



AZHAR

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AZHAR PARENTS APP

Complete Parent User Guide

Account access, students, attendance, fees, recurring payments, term times, notifications and account settings

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Azhar Academy Bolton

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1. About this guide

This guide explains the parent-facing features of the Azhar Parents App. Screens may vary slightly between Android and iPhone, but the labels and workflows are the same unless stated otherwise.

Before you begin

1. Install the latest available version of the app.
2. Use the email address registered with the Madrasah. This will be the email address(es) provided during a new application or during the Existing Students data collection exercise.
3. Allow notifications if you want attendance, fee, payment-plan and term reminders.
4. Keep your email account and phone protected, because password-reset links and notifications may contain account information.

TIP: The screenshots use a demonstration parent account. Your children, balances, dates and messages will be different.

2. Signing in and registering

As a new user, you will need to create a parent account before you can Sign in.

1. From the sign-in screen, select Sign Up.
2. Enter your first name, surname and email address. **This email address must be the one held by the Madrasah**
3. Create a password containing at least eight characters, one uppercase letter, one lowercase letter and one symbol.
4. Select Create Account and follow any email-verification instructions.
5. Sign in after the account has been confirmed. You will need to associate your first child by Clicking My Students-->Add Student and following the instructions.

CREATE YOUR PARENT ACCOUNT

First name

Enter first name

Surname

Enter surname

Email

Enter email address

Password

Enter password

Password must include:

- 8 or more characters
- 1 uppercase letter
- 1 lowercase letter
- 1 symbol

Create Account

[Back to Sign In](#)

Sign in to an existing account

1. Open the Azhar Parents App.
2. Enter your registered email address.
3. Enter your password.
4. Select Sign In. The Home screen opens after your account and linked students have loaded.

TIP: Select Forgot Password? if you cannot remember your password. Follow the instructions sent to your email address, then return to the app.



10:50

Settings

SIGN IN TO YOUR ACCOUNT

Email

Password

[Forgot Password?](#)

Sign In **Sign Up**

Figure 1: Sign-in screen.

IMPORTANT: Do not create repeated accounts with different email addresses to find a missing student. Contact the Madrasah so the correct parent record can be linked.

Figure 2: Parent registration and password requirements.

3. Home and navigation

The bottom menu provides five main areas: My Students, Fees, Home, Term Times and My Account. Home remains in the centre and is highlighted with a filled circular button.

Selecting a child

1. Open Home.
2. Select the student selector near the top of the screen.
3. Choose the child whose attendance, fees and class information you want to view.

The summary cards update for the selected child. The academic-year summary shows attendance percentage, absences and outstanding fees. Swipe the large cards horizontally to view the child profile, attendance, fee status and teacher-contact information.

Home cards

1. Student profile: admission number, date of birth, enrolment date, class, teacher, sessions and location.
2. Attendance: attendance rate, present, absent, late and unmarked information. Select View details when available.
3. Fees: outstanding amount, paid amount, next due fee and recurring-payment status. Select View details for the breakdown.
4. Contact teacher: available templates and the remaining daily message allowance. Select Open templates to begin a message.

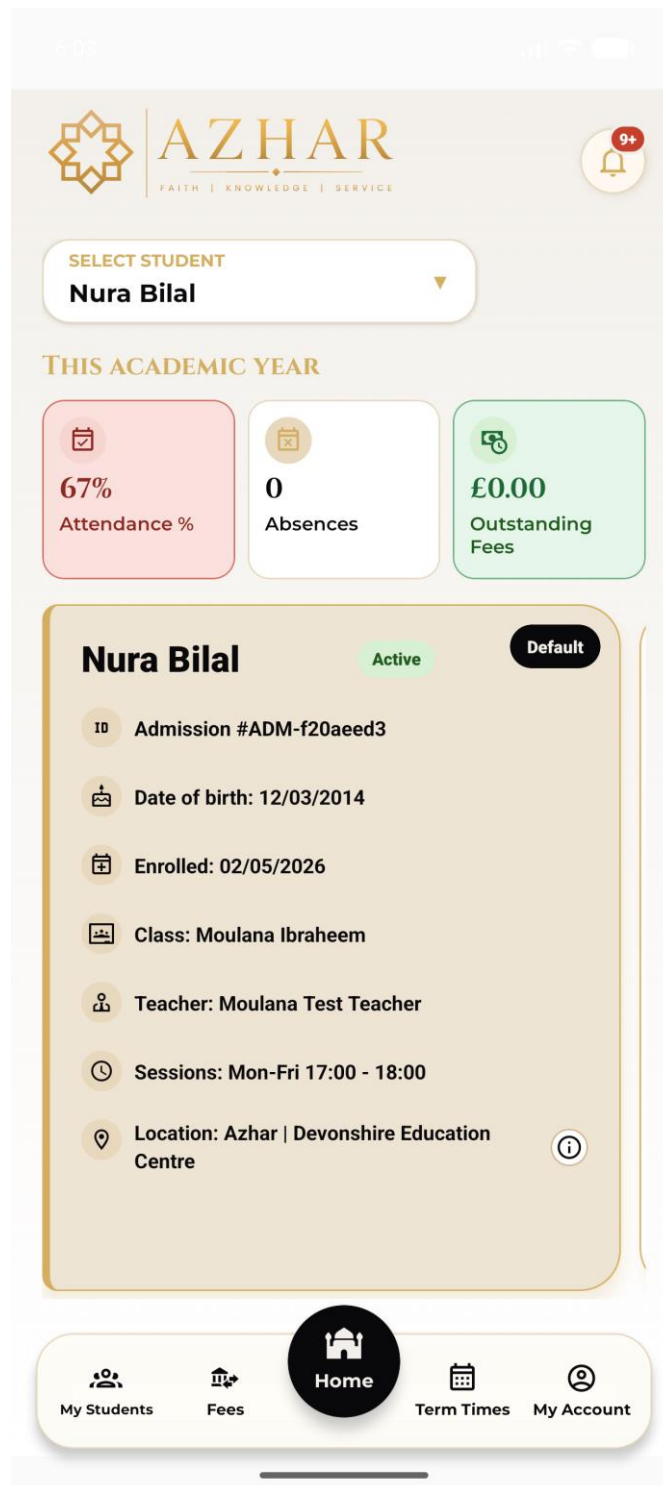


Figure 3: Home dashboard and bottom navigation.

4. Managing linked students

My Students lists every child linked to the signed-in parent account.

View a student

1. Select My Students in the bottom menu.
2. Find the required child and select View student.
3. Review the profile, class, teacher, session, attendance and fee summary.

Choose the default child

Select Make default on a student card to make that child the first selection shown when the app opens. The current choice is labelled Default.

Remove a student link

Delete student removes the child from this parent account after confirmation. Use it only when the link is genuinely incorrect; it does not delete the student from the Madrasah system.

IMPORTANT: If a child is missing or the details are incorrect, contact the Madrasah rather than creating another account.

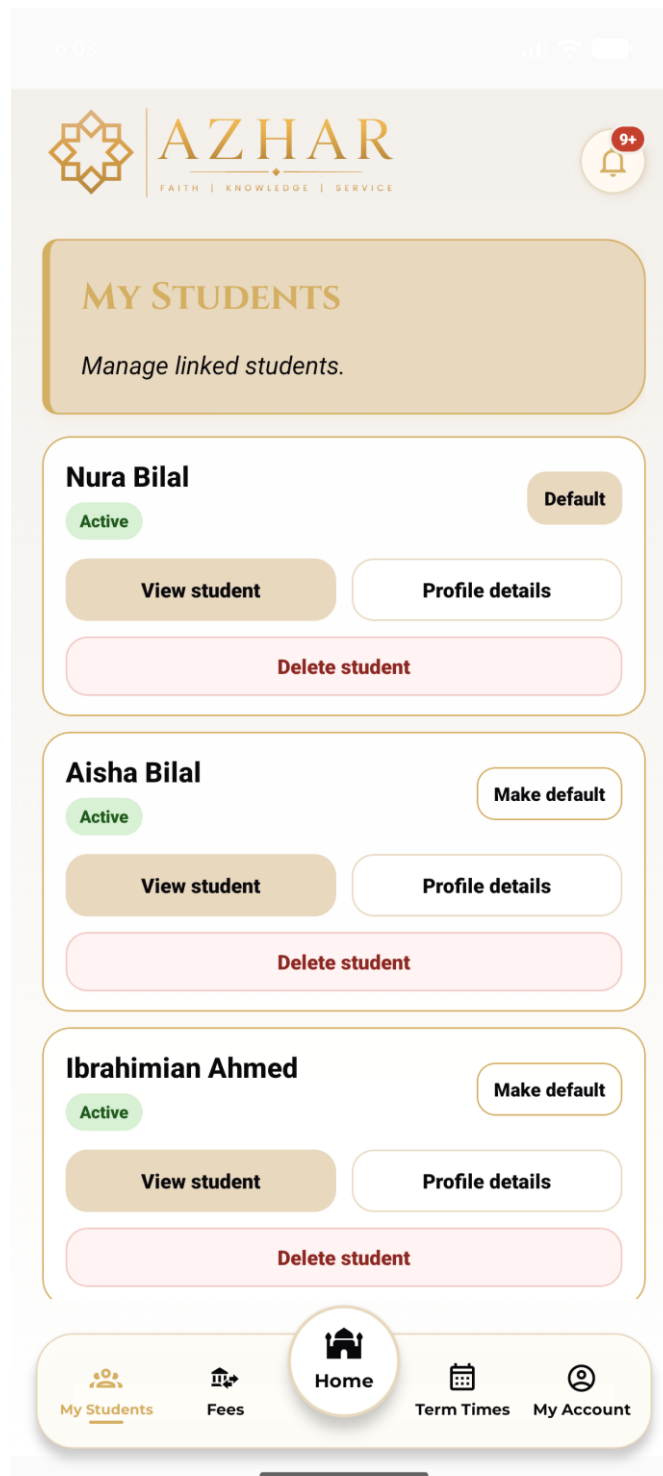


Figure 4: Linked students, status and default-student controls.

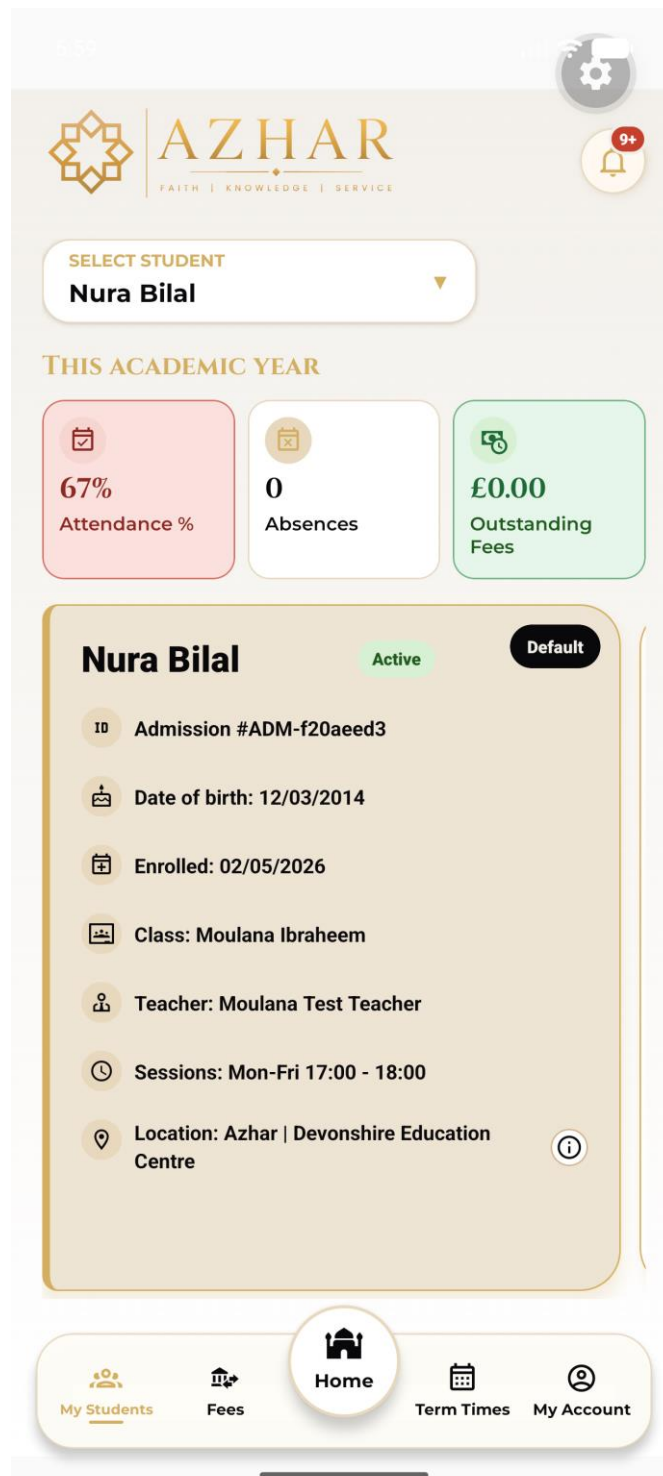


Figure 5: Student academic-year summary and profile details.

5. Attendance and contacting a teacher

Attendance details

Open the attendance card on Home and select View details. The app shows the reporting period and a breakdown of present, absent, late and unmarked sessions. Attendance may remain pending until the class begins or the register is taken.

Contact a teacher

1. On Home, swipe to the Contact teacher card.
2. Select Open templates.
3. Choose the template that best matches the reason for contacting the teacher.
4. Complete any requested details, review the message and submit it.

The card shows how many messages remain for that child today. Some templates may request lateness duration or a future absence date.

IMPORTANT: Sending a message changes live school records. Confirm the selected child, date and wording before submitting.

6. One-off fee payments

The Payments tab under Fees is used for one-off payments. It shows the amount selected, the total available to pay and the number of children with payable fees.

1. Select Fees, then Payments.
2. Choose the term-fee items you want to pay. Upcoming term fees may be available for advance payment.
3. Review the selected total and allocation by child and term.
4. Continue to checkout and complete the secure card flow.
5. Wait for the success confirmation before leaving the payment screen.

If the screen says No term fees available to pay, there is currently nothing eligible for a one-off payment.

IMPORTANT: Do not repeatedly retry if a payment appears to be processing. Check Payment History or the Inbox first to avoid uncertainty about duplicate attempts.

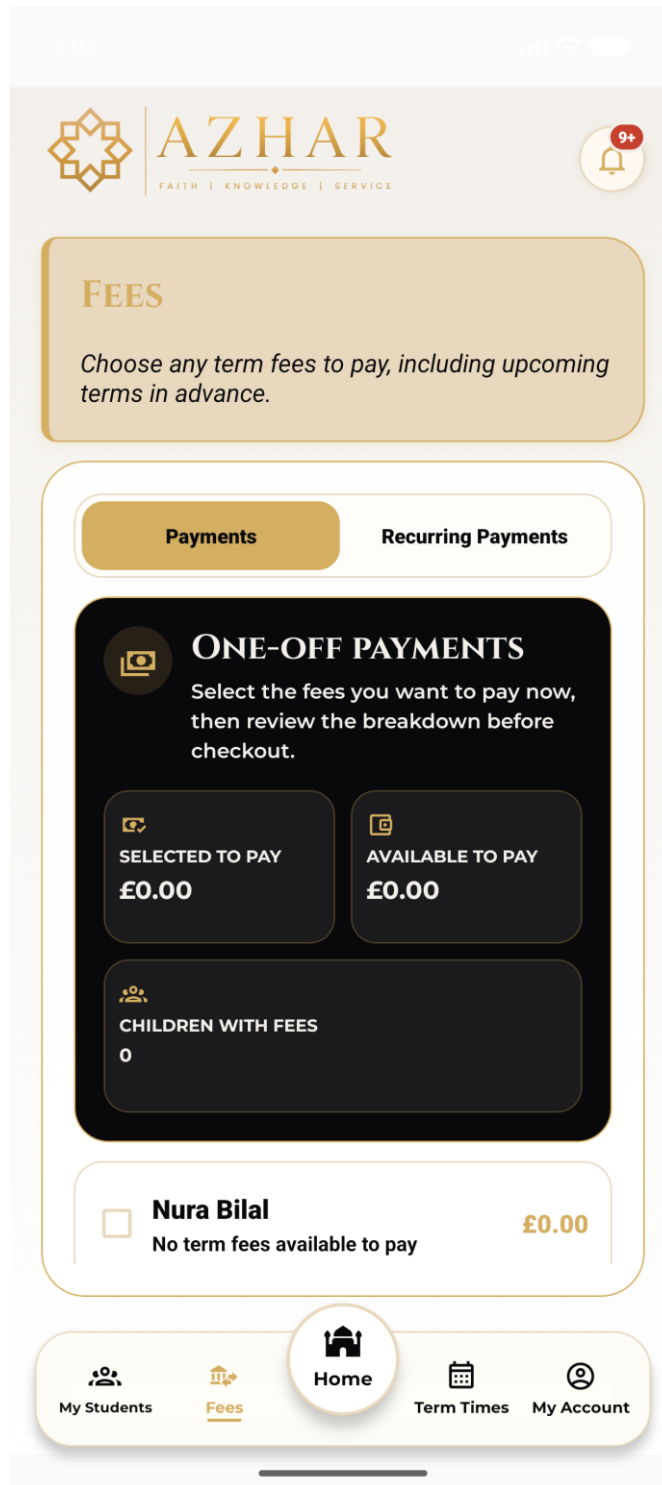


Figure 6: Fees and one-off payment selection.

7. Recurring payments

Recurring Payments shows whether an automatic plan is active, its estimated payment, next payment date, included children and saved card.

How a monthly plan behaves

- The monthly amount is recalculated from the current unpaid fees and remaining collection months.
- When all included fees are paid, the plan remains active but the amount is GBP 0.00 and no next payment is scheduled.
- No GBP 0.00 card payment is attempted.
- If a new fee is later added, the active monthly plan resumes on its next monthly cycle and calculates a new amount from the current balance.

How an automatic term plan behaves

- The plan waits for an eligible future term fee.
- It schedules collection using the applicable fee due date or term start date.
- The collection is capped at the actual unpaid balance.

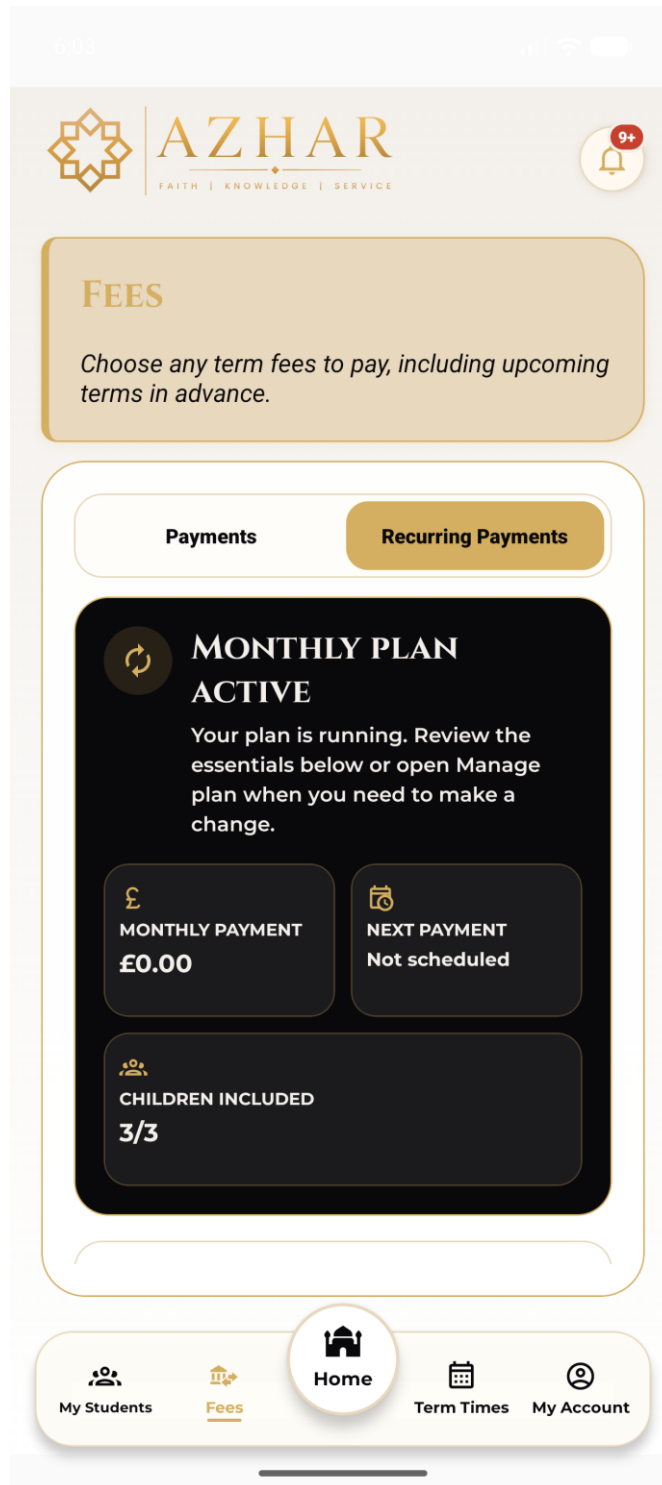


Figure 7: Active recurring-payment summary.

Manage an existing plan

1. Open Fees, then Recurring Payments.
2. Scroll to Manage plan and open it.
3. Choose Monthly payments or Pay automatically each term.
4. Choose which children are included.
5. Review the estimate and select Save plan changes only when the choices are correct.

A monthly estimate can change when fees are added, paid, credited or otherwise adjusted. It is an estimate of the next collection rather than a fixed lifetime subscription price.

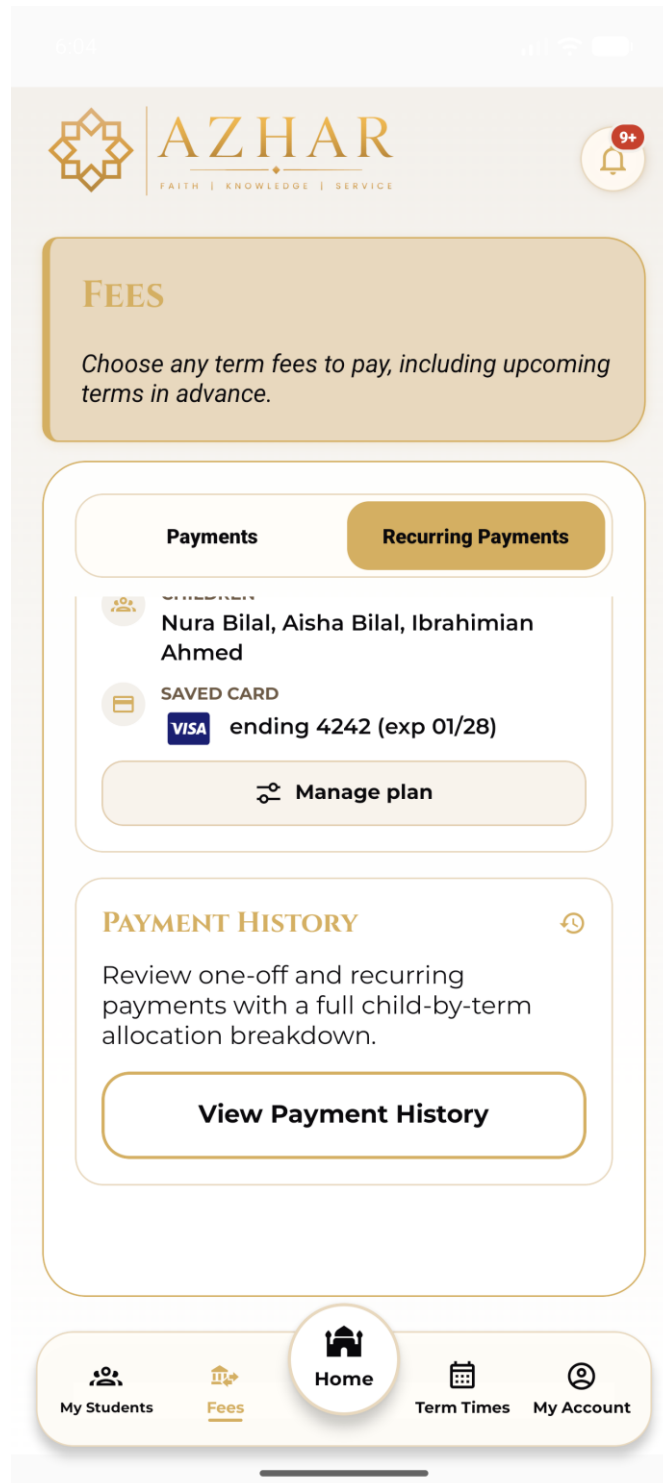


Figure 8: Saved card, Manage plan and Payment History.

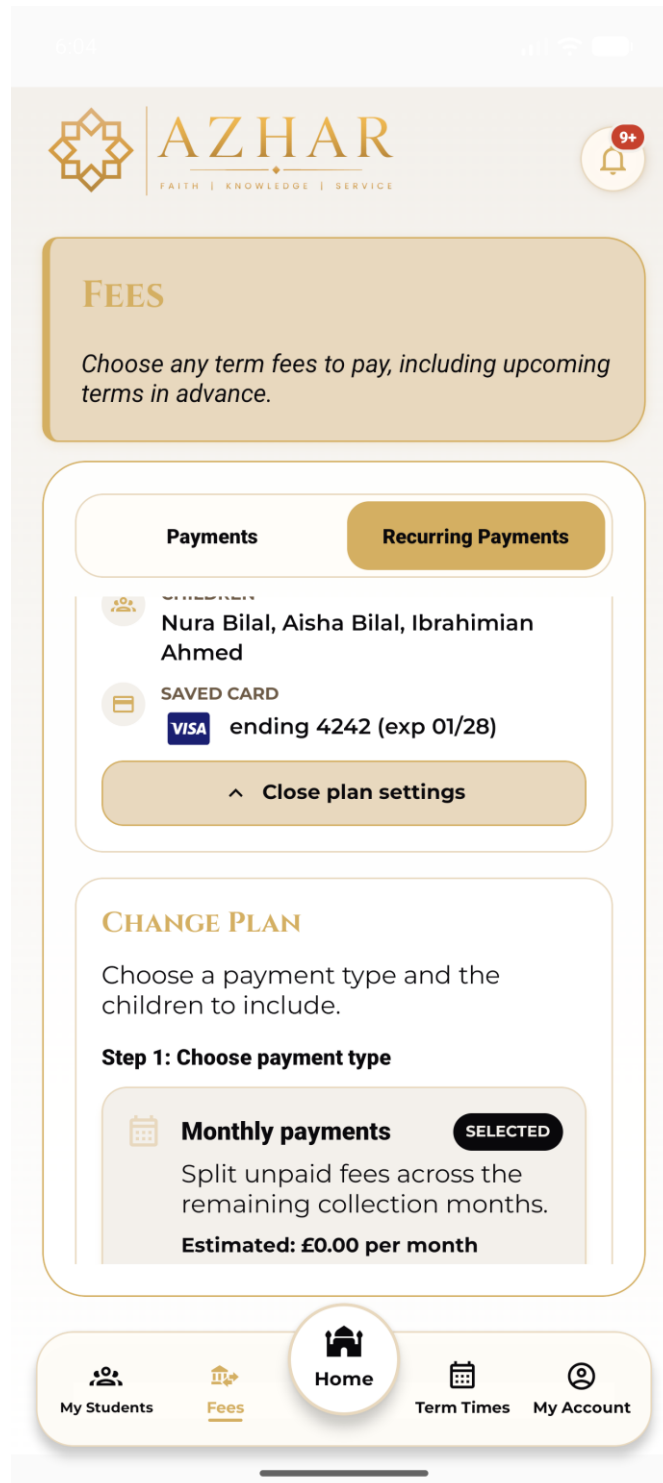


Figure 9: Choosing a recurring-payment type.

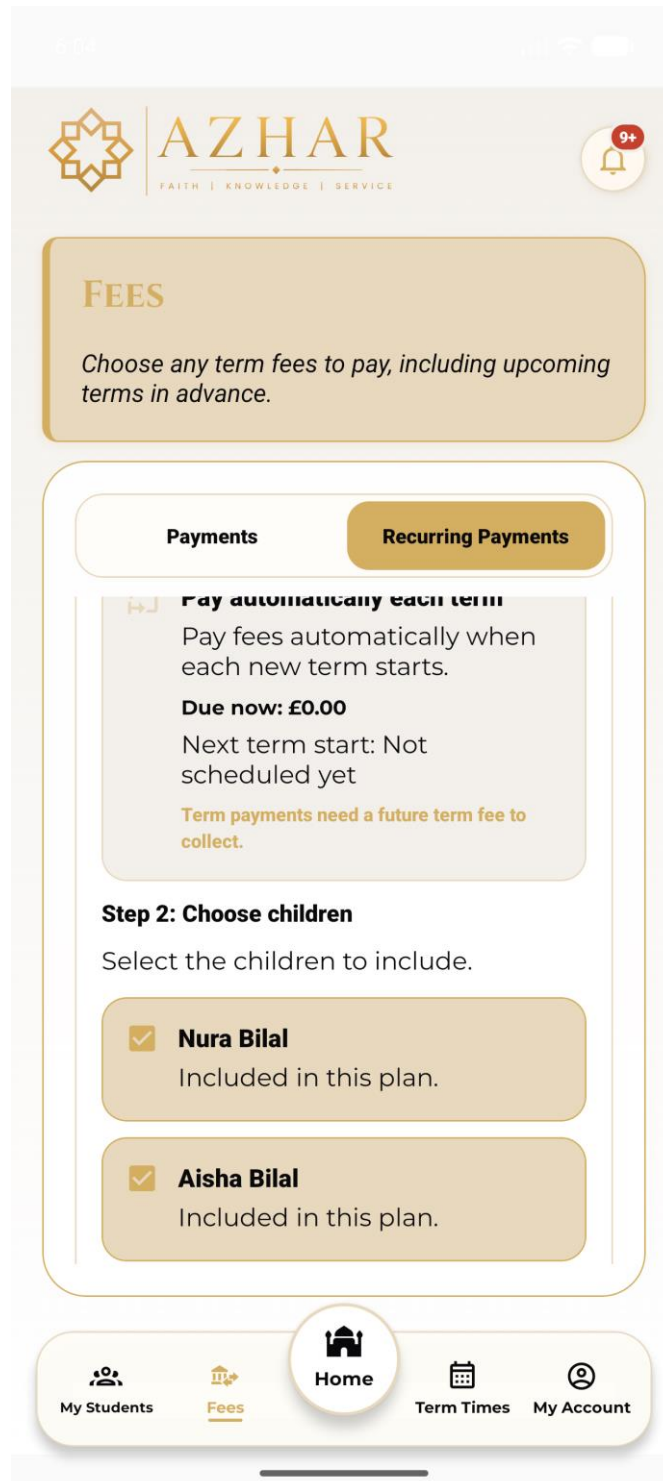


Figure 10: Selecting children and reviewing plan changes.

Payment History

Select View Payment History to review one-off and recurring payments. Where available, expand a payment to see how it was allocated by child and term.

8. Term times

Term Times combines the calendars for linked children and highlights days when everyone selected is off together.

- Children in view shows how many linked children are included.
- All off together shows the number of shared days off.
- Next holiday highlights the nearest relevant break.
- Use Select all or Clear, then choose individual children as required.
- Family view combines selected children. By child separates each child's dates.

UK bank holidays and Madrasah-specific closures can appear alongside term dates. Always read the displayed date range and affected children.

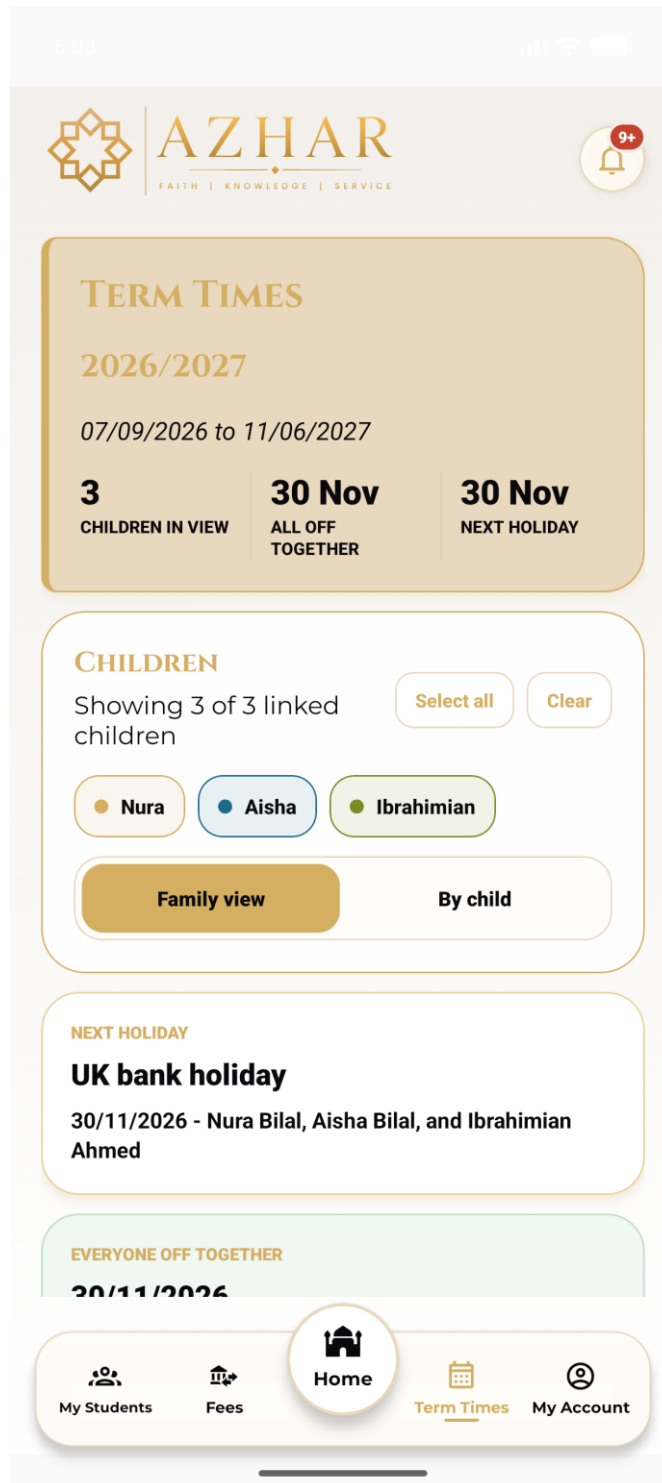


Figure 11: Family term-time view and shared days off.

9. Inbox and notifications

The bell in the top-right corner opens the Inbox. Its badge shows unread items, with 9+ used when the count is greater than nine.

Inbox items can include fee reminders, fees paid, recurring-payment collections and other school updates. Select an item or its arrow to open the related information where supported.

TIP: An unread dot means the item has not yet been reviewed. Opening an item does not reverse or repeat the underlying school action.

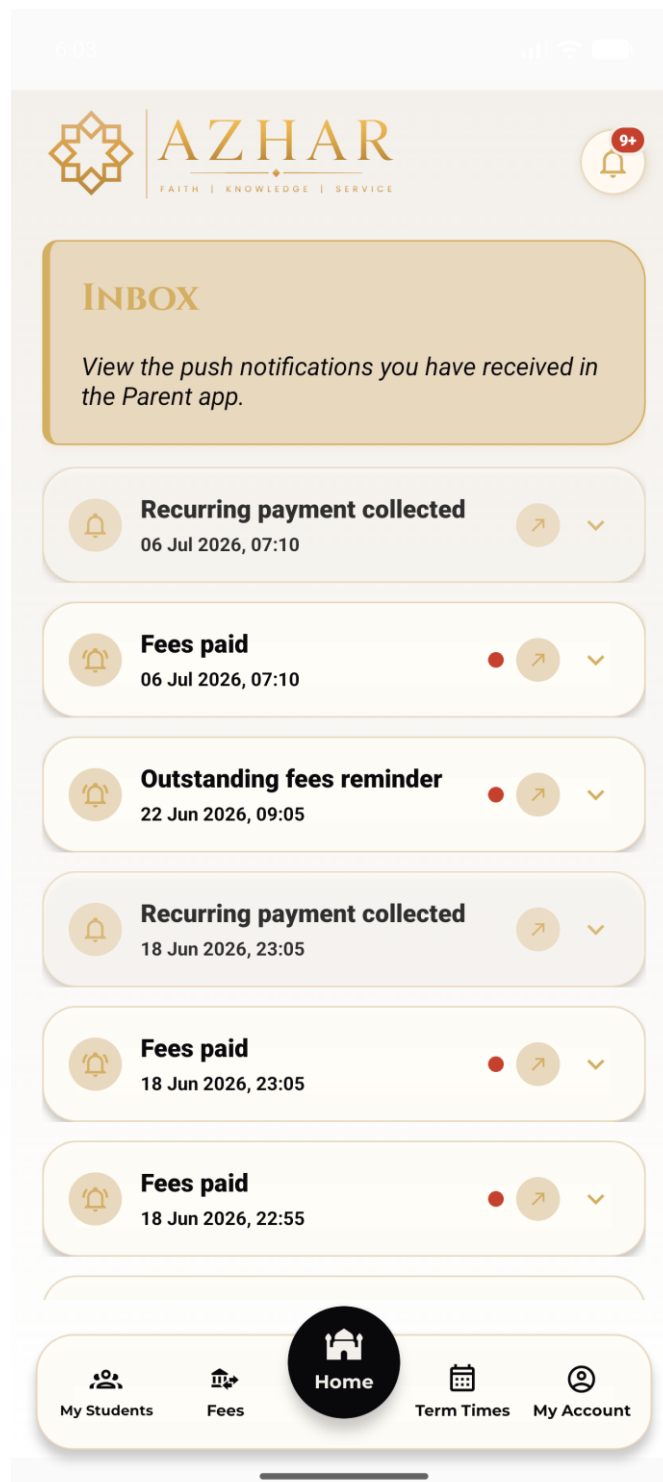


Figure 12: Notification Inbox.

Choose push notifications

1. Open My Account.
2. Select Push Notifications.
3. Use each switch to choose the updates you want on this device.

Available categories can include attendance changes, outstanding-fee reminders, new-term fees, successful payments, recurring-plan events, saved-card expiry, student departure and holiday reminders. Settings locked by the school remain visible but cannot be changed.

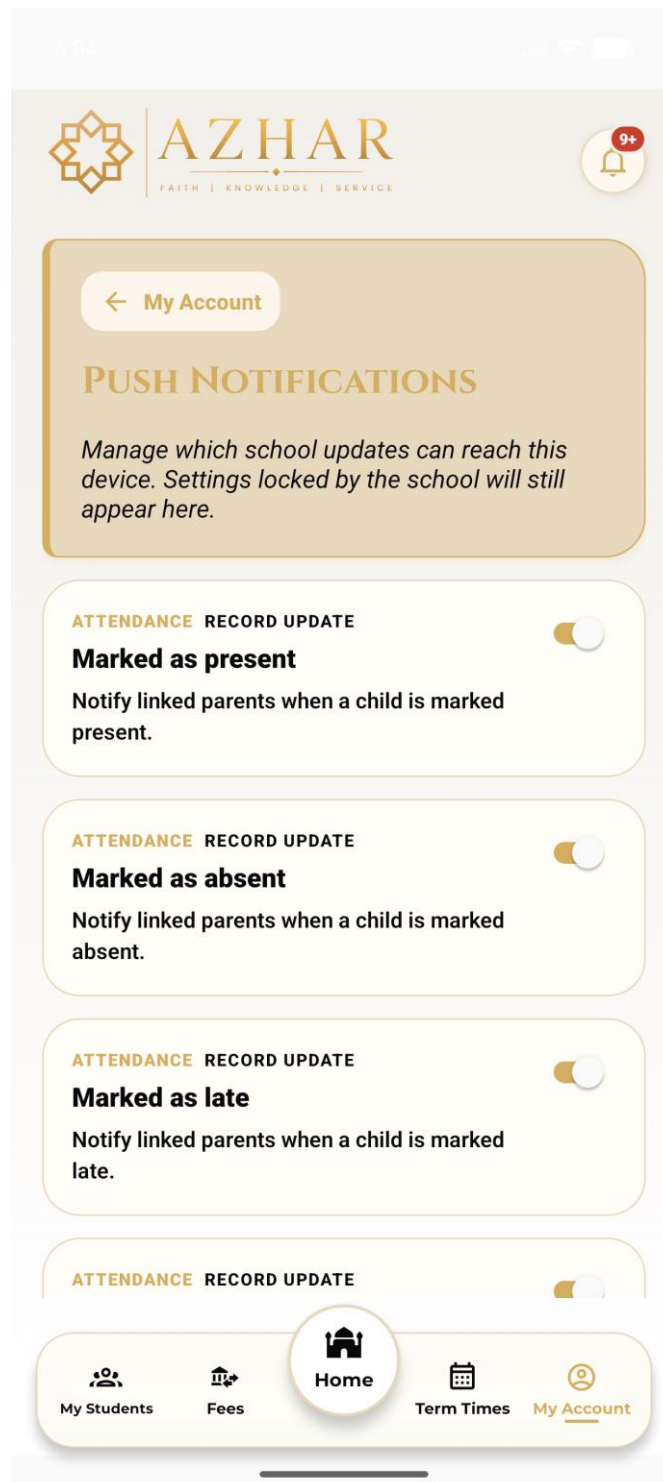


Figure 13: Attendance notification preferences.

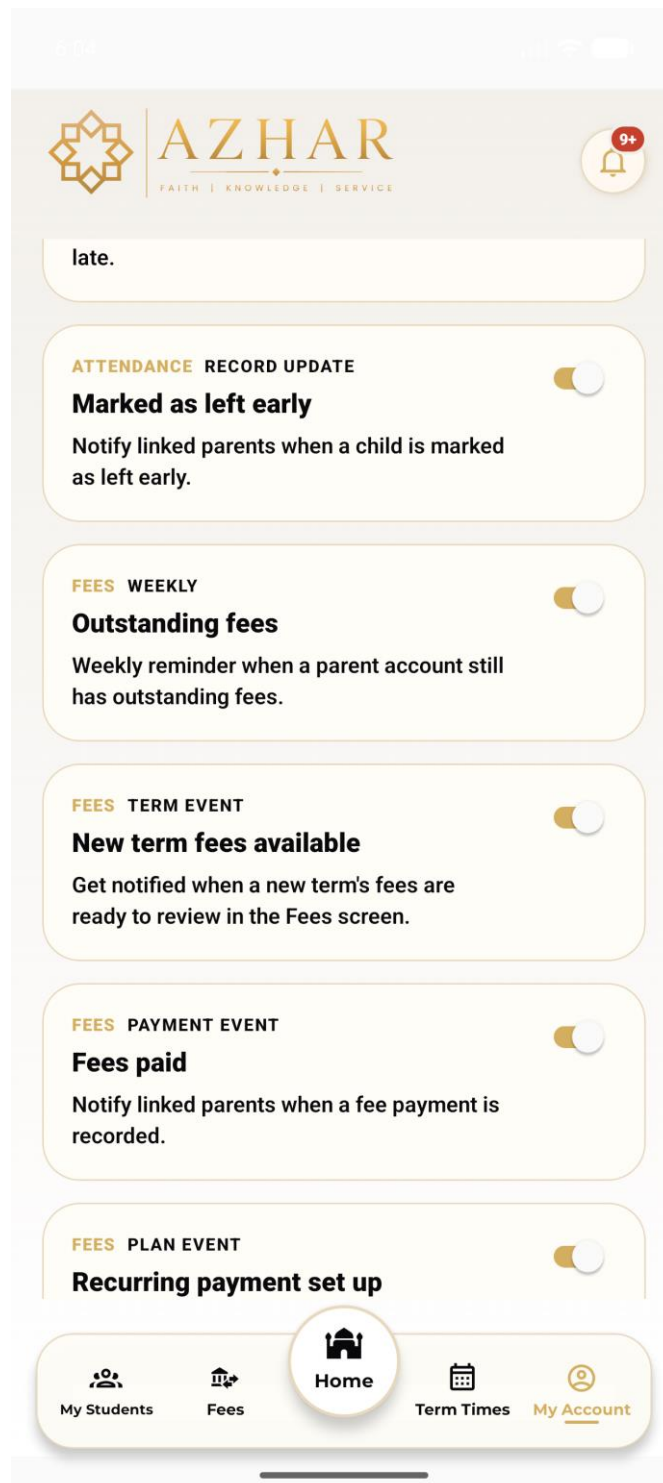


Figure 14: Fee and recurring-plan notification preferences.

10. My Account

My Account displays the signed-in parent's first name, surname and email address. It also provides notification settings, app version information and Sign Out.

Sign out safely

1. Open My Account.
2. Select Sign Out.
3. Confirm if prompted. The app returns to the sign-in screen.

IMPORTANT: Always sign out on a shared device. Signing out does not cancel a recurring-payment plan.

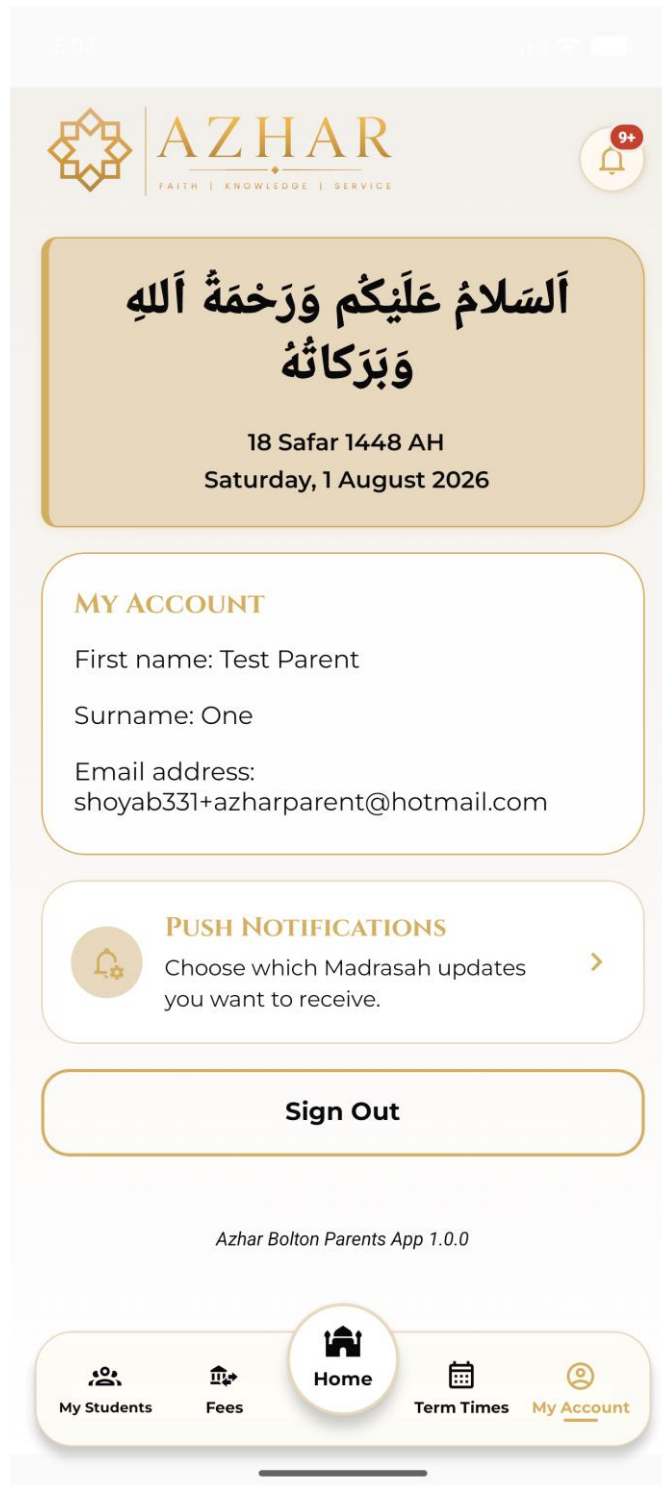


Figure 15: Parent account details and settings.

11. Privacy and payment safety

- Never share your password or a password-reset link.
- Check the selected child before viewing or submitting information.
- The app displays only masked saved-card details, such as the final four digits and expiry date.
- Keep the saved card current if an automatic payment plan is active.
- Use Payment History and Inbox confirmations when checking whether a payment succeeded.
- Report an unknown student, payment or account change to the Madrasah promptly.

12. Troubleshooting and frequently asked questions

I need to change my email address or I need to give access to another parent or guardian.

There are strict policies in place for safeguarding reasons around access to sensitive student data and only authorised email addresses can see student data. Please contact the Madrasah office if you need to add or amend an email address.

A child is missing

Refresh or reopen the app. If the child is still missing, ask the Madrasah to check that the student is linked to the same email address used for this parent account.

The information looks out of date

Pull down to refresh where available, change tabs and return, or restart the app. Confirm that the device has an internet connection.

No fee is available to pay

There may be no outstanding eligible fee, or a future term fee may not have been released yet. The Payments screen will show when nothing is currently available.

Why does my recurring plan show GBP 0.00?

All currently included fees have been settled. The plan stays active for future fees, but it has no next collection date and makes no zero-value payment attempt.

Will a new fee change my recurring amount?

Yes. A new eligible fee reactivates scheduling and the amount is recalculated from the current unpaid balance. Monthly plans resume on the next monthly cycle; automatic term plans use the relevant term date.

Notifications do not appear

Check Push Notifications in My Account and the device-level notification permission for the app. Battery-saving or focus modes can also delay alerts.

I forgot my password

Select Forgot Password? on the sign-in screen and use the reset email. Check spam or junk folders if it does not arrive.

The app remains blank or does not load

Close and reopen it, confirm internet access and install any available update. If the problem continues, contact support with the device type, operating-system version and the screen where it occurred.

Support information to provide

- Parent email address, but never the password.
- Child name and the affected feature.
- Approximate date and time of the issue.
- A screenshot with unnecessary private information removed.
- App version shown at the bottom of My Account.