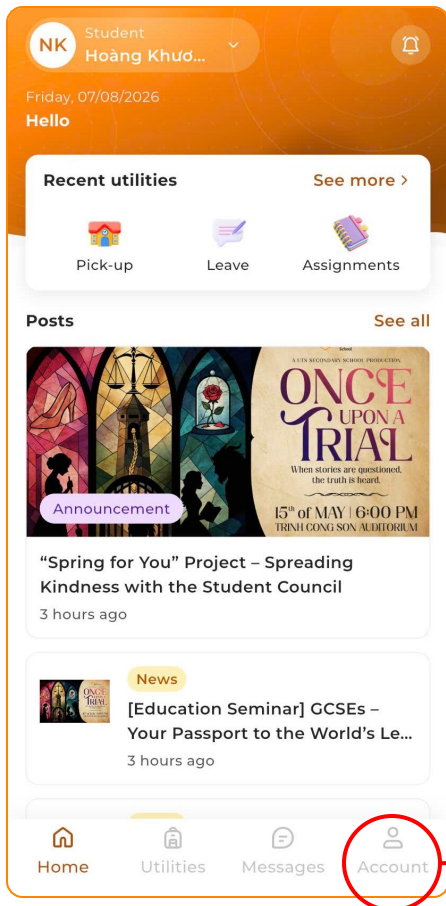


3 The system will display the corresponding Student Profile/ Parent Information

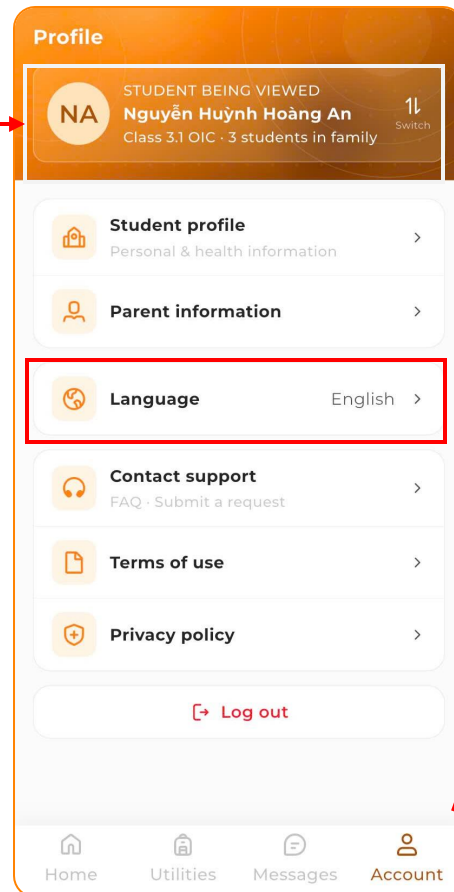


Change display language

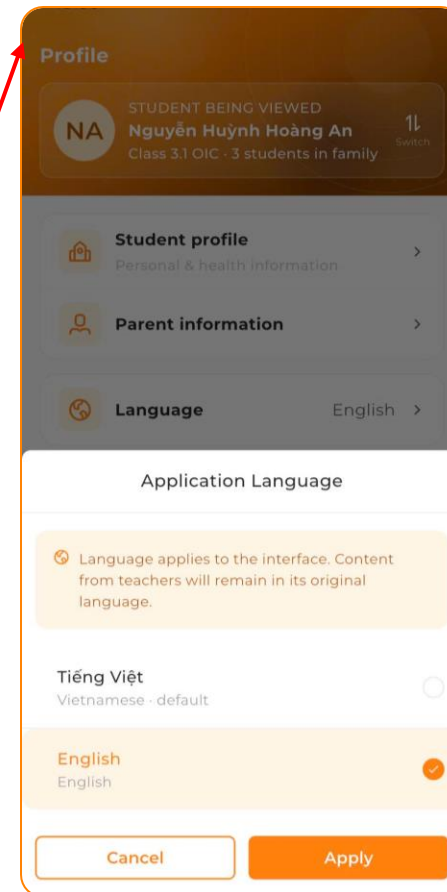
1 On the Home screen, scroll down to the toolbar, select **Account**



2 On the **Profile** screen, select **Language**

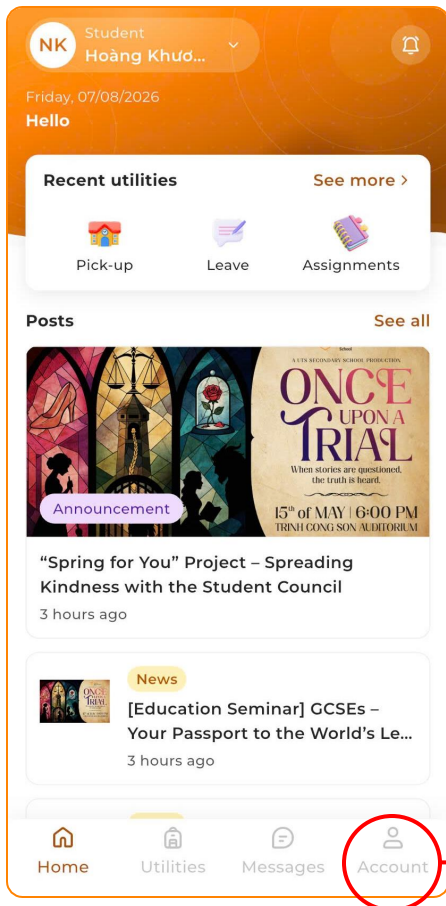


3 Select **the language** you want and tap **Apply**

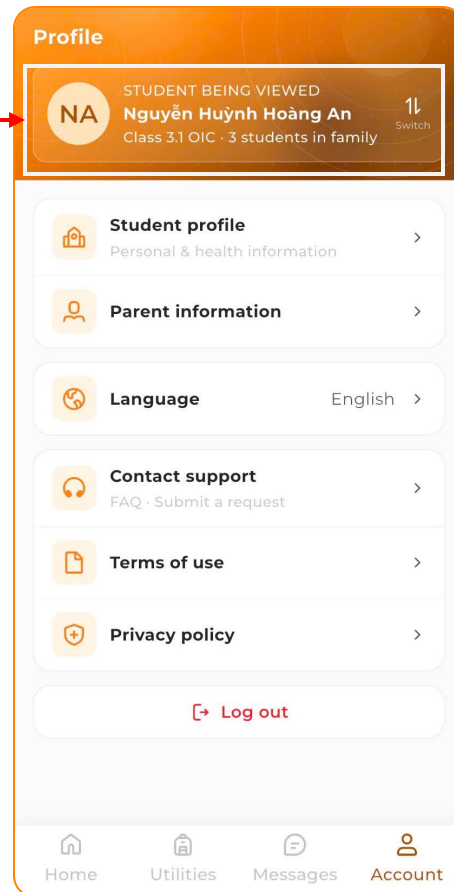


Switch student profile

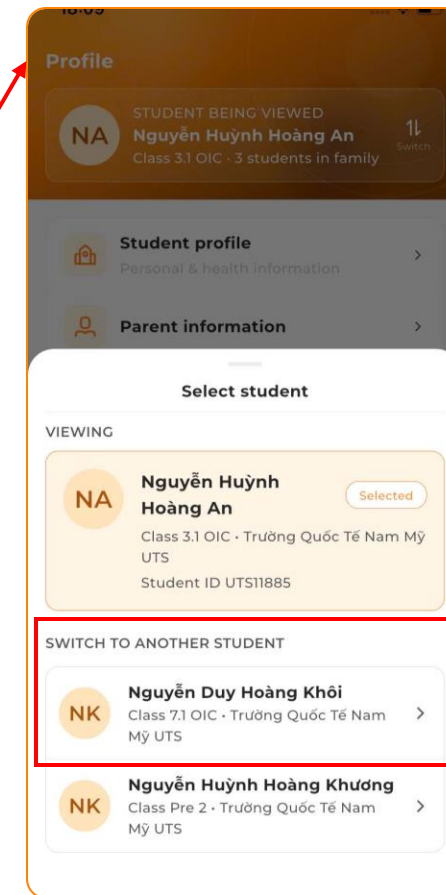
- 1 On the Home screen, scroll down to the toolbar, select **Account**



- 2 On the **Profile** screen, select the icon 



- 3 Select the Student to change in the **Switch to another student** section



Feature 08

Update

News & Events



Announcement

“Spring for You” Project – Spreading Kindness with the Student Council

CT Communications team
4 hours ago Read

07/08/2026 · 17:00 – 20/08/2026 · 17:00

Asia/Ho_Chi_Minh

The American Center Ho Chi Minh City (8th Floor, 34 Le Duan, District 1)

Every spring is not only a time for family gatherings, but also an opportunity for kindness and compassion to be shared. With the hope of bringing a warmer and more joyful Lunar New Year to children in difficult circumstances, the UTS Student Council has initiated a community project called “Spring for You.”

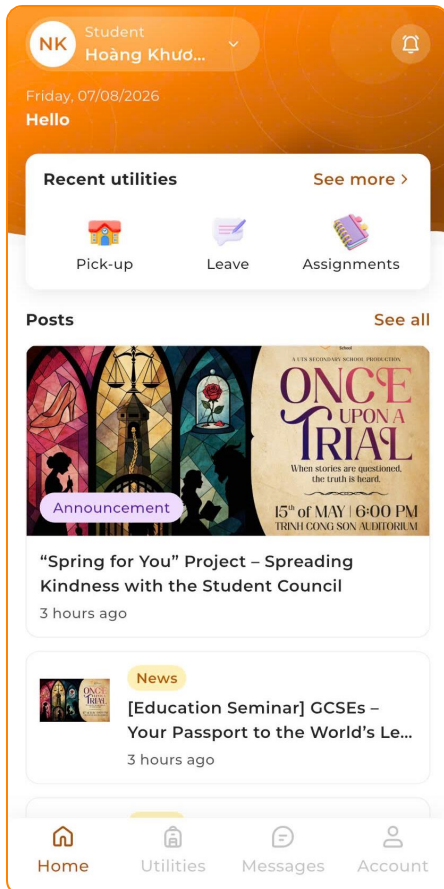
PROJECT INFORMATION

The project details are as follows:

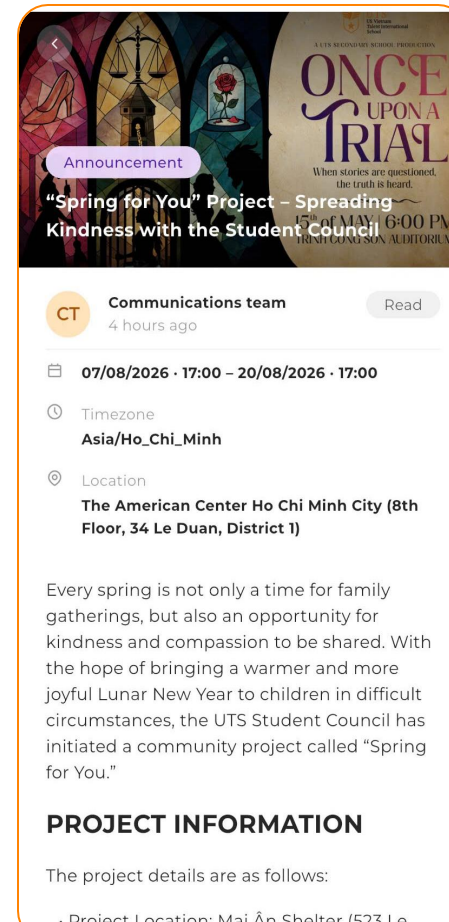
- Project Location: Mai Ân Shelter (523 Le

Posts feature: helps parents easily follow the News, Announcements, and Events updated by the School, so they can stay informed of important information related to their child and school activities.

- 1 On the Home screen, scroll down to the **Posts** section, select the **Post** you want to view, or **See all**

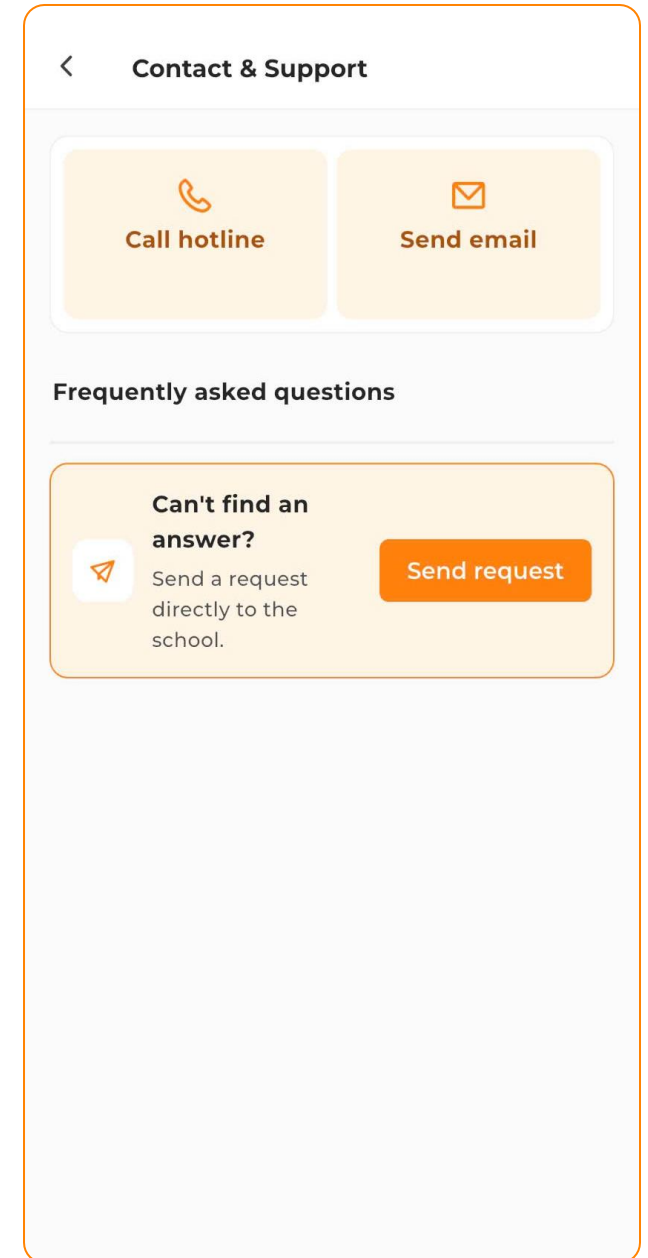


- 2 Full updates on news/events from the School



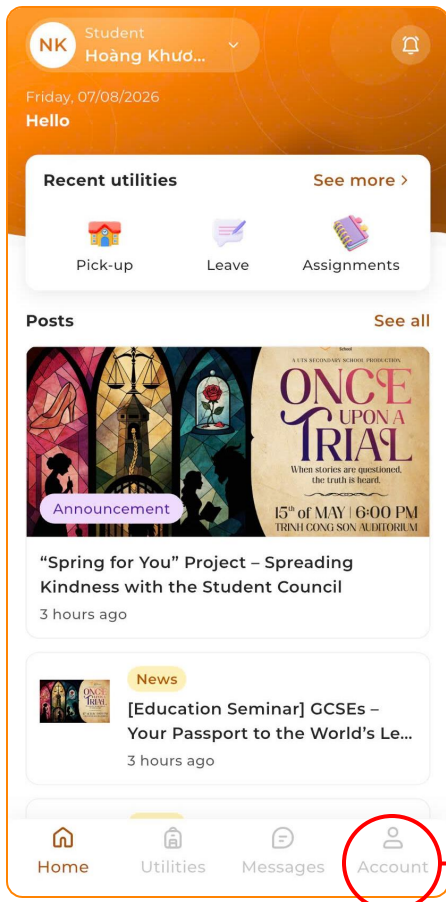
Feature 09

Contact & Support

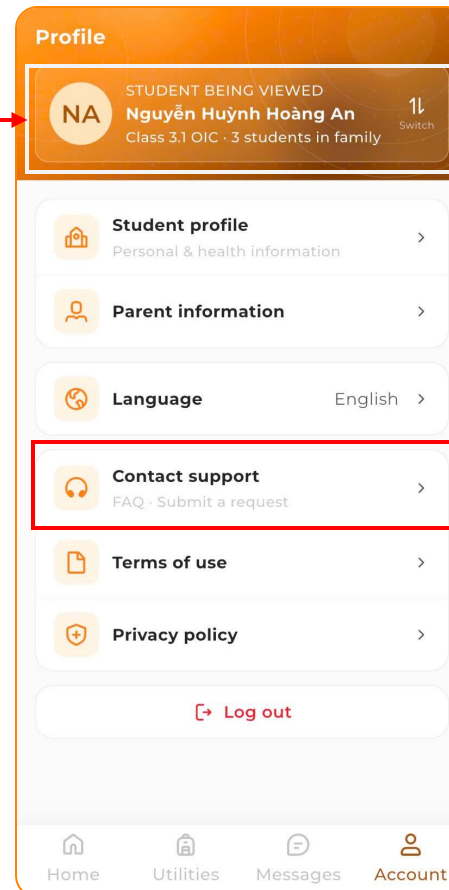


When support is needed while using the app, parents can contact the School for timely assistance. Any feedback from parents will help the School further improve the experience.

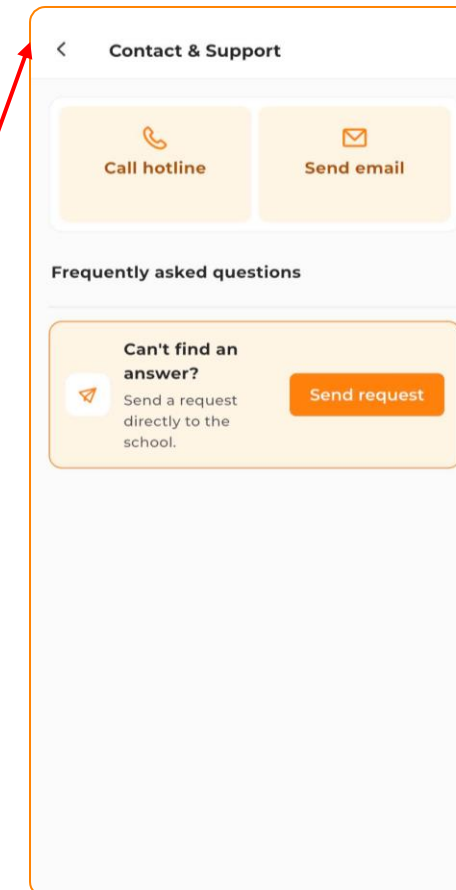
- 1 On the Home screen, scroll down to the toolbar, select **Account**



- 2 On the **Profile** screen, tap **Contact support**



- 3 Select **Call hotline** or **Send email** when you need to contact directly.



If Parents need any other supports, please fill the form: [HERE](#)