

USER MANUAL
FOR
PARENTS

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Introduction

Loop Learning is a web/mobile application designed to support teaching-learning in the classroom. This supports all the operations that a school leader, teacher, student and parent would need to interact on student learning and school operations.

Its services are very similar to 'BetweenUs' which offers communication channels and the ability to share resources with students and parents. However, Loop Learning provides many more features than 'BetweenUs' such as –

- ☑ Teachers can now design and publish **digital assignments(tasks)** for students to check for learning in individual students
- ☑ Students have separate accounts, unlike BetweenUs
- ☑ Students can recall and reflect on the learning from their classroom by solving the tasks assigned by teachers
- ☑ All the users (i.e. leaders, teachers, parents and students) can **monitor the performance of students** in these assignments
- ☑ The gamification in Loop Learning allows students to **'earn' points and rewards** for their performance
- ☑ Transparency to the school **calendar and events**

This manual is designed to provide details on the services that Loop Learning offers. Let's begin with the information you will need to get started with Loop Learning: the URL for the web app, or you can simply download the Android application from the Play Store.

Login

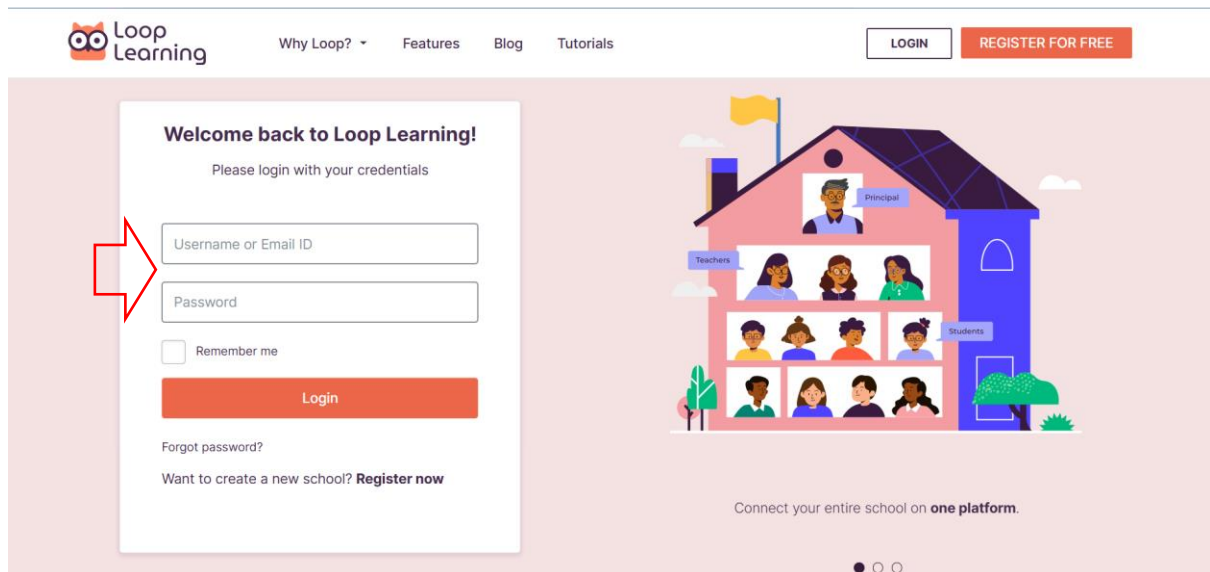
You can log in to Loop Learning from your mobile phone or any other device such as a laptop, desktop, or tablet. All you need is a web browser or an Android mobile application and an internet connection, and you are good to start using Loop Learning.

URL to login to Loop Learning:

Open a new browser window or tab. Type in the following URL –

<https://www.looplearning.com>

You will be taken to the login page. Enter your registered username and password.

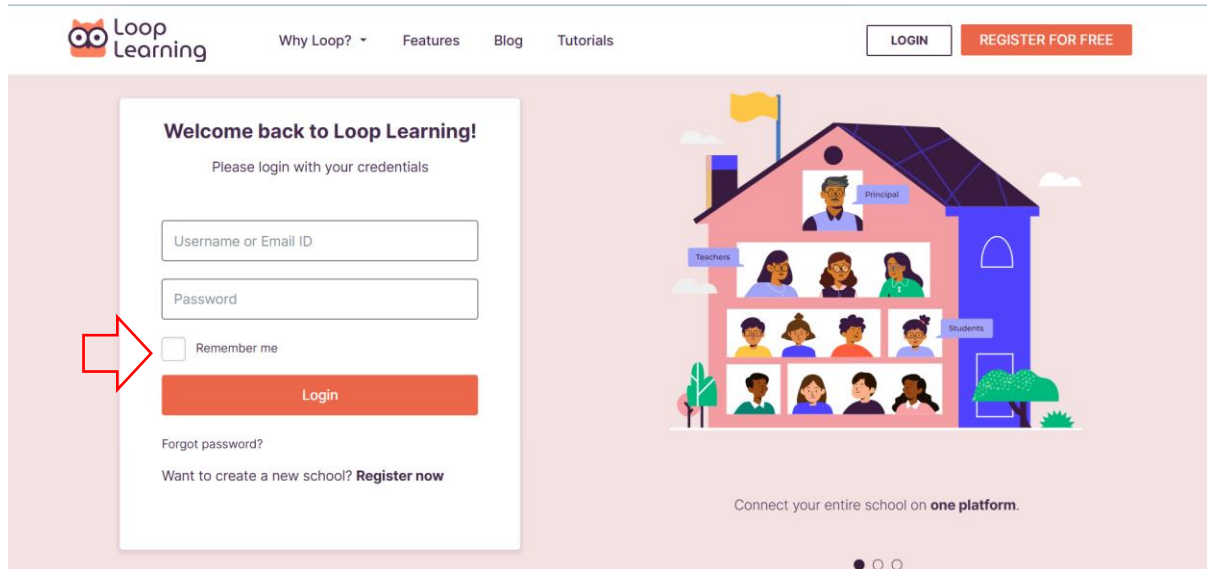


Login via Mobile Application:

Download the Loop Learning mobile application from the Google Play Store. Once installed, open the app on your mobile device. You will be directed to the login page. Enter your registered email ID and password to access the Loop Learning account.

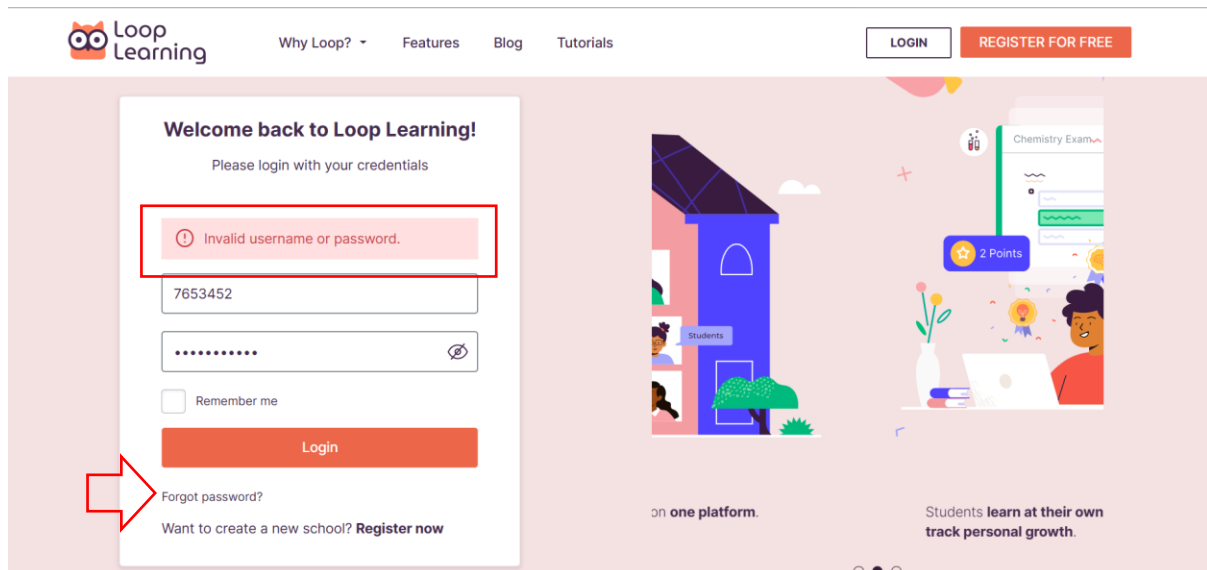
Remember Me:

If you want your login details to be remembered by the browser/application, please check the 'Remember me' option. This way you will not need to recall your credentials the next time you log in to Loop Learning.



Forgot Password:

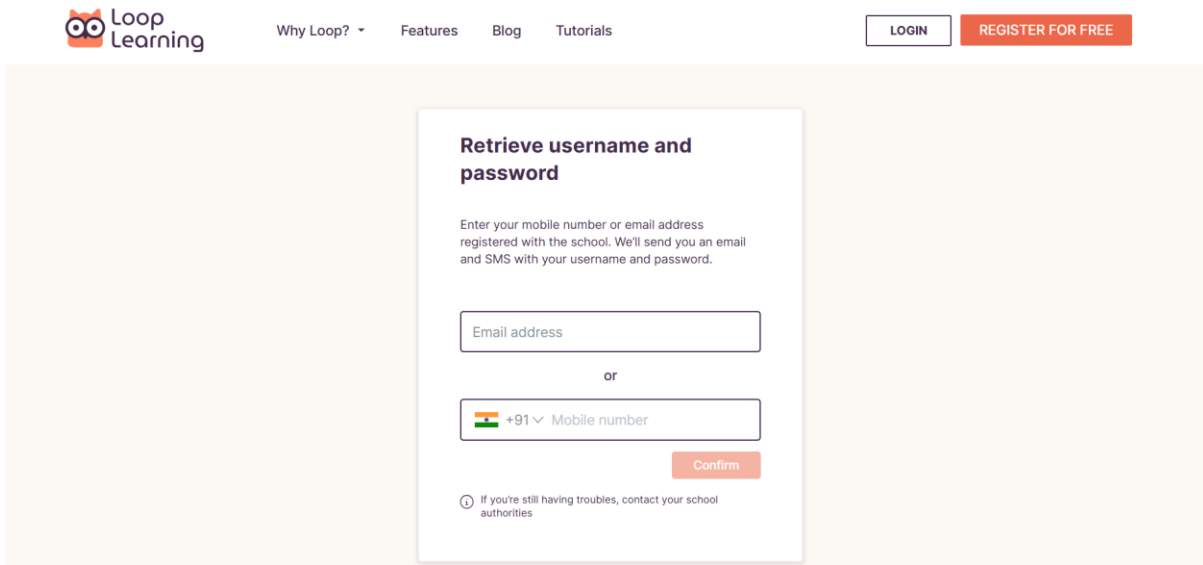
An error message will be displayed like the one shown below, if you type in the wrong username and/or password -



Here's what you should do if you get such error message -

1. Double-check if the Username and password you have entered are correct.
2. If you do not remember the Password, click on '**Forgot Password**'.
3. This will open a popup box '**Retrieve username and password**'.
4. Here you can enter your registered Email ID or Mobile number in the textbox and click on confirm.

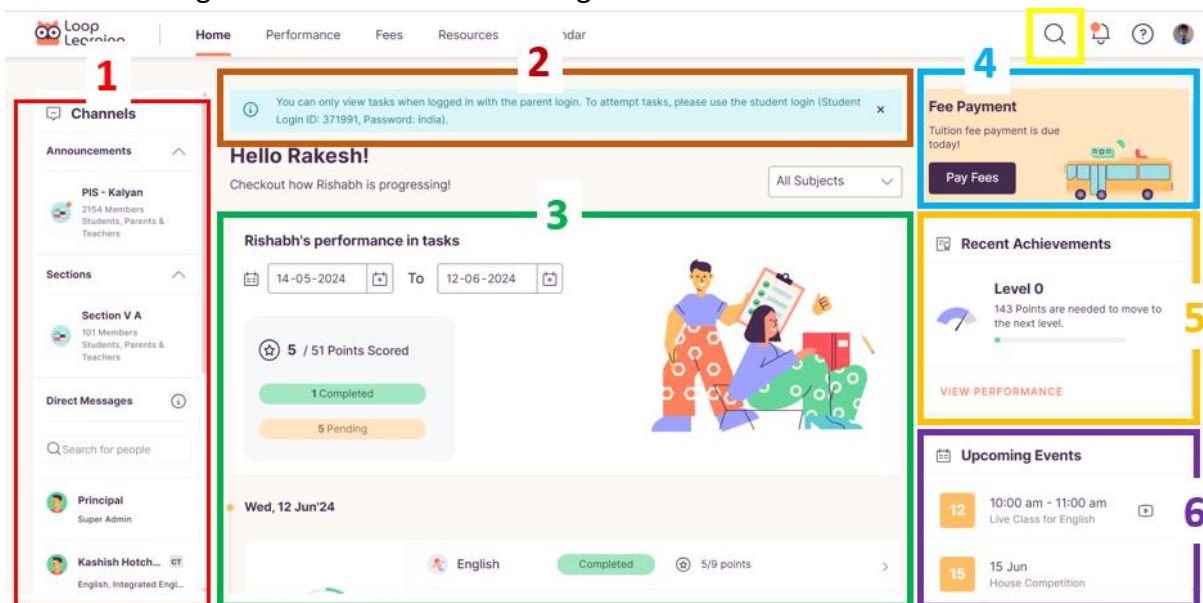
- You will receive your username and password on your registered email ID or mobile number through an SMS.



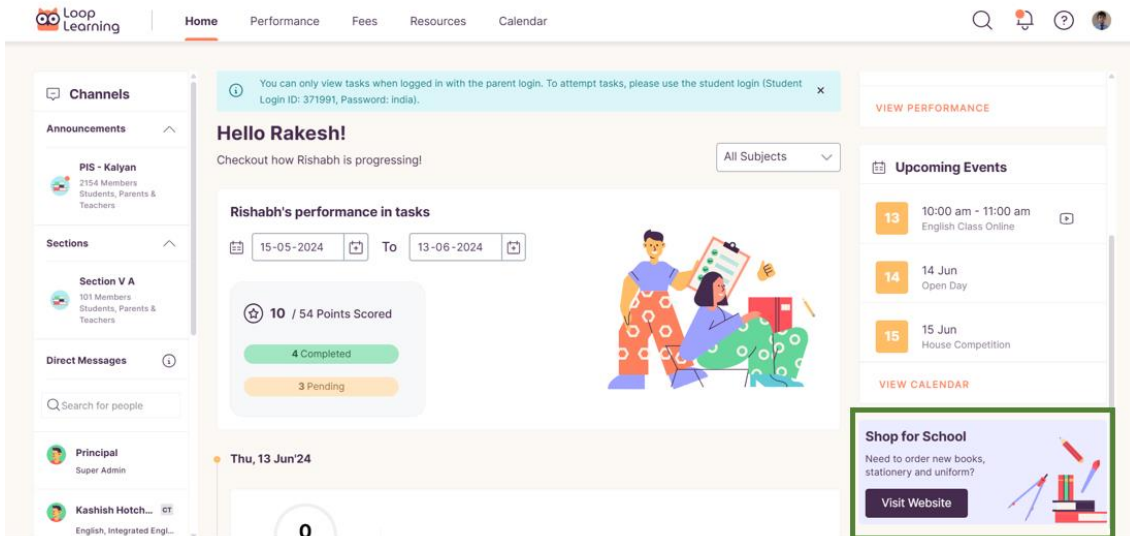
Homepage

This is the first page you see after your successful login. The home page will show the following details in three sections: left, middle and right

- You can see the **communication channel** on the left side of the page.
- You can see your **child's login details** at the top of the middle section.
- You can see the **timeline** for your child's tasks in the middle section of the page.
- You can see **Fee Payment**, **Recent Achievements**, and **Upcoming Events** on the right side of the page.
- You can also search for Tasks and Resources by clicking on the **search icon** and entering at least three characters to get the search results.



- On the lower right corner of the screen, you can see a tab labelled **Shop for School**. Click on this tab to access the school's shopping app to purchase books, stationery, uniforms, etc.



Communication channels

The **Channels** panel allows you to interact with the Principal and Teachers of your child's class.

Announcements

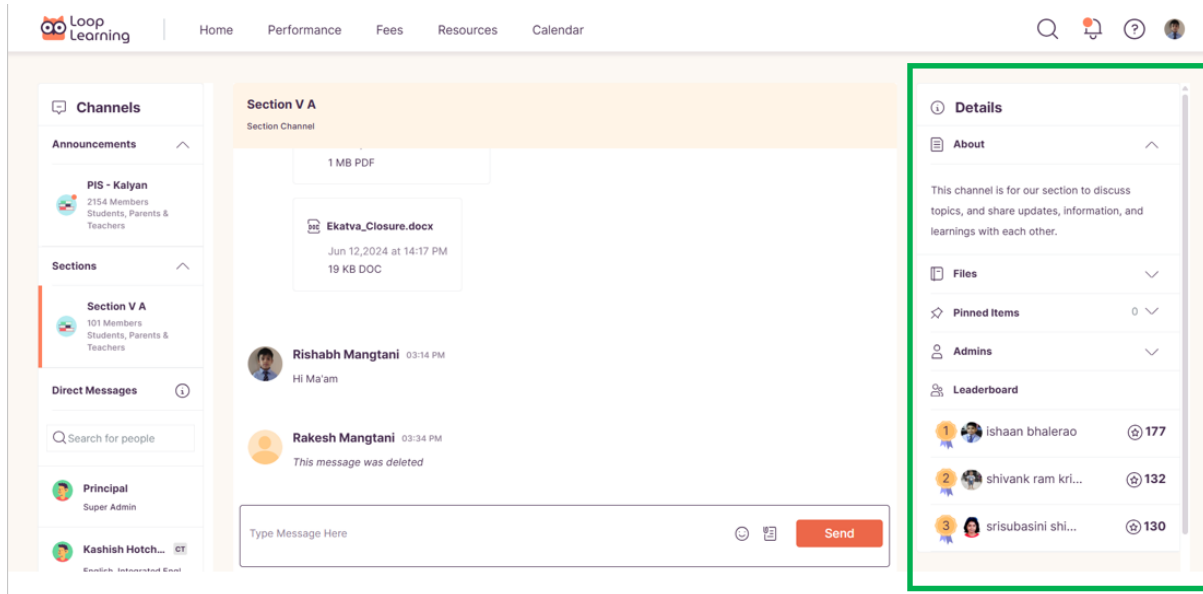
Here, you can view important school announcements from the school principal and other designated leaders of the school.

The announcement channel for the school will have messages posted for the entire school while the channel for the section is specific for that section only.

NOTE: You can only view messages in the Announcements channel, you cannot post messages.

Sections

To see the details of this channel, click on either the school or the section. The details will appear on the right side of the screen under the **Details** menu.



To view the attachments sent to you in these messages, click on **Files** in the Details section on the right side of the screen.

To view the messages pinned by the admin, click on **Pinned items** under the Details section on the right side of the screen.

To know the admin(s) of the school, click on **Admins** under the Details section on the right side of the screen.

You can also see the name and points scored by the top three performers of your child's grade under the **Leaderboard** as shown in the image above.

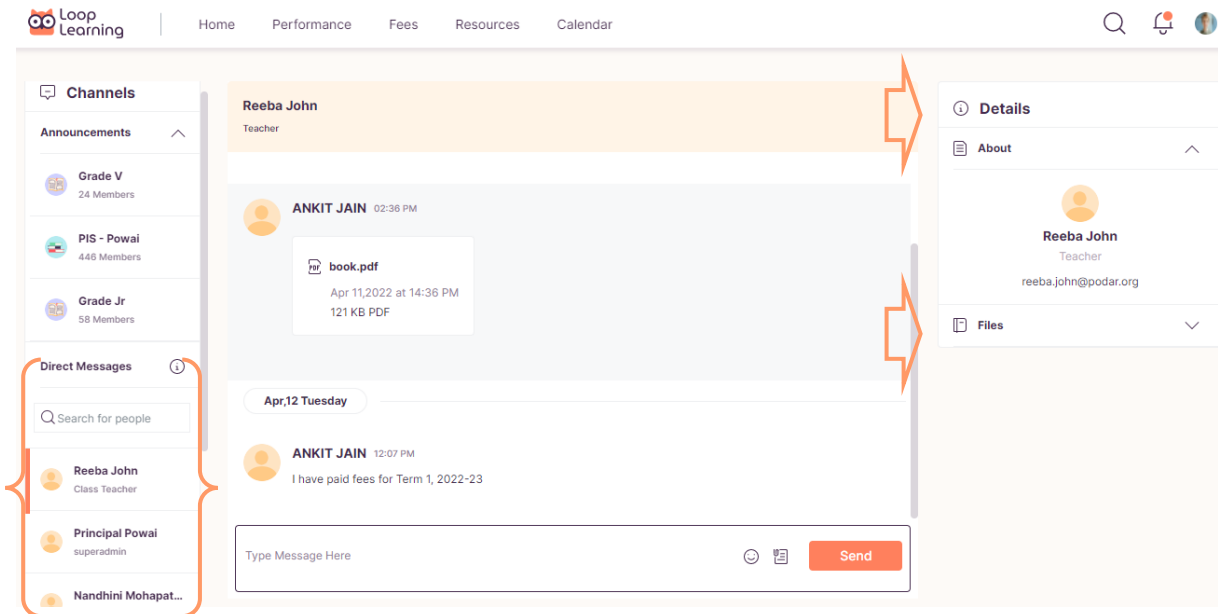
These details are available to you at all times.

Direct Messages

As a parent, you can directly interact with your child's teachers.

All the assigned teachers of your child's class are already listed on Loop Learning. Click on a teacher's name or simply type a teacher's name in the search box, and the teacher's name will pop up. Click on the teacher's name to start messaging.

The list of teachers' names below the search box indicates the teachers you have connected with in the past. Click on any of the names to load the message window for that teacher.



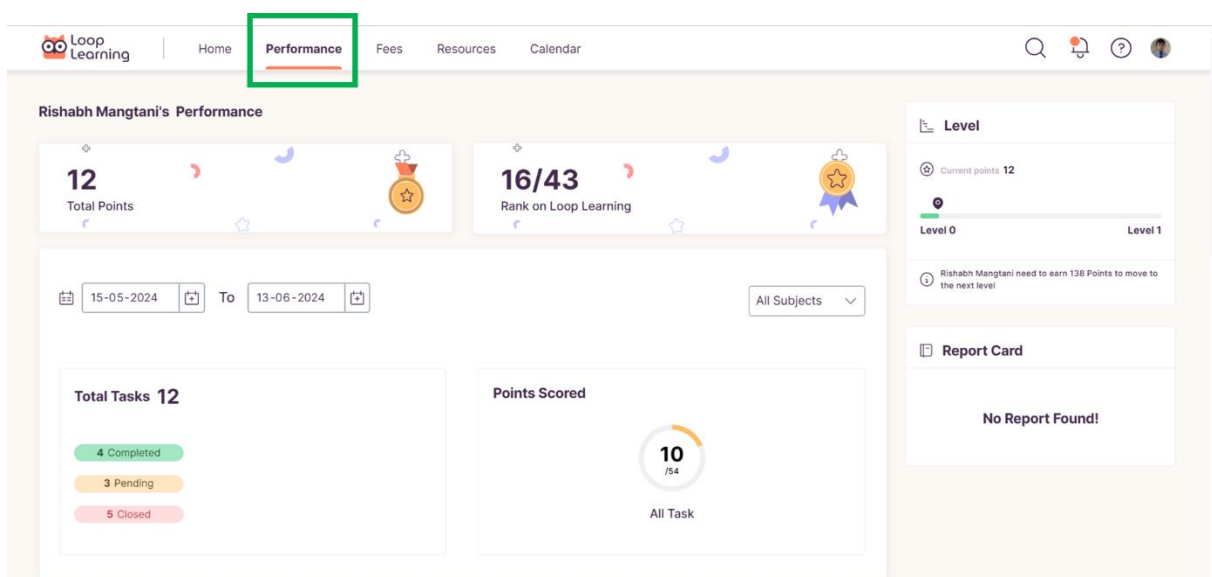
NOTE: Parents may communicate directly with the school Principal only when the principal has initiated a conversation with them.

The details of this channel such as the teacher’s email ID can be seen on the right side of the screen under **Details**. To view the attachments sent to you in these messages, click on **Files** in the **Details** section on the right side of the screen.

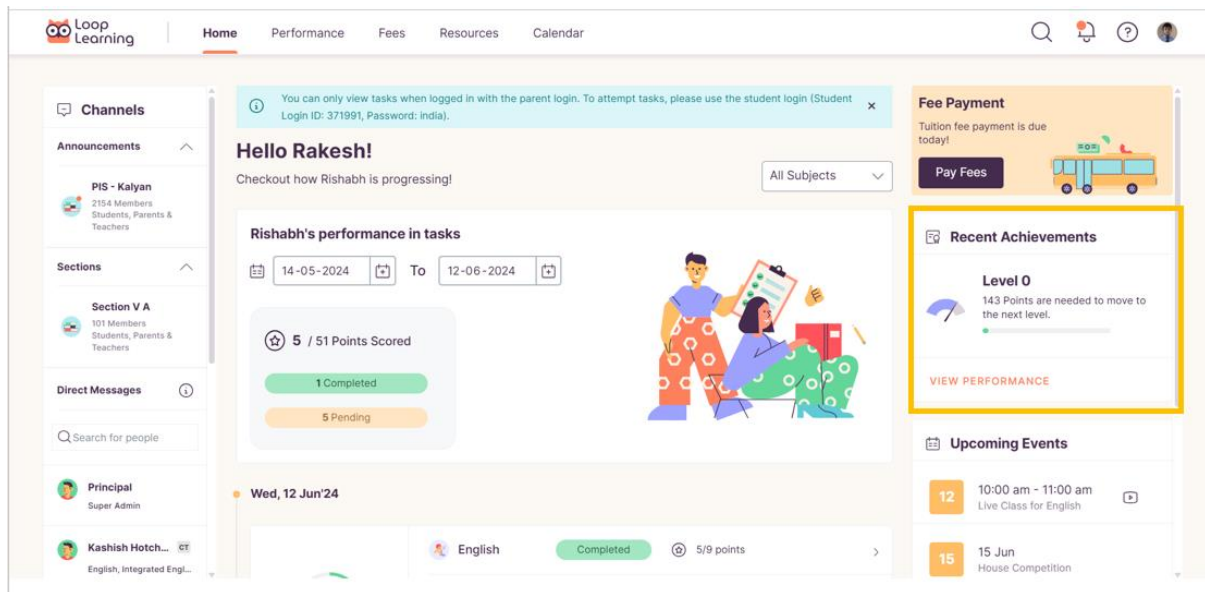
These details are available to you at all times.

Performance

Your child’s performance details can be viewed by clicking on the **Performance** tab on the top navigation bar.



Or by clicking on the **VIEW PERFORMANCE** link on the **Recent Achievements** panel on the right side of the home page.



Performance Details

On the Performance page, you can see the total points that your child has earned and his/her rank in the Loop Learning Leader Board.

To view your child's performance details over a time period of the current **Week**, **Month** and **Year**, select the appropriate tab.

Displayed details are:

- **Total tasks** – Total tasks assigned to your child with the task status for the week/month/year
- **Points scored** – Total Points scored by your child for a/all subject(s)
- **Level and points** – Level achieved by your child in the achievement system

Scroll down the page to see the rewards.

- **My rewards** – Rewards in terms of medals, badges and trophies earned by your child

Jiya Hardik Kakkad's Performance

164
Total Points

10/37
Rank on Loop Learning

10-07-2023 To 08-08-2023 All Subjects

Total Tasks 13

- 0 Completed
- 13 Pending
- 0 Closed

Points Scored

0
/83
All Task

Level

Current points **164**

Level 1 Level 2

Jiya Hardik Kakkad need to earn 146 Points to move to the next level

Report Card

Term II / Consolidate - 2022-2023 [Download](#)

My Rewards

Streak medals

Score badges

Trophies

About Rewards:- Medals, badges and trophies are awarded based on the performance in tasks.

On scrolling down further, you can see the **Performance tracker**, which shows points scored by your child over months.

Performance Tracker

All Subjects

Points scored (%)

Month	Points scored (%)
Mar	0
Apr	0
May	0
Jun	0
Jul	0
Aug	0
Sep	0
Oct	0
Nov	0
Dec	0
Jan	0
Feb	45

Level 1 **Level 2**

You need to earn 142 Points to move to the next level

My Rewards

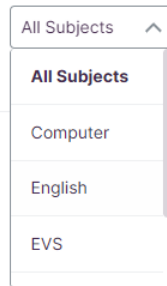
Streak medals

Score badges

Trophies

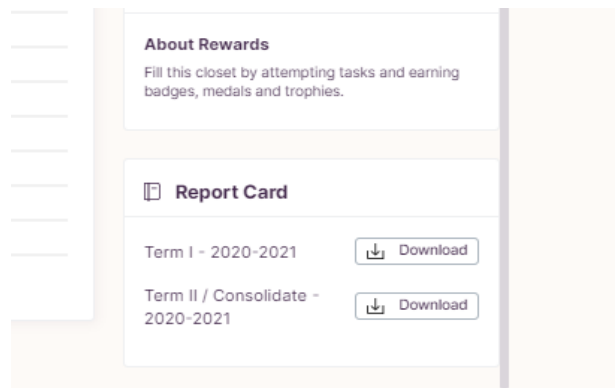
About Rewards

By default, the Performance information is provided for all subjects. You can check your child’s performance in each subject by setting a filter in the drop-down box given next to the ‘Week/Month/Year’ tab.



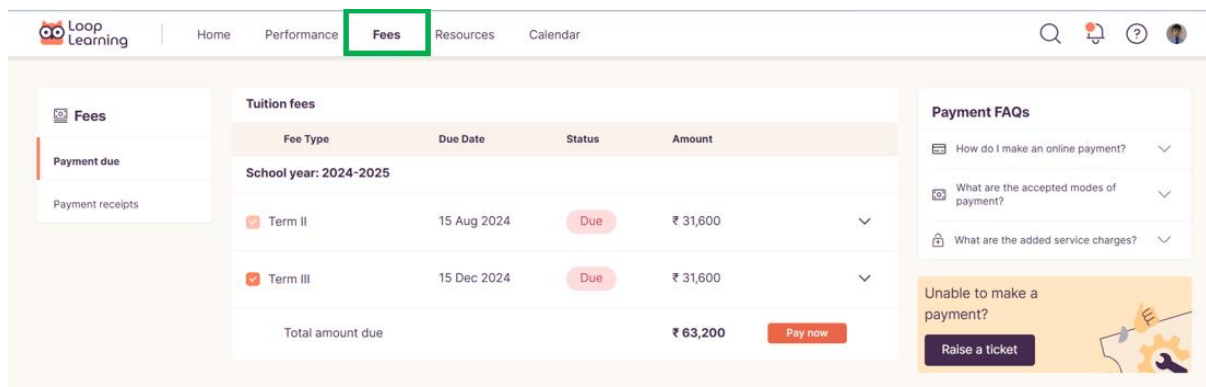
Report Card

Your child’s report card can be downloaded from the **Report Card** panel located in the right corner of the screen.

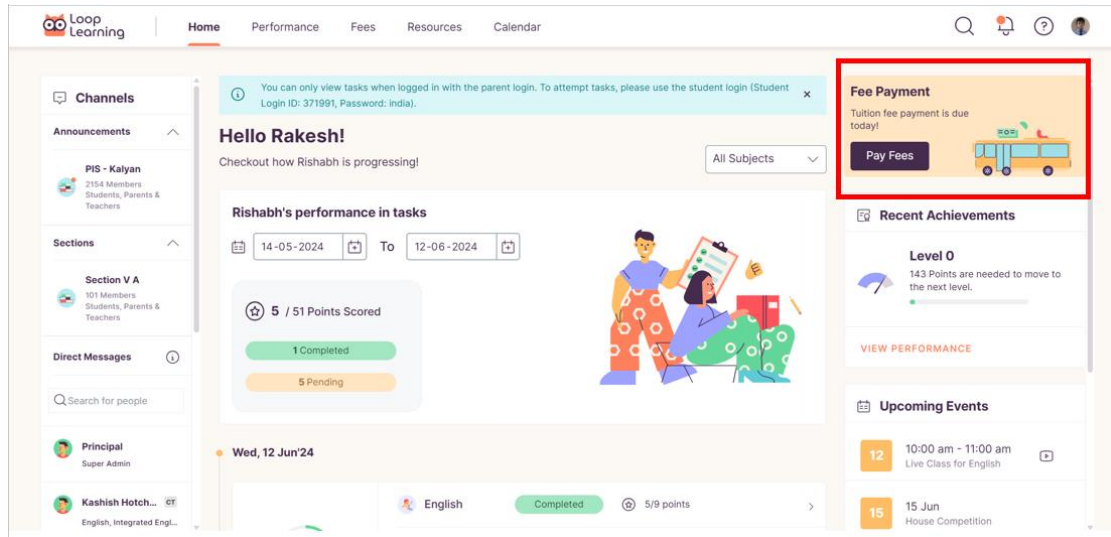


Fees

Loop Learning allows parents to pay their child's school fees directly through the web app or the mobile application. There is no need now to access BetweenUs to pay the fees. To access the Fees payment service, click on **Fees** in the top panel of the screen.



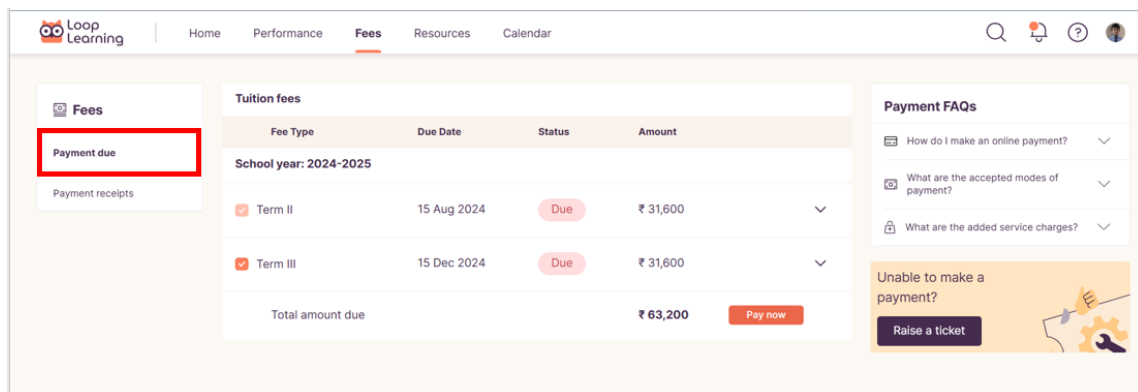
Or by clicking on the **Fee Payment** link on the right side of the home page.



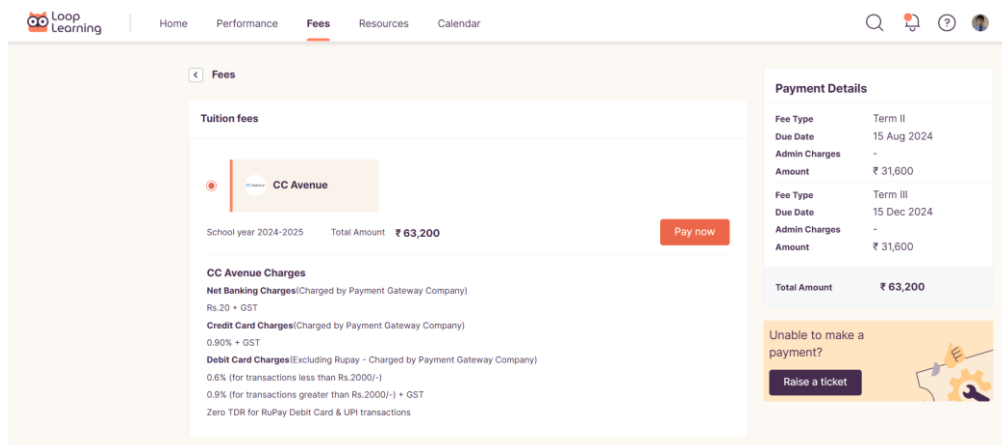
The fees page shows you information about the payments that are still due as well as the payment history.

Payment due

The school fees that are still outstanding are shown here. The fees are displayed for the academic year. The status of the fees indicates what is paid or due.



Click on **Pay now** to pay the fees. After clicking on **Pay now**, you will have to select the payment method from the options available.



On selecting the **Payment Method**, the details of the payment and the additional charges levied will be displayed on the screen. After checking the charges, click on **Pay now**. You will be taken to the payment gateway to complete the transaction.

The payment gateway offers four payment methods: Credit Card, Debit Card, Net Banking and UPI.




Payment Information

Credit Card

Debit Cards

Net Banking

UPI

We Accept :   

Card Number

Expiry Date CVV

Month Year

I agree with the [Privacy Policy](#) by proceeding with this payment.

INR 150.00 (Total Amount Payable)

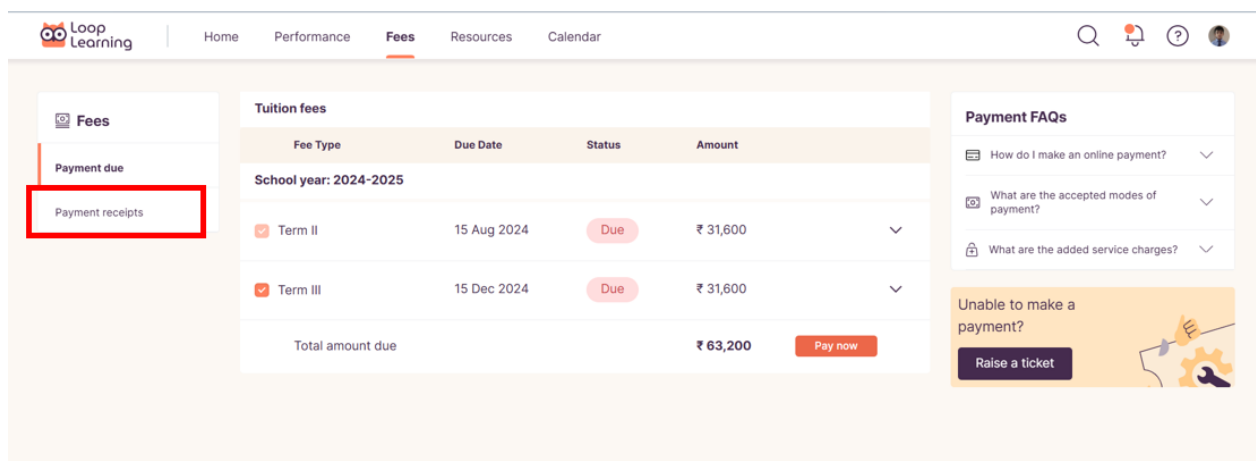
Make Payment

[Cancel](#)

Select the preferred payment method and enter all the necessary details. To complete the transaction, click on **Make Payment**. You will receive a confirmation message after the transaction goes through successfully.

Payment receipts

The Payment receipts provide you access to all the payments that you have made towards the school fees for your child. You can even download the receipts for the payments that you have made.



Fee Type	Due Date	Status	Amount
School year: 2024-2025			
Term II	15 Aug 2024	Due	₹ 31,600
Term III	15 Dec 2024	Due	₹ 31,600
Total amount due			₹ 63,200 Pay now

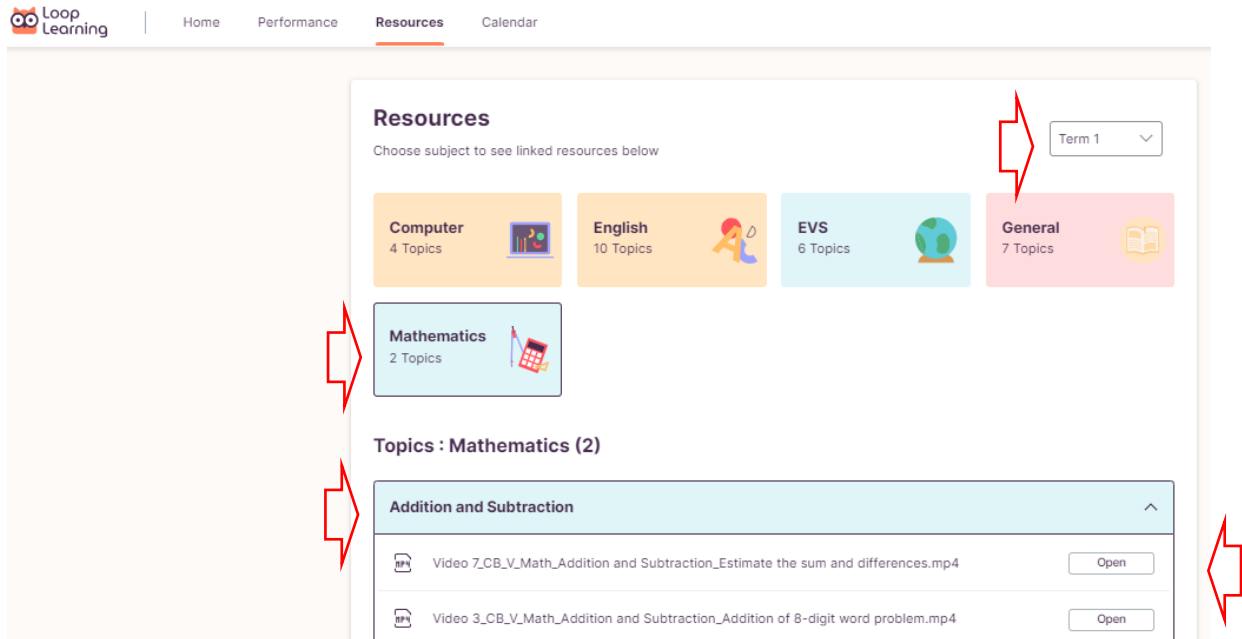
Resources

In this section, there are files related to different subjects, which have been shared with your child to enhance subject knowledge.

To view these resources, follow the steps given below:

- Select the **term**.
- Click on a **subject** to view the list of the topics.
- Click on the **topic** to view the list of resource files.
- Click on **open** to open the file.

The resource file will open in a new tab in your browser.

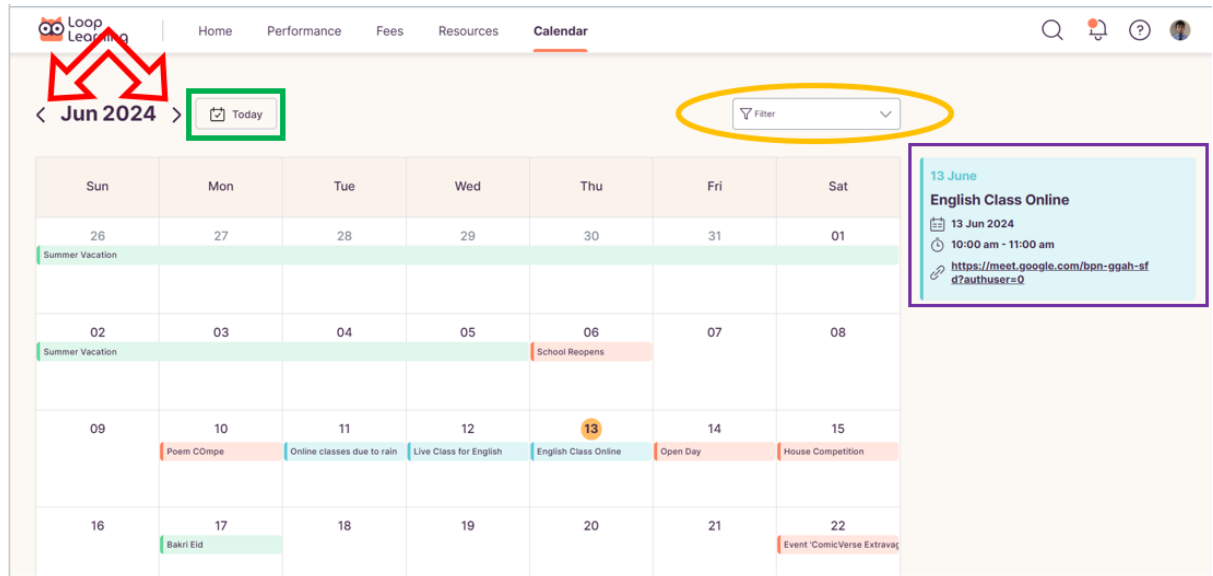


Clicking on 'Open' will either download the file or display it in the browser, depending on the file type.

Calendar

This section displays all the **events** related to the school and your child, in a month-wise view.

- Click on the **arrow marks** on either side of the month to view events for the past or upcoming month.
- Click on **Today** to return to the present month view.
- You can also select specific types of events only to be shown in the view by clicking on the **filter icon** and selecting from the list.
- The **event/s** for the selected day is/are shown on the right side of the screen.

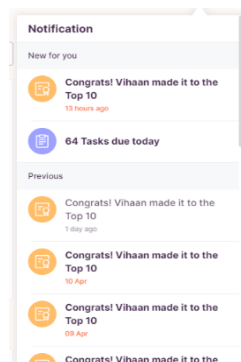


Notifications

Click on the **notification bell icon** next to the profile icon to see the notification messages.

Here, you can see the notifications about:

- Number of tasks due today for your child.
- Reminder of upcoming events for you.
- Information and congratulatory messages about your child’s achievements.

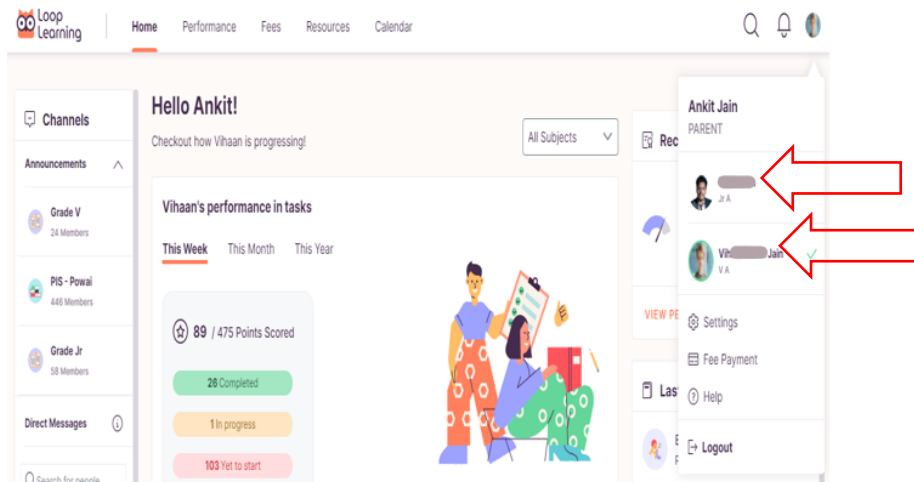


If there are any unread notifications, an orange dot will appear over the notification bell icon.

User Profile

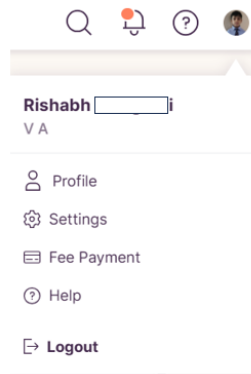
The User Profile button displays the user’s account details.

Click on the user profile to view the menu for services available to the user. If the parent has more than one child studying in the school, then the names of the children will be listed in the user profile drop-down panel. The parent may switch to another child’s data in Loop Learning by clicking on the child’s name.



NOTE: All the features of Loop Learning are available for one child at a time i.e. you can communicate with teachers, view the performance, view and download resources, see the calendar and pay the fees for one child at a time. To access the data of the other child, the parent must select the respective child's name in the 'User profile' section.

The services under the User Profile include –

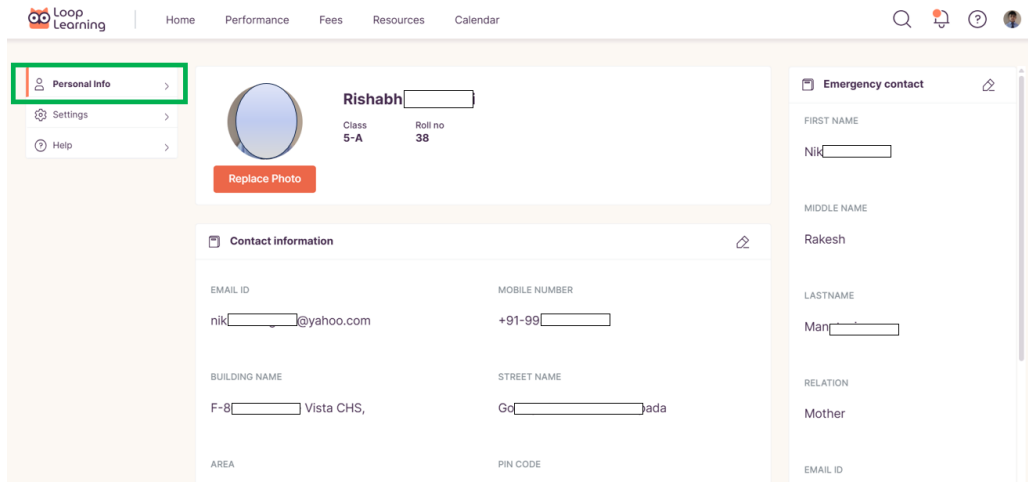


Profile

After clicking on the **profile** icon on the top right side of your screen, you will be redirected to your child's **'Personal Info'** page.

Here, you can view the following information by scrolling down in the middle of the screen.

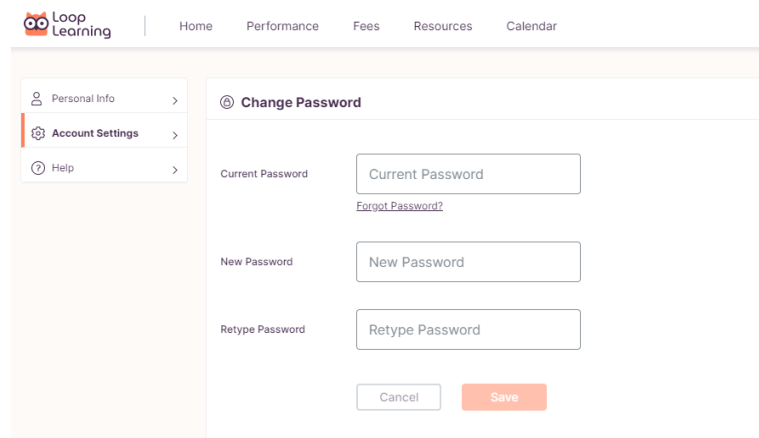
- Contact information
- Parent/Guardian Information
- Medical Information and
- Emergency Contact



Note: Only the parent can edit the personal information of their child. The student can only view the information from their account.

Settings

After clicking on the **settings** icon on the top right side of your screen, you will be redirected to the **'change password'** screen. Here you can change your existing password or enable/disable push notifications.



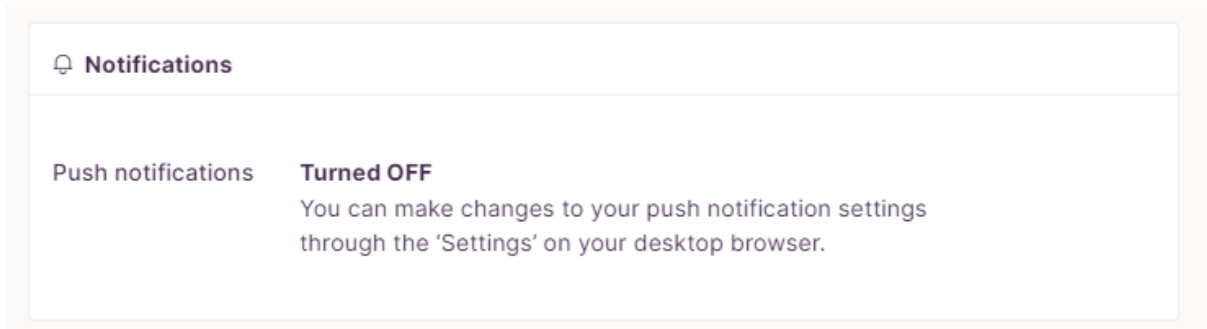
To change the password, follow the steps given below:

1. Enter the **existing password** in the Current password box.
2. Enter the **new password**.
3. Enter the **same** new password in Retype password.
4. Click on **Save** to change your password.

Push Notification

To view the enable/disable status of the push notification, the steps given below:

1. At the bottom of the page, you can see the **status** of push notifications if it is **on/off**.
2. You can **enable or disable** the push notification only through browser pop-up notifications.



Help

If you need any assistance or need to reach our technical support, you can raise a ticket by following these steps:

1. On the **settings page**, click on the **Help**, shown on the menu on the left side of the screen.
2. Describe the issue on which you need assistance in the description box.
3. Click on the **Raise ticket**.

