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UTS One User Guide

Version 1.0

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UTS One Overview

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 results
- 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
- Service registration & cancellation
- School news and events
- School – Parent communication
- Tuition and service payments

Annotation: *available features* *upcoming features*

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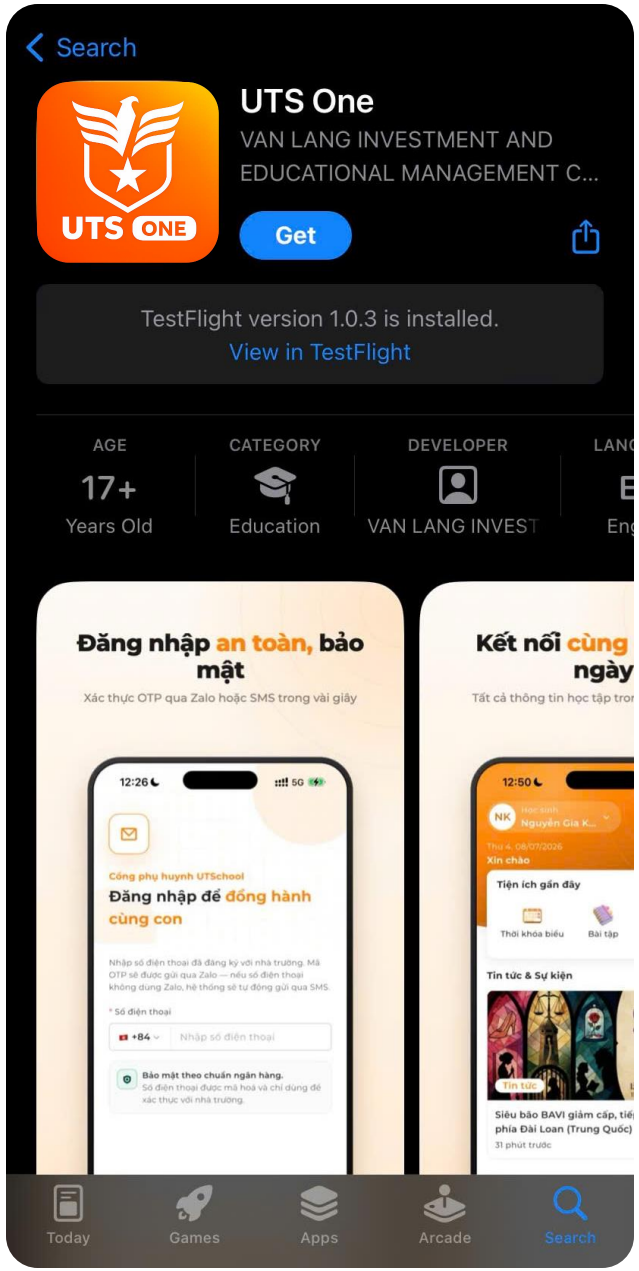
Explore New Features

For Parents who have already logged in to and are using UTS One.

If you have not yet logged in to UTS One, please refer to the installation and login guide: **HERE**

- Message formatting
- Voice chat
- Send a video in a message
- React to a message

(*) Updated as of November 5, 2026.

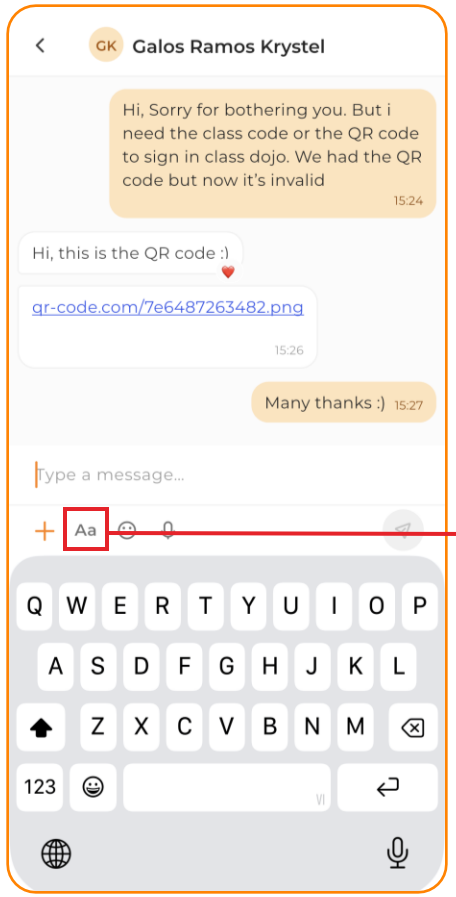


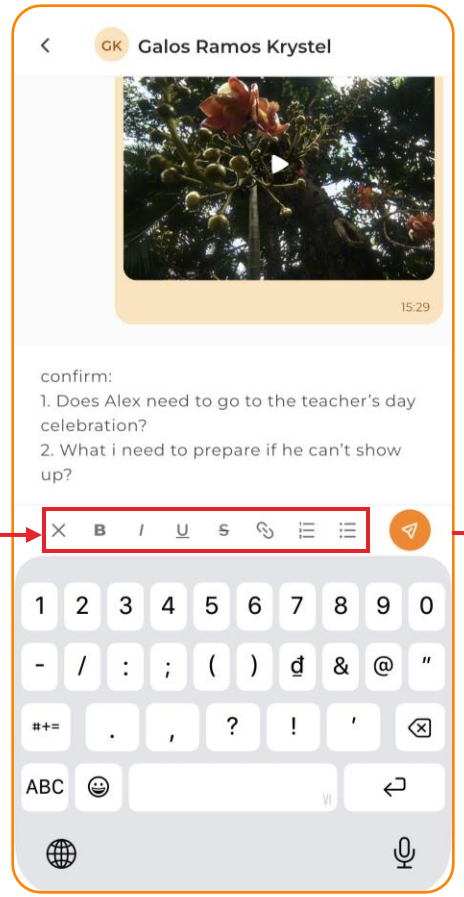
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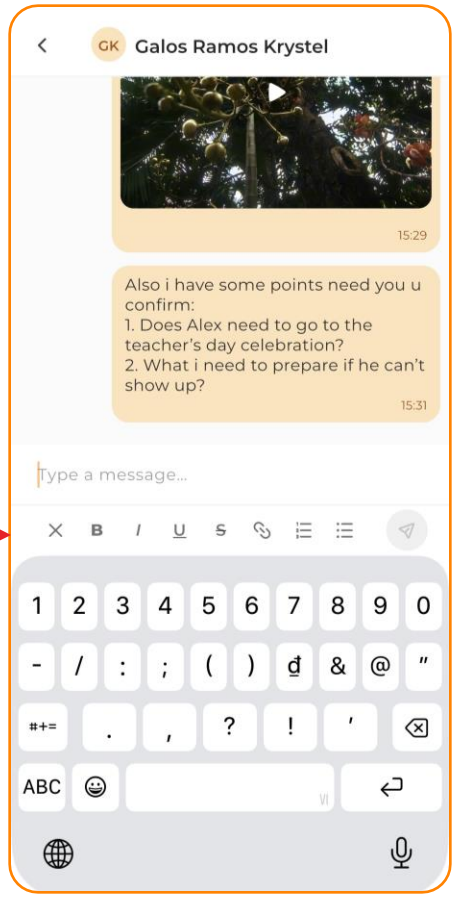
Message formatting

Message formatting: helps parents present messages clearly with bold, italic, underline, strikethrough, links or lists.

1. In the **Type a message...** box, tap **Aa**
2. Choose a **formatting** style and type your message
3. Check the content and tap **Send**; the formatting is kept in the message





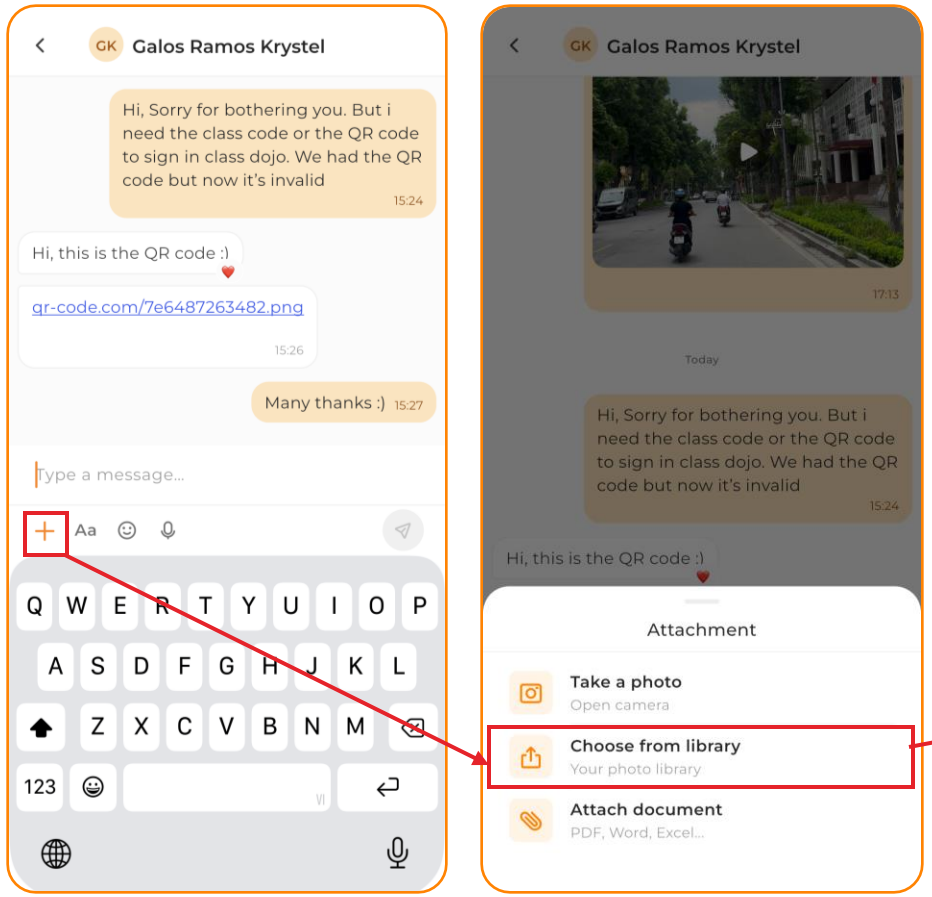


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Send a video in a message

Send video: lets parents pick a video from the phone library and send it right in the conversation.

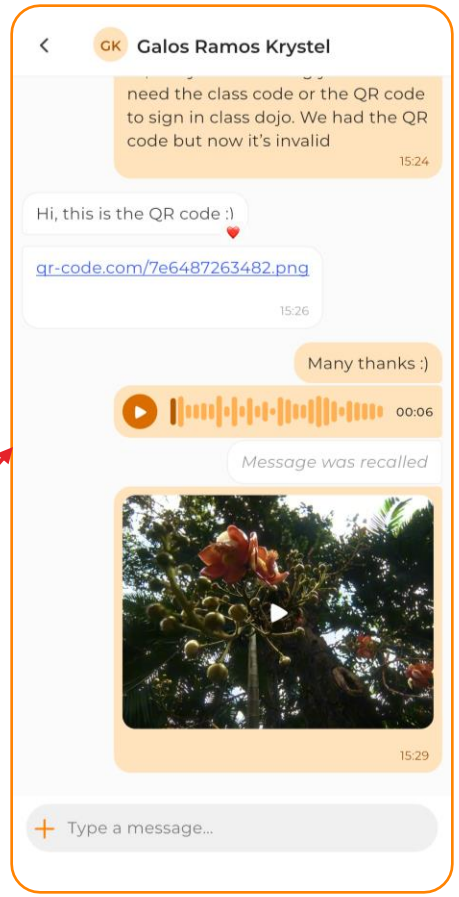
1 Tap **+**, then choose **Choose photo from library**



2 Select a **video**; the **attachment** appears above the input box



3 Tap **Send**; tap **Play** to watch the video full screen



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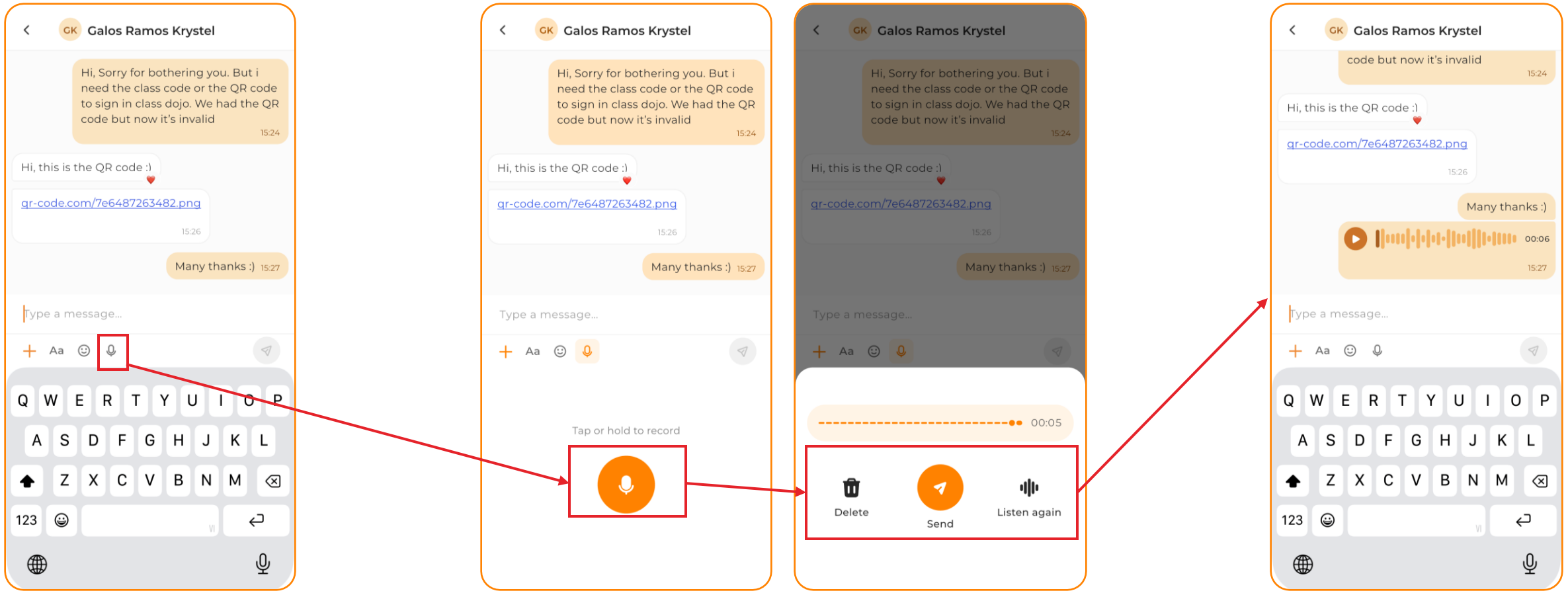
Send a voice message

Voice message: lets parents record, listen back and send voice content right in the conversation.

1. On the toolbar, tap the **Microphone** icon

2. Tap or press and hold to **record**; you can **Play back** or **Delete**

3. Tap **Send**; the voice message shows its **duration** and **waveform**

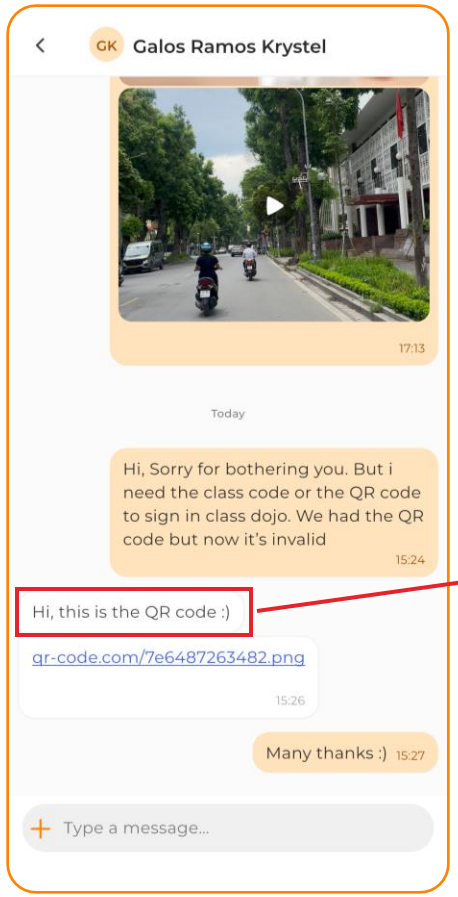


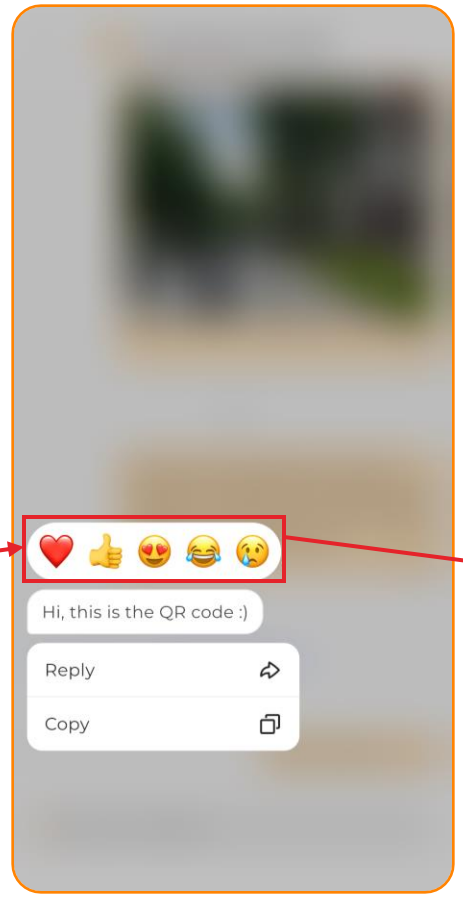
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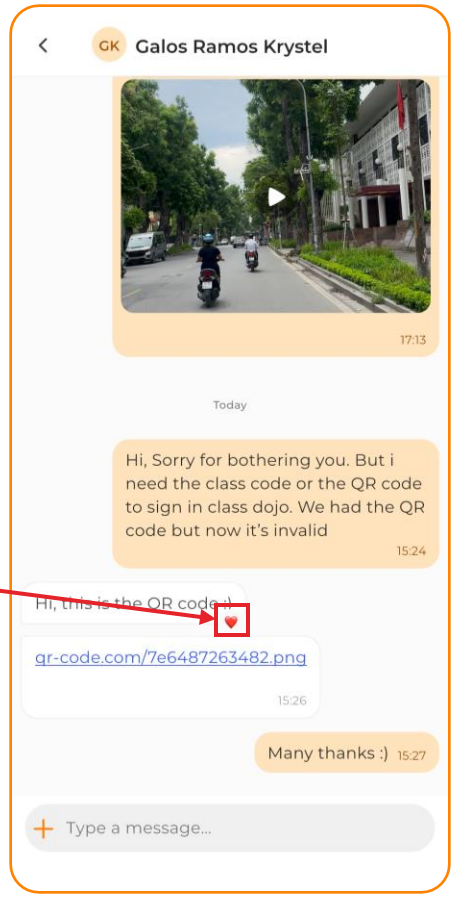
React to a message

Message reactions: let parents respond to a message quickly with an emoji instead of typing a reply.

1. **Press and hold** the message you want to react to
2. Choose an **emoji** from the bar that appears
3. The **reaction** appears right under the message





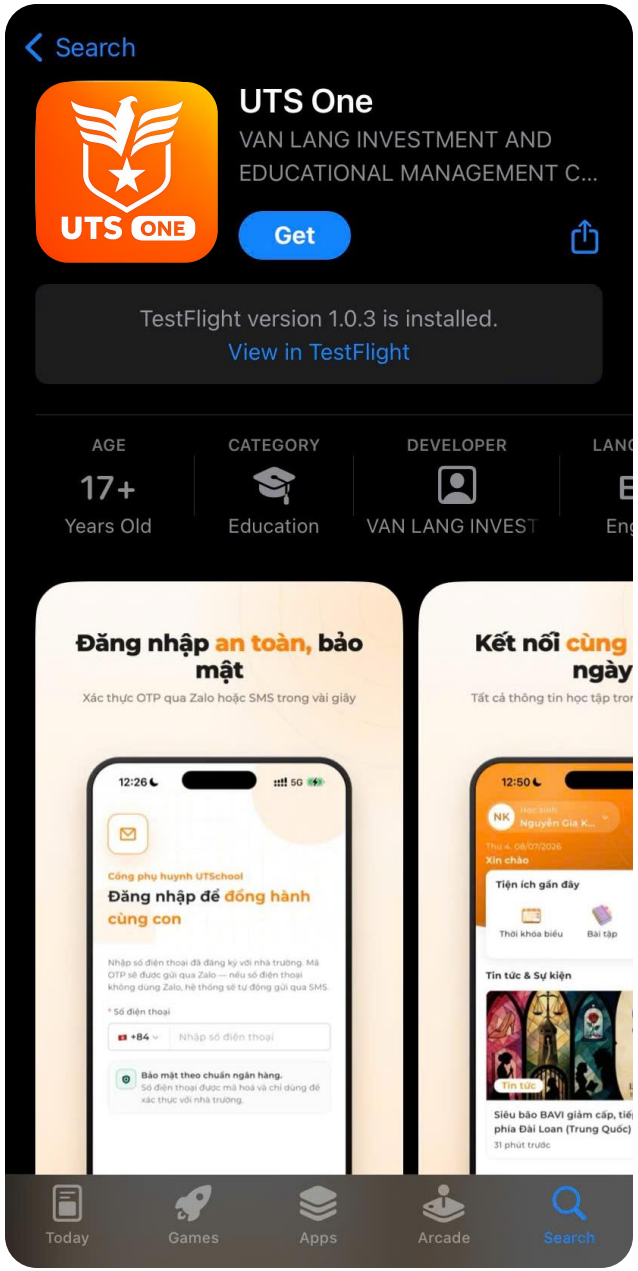


Note: parents can press and hold, then pick another emoji to change it, or tap the same emoji again to remove it.

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App installation & using guide

For Parents who are new to UTS One or would like to review the available features and instructions.



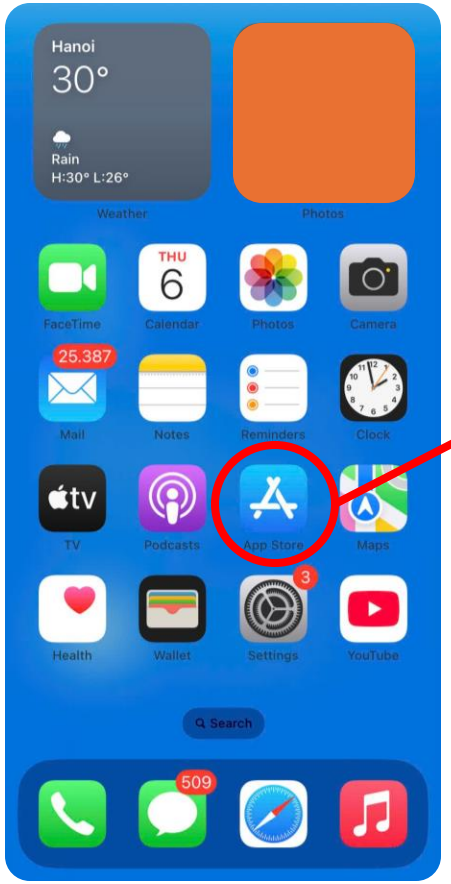
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UTS One installation guide

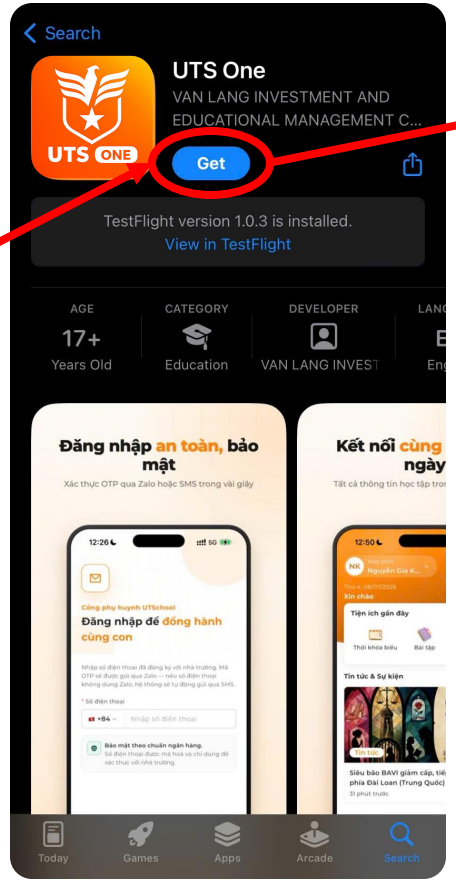
For iOS & Android

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



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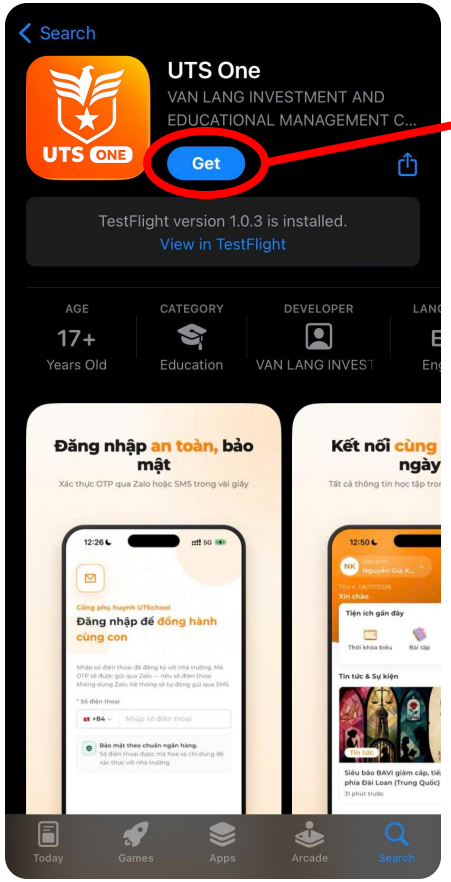
UTS One installation guide

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

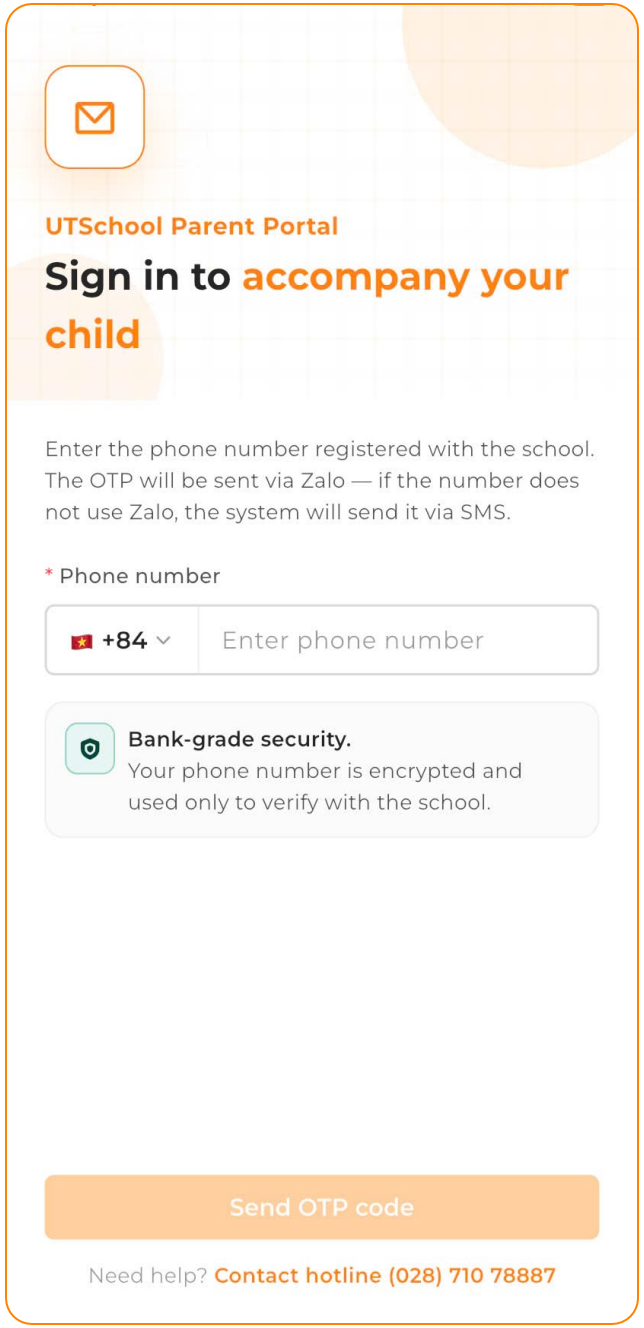
Android scan here





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Sign-in using phone number



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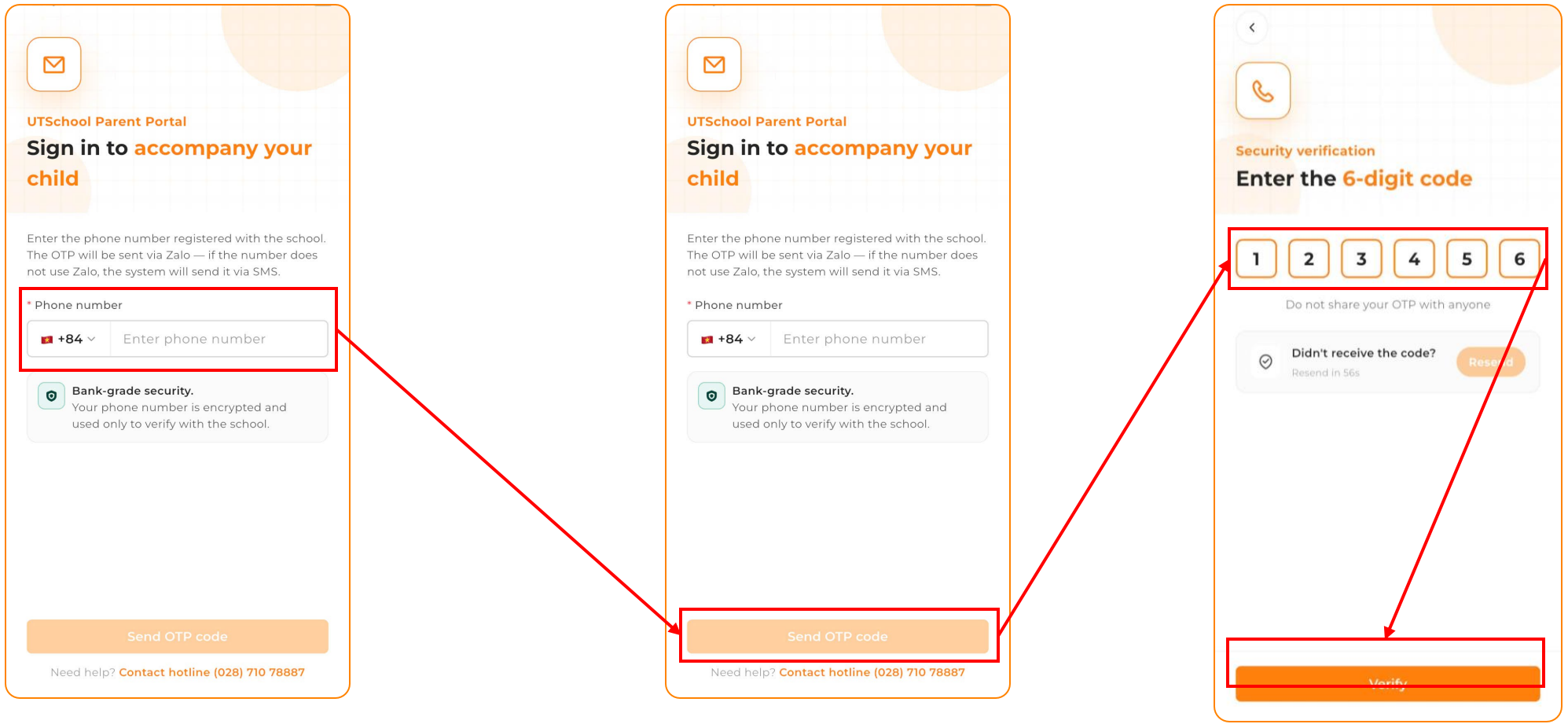
Sign-in using phone number

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

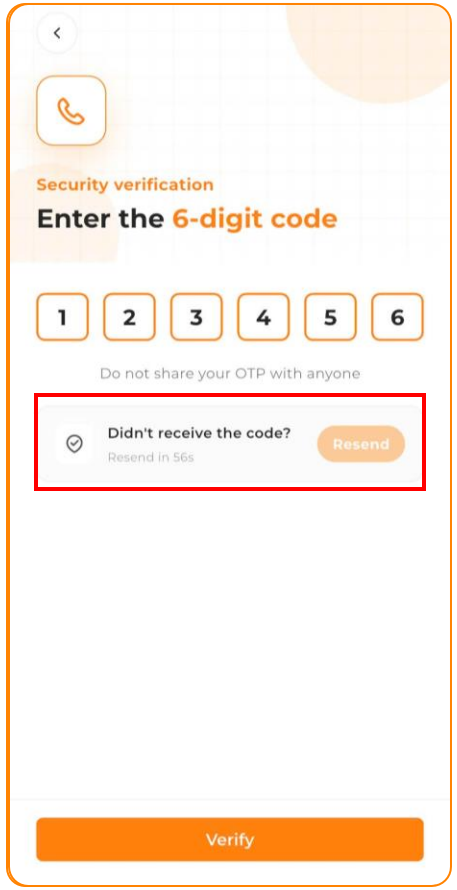


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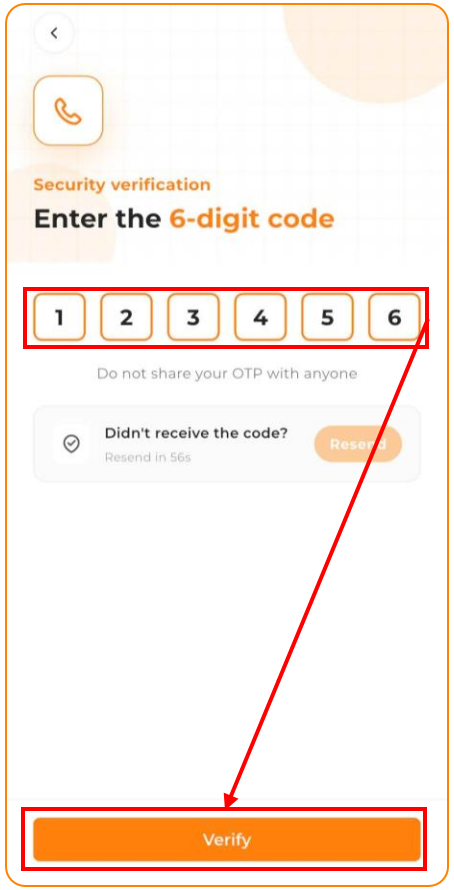
Common sign-in issues

#1: OTP not received

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

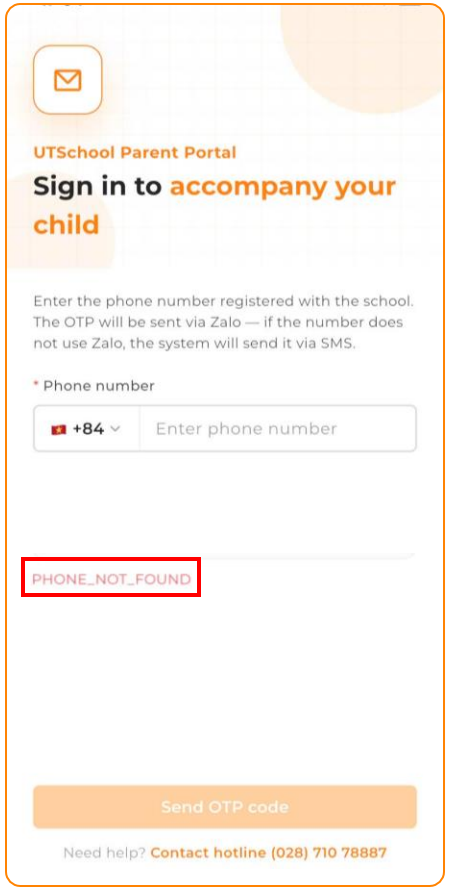


2 **Re-enter new OTP** and choose **Verify to** sign in



#2: Phone number not found

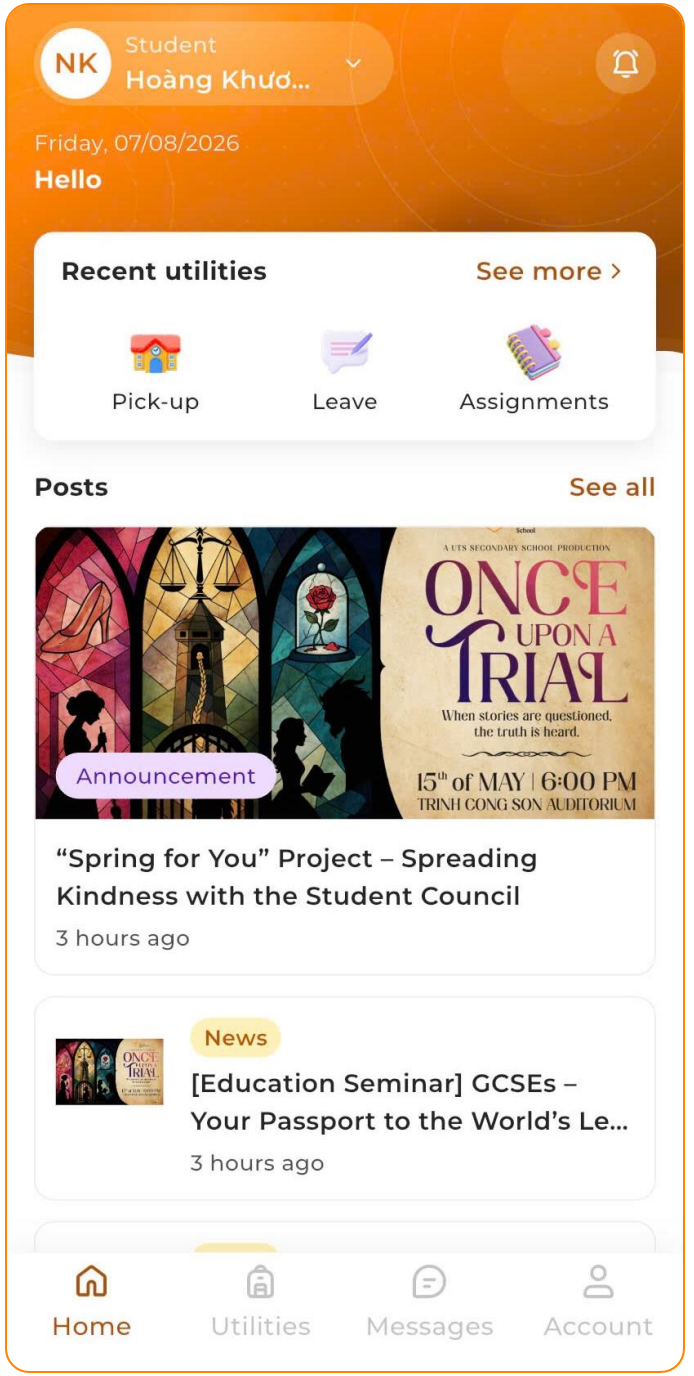
Please check the email from the School to complete the verification and update your information as instructed.



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

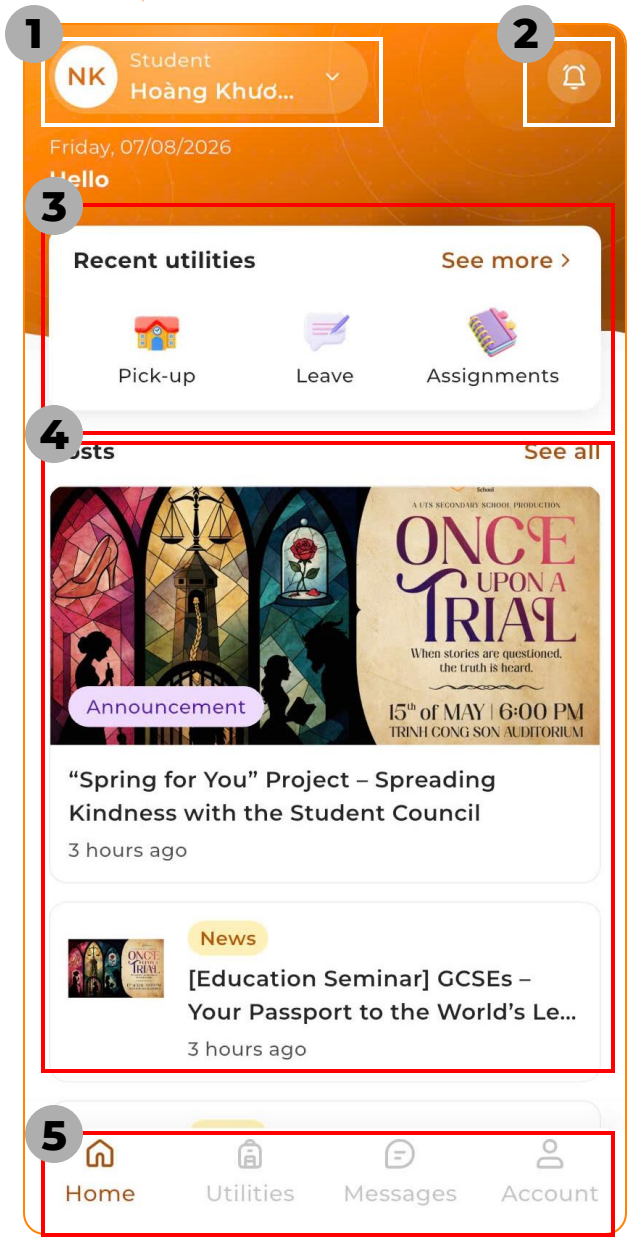
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Home screen



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Homescreen



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.

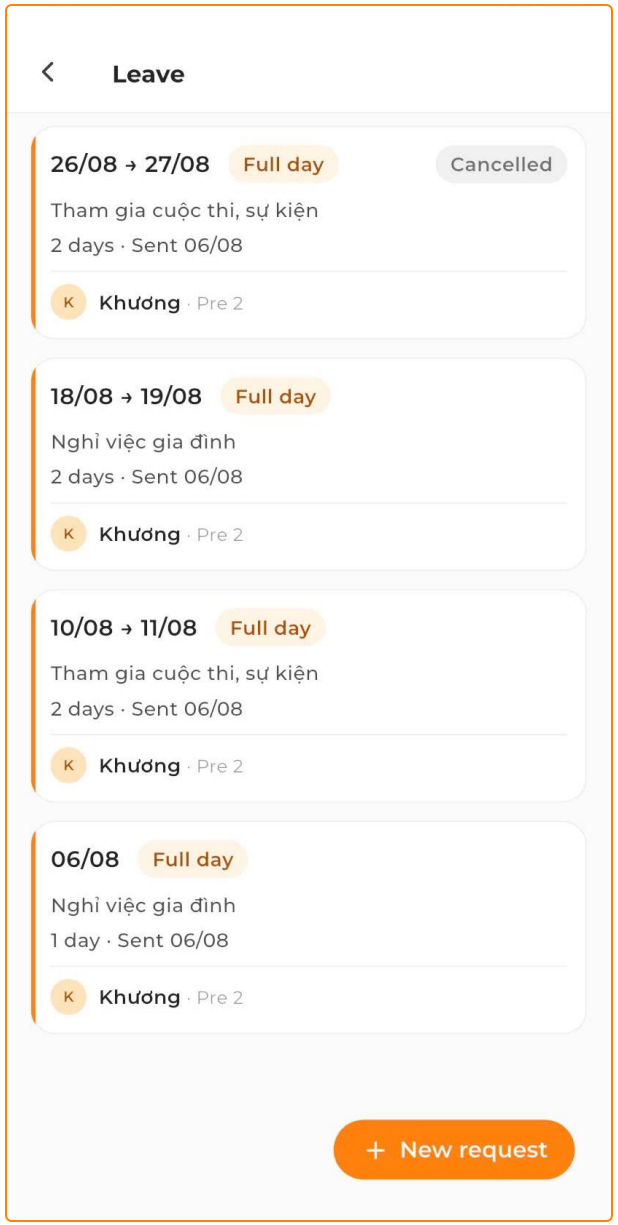
5. **Navigation bar**: consists of four sections.

HOMESCREEN	UTILITIES	MESSAGES	ACCOUNT
Quick access to recent features and news.	Track learning, attendance, leave requests, pick-up & drop-off, support requests	Direct communication between parents and teachers.	Manage personal information and account settings.

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Feature 01

Submit leave request

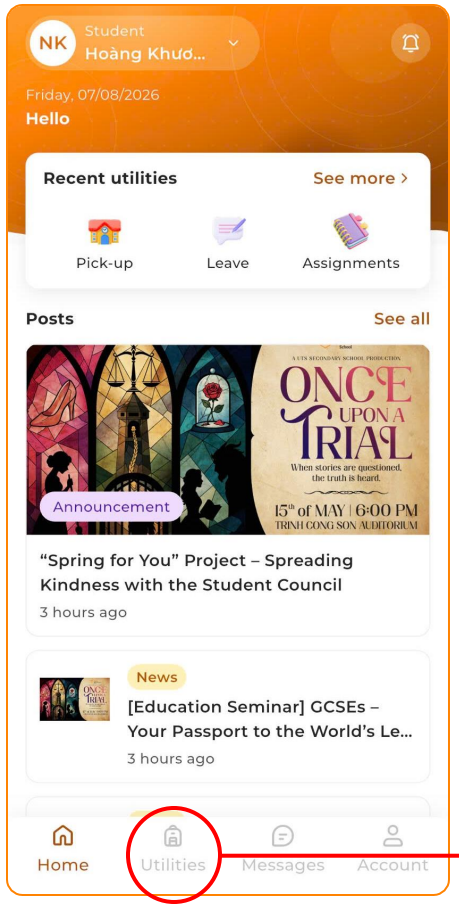


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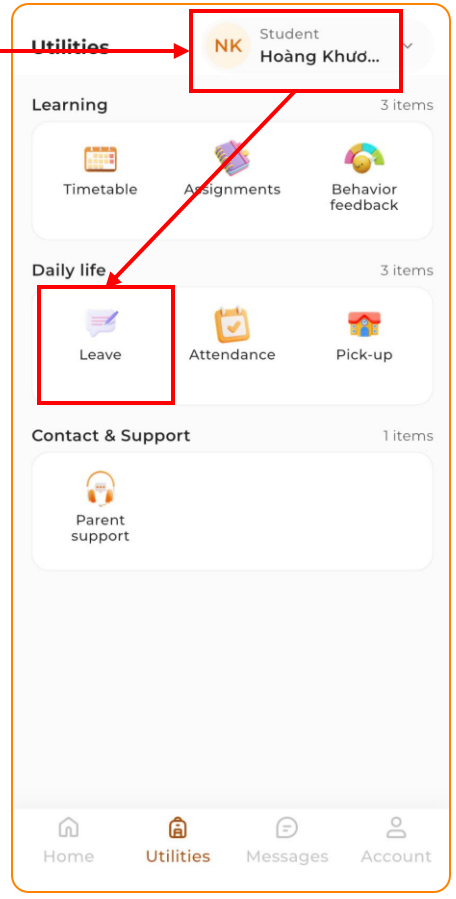
Submit leave request

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.

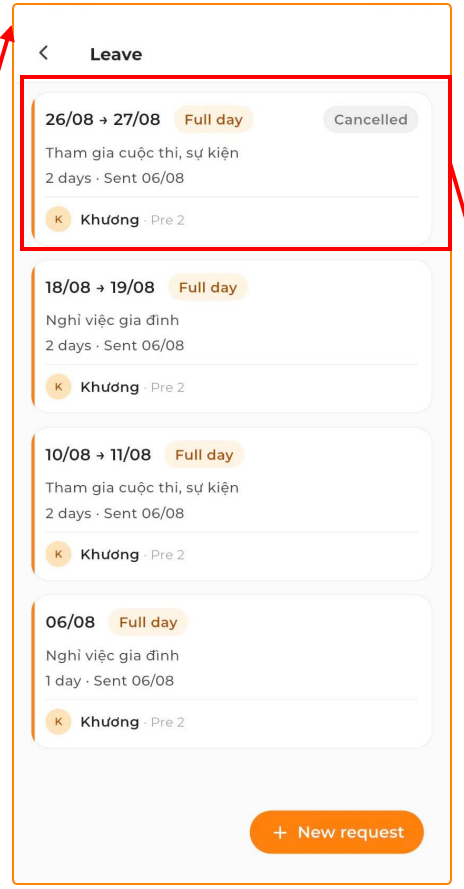
1 On the **Home screen**, scroll down to the toolbar and select **Utilities**

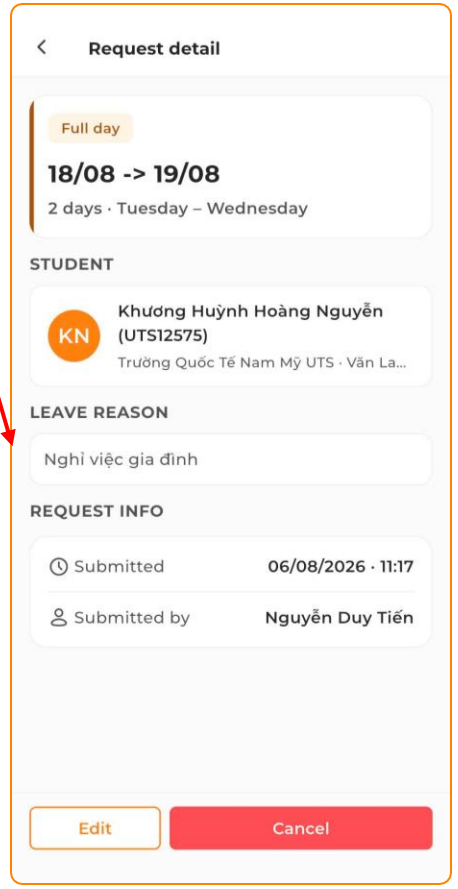


2 Select the student to view, then select **Leave**



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





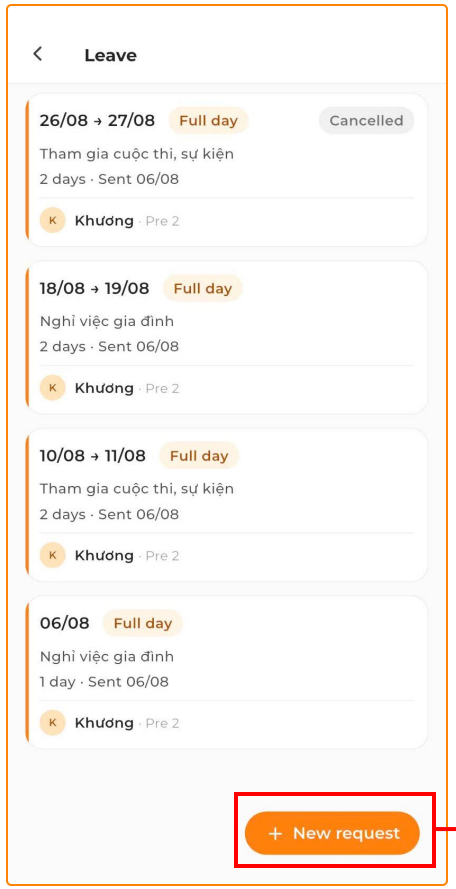
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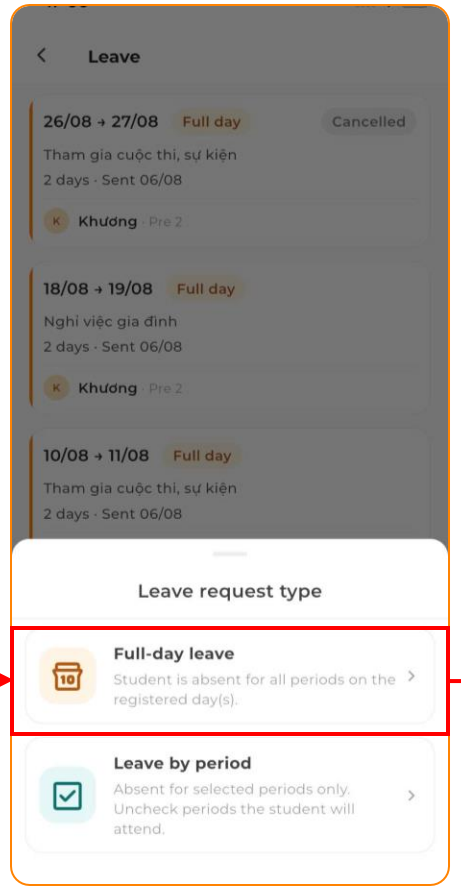
Case 1: Full-day leave

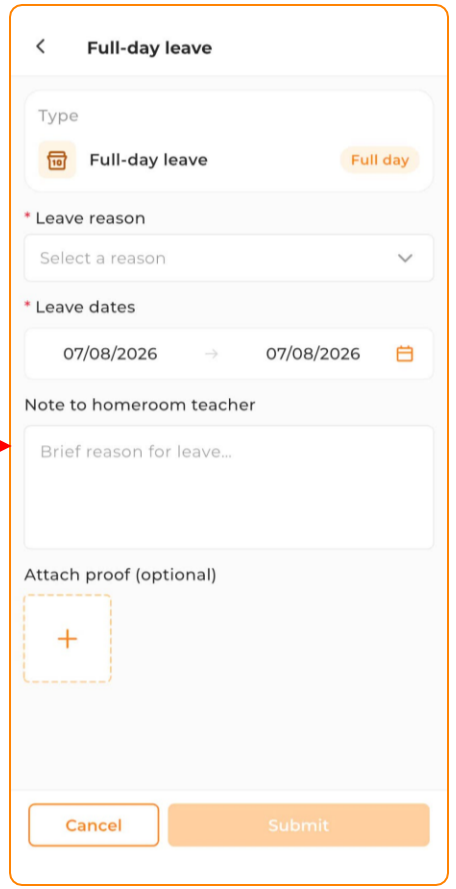
1 On the **Leave** screen, select **New Request**

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

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



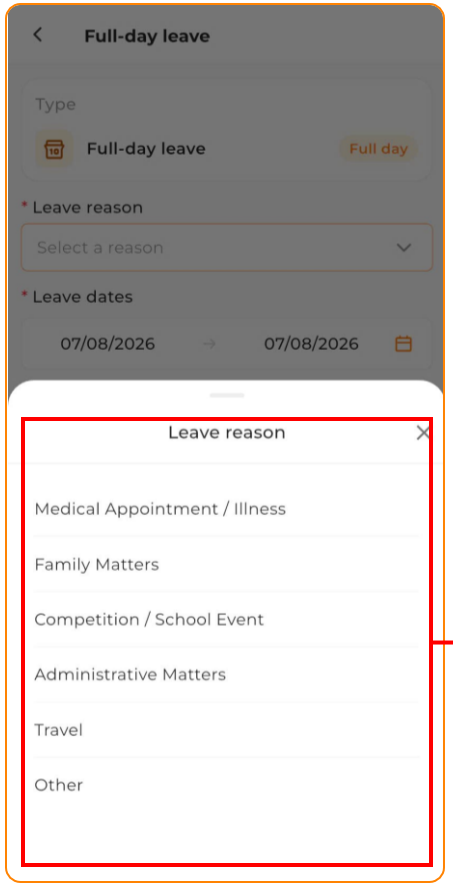




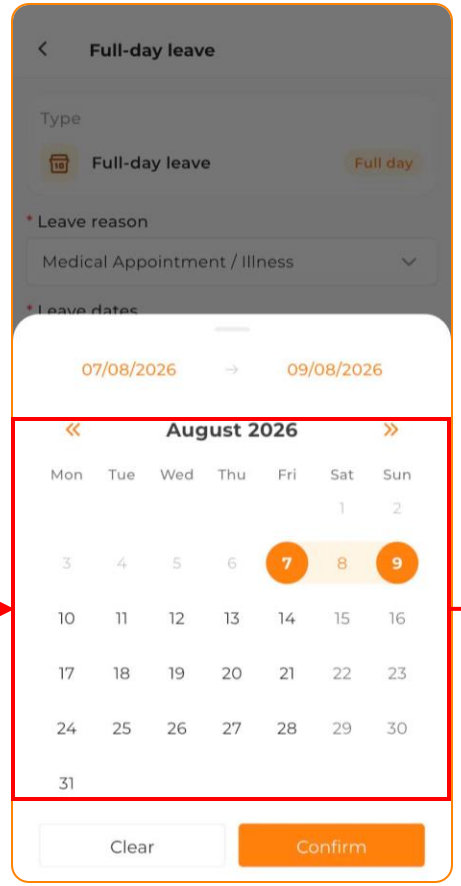
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Case 1: Full-day leave

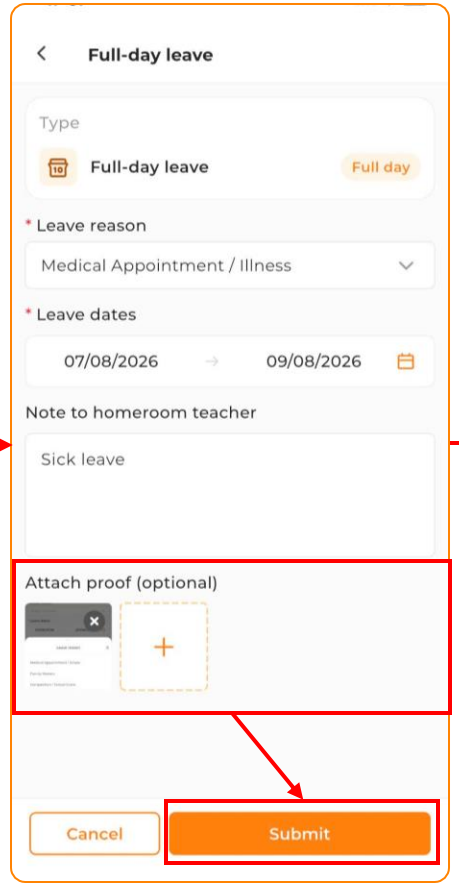
4 Select **Leave reason**

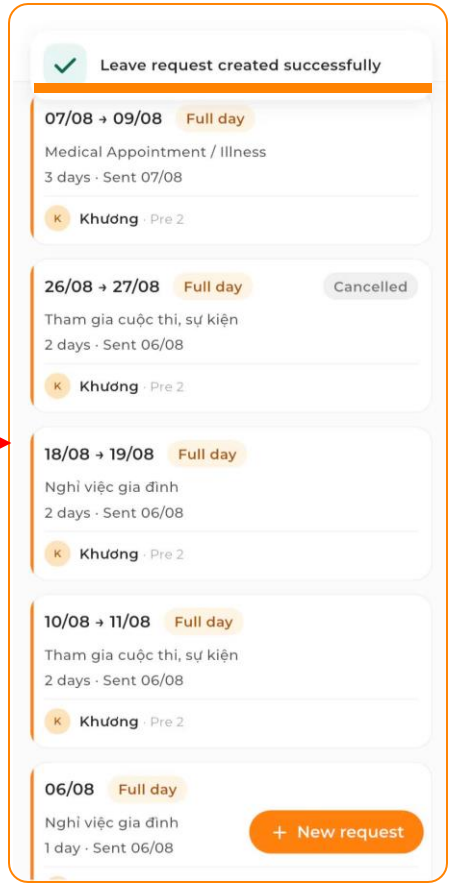


5 Select Leave time and tap **Confirm**



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





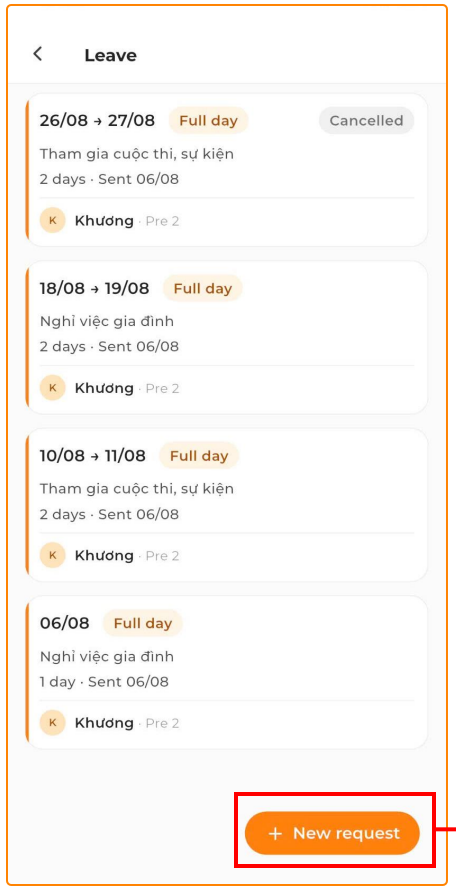
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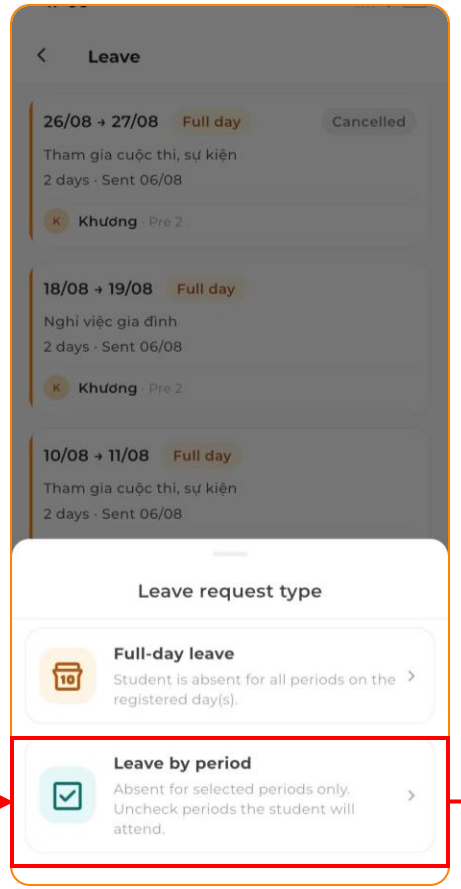
Case 2: Leave by period

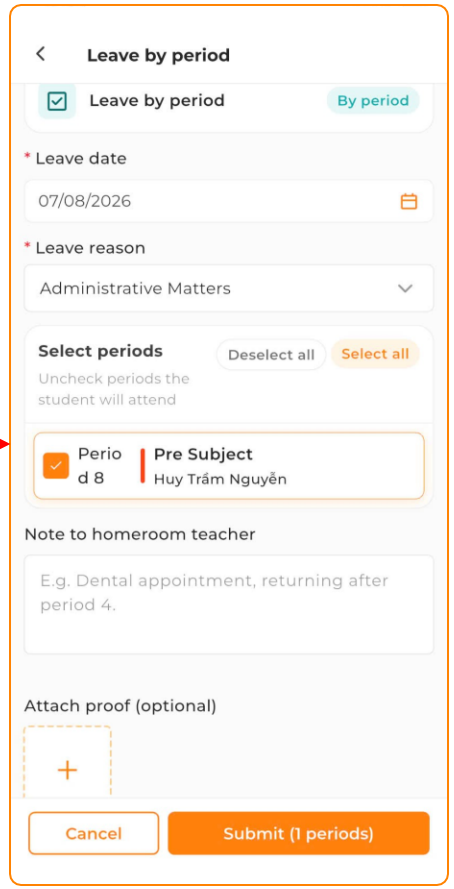
1 On the **Leave** screen, select **New Request**

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

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







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Case 2: Period-based leave

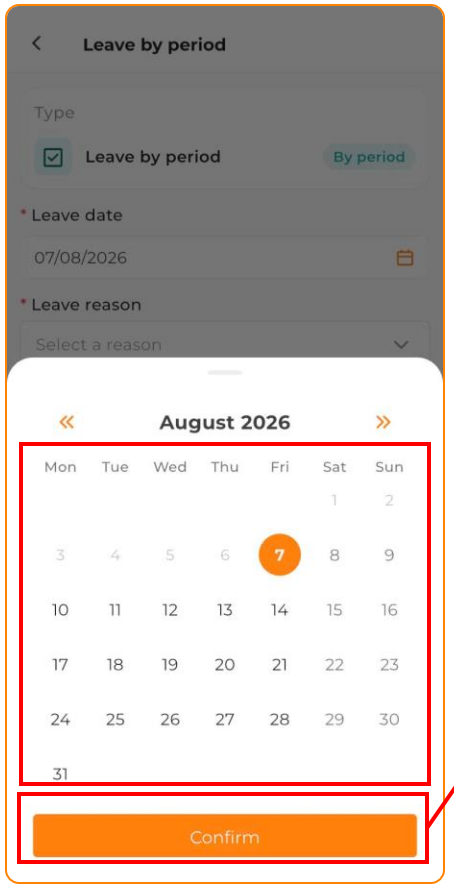
Case 2: Period-based leave

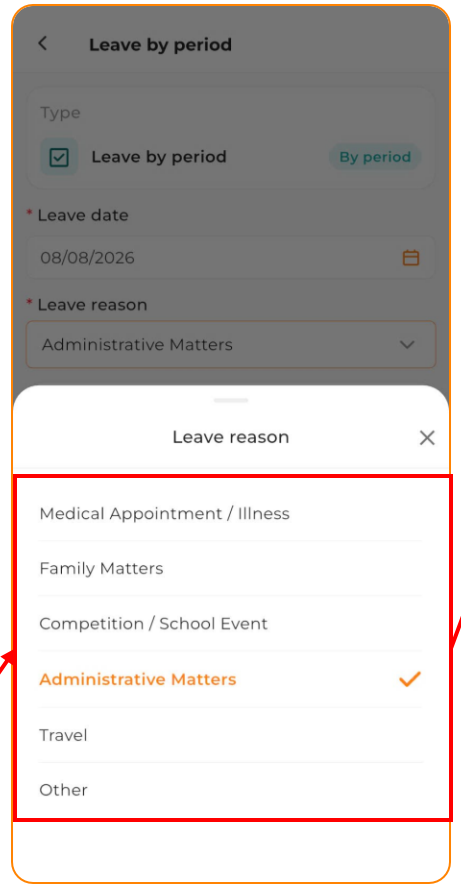
4 Select **Leave date** and tap **Confirm**

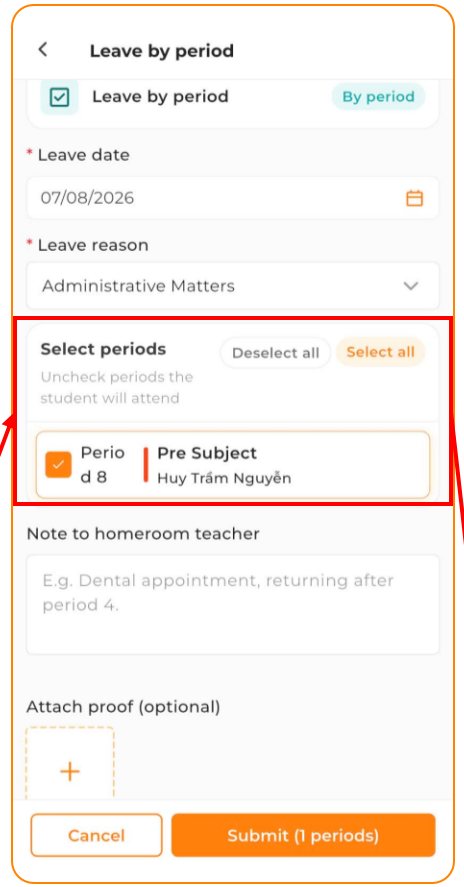
5 Select **Leave reason**

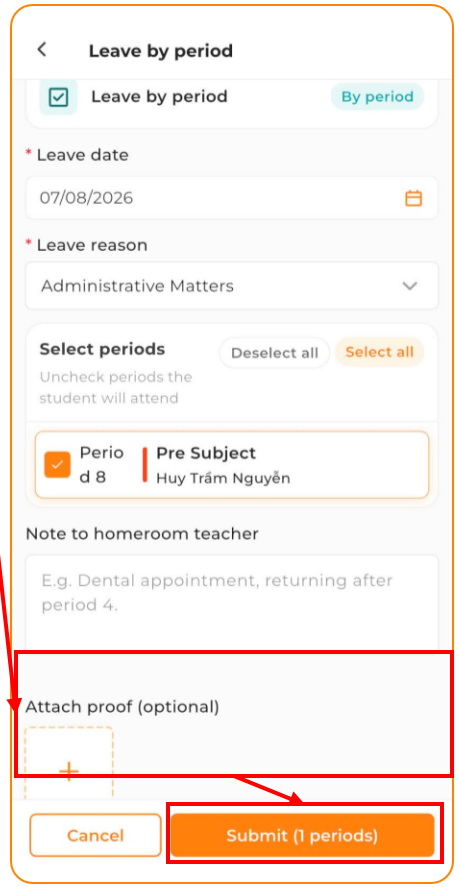
6 Select **Leave periods**

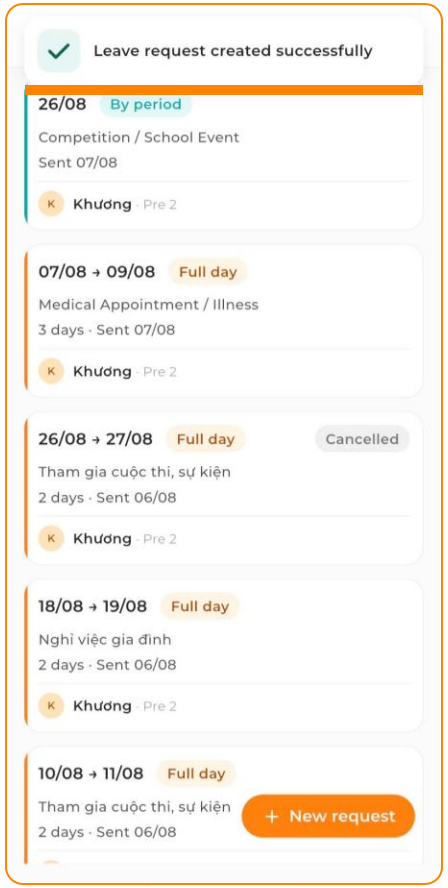
7 Attach **supporting proof** and tap **Submit**











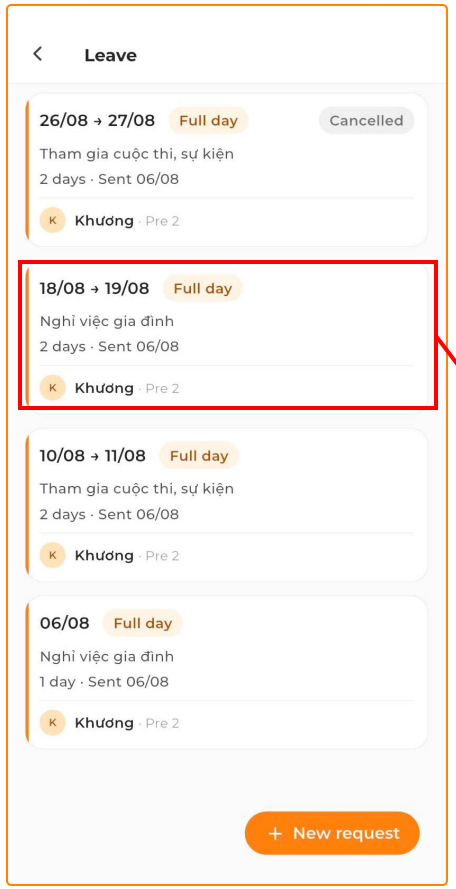
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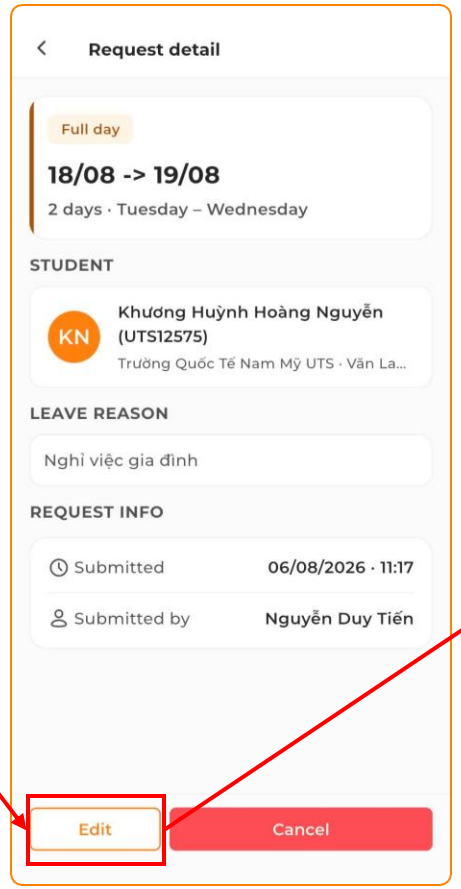
Edit leave request

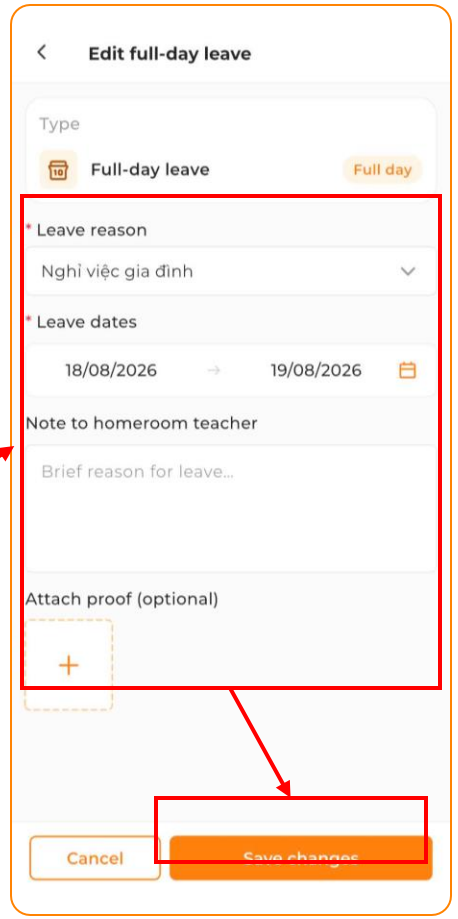
1 On the **Leave** screen, select **the request** to edit

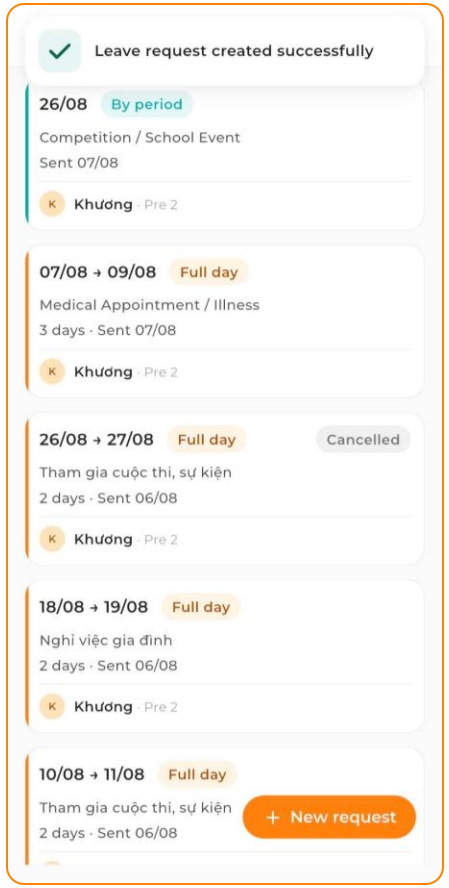
2 On the **Request details** screen, select **Edit**

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.

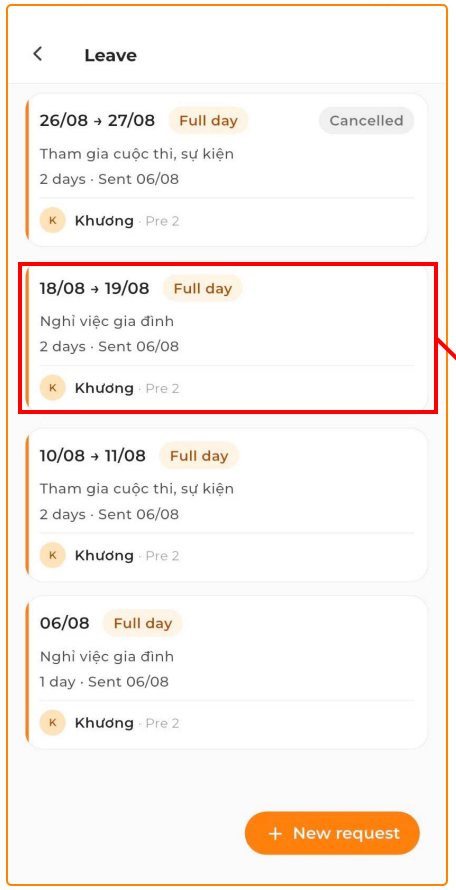
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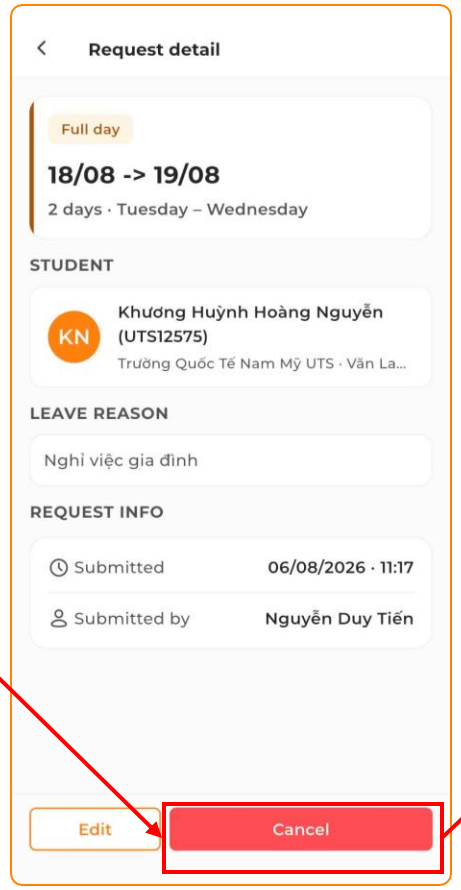
Cancel leave request

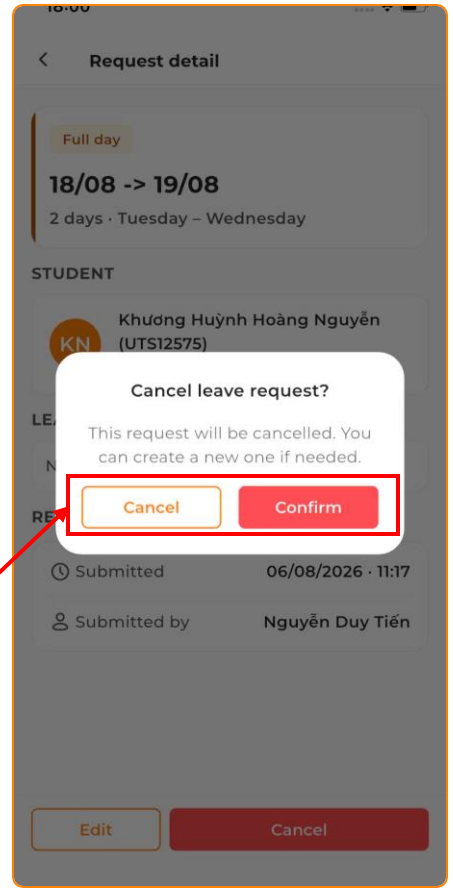
1 On the **Leave** screen, select **the request** to cancel

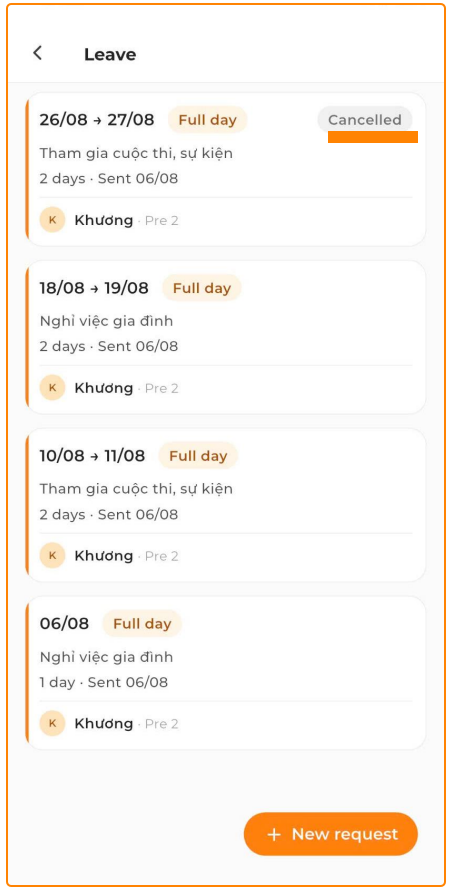
2 On the **Request details** screen, select **Cancel**

3 Select Confirm -> The system updates the changes





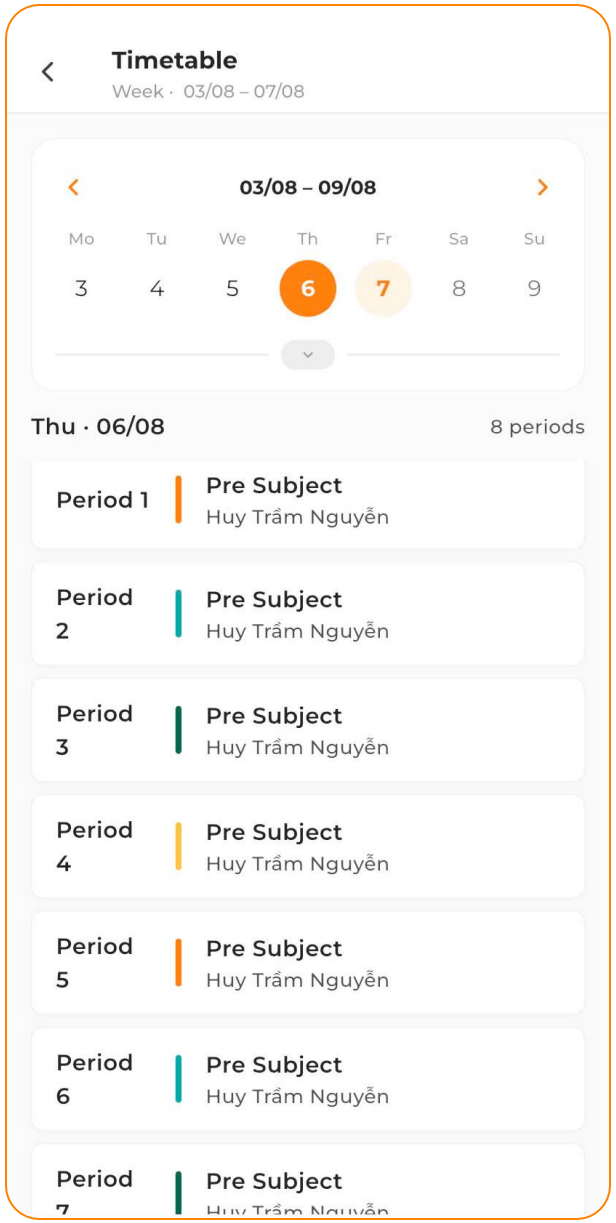




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Feature 02

Track Timetable

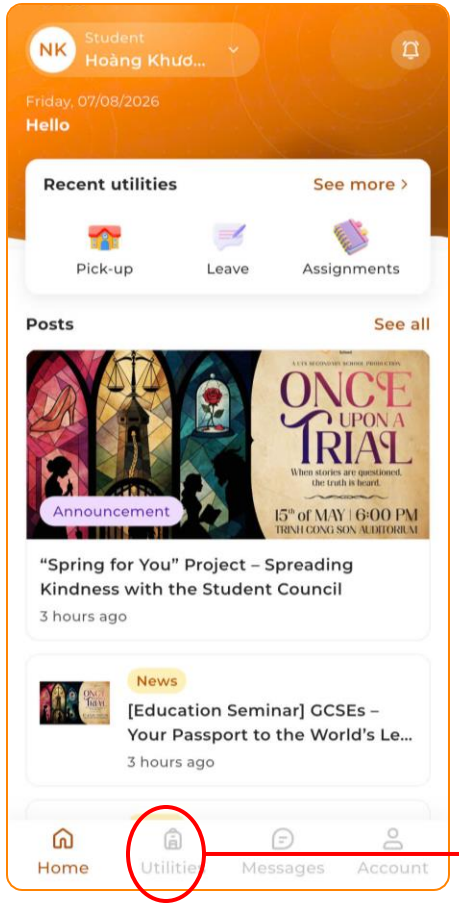


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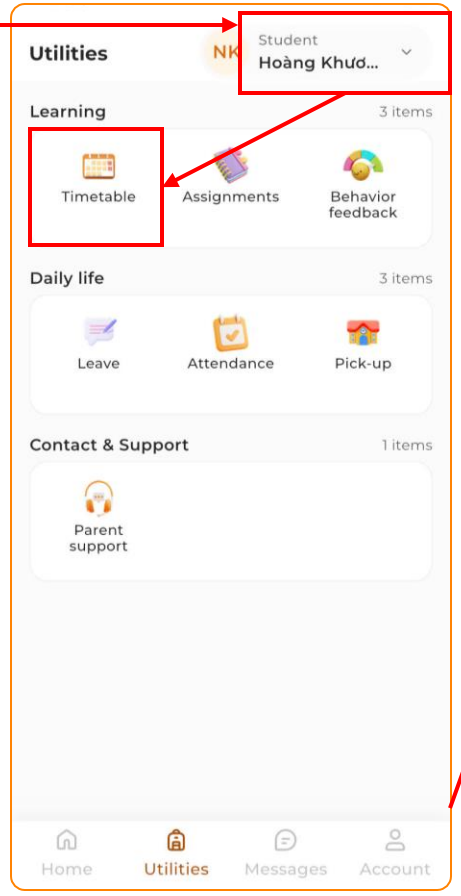
Track timetable

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.

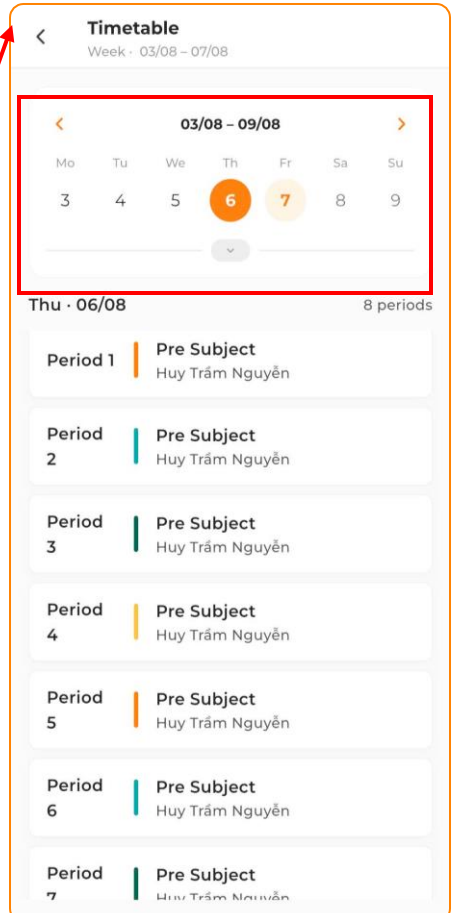
1 On the Home screen, scroll down to the toolbar, select **Utilities**



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



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



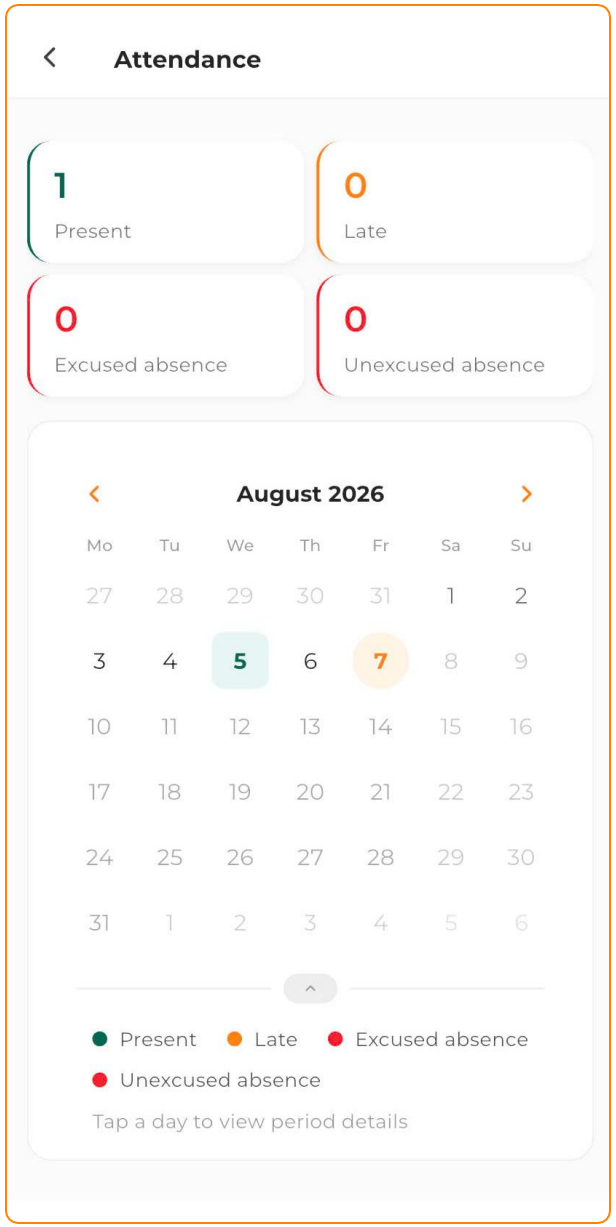
*Parents can adjust and select the date to view the timetable on the calendar.

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

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Feature 03

Attendance and status tracking

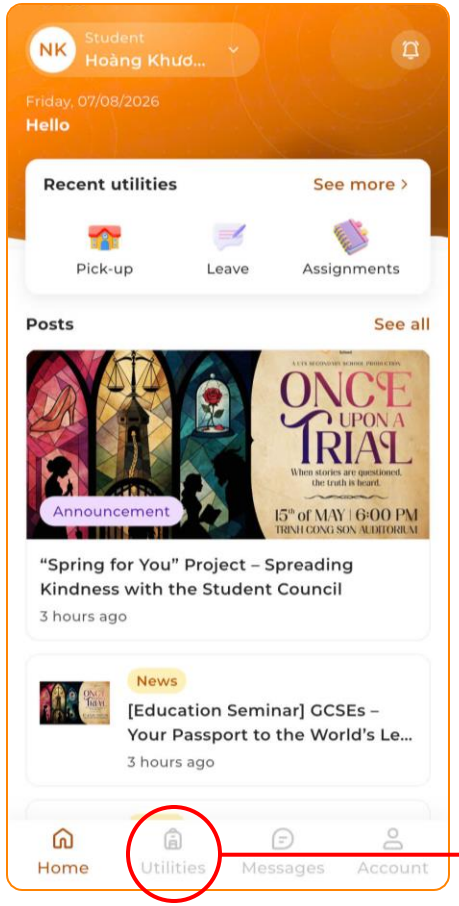


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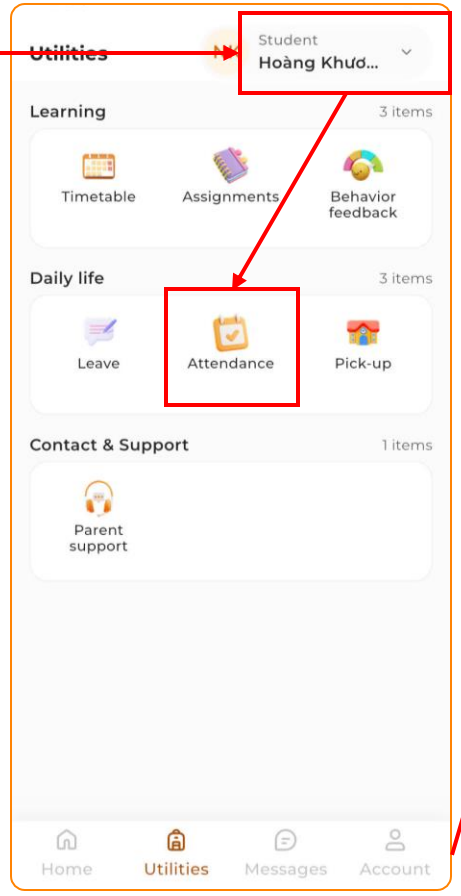
View attendance results

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

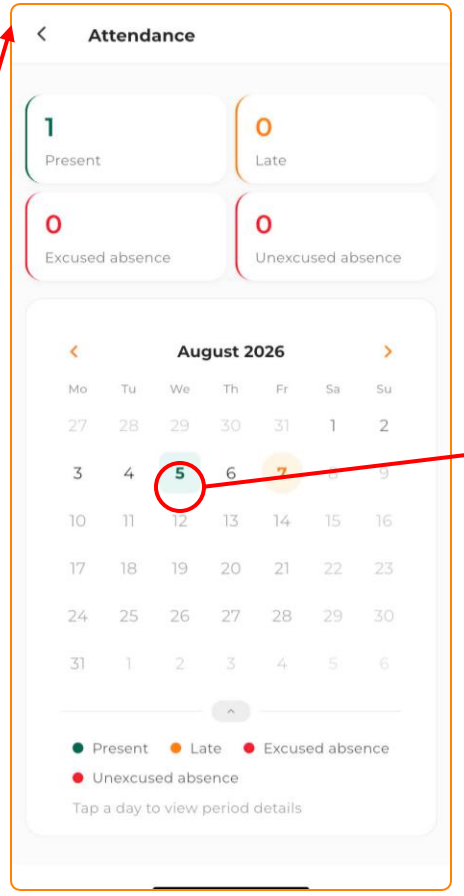
1. On the Home screen, scroll down to the toolbar, select **Utilities**

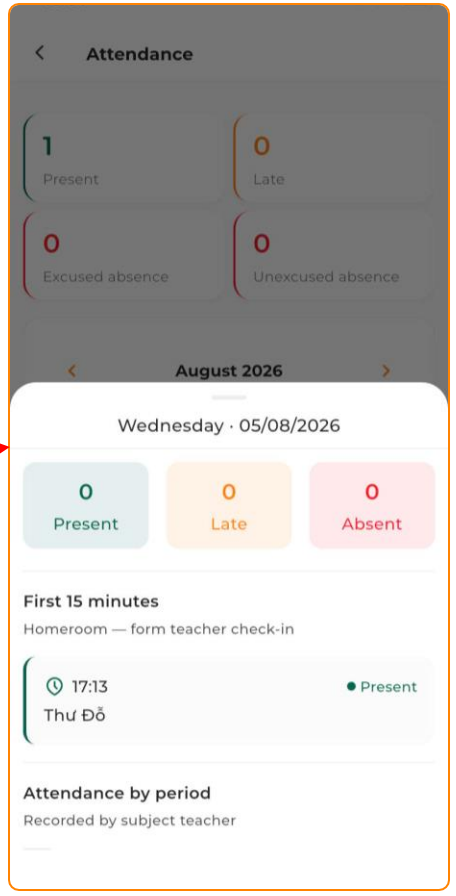


2. Select **Student** to view and select **Attendance**



3. Select **month & day to track** start-of-day attendance results/by class period and view detailed information

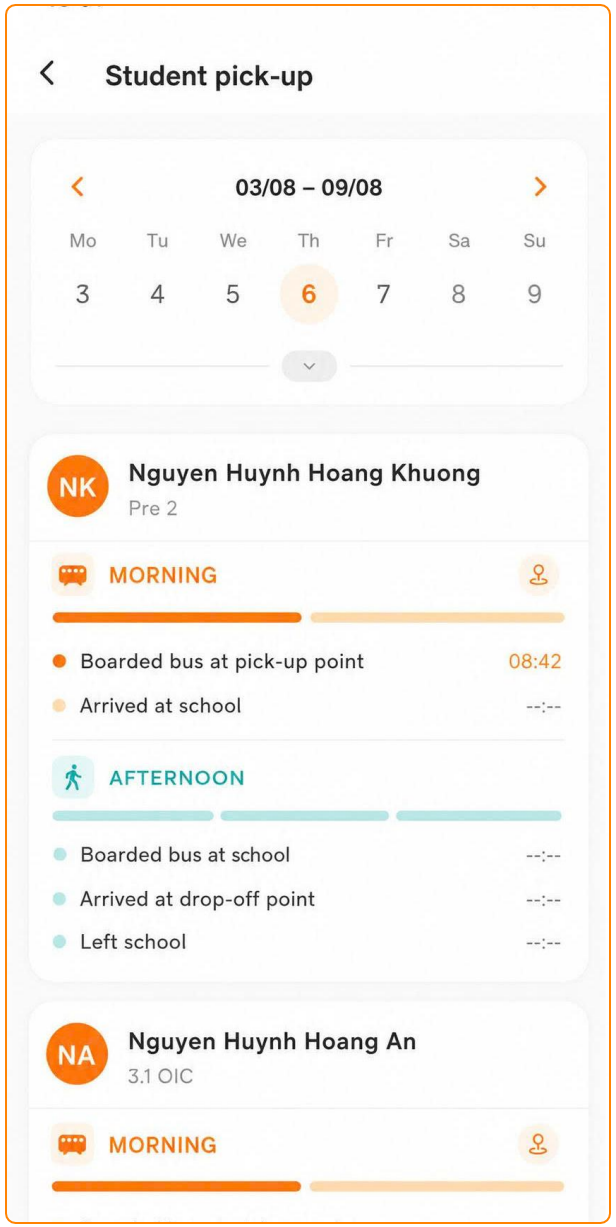




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Feature 04

Track Pick-up – Drop-off

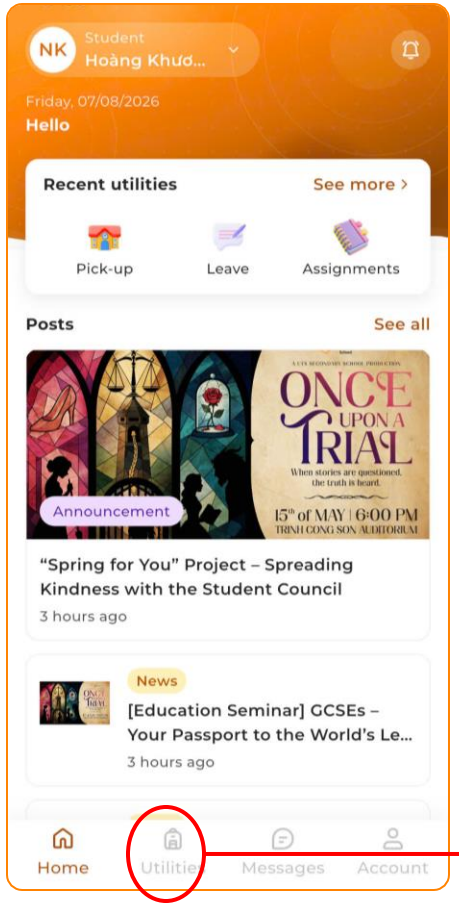


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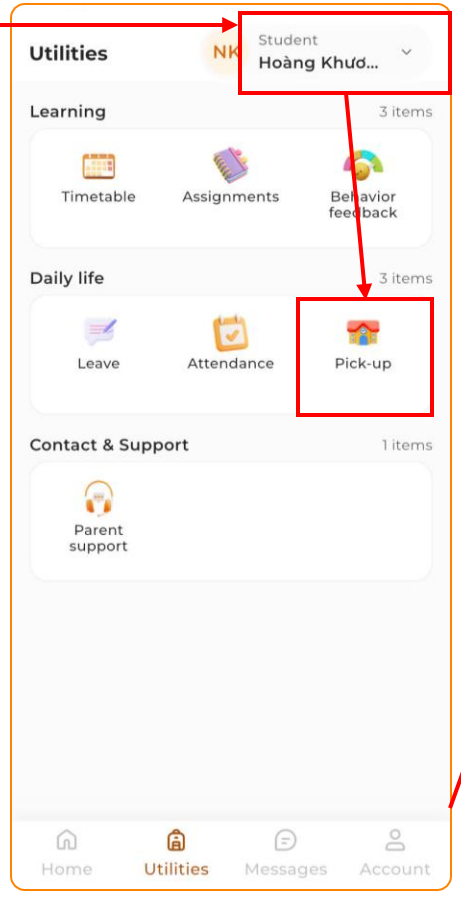
Track pick-up & drop-off status

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.

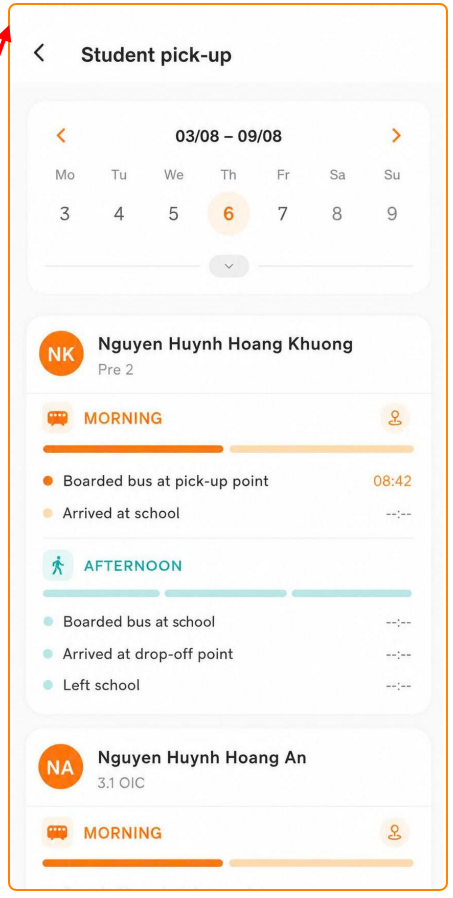
1 On the Home screen, scroll down to the toolbar, select **Utilities**



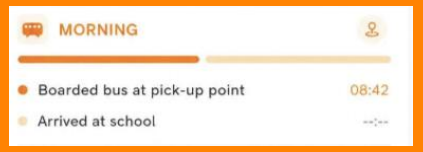
2 Select **Student** to view and select **Pick-up – Drop-off**



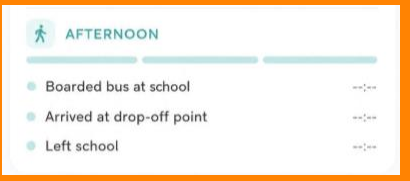
3 On the **Pick-up** screen, parents can view information about Arrival – Departure time



Legend



Student travels independently

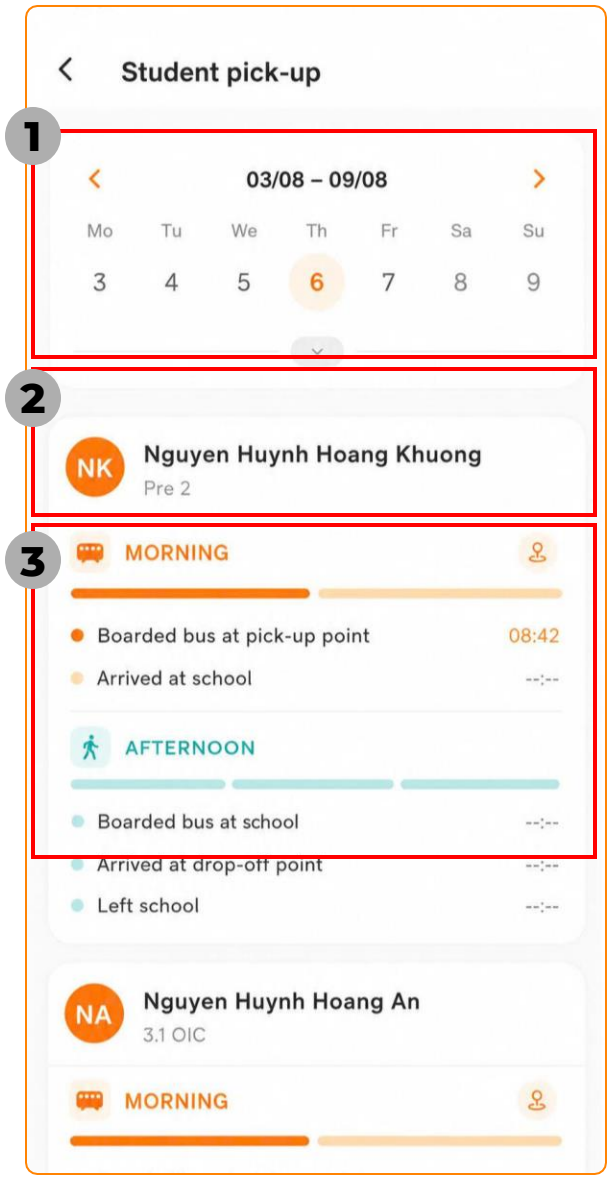


Student travels via the school's shuttle service

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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:

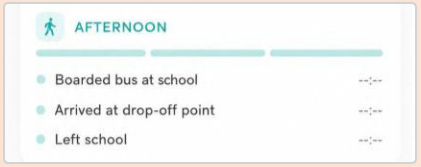
1. **Displayed week:** Shows the current academic week.

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

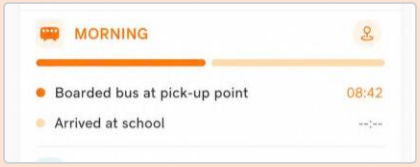
2. **Student information**: displays all Student information in the family for the date selected by the parent.

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



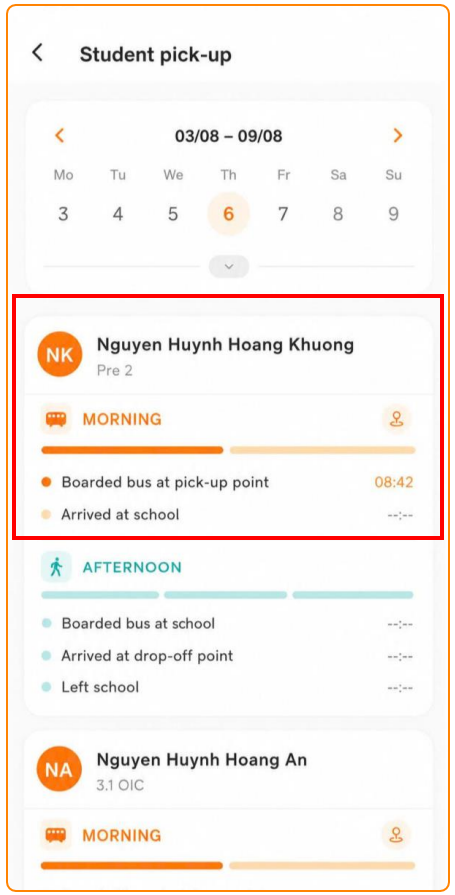
Orange: Student travels via the school's shuttle service

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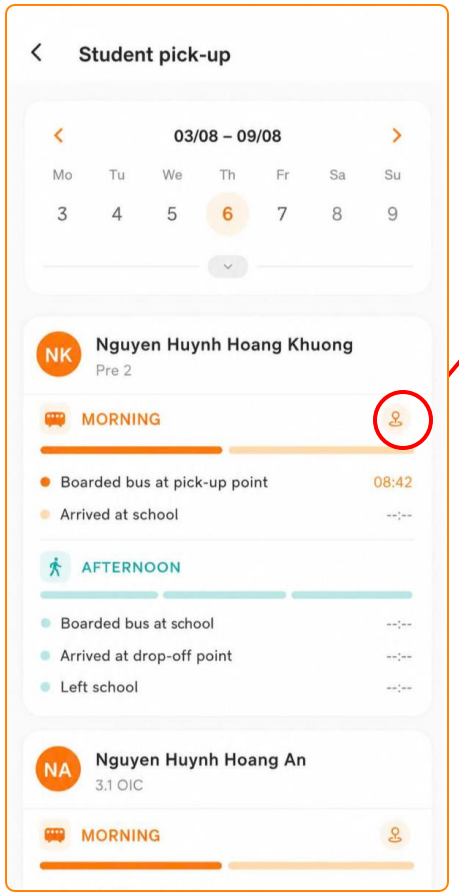
For students using the shuttle service

Track student pick-up – drop-off journey

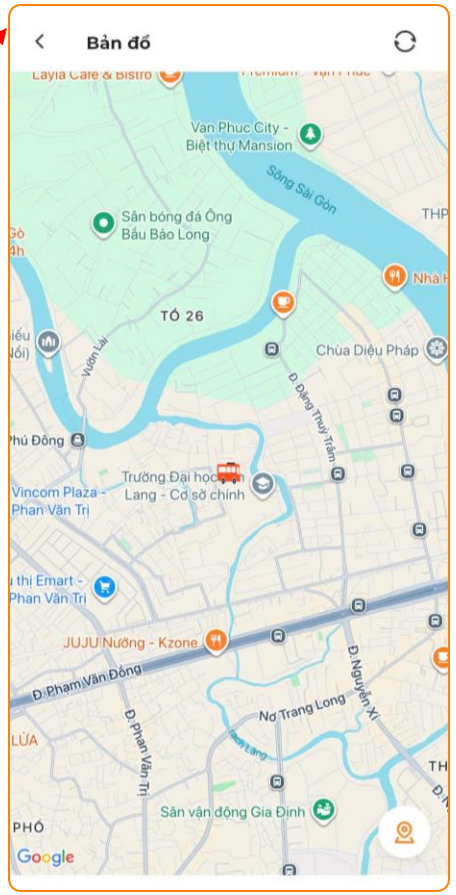
1 On the **Pick-up** screen, select **Today's Pick-up Schedule**



2 Select the **Location icon**



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



Note:

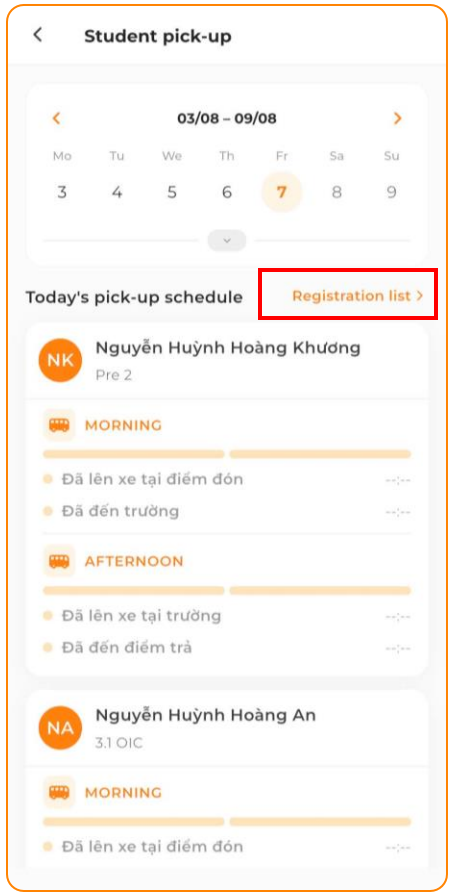
Parents can select the button ↻ to refresh the Student's location in real time.

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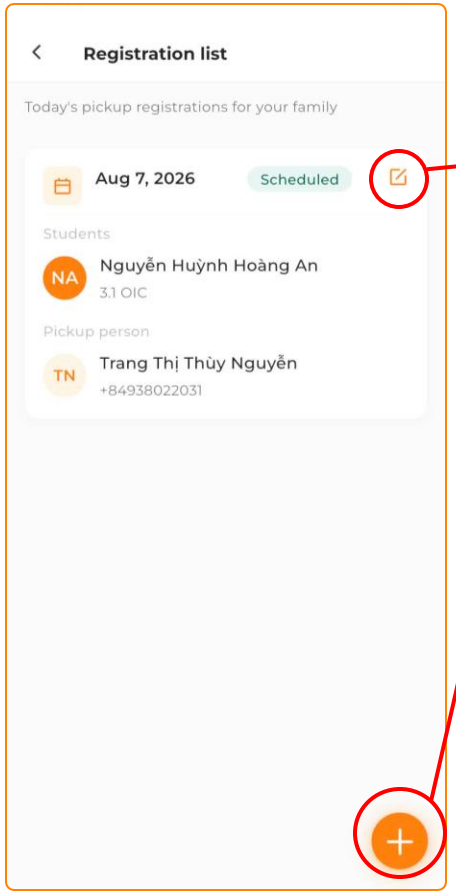
For students leaving with OTHER GUARDIAN

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.

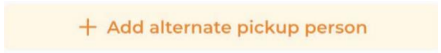
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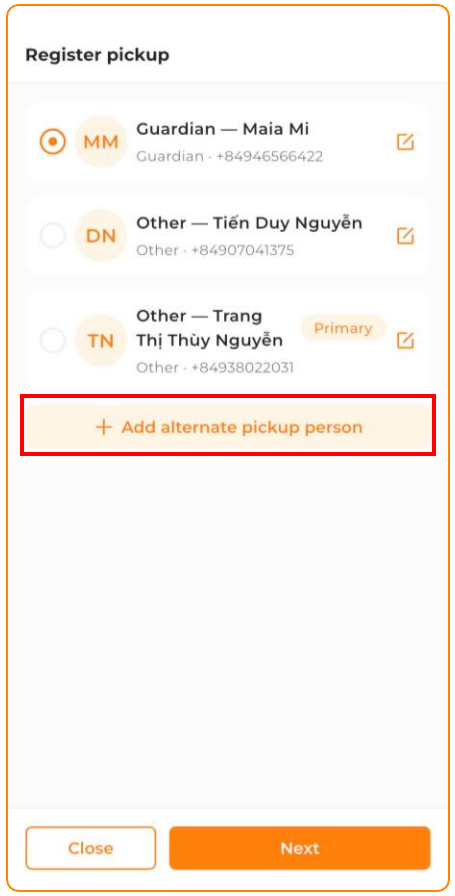
For students leaving with OTHER GUARDIAN

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.

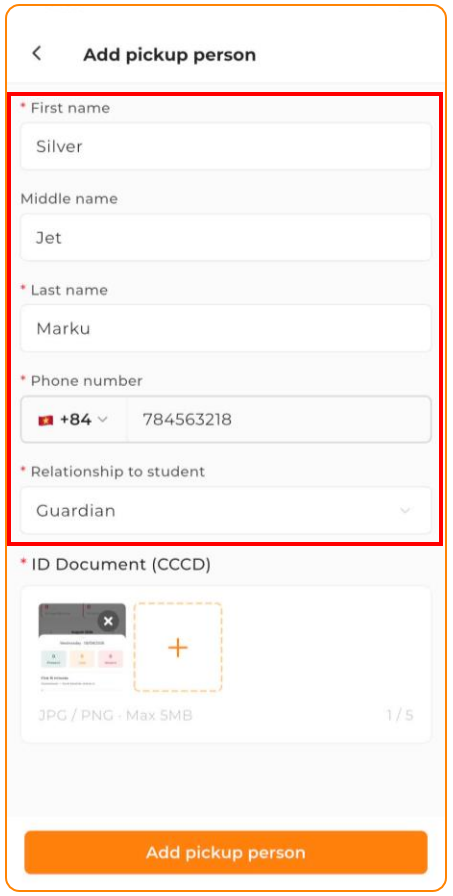
Create new Guardian

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

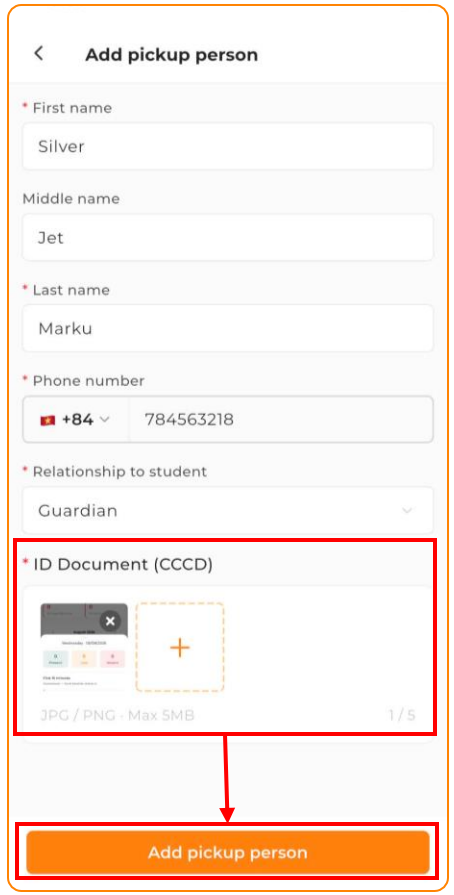




2 On the **Add Pick-up Person** screen, please enter the information as required



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



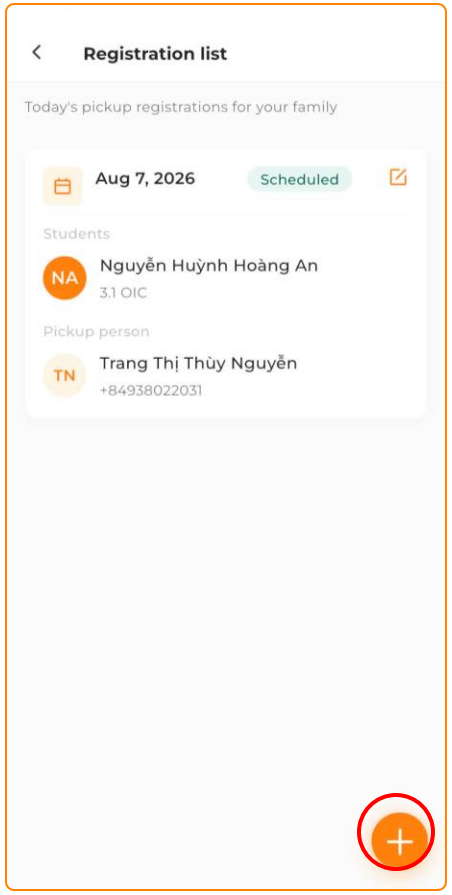
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For students leaving with OTHER GUARDIAN

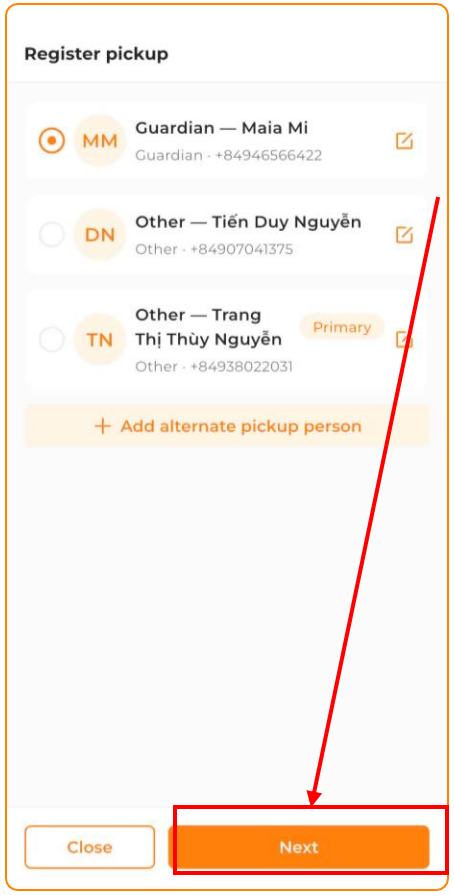
A designated pick-up person is someone registered by the Parent/Guardian to pick up the student but whose name was not included in the original registered pick-up list. Parents/Guardians may add or update the designated pick-up person's information whenever necessary.

Create new Pick-up – Drop-off registration

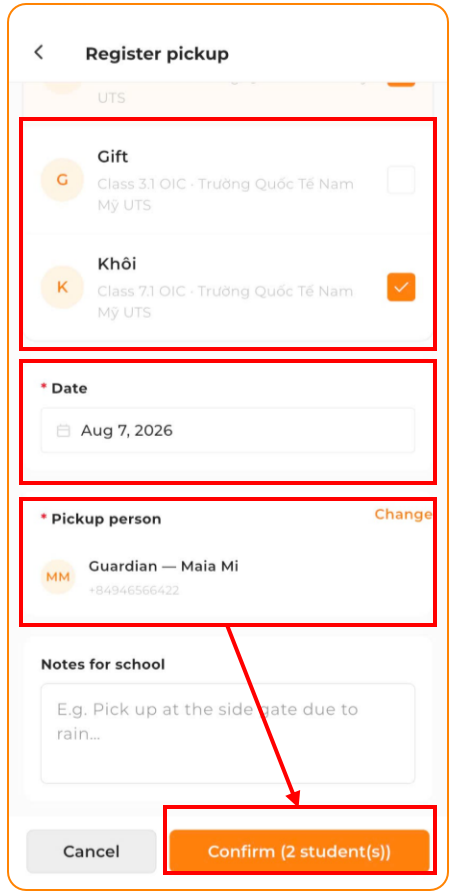
1. On the **Registration List** screen, select the **Create new** icon



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



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



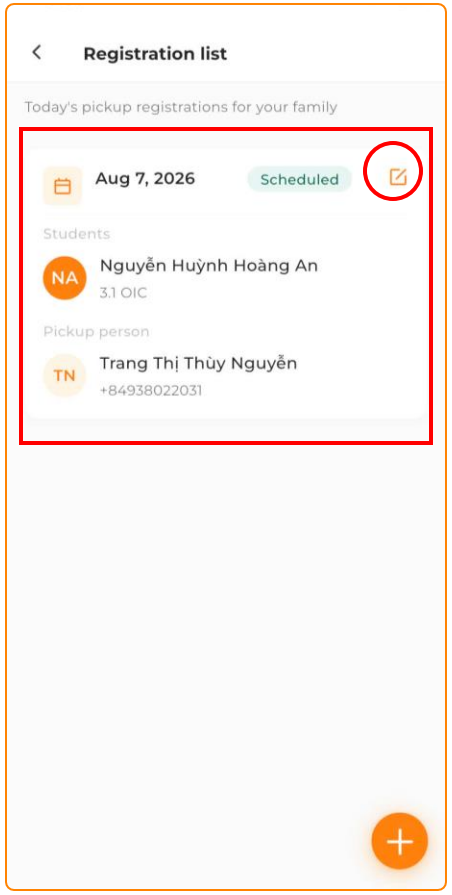
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For students leaving with OTHER GUARDIAN

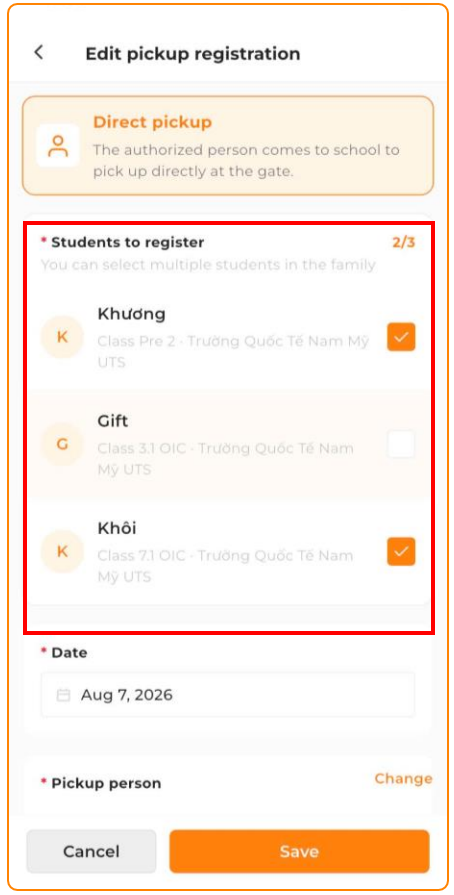
A designated pick-up person is someone registered by the Parent/Guardian to pick up the student but whose name was not included in the original registered pick-up list. Parents/Guardians may add or update the designated pick-up person's information whenever necessary.

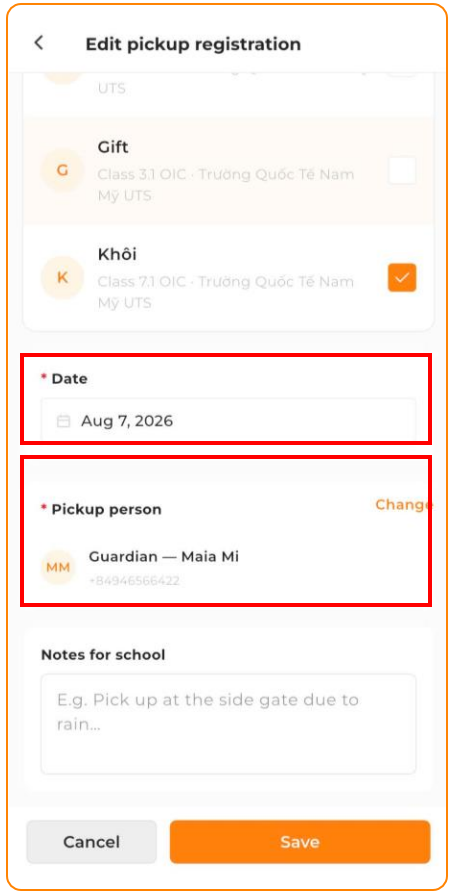
Edit Pick-up – Drop-off information

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

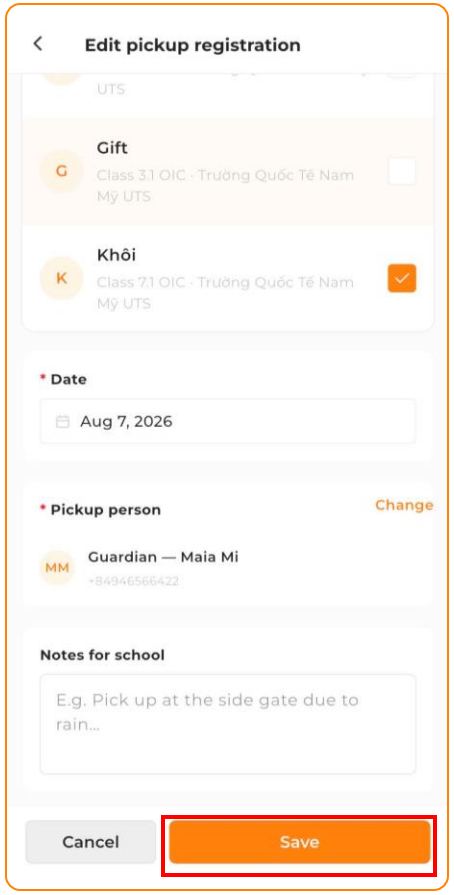


2 On the **Edit Registration** screen, update the **registered Student, Pick-up Date** and **Pick-up person**





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



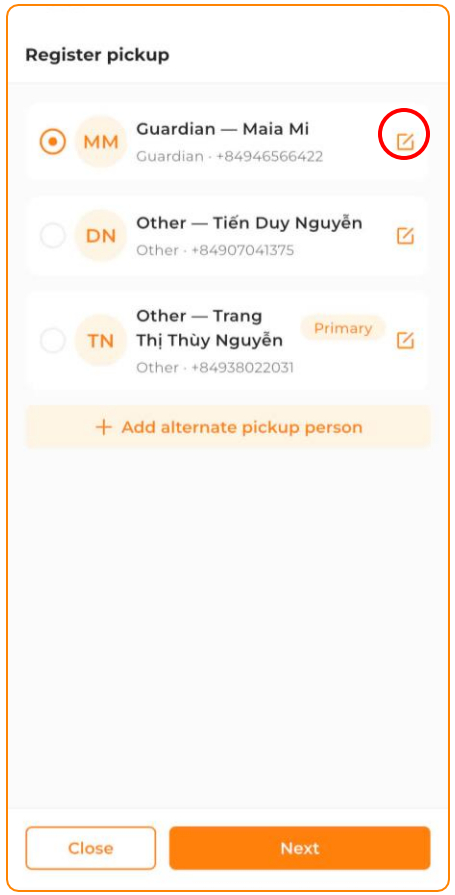
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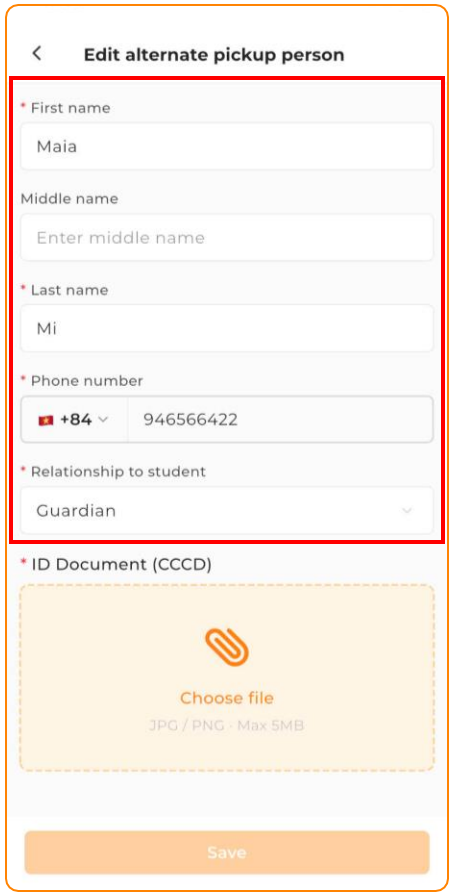
A designated pick-up person is someone registered by the Parent/Guardian to pick up the student but whose name was not included in the original registered pick-up list. Parents/Guardians may add or update the designated pick-up person's information whenever necessary.

Edit Guardian Information

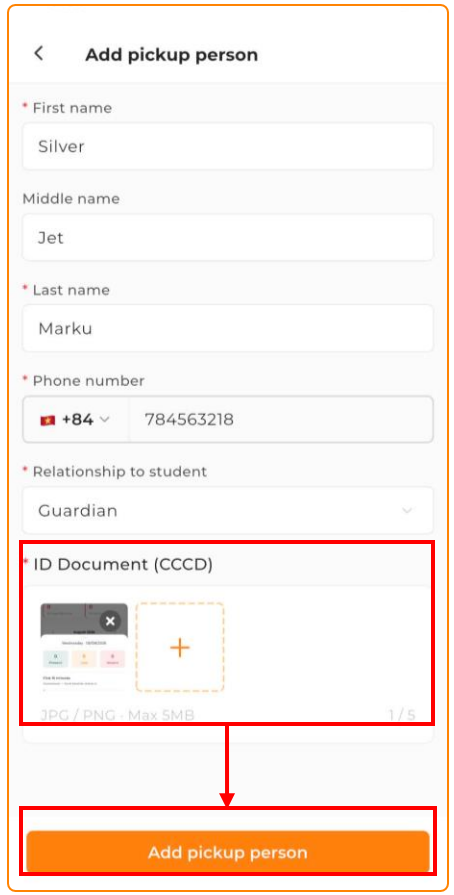
1. On the **Register Pick-up** screen, select the icon ✎ at the Guardian to edit



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



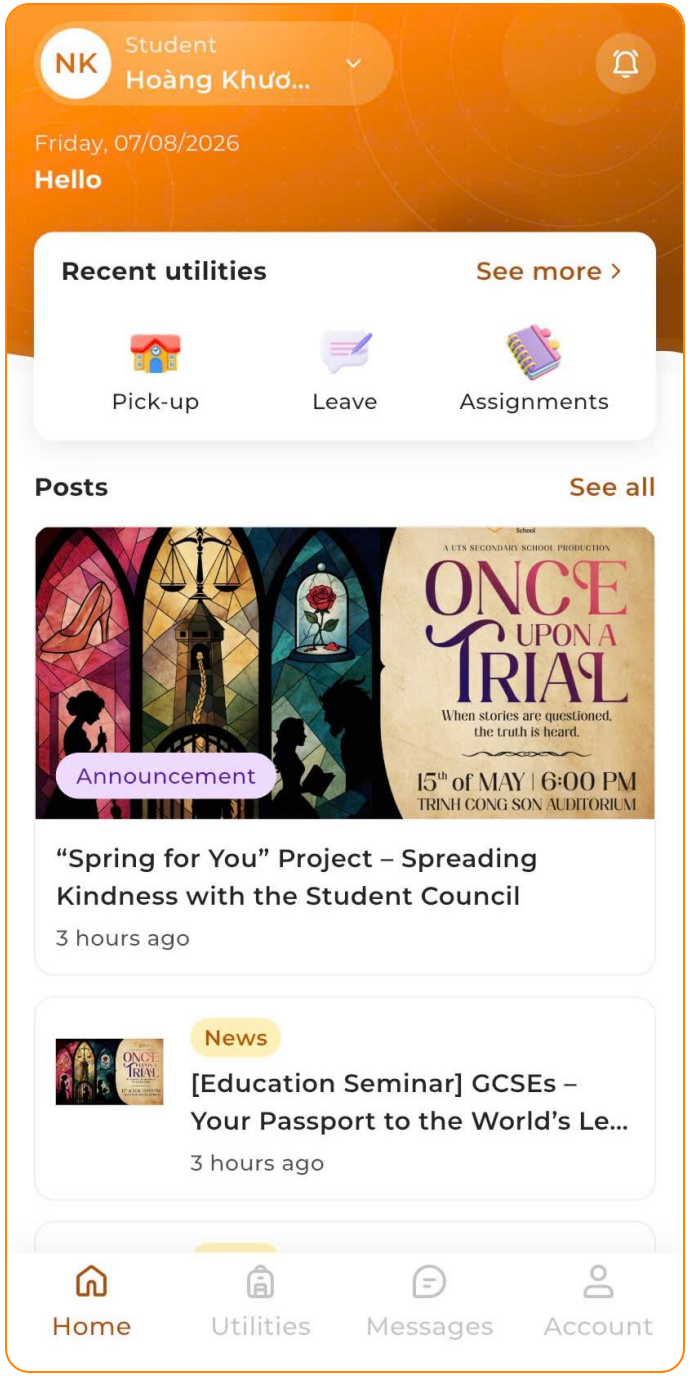
3. Select the icon, **Choose file** to upload a photo of the **ID card**, and select **Save**



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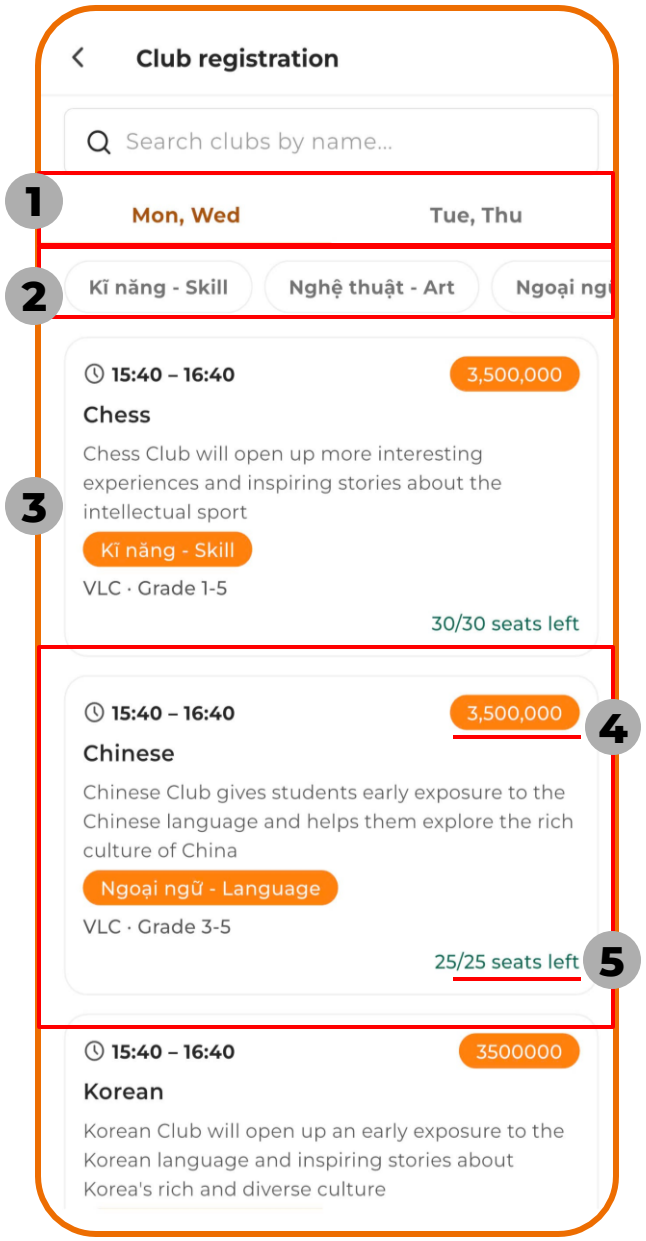
Feature 05

Register for a Club



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Club registration screen



The club registration screen is organized into 5 main content groups:

1. **Club activity schedule**: displays the activity – time categories for each type of club.

2. **Topic group**: displays the classification of each club group.

   When the parent makes a selection, the system will display the clubs in the corresponding topic group.

3. **Club information**: displays summary information about the club, including:
   - Club activity schedule.
   - Club name.
   - Short description.
   - Topic group.
   - Grade level of activity.

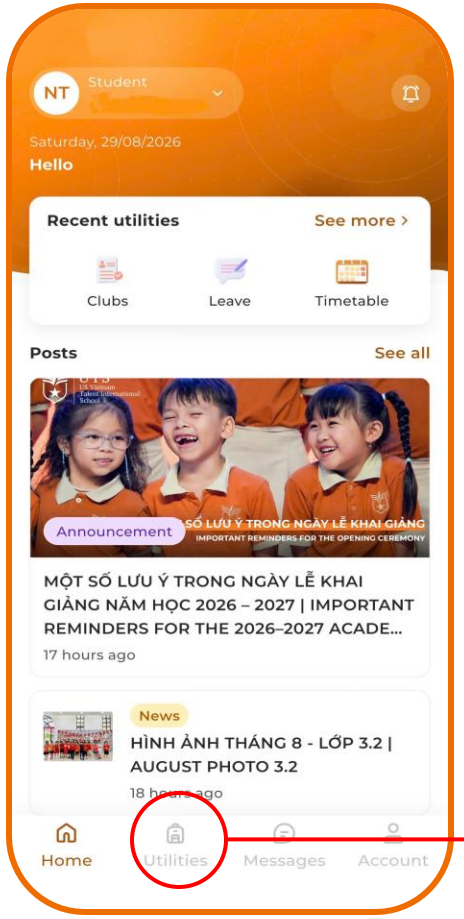
4. **Tuition fee**: displays the tuition fee for 01 Student per Semester for Fee-based Clubs.

5. **Remaining slots**: displays information about the number of available slots remaining in the club.

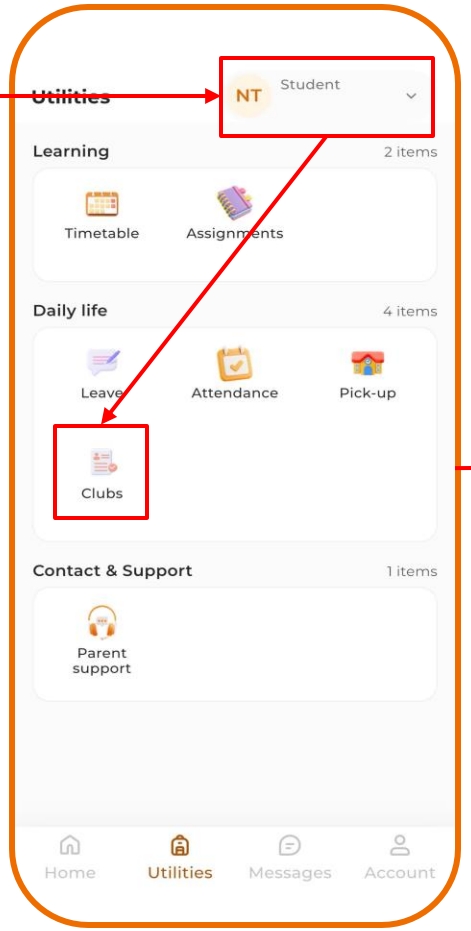
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How to registering for a Club

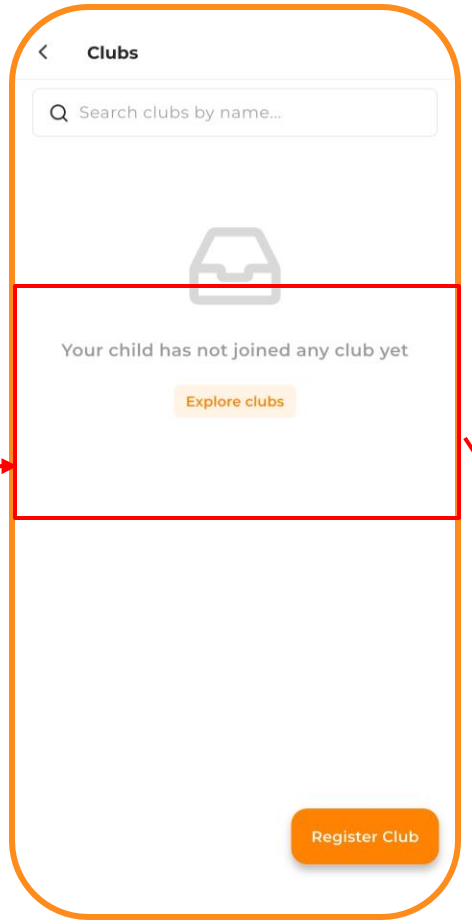
1 On the Home screen, scroll down to the toolbar and select **Utilities**

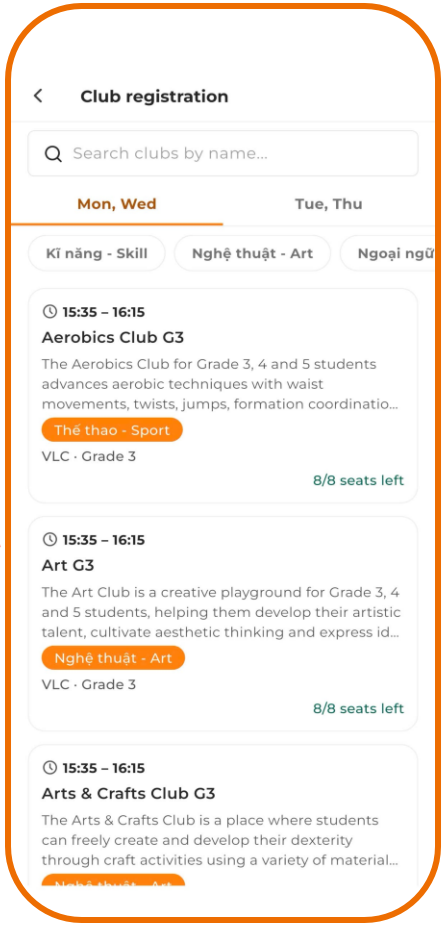


2 Select the **Student** to view and select **Clubs**



3 On the **Clubs** screen, select **Register Club** and select the suitable club.





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How to registering for a Club

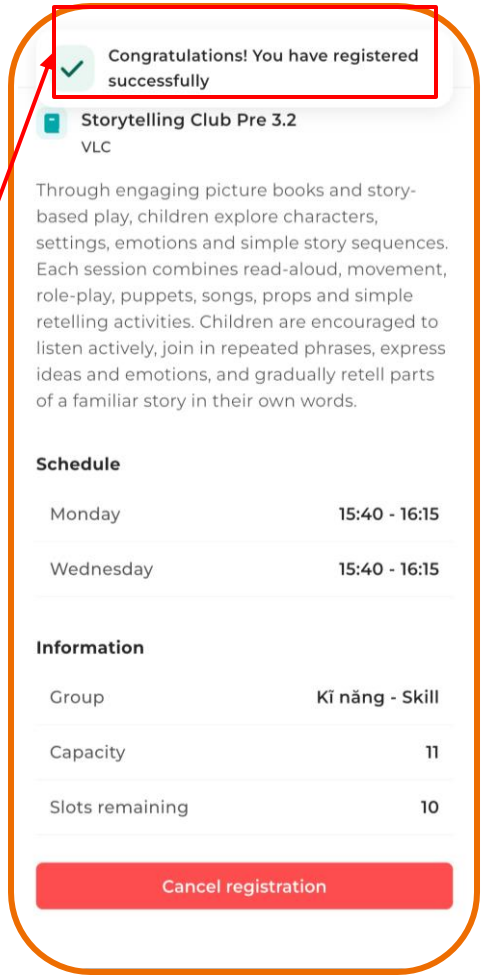
4 Confirm the suitable club and select **Register for this club**



5 Select **Confirm** to register



6 The system confirms the club registration was successful



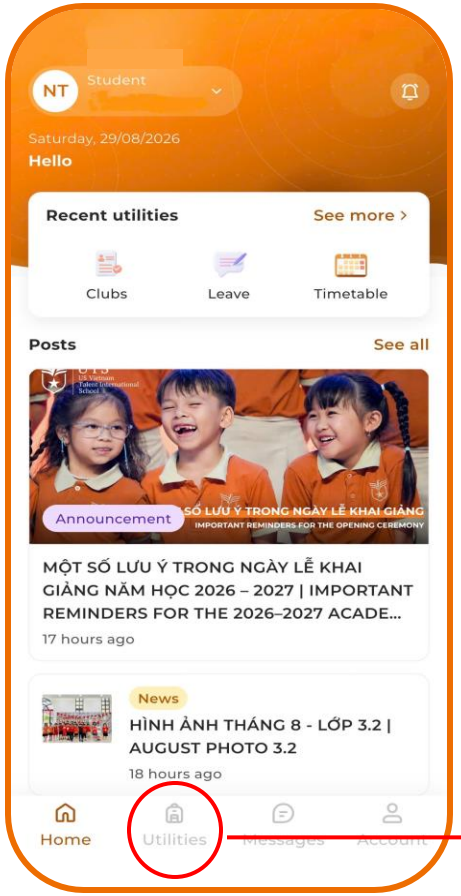
Note:
Parents can select **Cancel registration** if the family wants to choose a different club.

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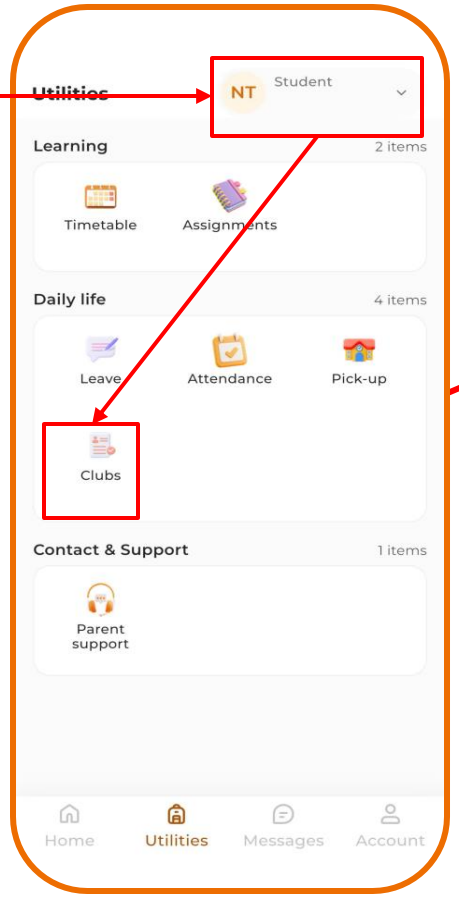
View successfully registered Clubs

Parents can review the clubs they have registered:

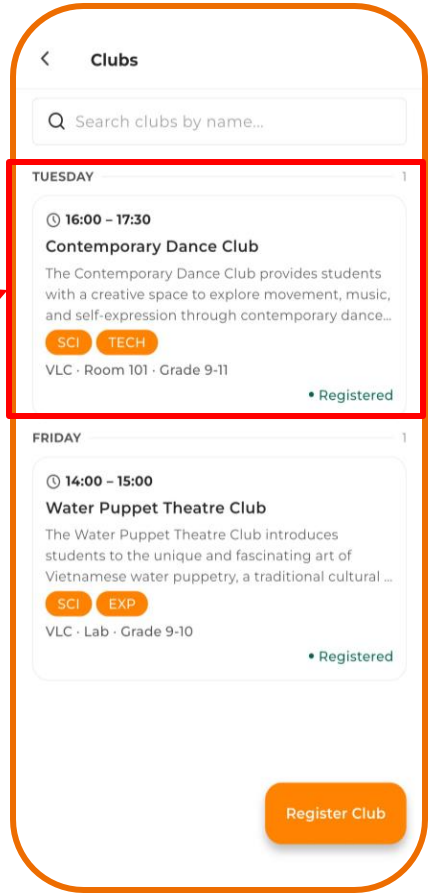
1. On the Home screen, scroll down to the toolbar and select **Utilities**

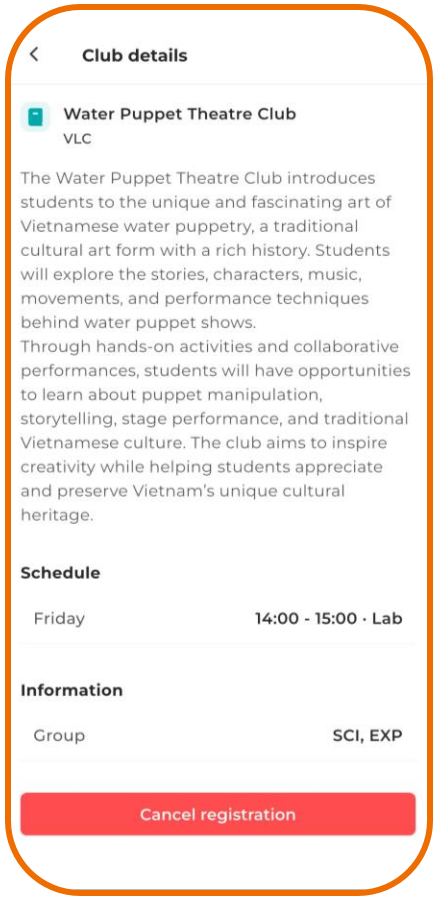


2. Select the **Student** to view and select **Clubs**



3. Review registered clubs in: **Clubs**; tap each club to view details





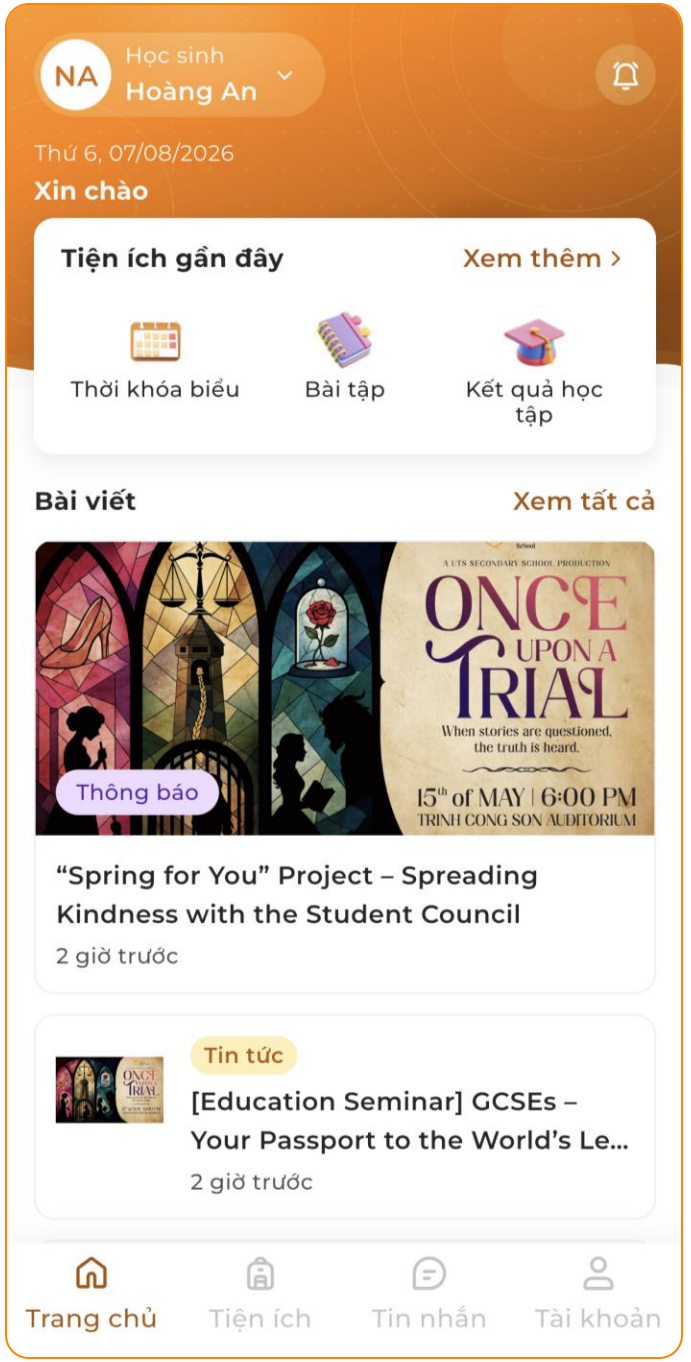
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Feature 06

Cancel a Registered Club

Note:

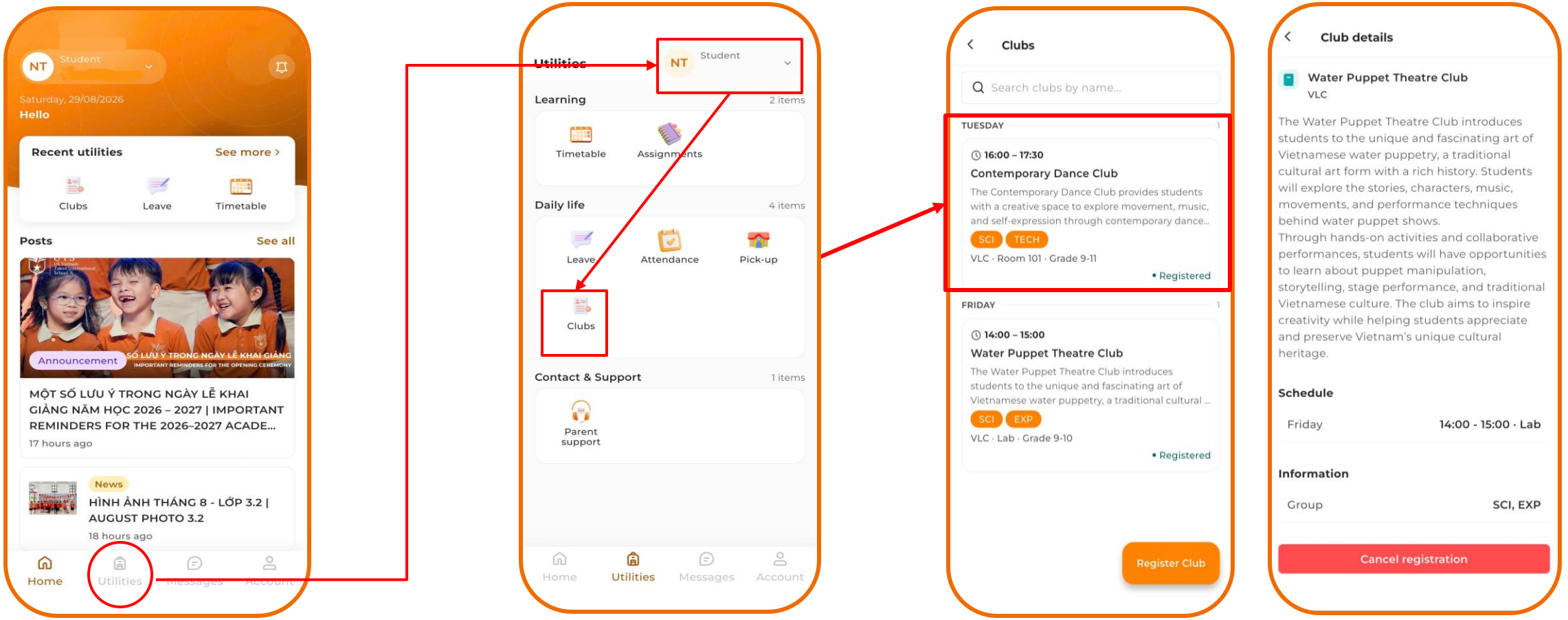
- Parents **can only cancel and re-register for a club during the open registration period** for each grade level.
- After the registration period, if you select Cancel registration, parents will not be able to re-register for the Student.



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View successfully registered Clubs

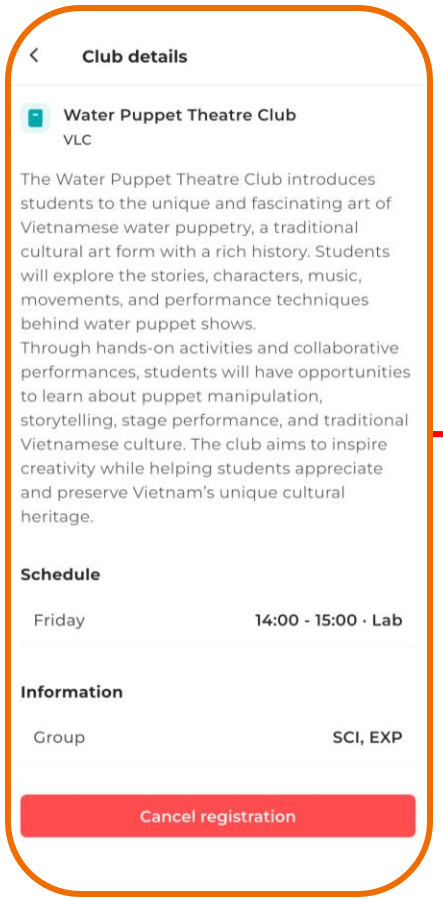
1. On the Home screen, scroll down to the toolbar and select **Utilities**
2. Select the **Student** to view and select **Clubs**
3. Parents view in **Clubs**, select **the club the family wants to cancel**, and review the detailed information



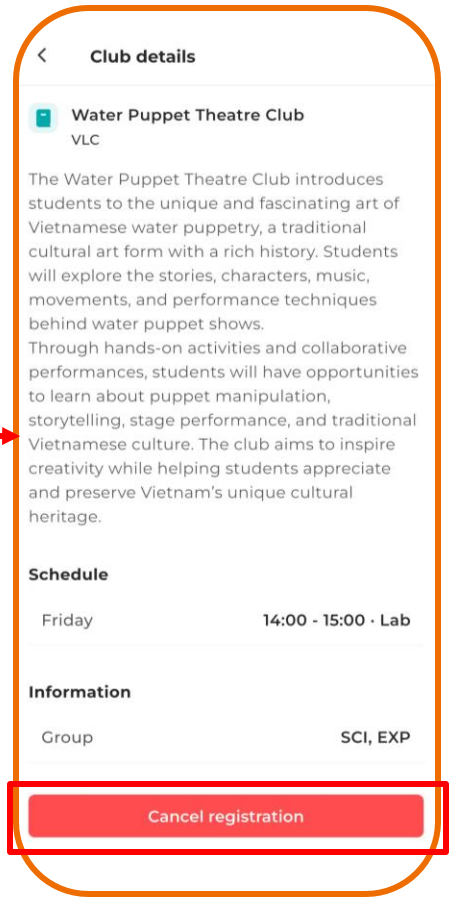
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Cancel a registered Club

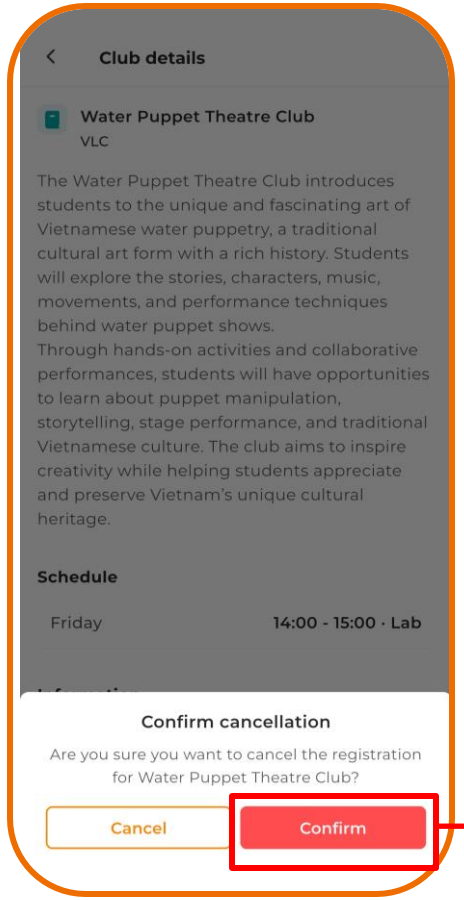
4 The screen displays the details of the club to be cancelled

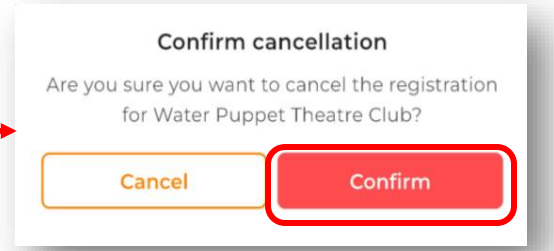


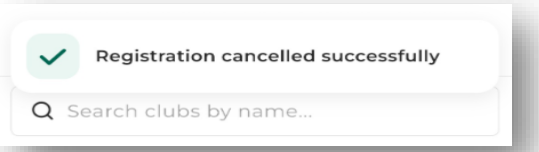
5 Confirm the correct one and select **Cancel registration**



6 Select **Confirm** to cancel the registration







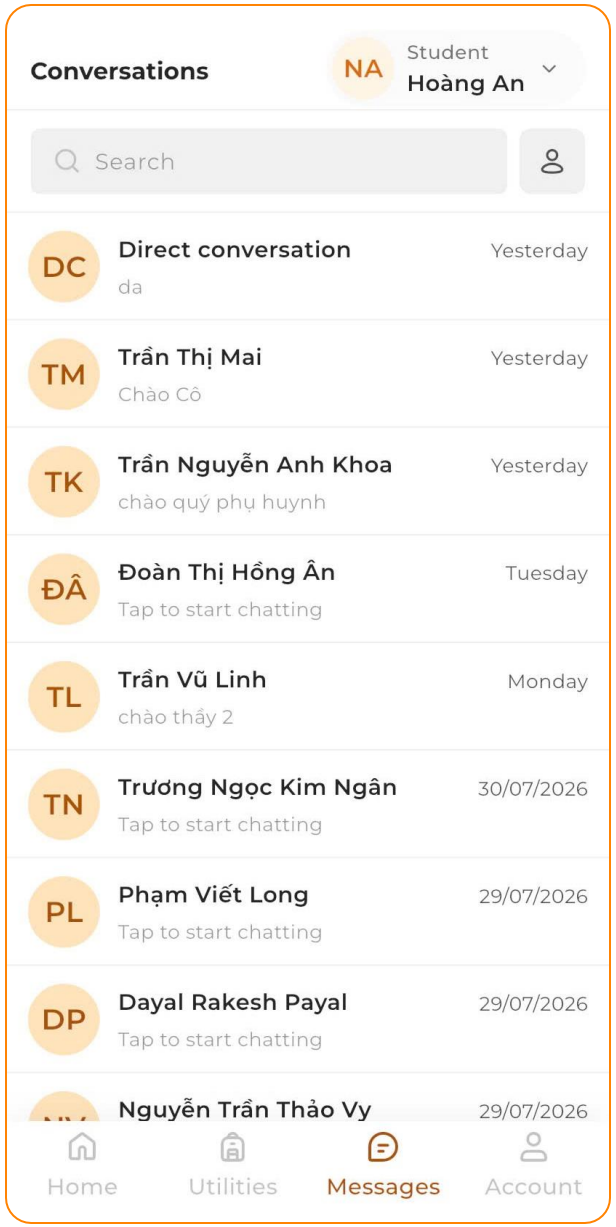
The system displays **Registration successful**

If you need to re-register for a club: Parents and Students please follow the instructions **HERE**.

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Feature 07

Communication between School & Parents

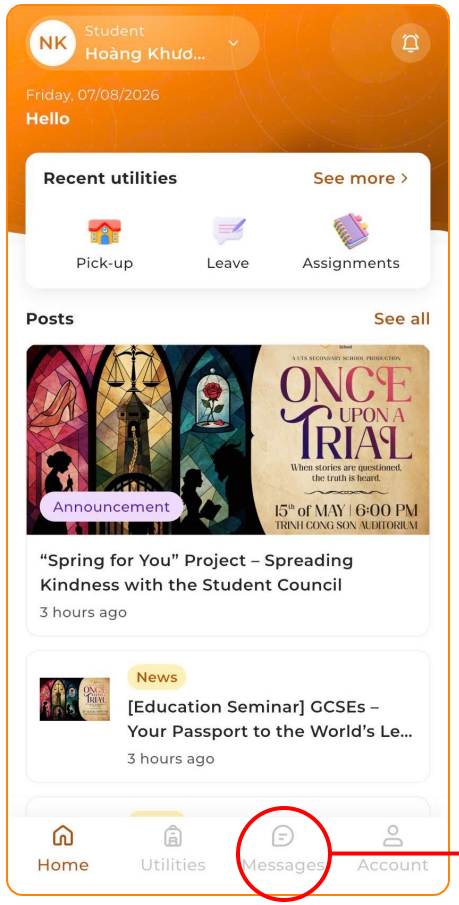


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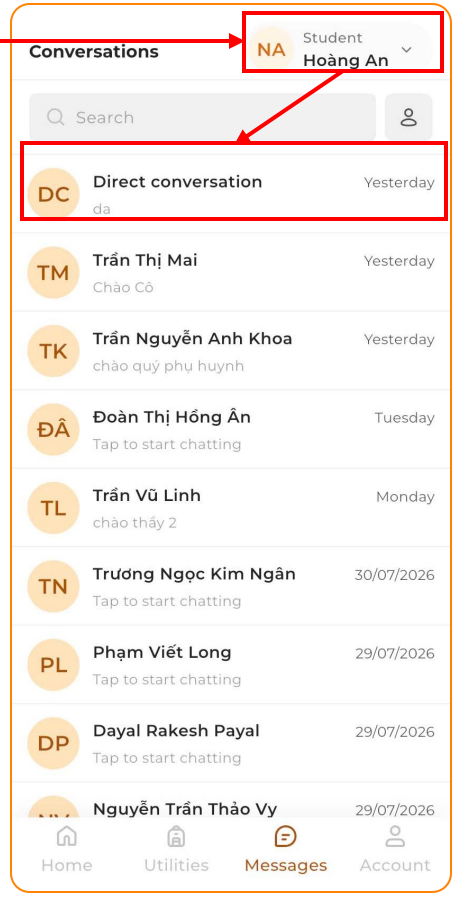
Messages with Teacher

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.

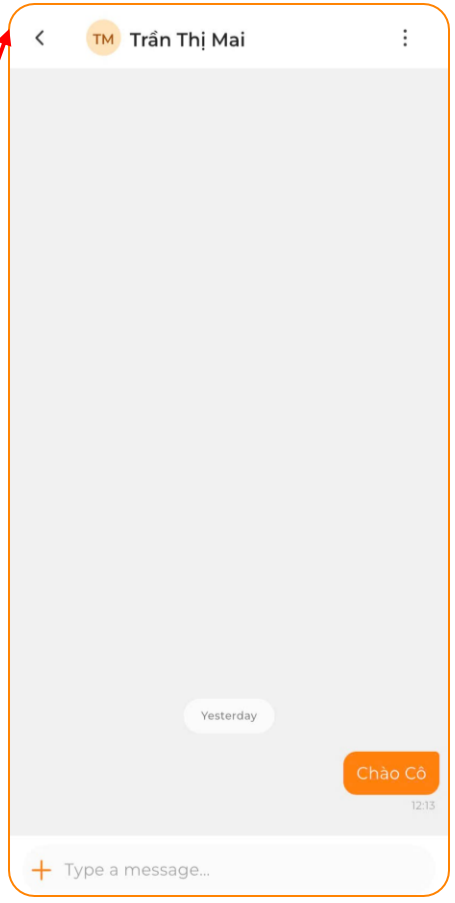
1 On the Home screen, scroll down to the toolbar, select **Message**



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



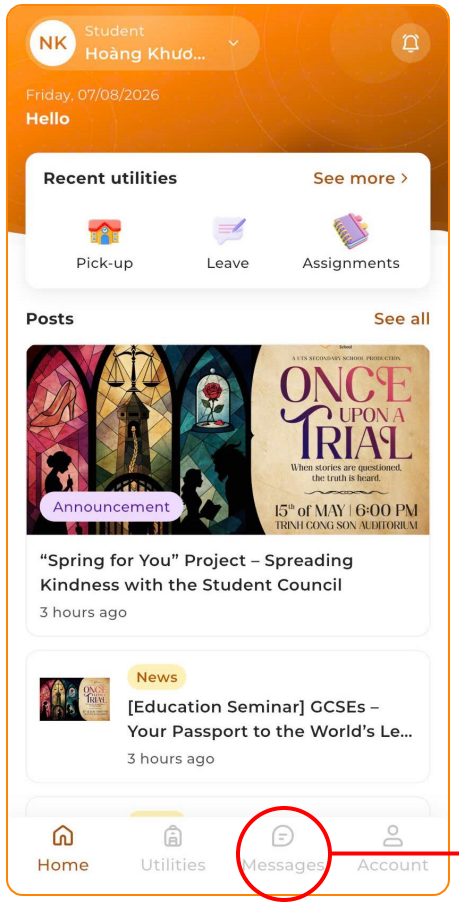
3 Enter content into the **Type a message...** box and select ▷ to send.



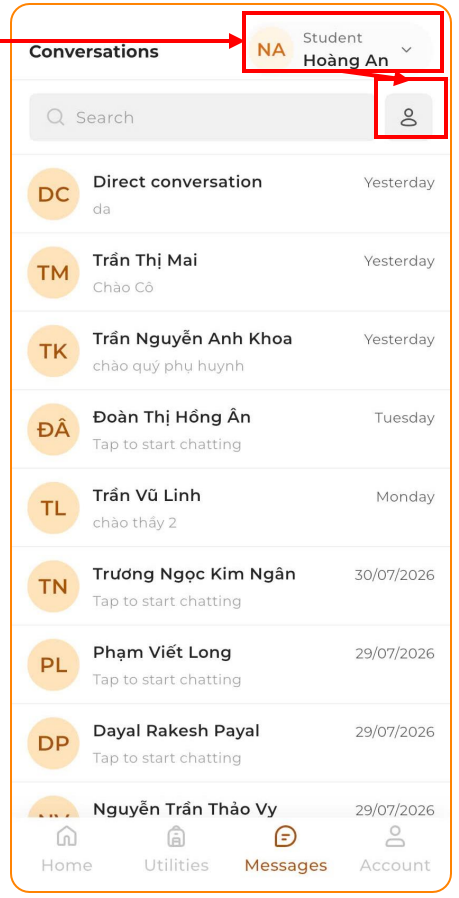
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Find School Directory

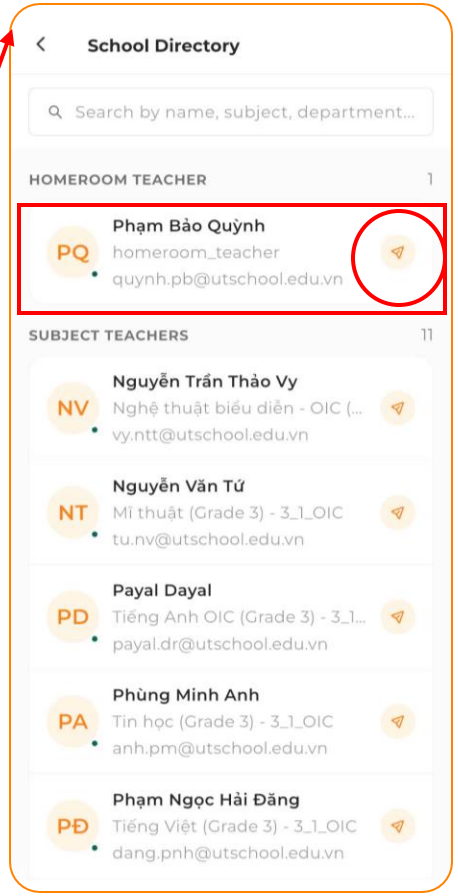
1 On the Home screen, scroll down to the toolbar, select **Message**



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



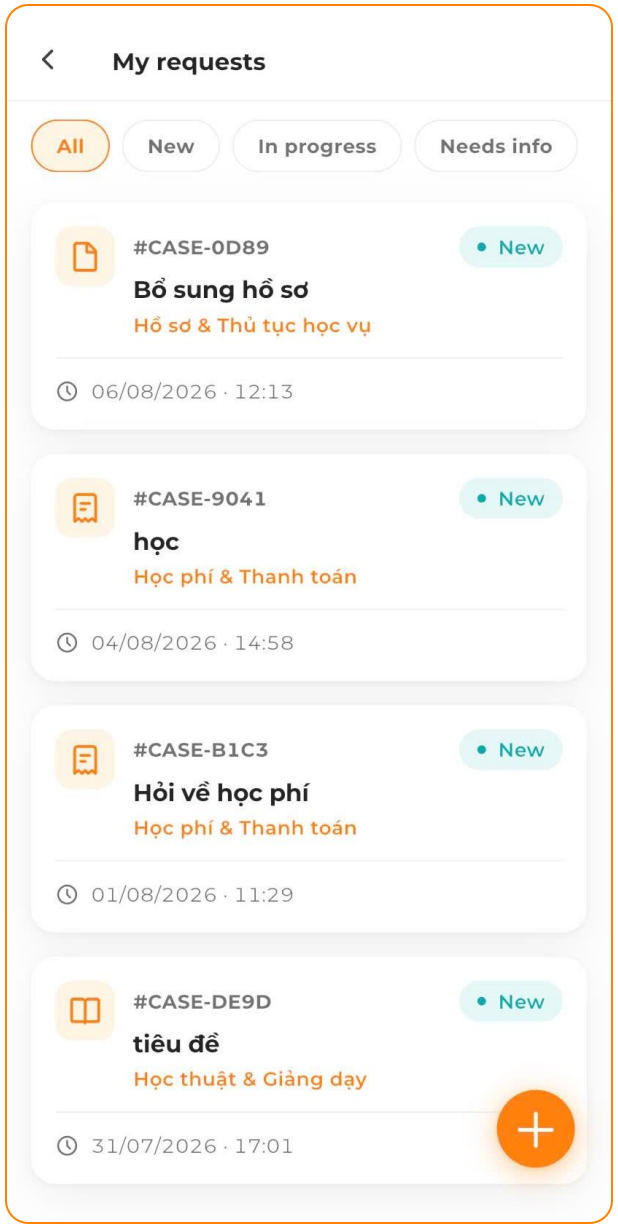
3 Select the Teacher/Department to contact and select to send a message.



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Feature 08

Support Request from Parents

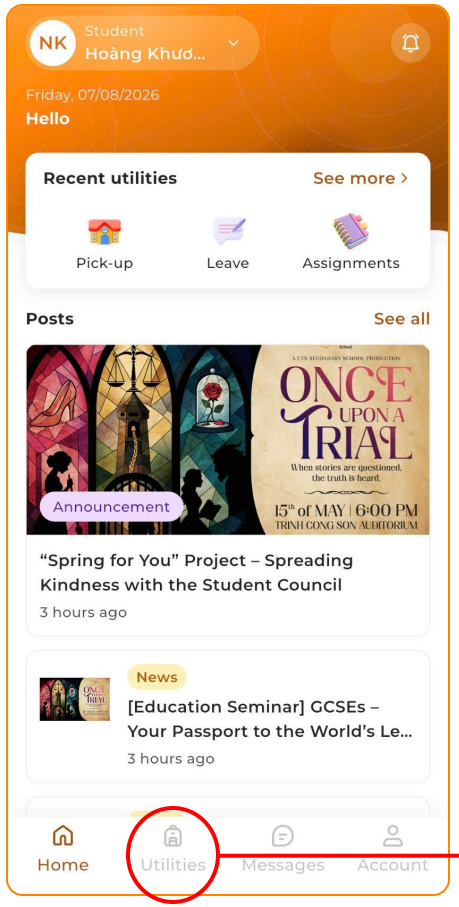


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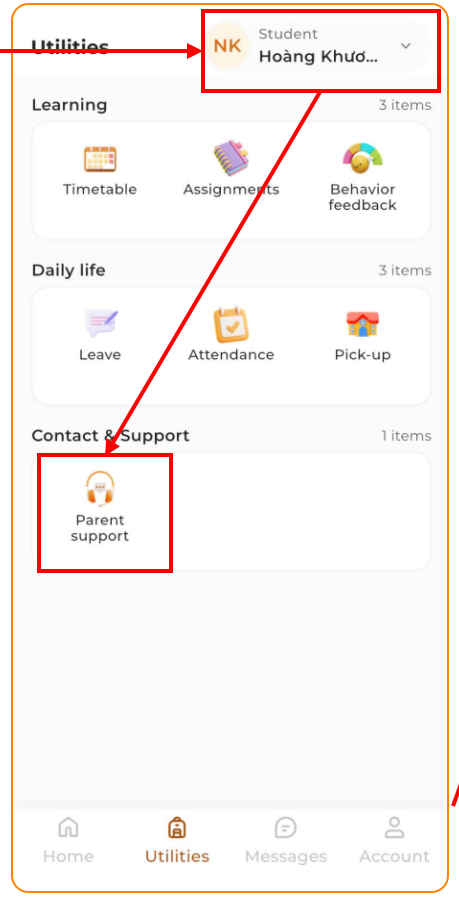
Support Request from Parents

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.

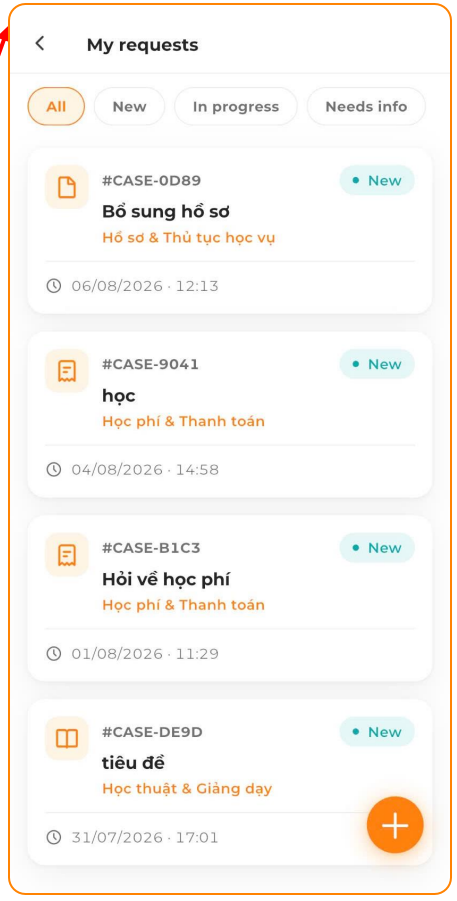
1 On the Home screen, scroll down to the toolbar, select **Utilities**



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



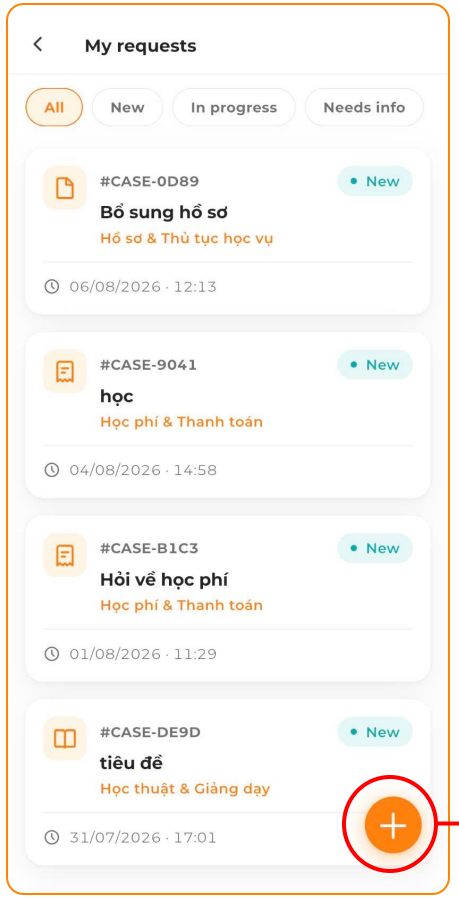
3 On the **My Requests** screen, information & progress of the request can be viewed



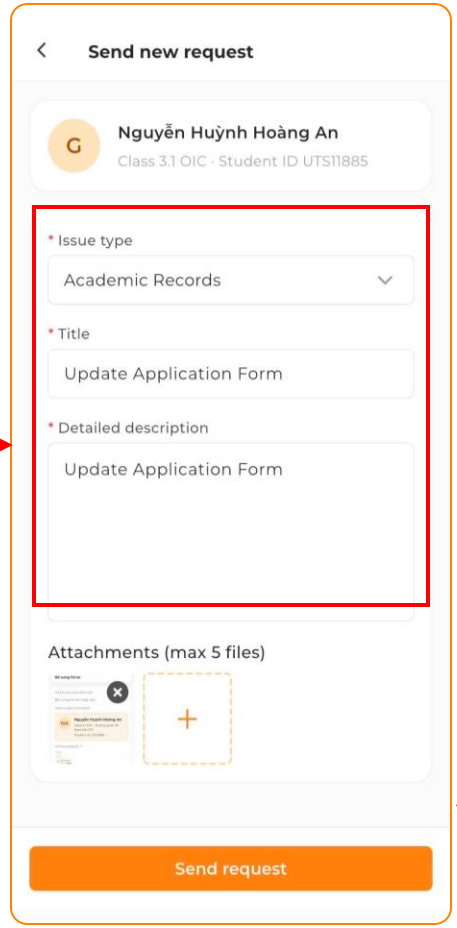
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Create new support request

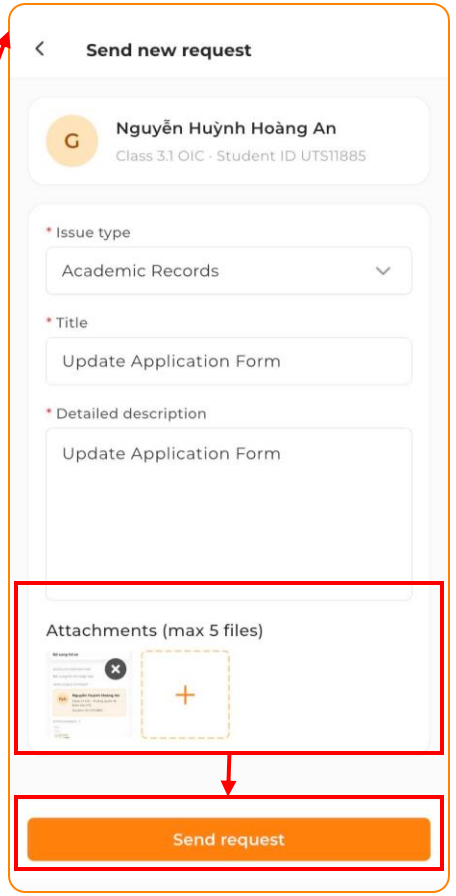
1 On the **My Request** screen, select the icon ⊕ to create a new request



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



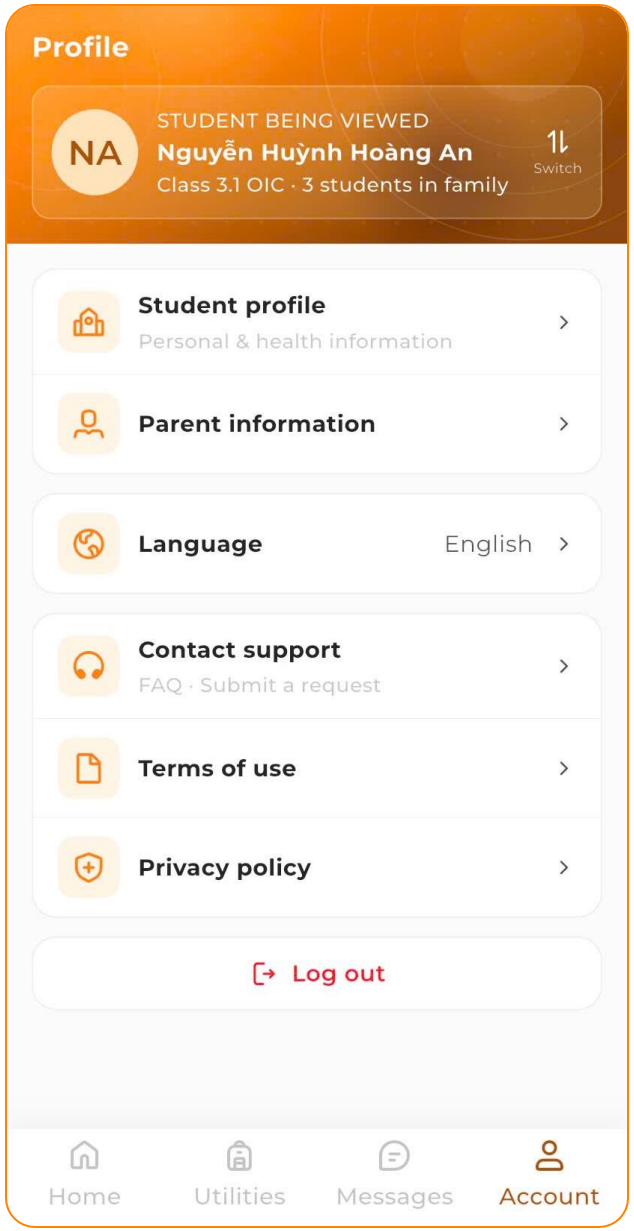
3 Select the icon + to upload **Attachments** and select **Send request**



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Feature 09

Manage User Profile

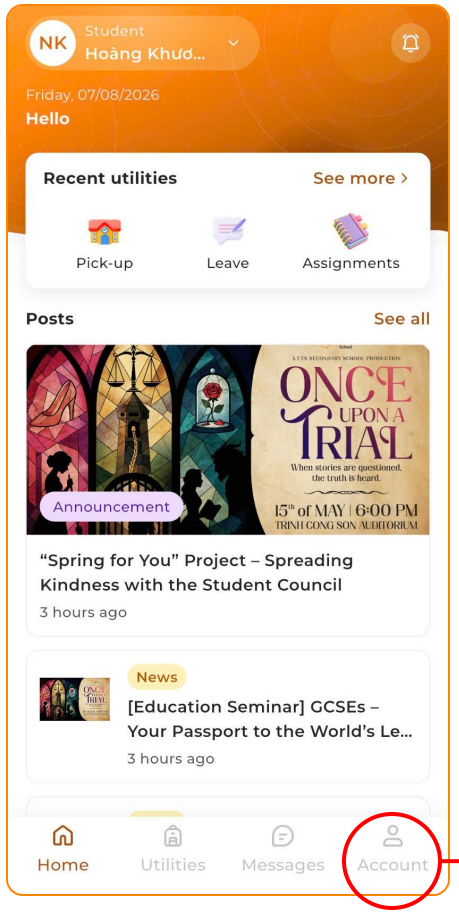


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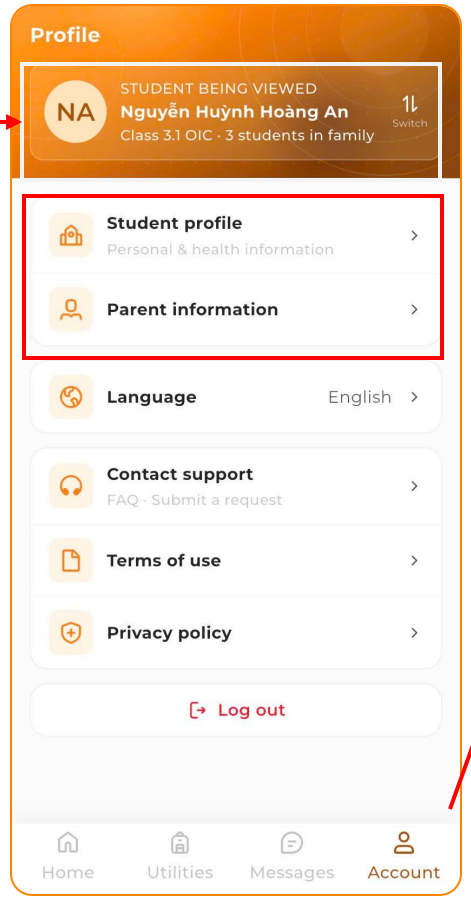
View personal information

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

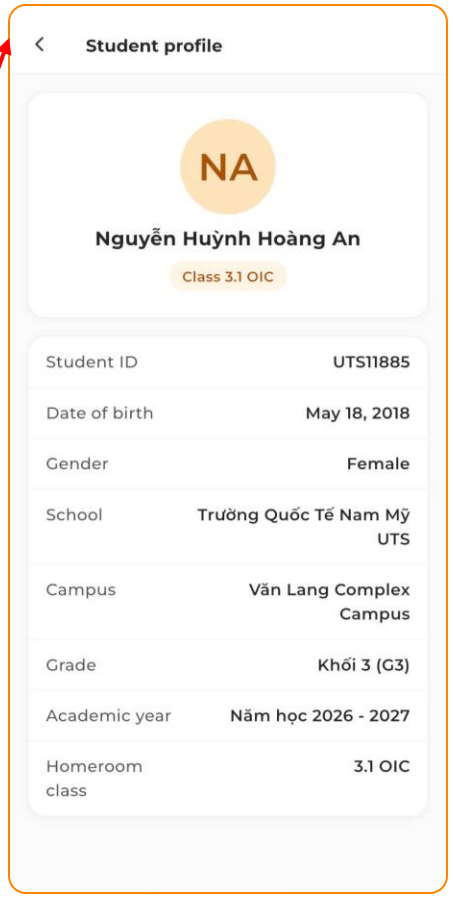
1 On the Home screen, scroll down to the toolbar, select **Account**



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



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

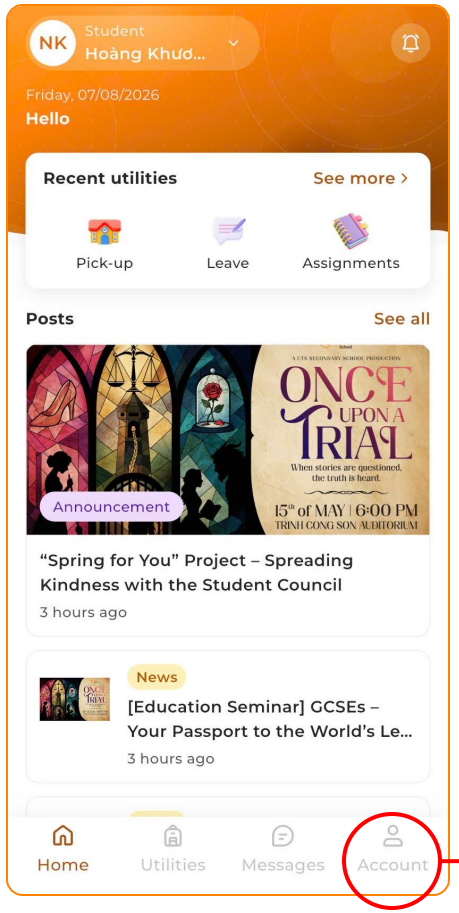




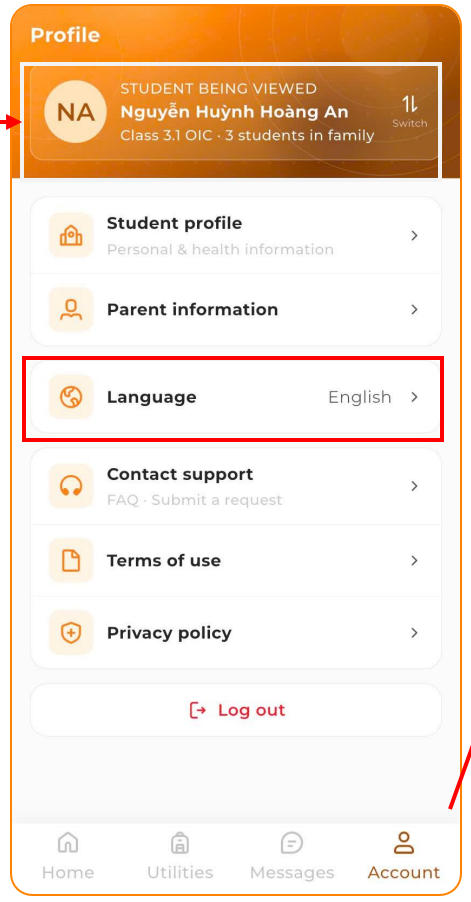
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Change display language

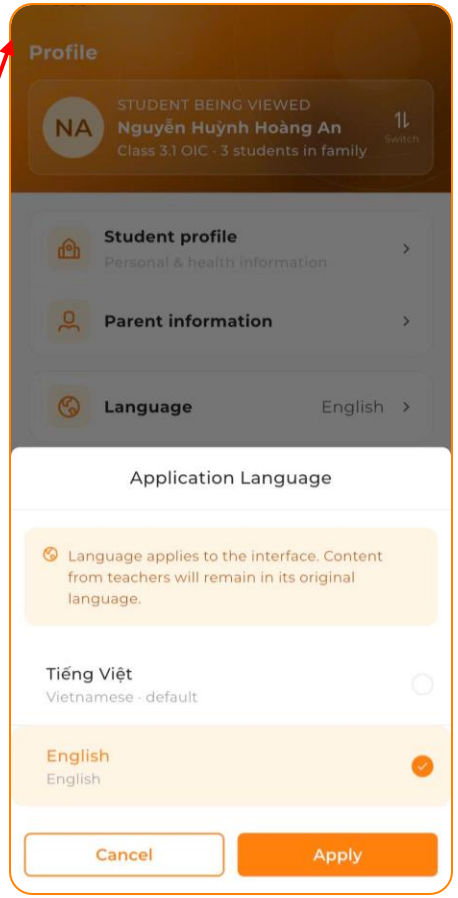
1 On the Home screen, scroll down to the toolbar, select **Account**



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



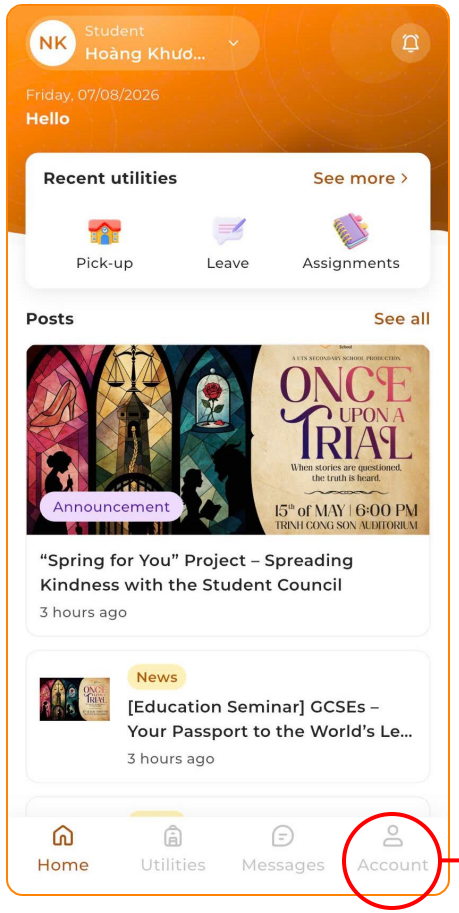
3 Select **the language** you want and tap **Apply**



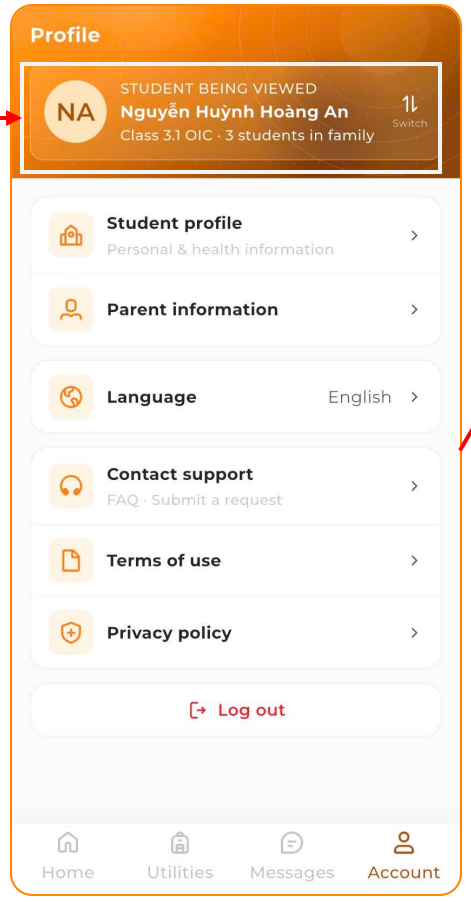
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Switch student profile

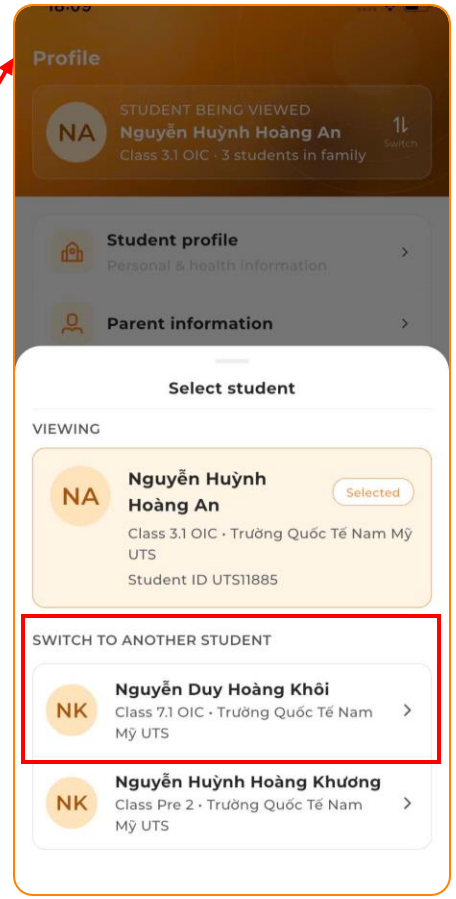
1 On the Home screen, scroll down to the toolbar, select **Account**



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



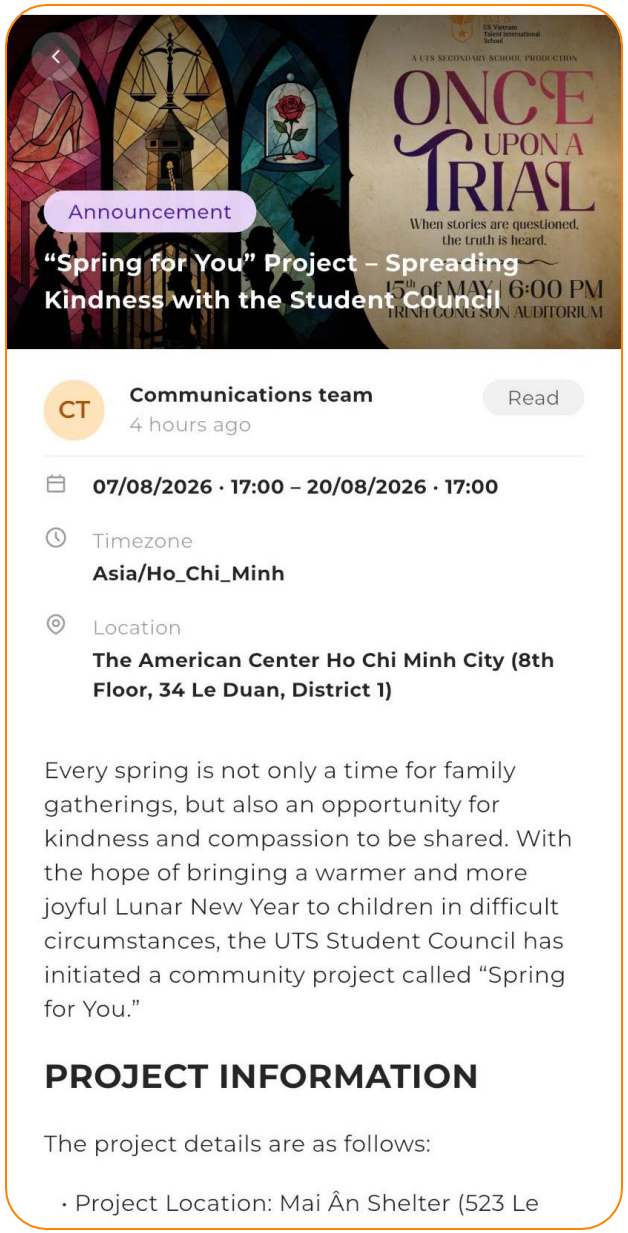
3 Select the Student to change in the **Switch to another student** section



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Feature 10

Update News & Events

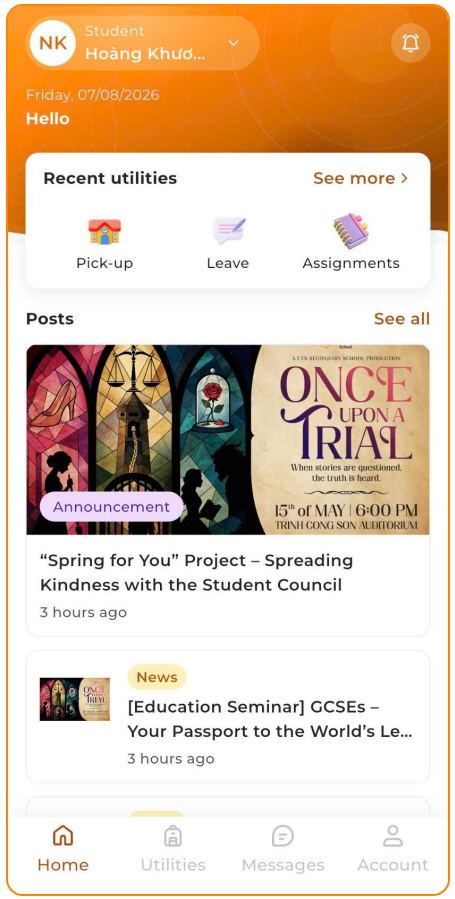


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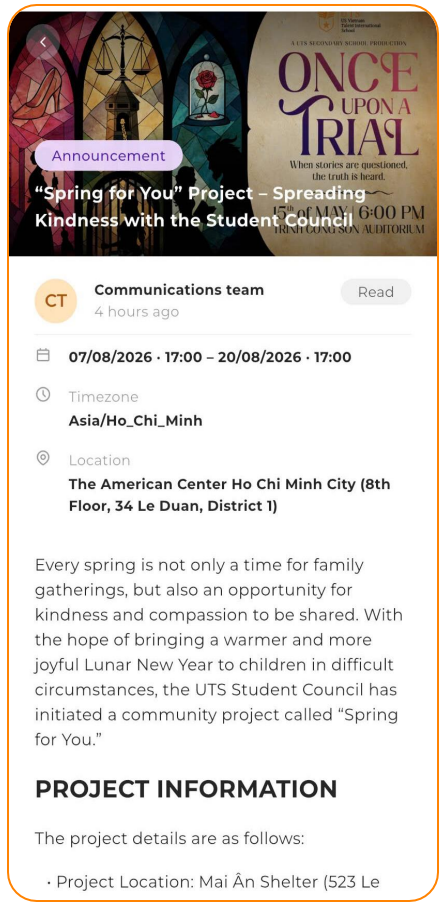
Update news & events

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**



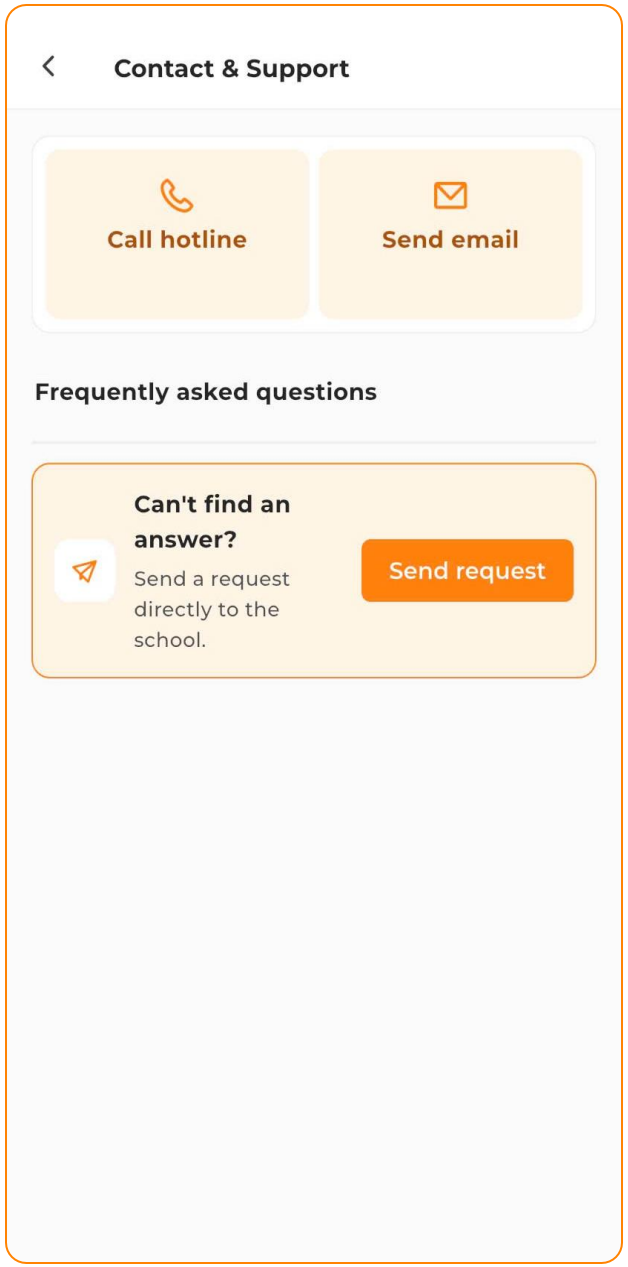
2 Full updates on news/events from the School



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Feature 11

Contact & Support



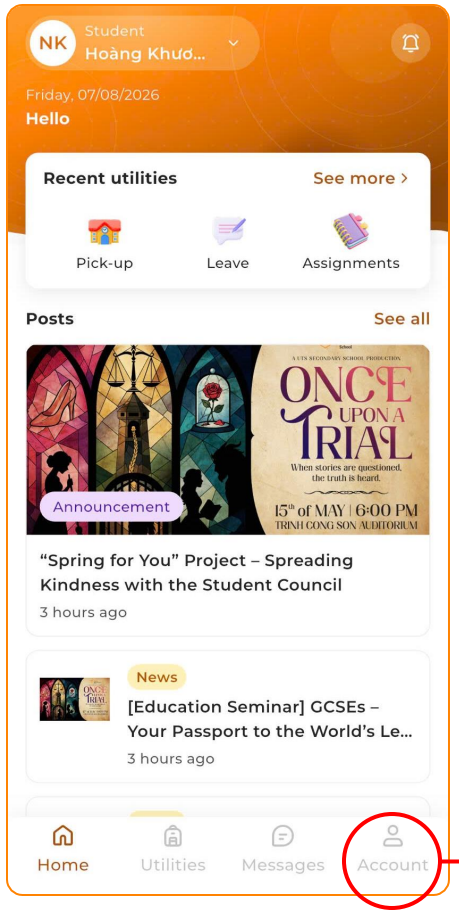
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Feature details

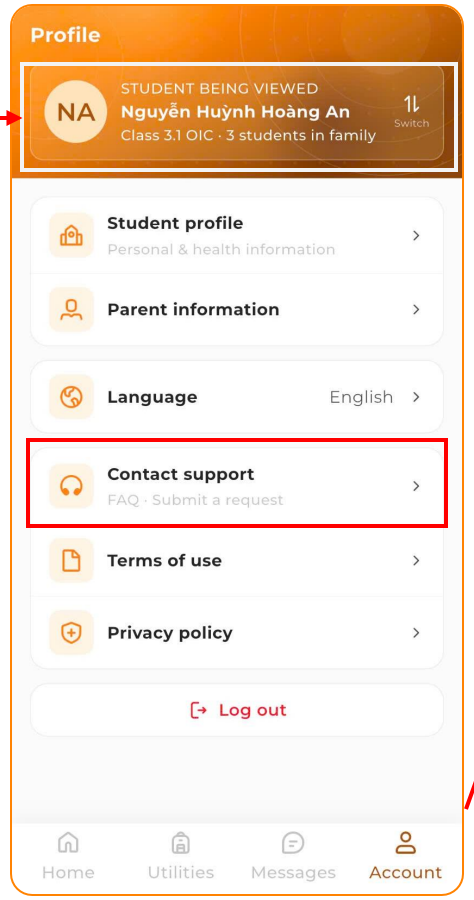
Contact and support

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.

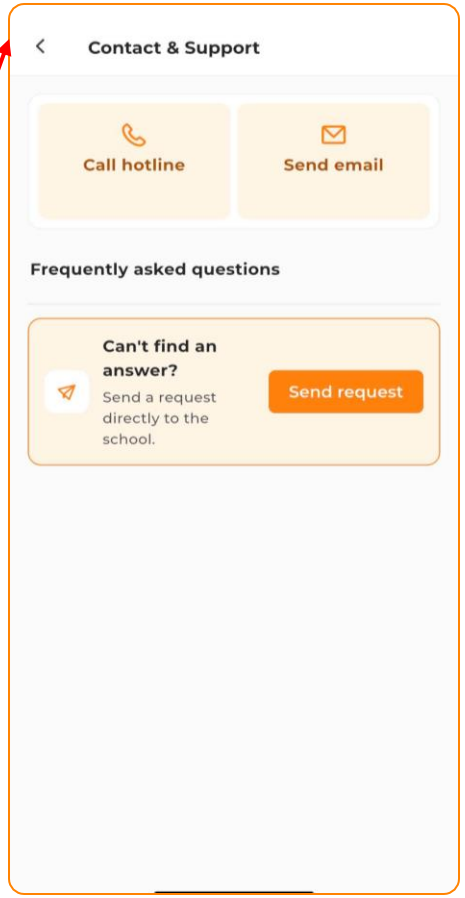
1 On the Home screen, scroll down to the toolbar, select **Account**



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



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

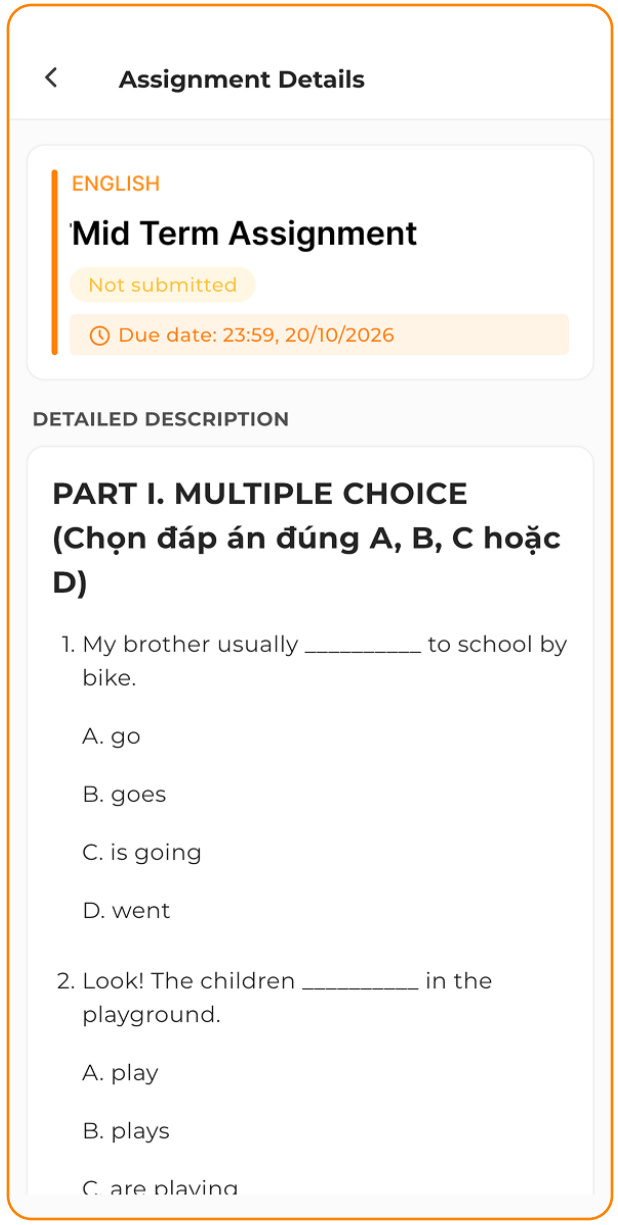


If Parents need any other supports, please fill the form: **HERE**

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Feature 12

Assignment Details

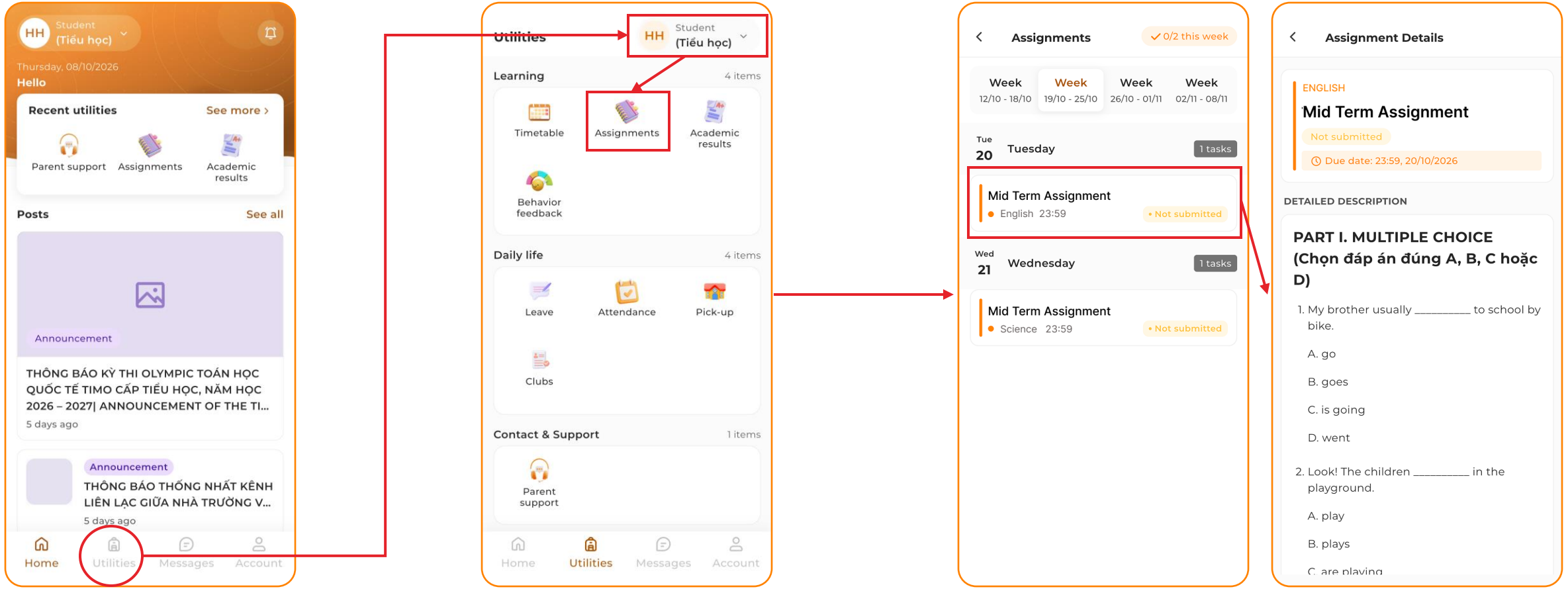


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View assignment details

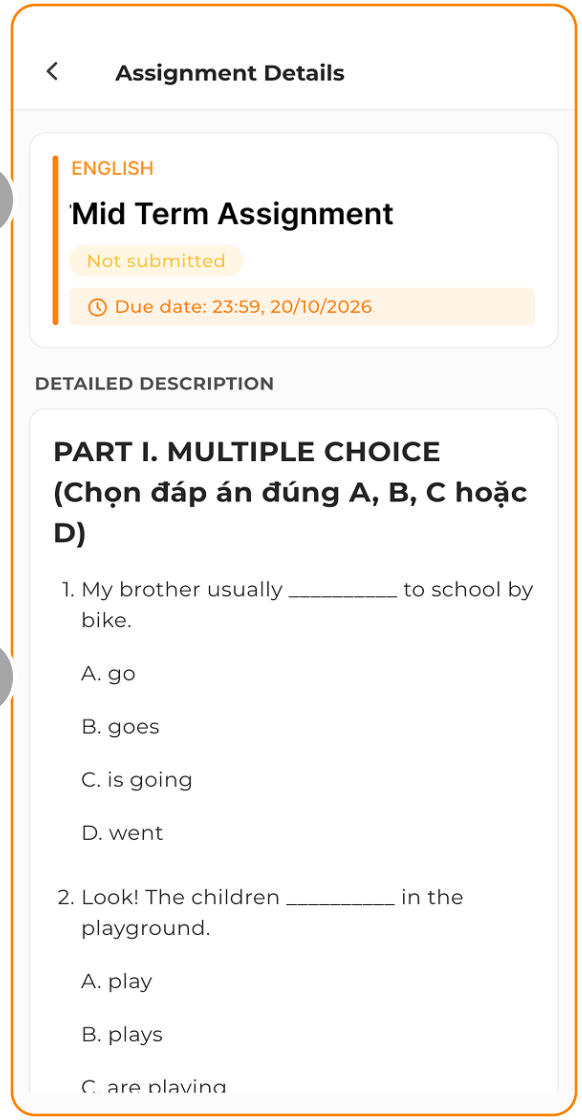
Assignment: shows parents the full detail of each task set by the teacher, including the requirements, the due date and any attachments. **UTS One is the information channel for parents; students do and submit their work in Canvas LMS.**

1. On the **Home** screen, scroll to the toolbar and tap **Utilities**
2. Select the **Student**, then tap **Assignment**
3. Tap a task to open the **Assignment details** screen



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Assignment details screen



The **Assignment details** screen shows everything the teacher set, in two blocks:

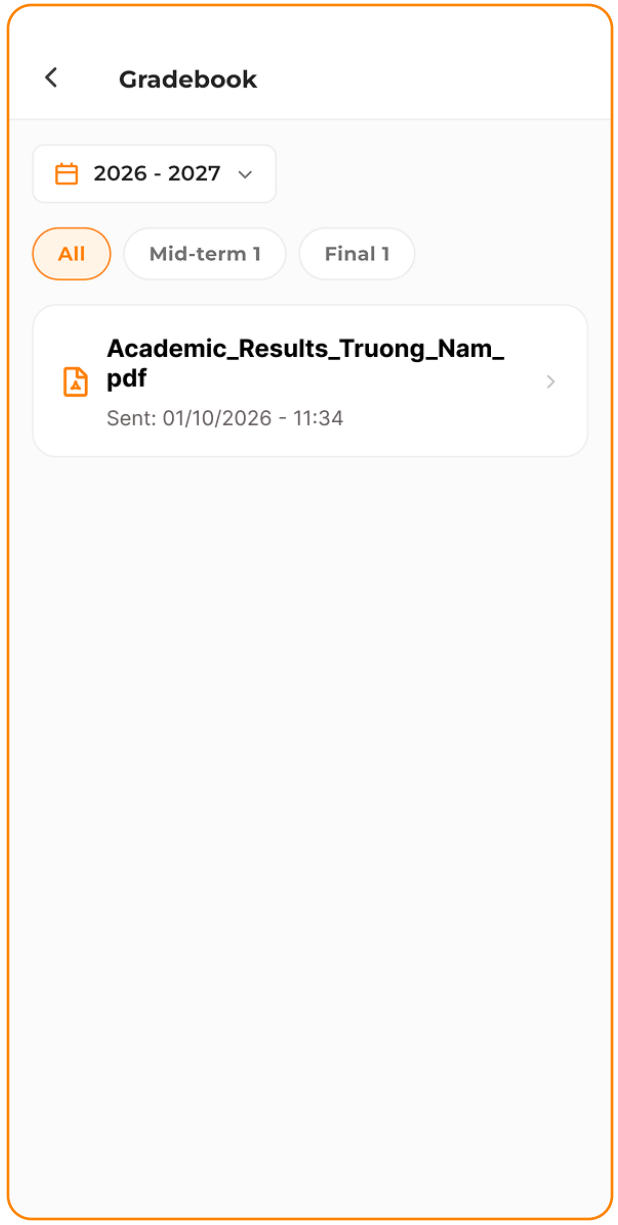
1. **General information:** subject, assignment title, submission status and due date

2. **Assignment content:** the teacher's requirements and instructions in full

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Feature 13

Academic Results

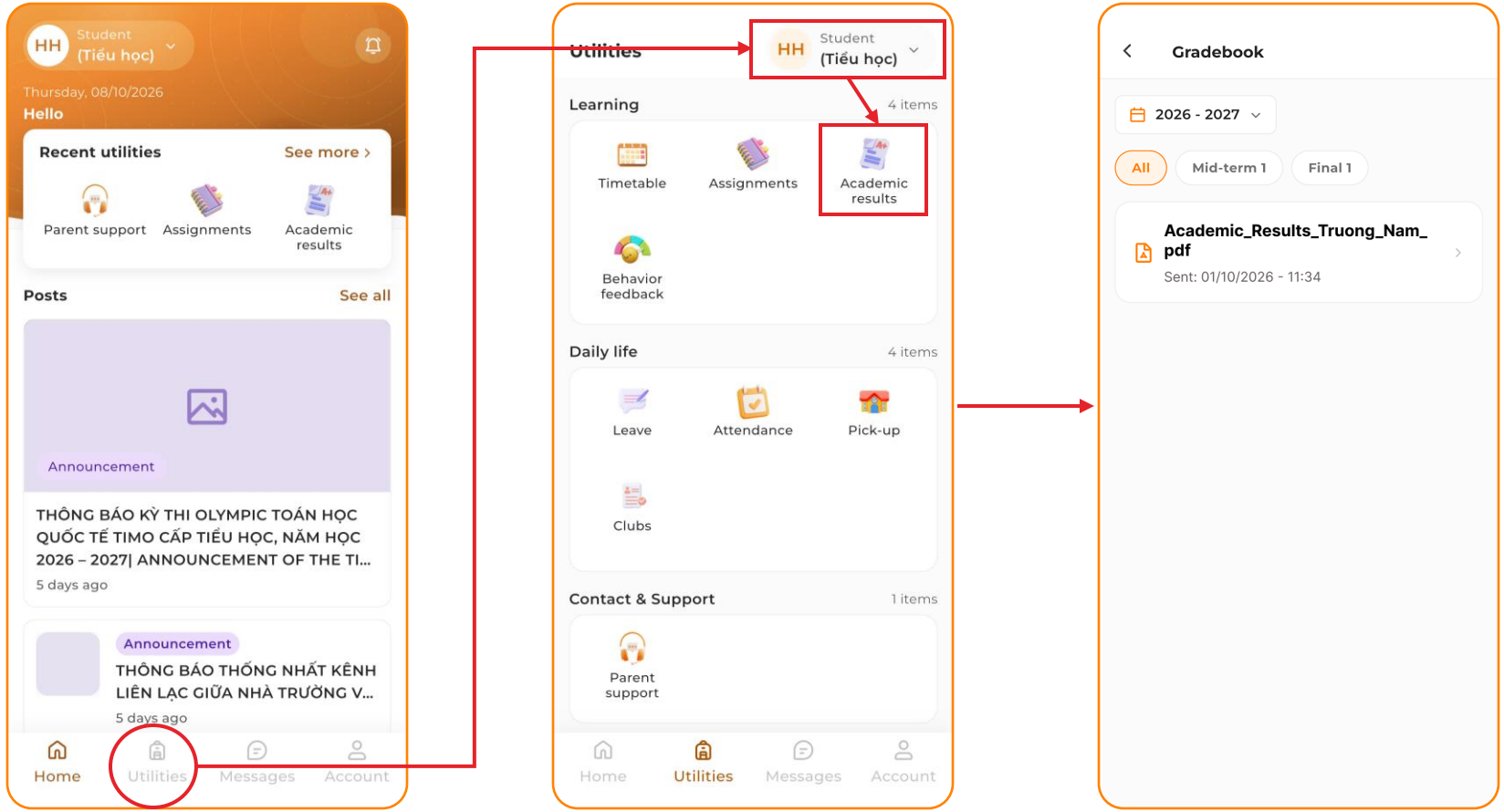


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View the Gradebook

Academic Results: gives parents the periodic academic report (PDF) issued after each **Midterm** and **End-of-term**, by school year.

1. On the **Home** screen, scroll to the toolbar and tap **Utilities**
2. Select the **Student**, then tap **Gradebook**
3. Choose the **School year** and **Term**, then open a **report**



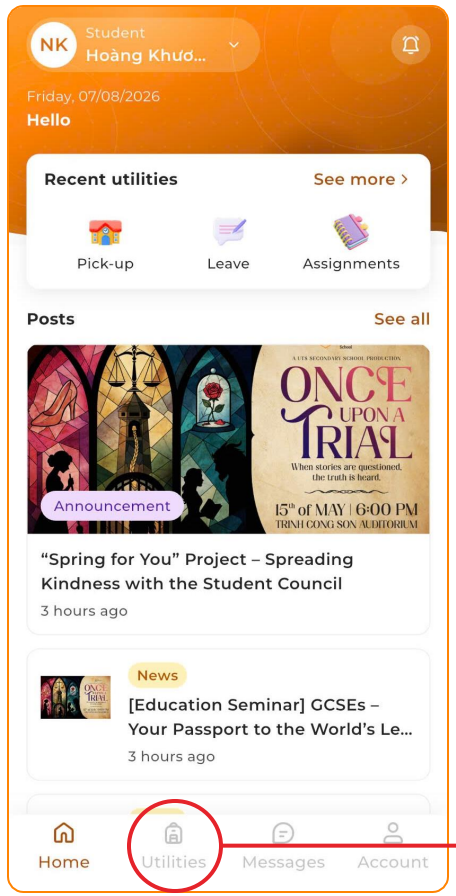
Note: A report appears only after the school publishes results for that term. Until then the app shows “No results available”.

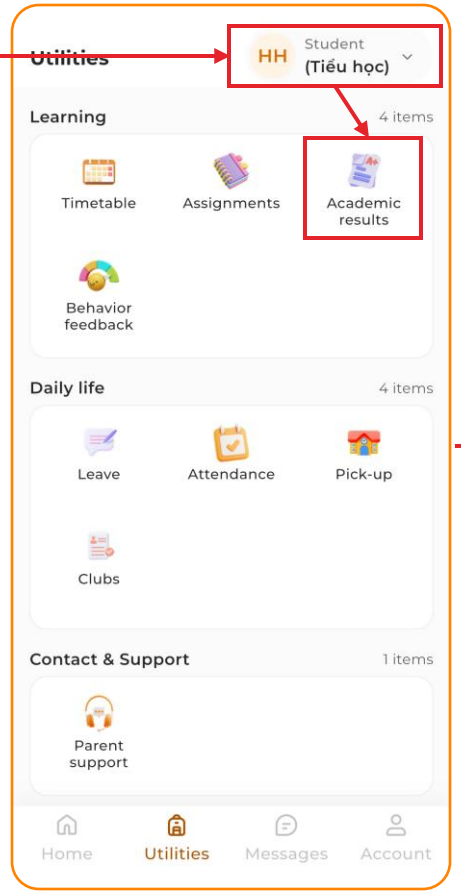
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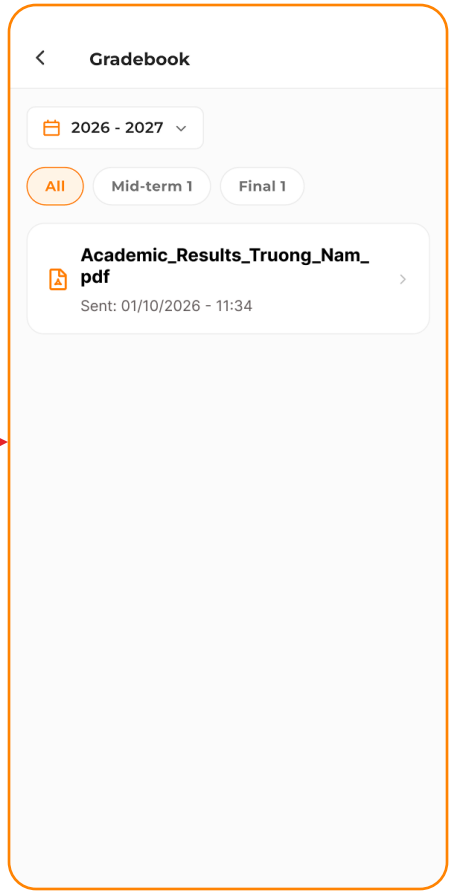
View the Gradebook

Academic Results: gives parents the periodic academic report (PDF) issued after each **Midterm** and **End-of-term**, by school year.

1. On the **Home** screen, scroll to the toolbar and tap **Utilities**
2. Select the **Student**, then tap **Gradebook**
3. Choose the **School year: 2026 – 2027** and **Mid-term 1**, then open a **report**



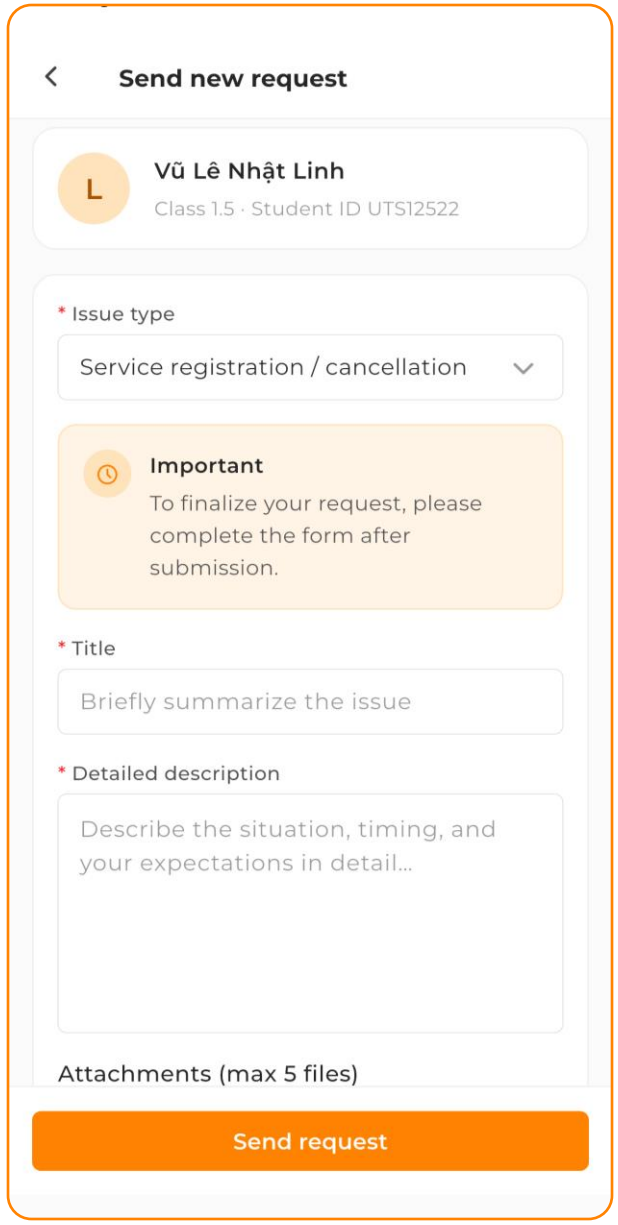




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Feature 14

Service Registration and Cancellation



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Register or cancel a service

Service: parents submit a registration or cancellation request directly in UTS One.

NOTE: UTS One records the request only; **it is not a confirmation.** The responsible school team reviews it, processes it and informs parents of the outcome.

Meals

- Meal registration
- Meal cancellation

School bus

- Bus registration
- Bus cancellation

Student card

- Card replacement

Process overview

Parent Support › Create new (+) › Request type › Submit request › Complete form

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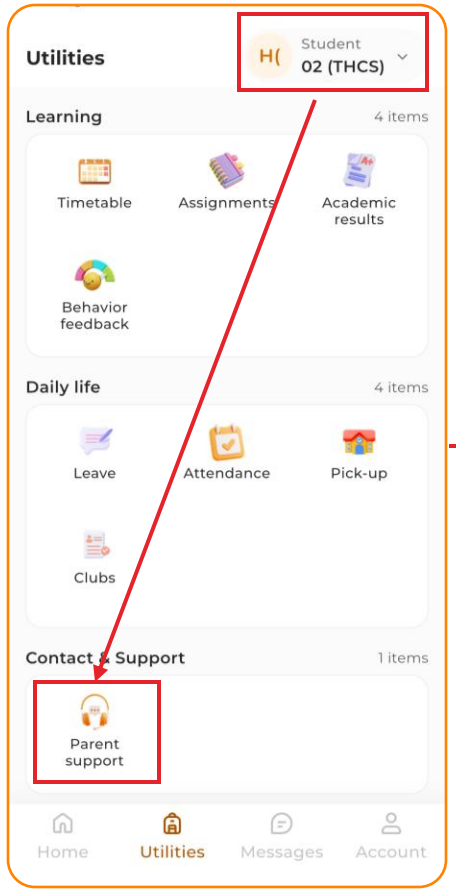
Create a service request

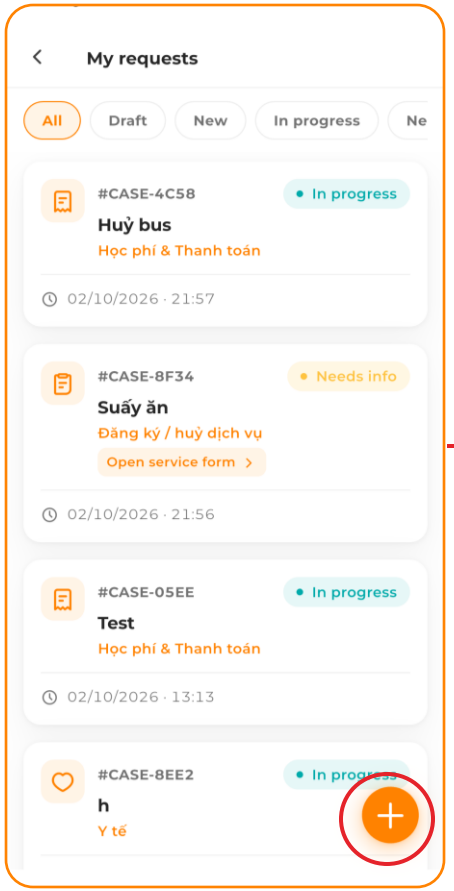
Service requests are raised on the **My Requests** screen, using the same flow as a support request.

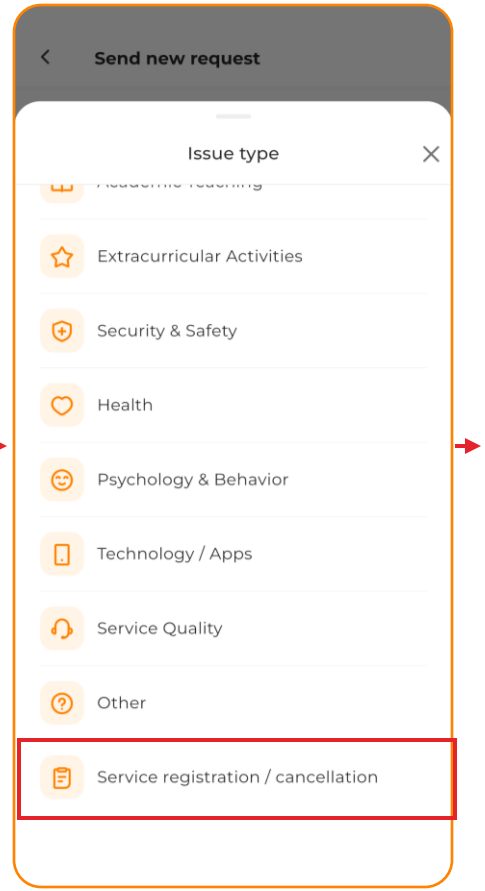
1 In **Utilities**, select the **Student** and tap **Parent Support**

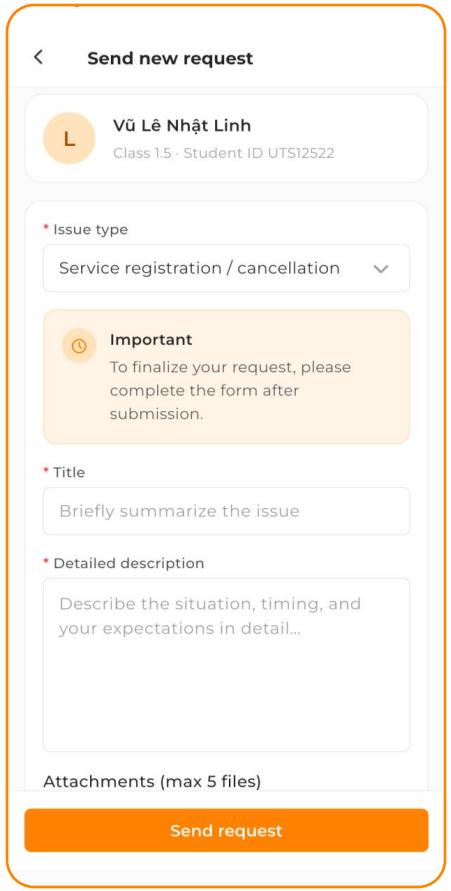
2 On **My Requests**, tap **(+)** to raise a new request

3 Set **Issue type** to **Service Registration/Cancellation**, fill in the required fields and tap **Send request**









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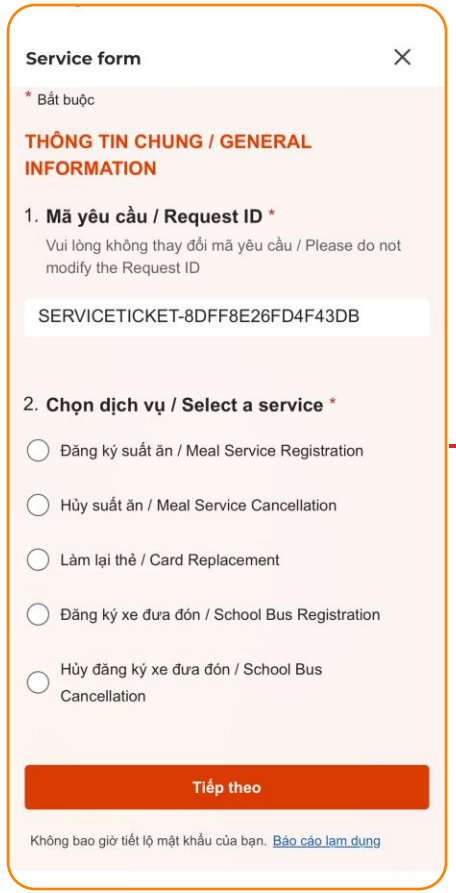
Complete the service form

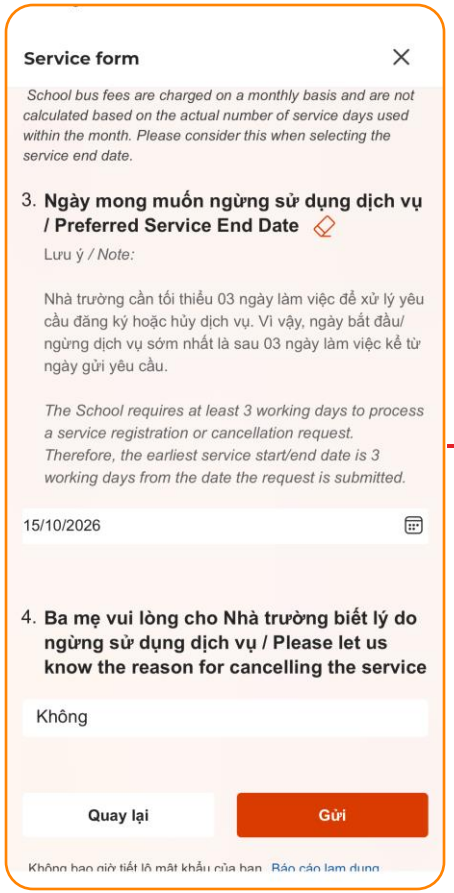
After the request is submitted, the app opens the **Service form** (Microsoft Forms) so parents can complete the registration or cancellation without leaving UTS One.

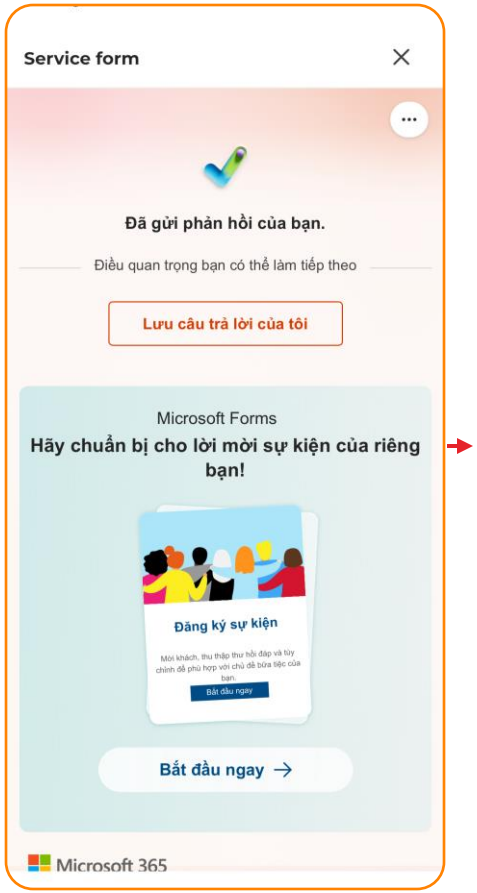
4 The app opens the **Service form**

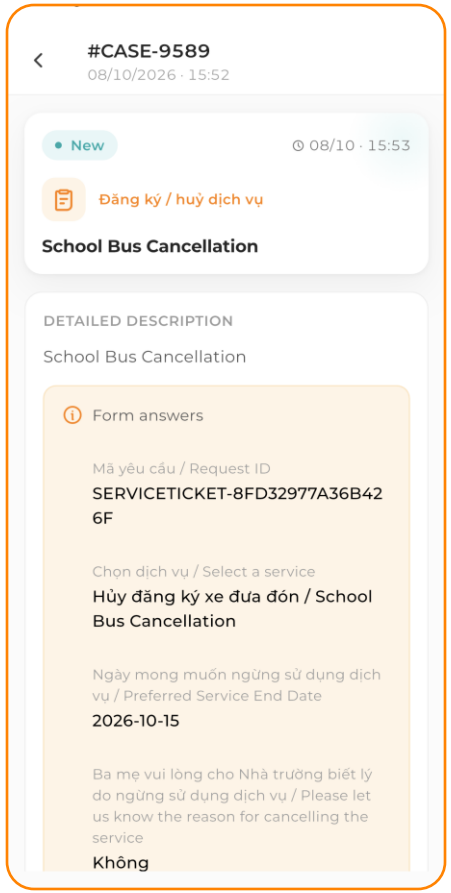
5 Select the **Service type** to register or cancel (required first)

6 Complete the remaining fields and tap **Submit**





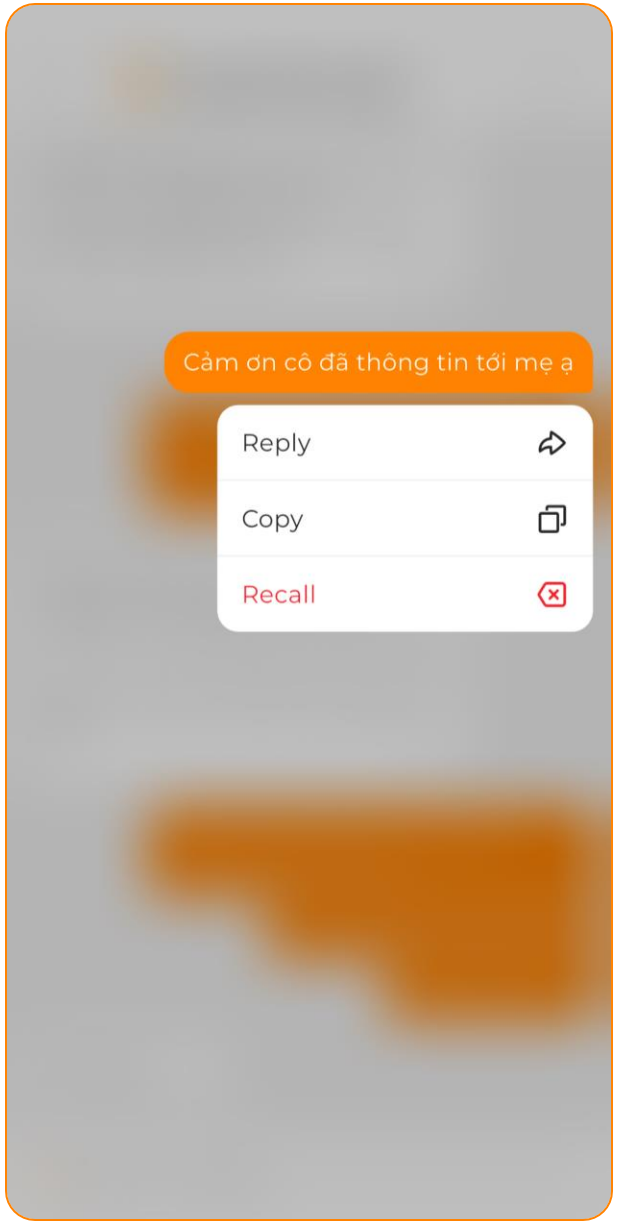




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Feature 15

Advanced Message Actions



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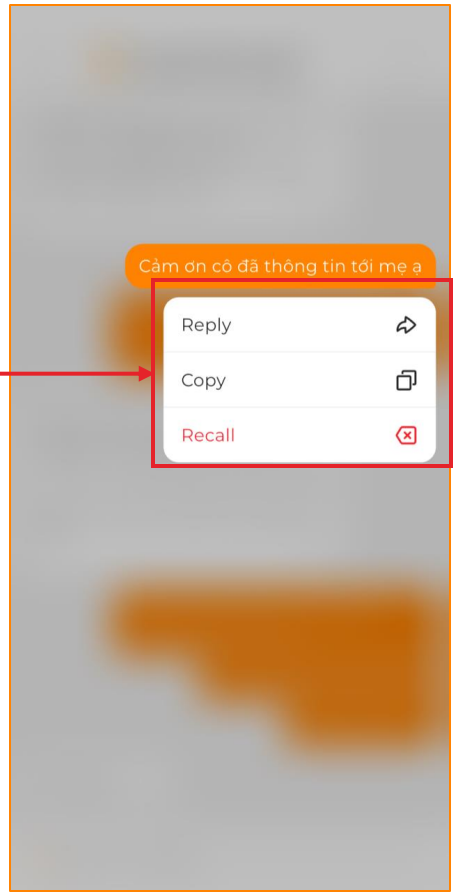
Message actions

New: parents can **Recall**, **Reply** or **Copy** a message inside a conversation with a teacher or the school.

1 In **Messages**, select the **Student** and open the **Conversation**



2 **Press and hold** a message to open the **action menu**



3 Choose an action:

Recall
Deletes a message you sent for both sides

Reply
Responds to one specific message in the thread

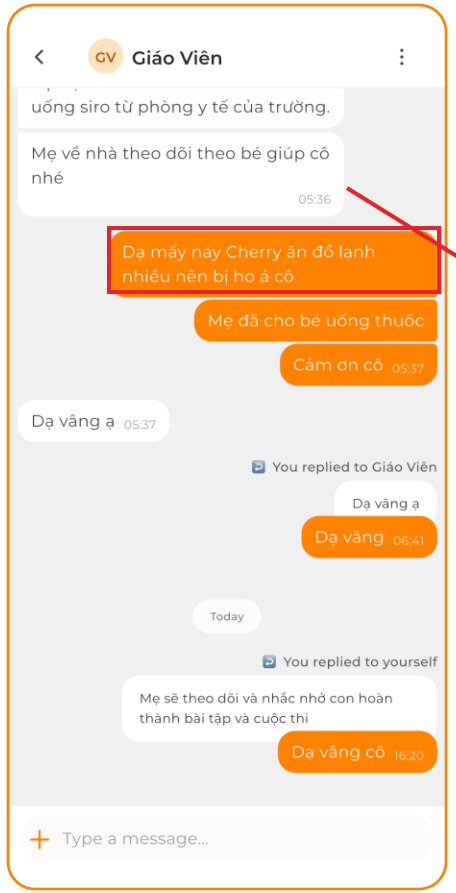
Copy
Copies the text to the clipboard for reuse

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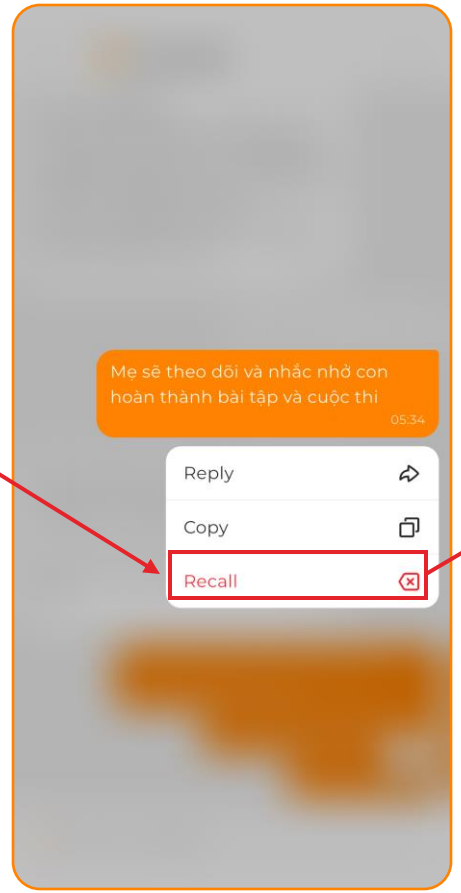
Recall a message

Recall: removes a message sent in error from the conversation.

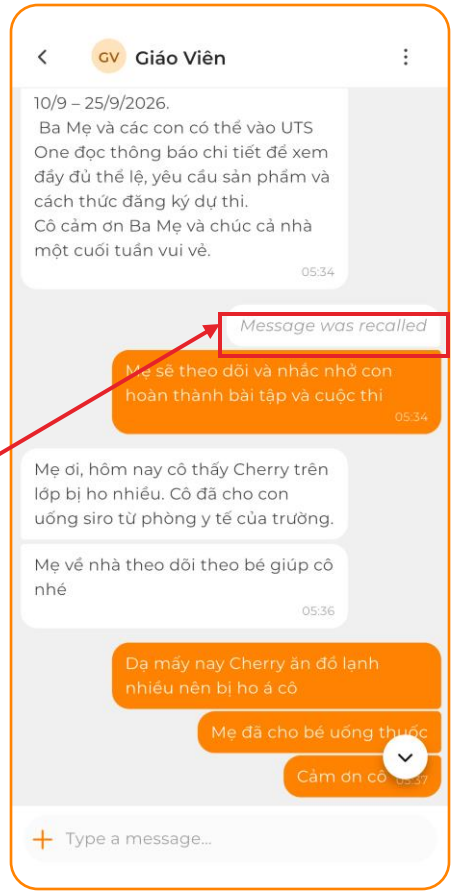
1. **Press and hold** a message you sent



2. Tap **Recall**



3. The message is removed for both the parent and the recipient



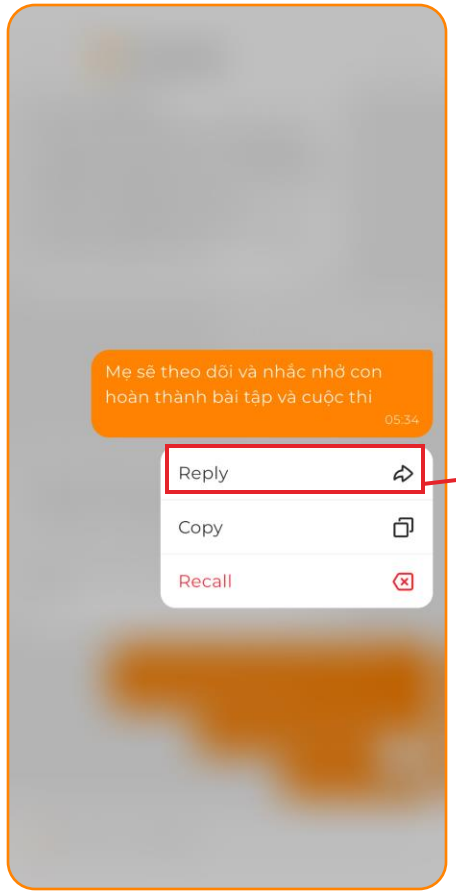
Note: parents can recall their own messages only.

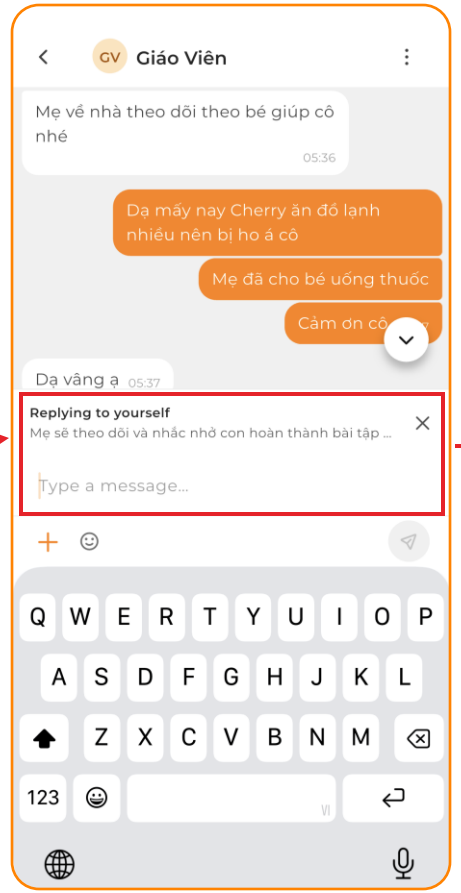
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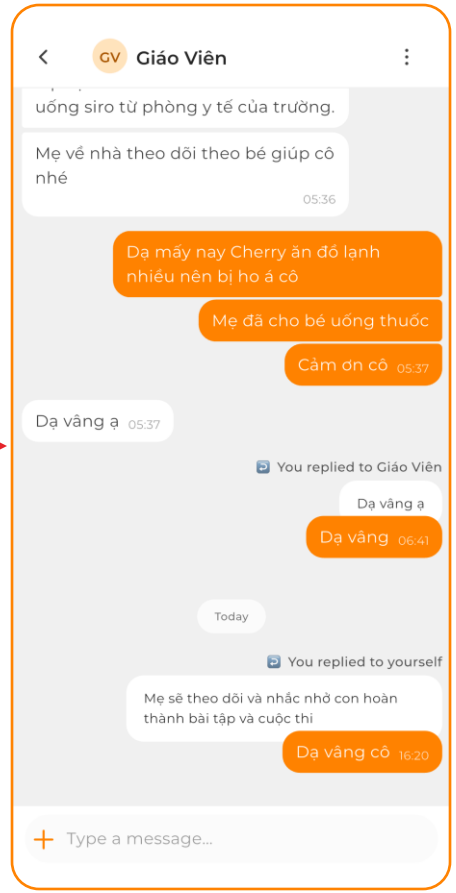
Reply to a message

Reply: responds to one specific message so the thread stays clear when a conversation runs long.

1. **Press and hold** the message to answer
2. Tap **Reply**, type in the **Enter message...** box and tap **Send**
3. The reply is posted with the original message quoted







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Copy a message

Copy: copies message text to the clipboard for reuse in a reply or in another app.

1. **Press and hold** the message to copy
2. Tap **Copy** to save the text to the clipboard
3. Paste into **Enter message...** or another app

