

I need help with...

Downloading the KHDA Mobile App

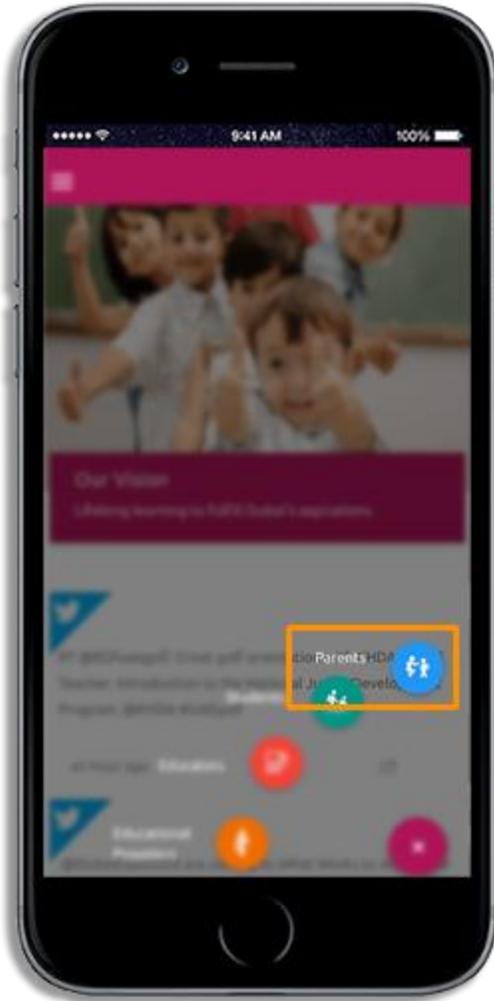
The Smart Parent/School Portal

Downloading the KHDA Mobile App

1. From your mobile, open **Apple App Store** or **Google Play** (depending on your version of the operating system).
2. In the App Store, search using the keyword 'KHDA'.
3. Download or update the KHDA App by clicking the **GET/UPDATE/OPEN** button.
4. Once the App is downloaded, the app icon will be shown on your mobile screen; click on this icon to access the **KHDA Mobile App**.

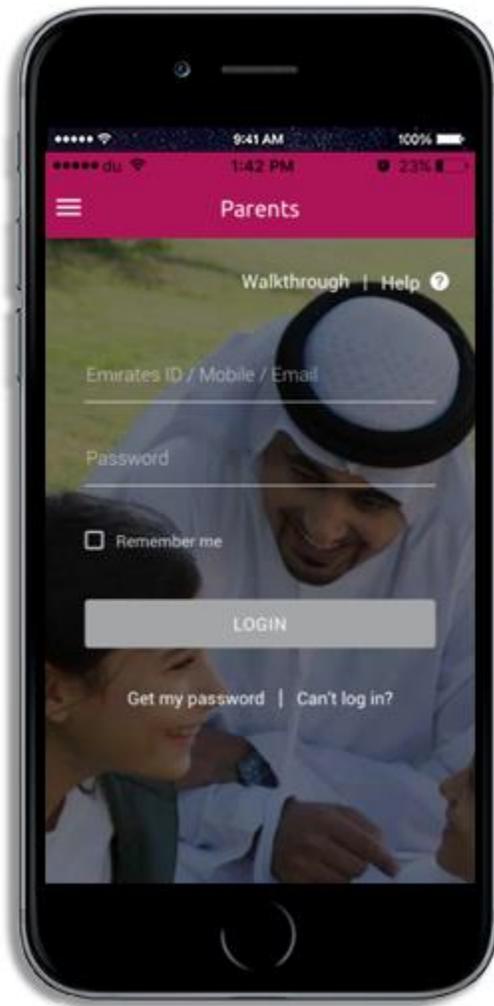


- From the **KHDA Mobile App** home screen, click on **Parents** icon; this will take you to the portal login screen.



Logging into Parent/School Contract

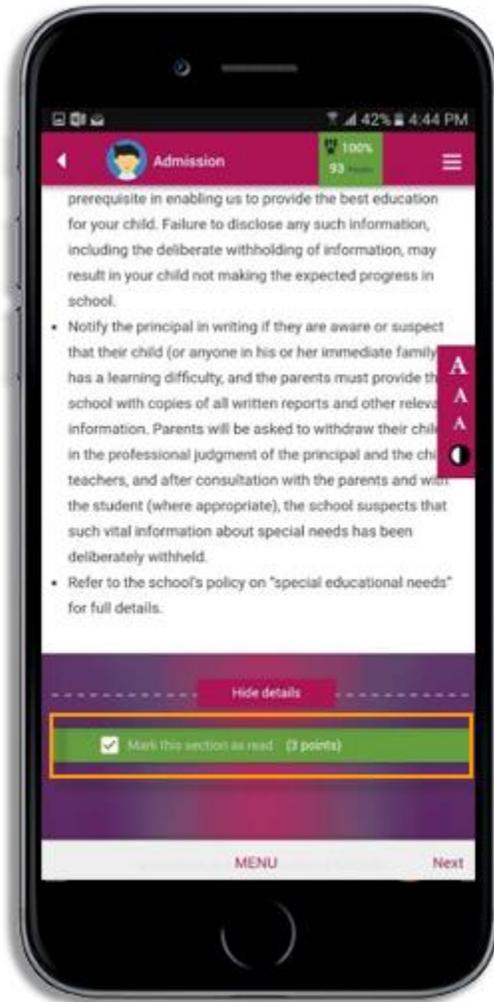
1. Enter your valid Emirates ID number, mobile number, or your email address.
2. Enter the password, then click **login**.



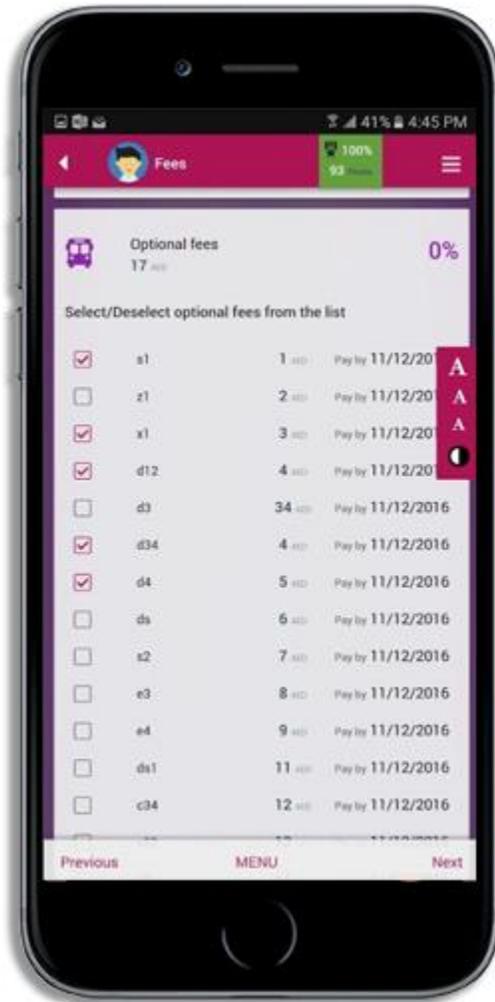
3. **Parent/School Contract** of your child will be activated only if the school has published it; if the contract is not published, it will not be activated; for activation contact the school.
4. Select your child's name then click on the activated **Parent/School Contract** button.



5. To sign the contract, you need to read all of the sections of the contract. For each section click on **Mark this section as read as shown** at the bottom of each section screen.



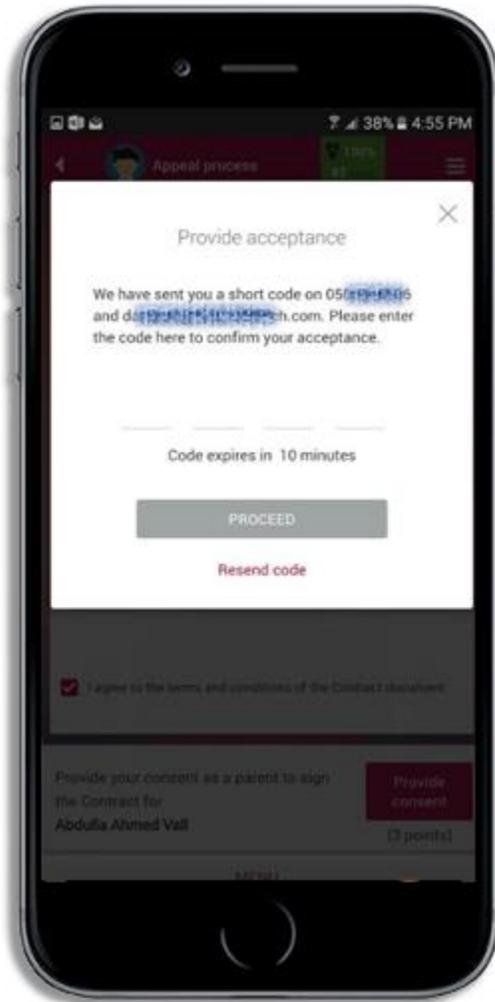
6. In the fees section, you can select any Optional fees from the provided list (if applicable).



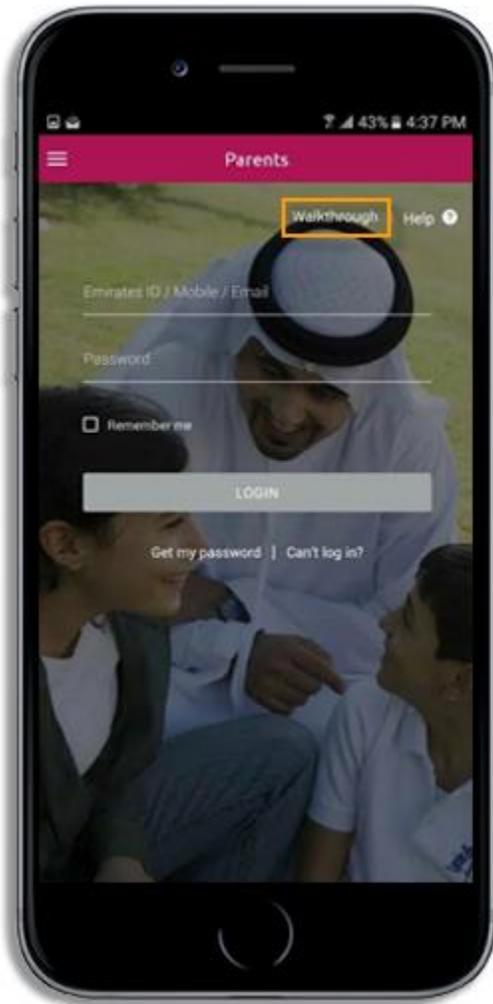
- When you complete reading all sections, the option **Sign Contract** will be activated; to proceed, select **I agree to the terms of the Contract document** then click **Provide Consent**; you will receive an **OTP** for verification purposes.



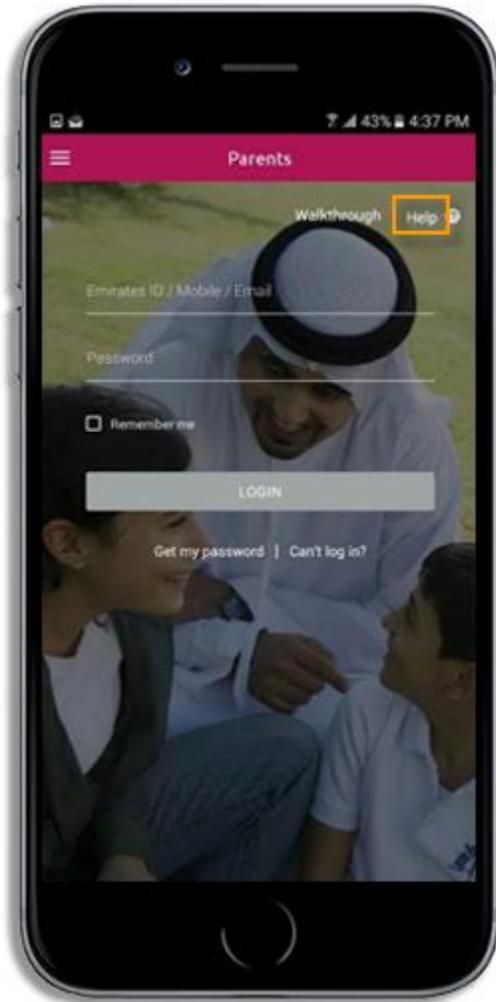
8. Enter the **OTP** to sign the contract.



Note 1: Click **walkthrough** at the top of the screen to go through Parent/School contract portal sections.



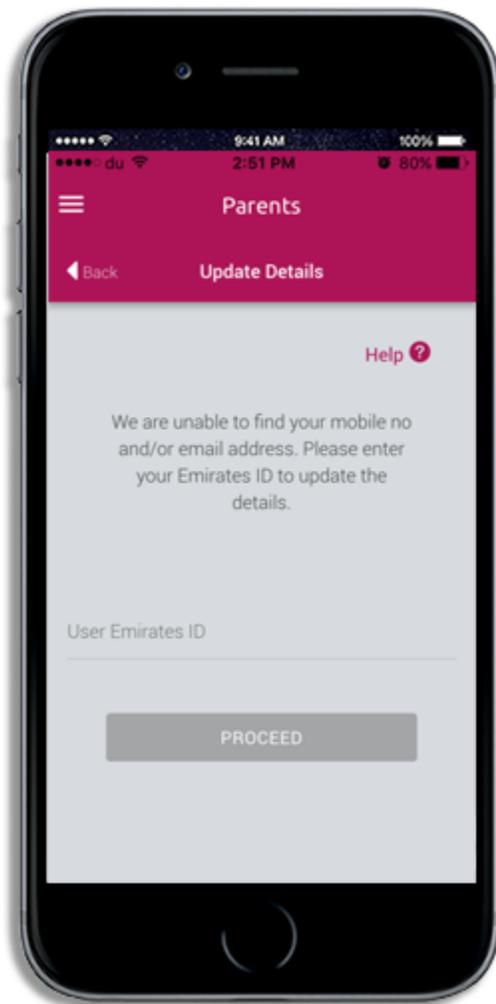
Note 2: Click **Help** at the top of the screen to read frequently asked questions about the Parent/School contract portal.



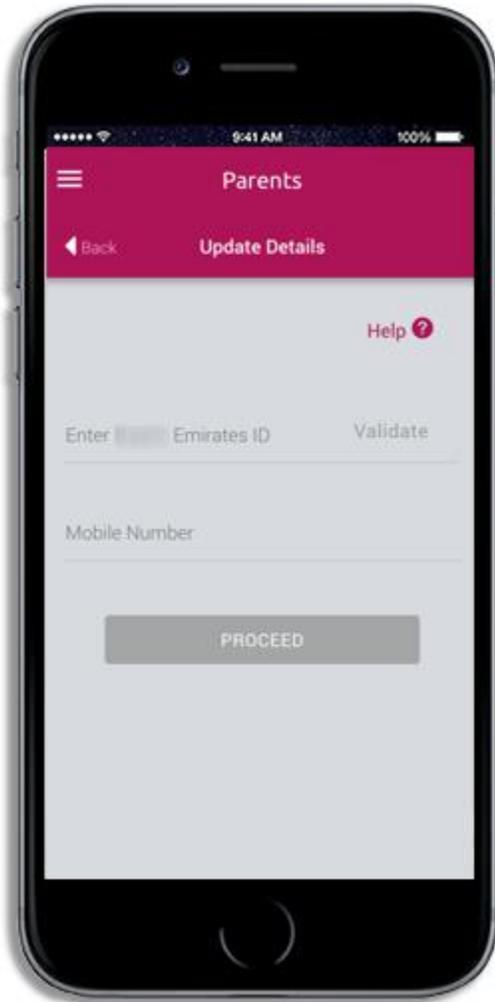
Trouble logging in to Parent Portal

In case you enter the wrong information when logging in to the application, the portal will take you through the below steps in order to successfully login. Note that first you need to ensure the Emirates ID details of parents and dependents are registered at the school, otherwise you will have to visit the school.

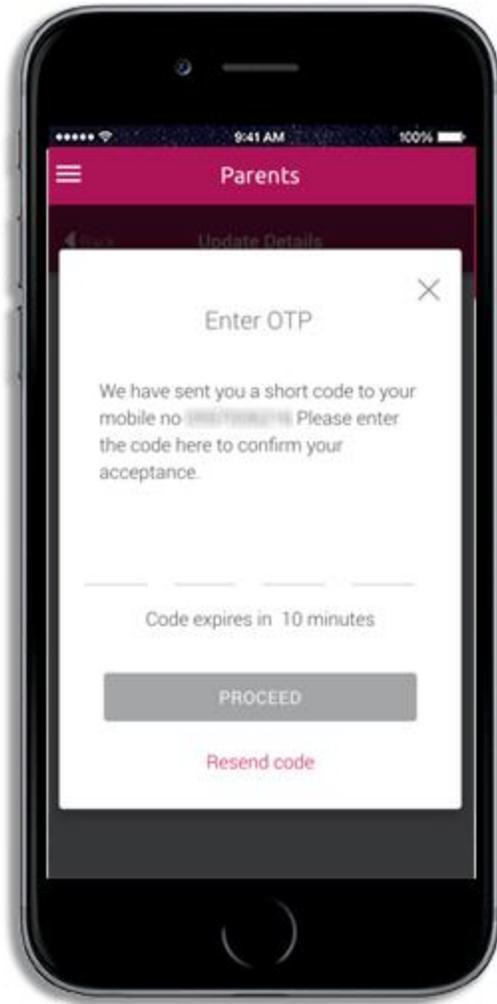
1. In the screen that appears (shown below) enter your registered Emirates ID number and tap 'Proceed'.



2. In the next screen (shown below) enter your child's Emirates ID number and tap 'validate'. Once validated enter your registered mobile number and click 'Proceed'; an OTP will be sent to the registered mobile.

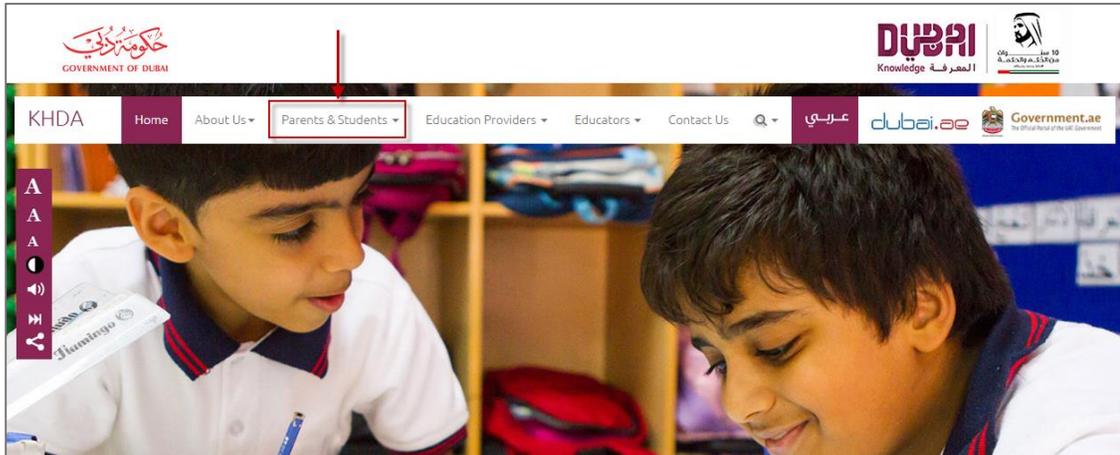


3. Enter the OTP and click 'Proceed'. This will enable you to successfully login you to the Parent Portal. Use 'Resend code' in case you don't receive the OTP.

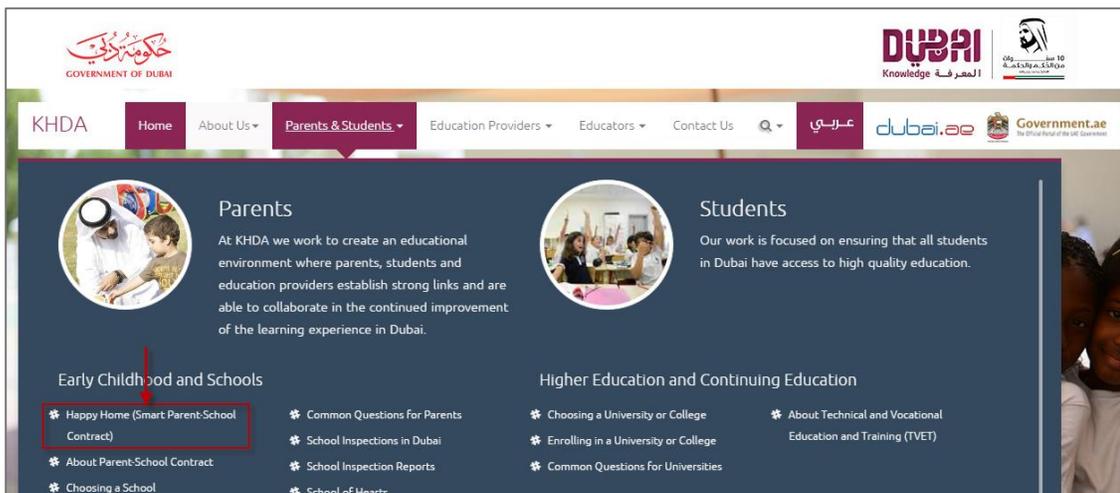


Smart Parent/School Portal

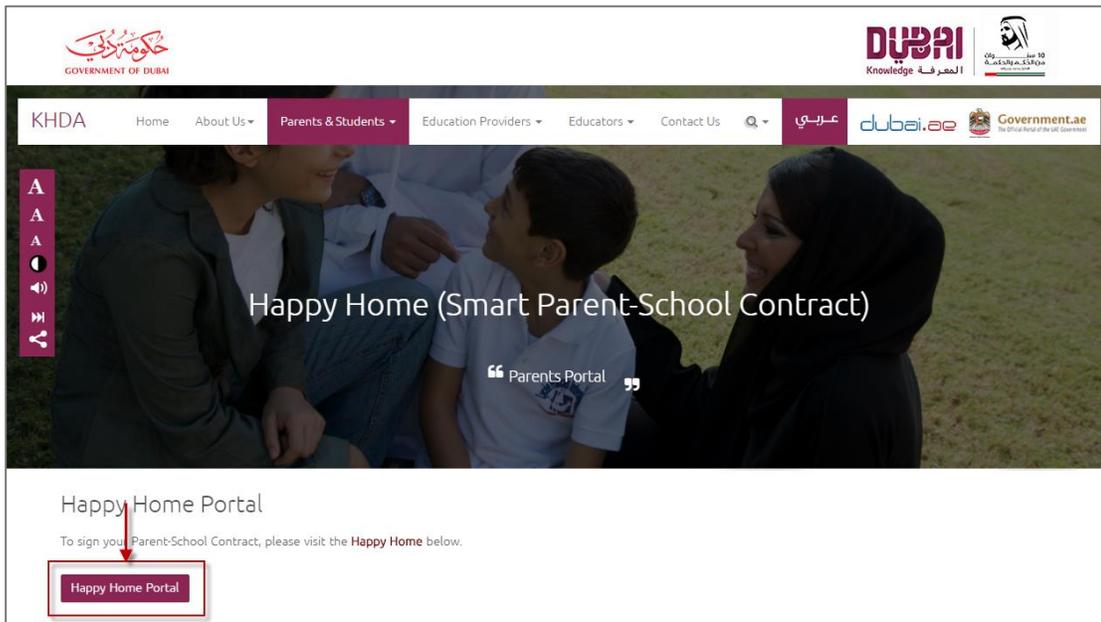
1. Open the KHDA website www.khda.gov.ae.
2. Click **Parent & Students** menu.



3. Click on **Happy Home (Smart Parent School Contract)** link under the submenu.



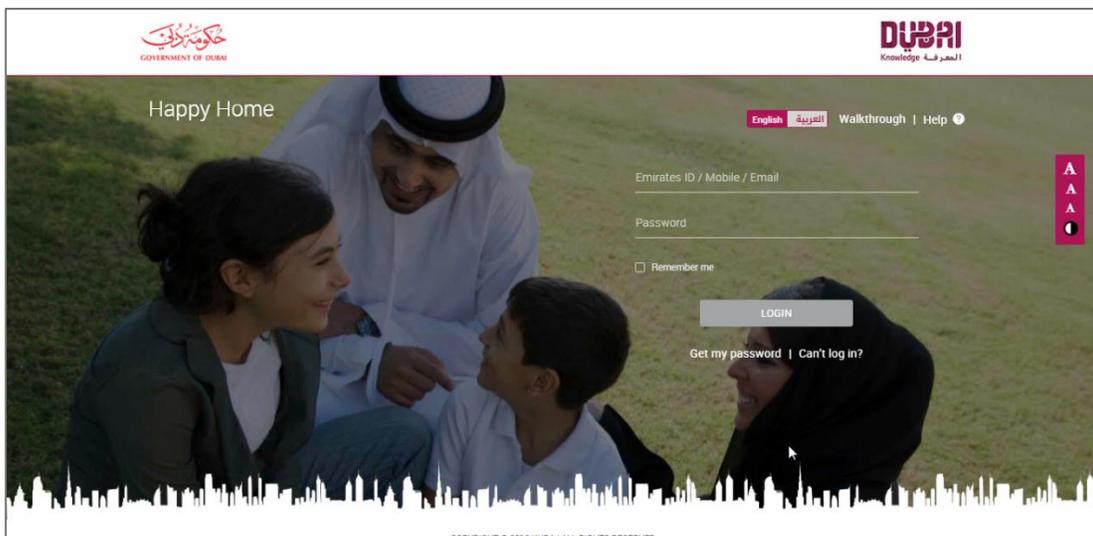
4. Click **Happy Home Portal** button.



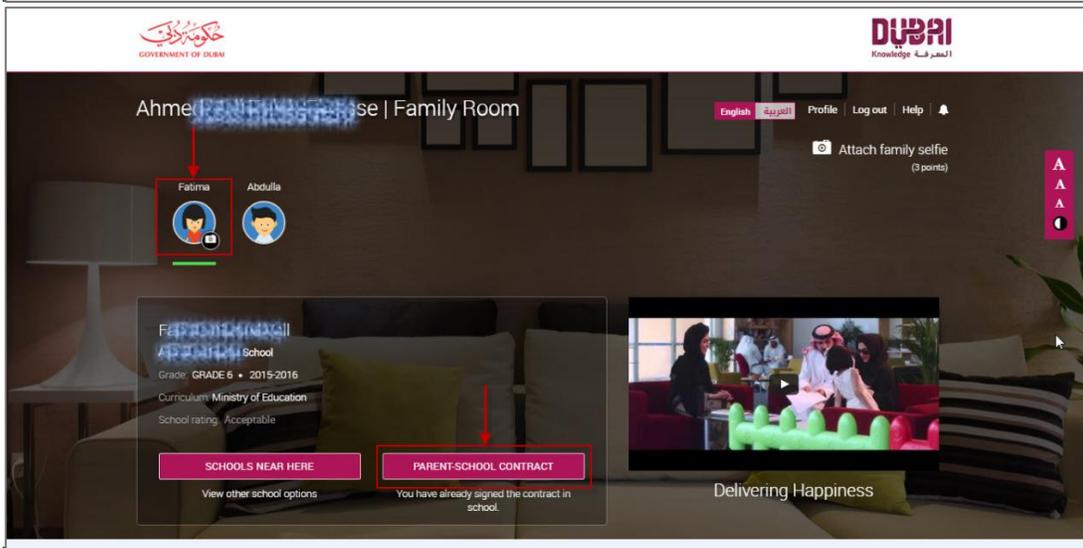
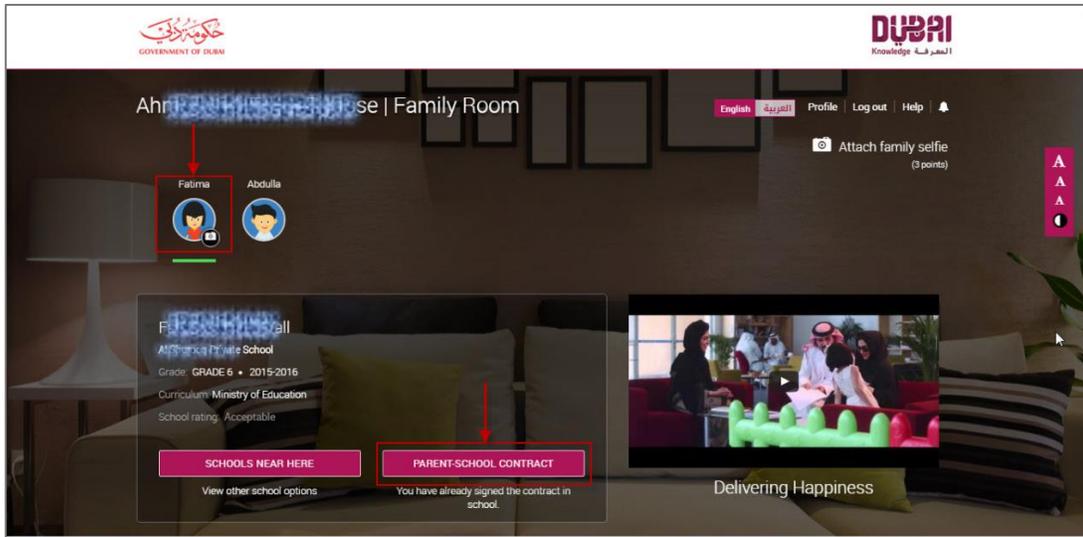
Log in Parent/School Contract

Enter the URL (<https://www.khda.gov.ae/khdaparentportal>) on your browser.

1. Enter your valid Emirates ID number, mobile number, or your email address.
2. Enter the password then click **login**.



3. **Parent/School Contract** of your child will be activated only if the school has published it; if the contract is not published, it will not be activated; for activation contact the school.
4. Select your child's name then click on the activated **Parent/School Contract** button.



5. To sign the contract, you need to read all of the sections of the contract. For each section click on **Mark this section as read as shown** at the bottom of each screen.

Home Abdulla's room-parent contract 88% Completed 84 Points English العربية Profile Log out Help

Mark all the sections as read to Sign the contract.

Sign Contract

Read full Contract

- Admission ✓
- Curriculum and Edu. programmes ✓
- Fees ✓
- Communication ✓
- Attendance and punctuality ✓
- Attitudes and behavior ✓
- Health and safety ✓

c. If the issue is still not resolved, then the parent must meet the principal of the school to try to resolve the issue;

d. If the parent is still not satisfied, then the parent has the right thereafter to refer the matter to KHDA by contacting [the Compliance and Resolution Commission](#) on CRC@khda.gov.ae

e. Each process from (A to C) should not exceed more than (5) working days. If the parent is still not satisfied, then the parent has the right thereafter to refer the matter to KHDA by contacting [the Compliance and Resolution Commission](#) on CRC@khda.gov.ae.

KHDA has the right to uphold or repeal any and all decisions. Its final decisions are binding to both the school and parents.

This contract is the sole reference for the Knowledge and Human Development Authority to resolve any dispute between the school and the parents. It supersedes all prior or subsequent agreements, and understandings between both parties including school policies which may conflict with its clauses.

Hide details

Mark this section as read (3 points)

6. In the fees section, you can select any Optional fees from the provided list (if applicable).

Home Ahmed's room-parent contract 100% completed 93 Points English العربية Profile Log out Help

You have already signed the contract on May 16, '16.

Read full Contract

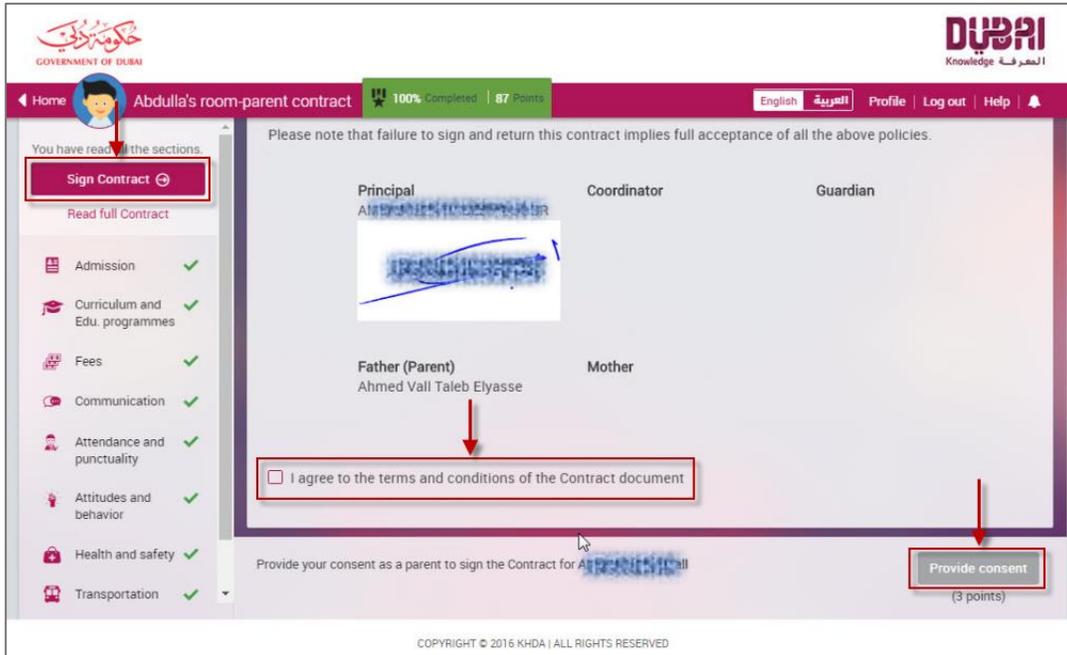
- Admission ✓
- Curriculum and Edu. programmes ✓
- Fees ✓
- Communication ✓
- Attendance and punctuality ✓
- Attitudes and behavior ✓
- Health and safety ✓
- Transportation ✓

Mandatory fees		35%
b	1111 AED	Pay by 12/06/2016
s	222 AED	Pay by 12/06/2016
d	333 AED	Pay by 12/06/2016
f	444 AED	Pay by 12/06/2016
g	555 AED	Pay by 12/06/2016
y	666 AED	Pay by 12/06/2016
i	777 AED	Pay by 12/06/2016
g	888 AED	Pay by 12/06/2016
x	999 AED	Pay by 12/06/2016
r	2322 AED	Pay by 12/06/2016

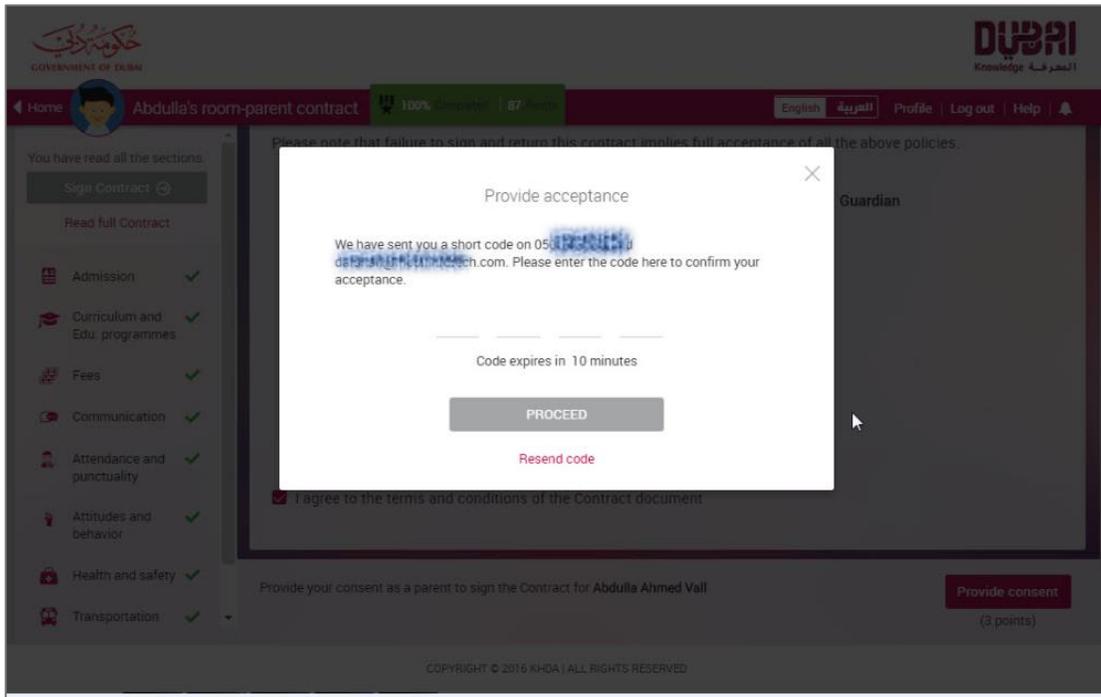
Optional fees		0%
<input checked="" type="checkbox"/>	a1	1 AED Pay by 11/12/2016
<input type="checkbox"/>	z1	2 AED Pay by 11/12/2016
<input checked="" type="checkbox"/>	x1	3 AED Pay by 11/12/2016
<input checked="" type="checkbox"/>	d12	4 AED Pay by 11/12/2016
<input type="checkbox"/>	d3	34 AED Pay by 11/12/2016
<input checked="" type="checkbox"/>	d34	4 AED Pay by 11/12/2016
<input checked="" type="checkbox"/>	d4	5 AED Pay by 11/12/2016
<input type="checkbox"/>	d6	6 AED Pay by 11/12/2016
<input type="checkbox"/>	s2	7 AED Pay by 11/12/2016
<input type="checkbox"/>	e3	8 AED Pay by 11/12/2016
<input type="checkbox"/>	e4	9 AED Pay by 11/12/2016
<input type="checkbox"/>	ds1	11 AED Pay by 11/12/2016
<input type="checkbox"/>	c34	12 AED Pay by 11/12/2016
<input type="checkbox"/>	s22	13 AED Pay by 11/12/2016

Select/Deselect optional fees from the list

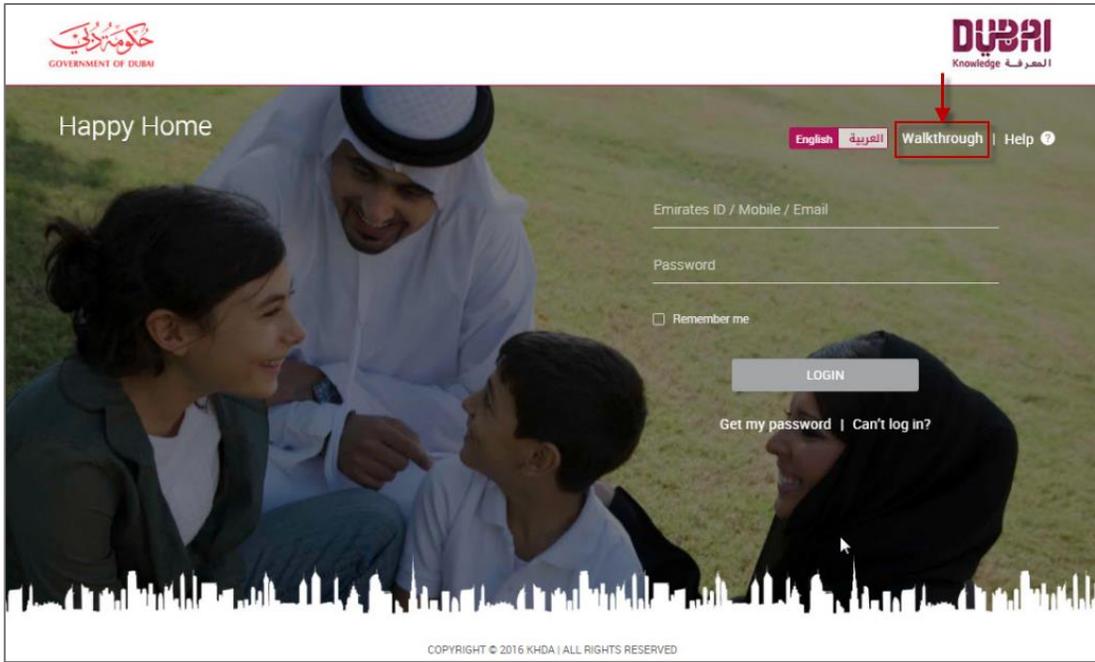
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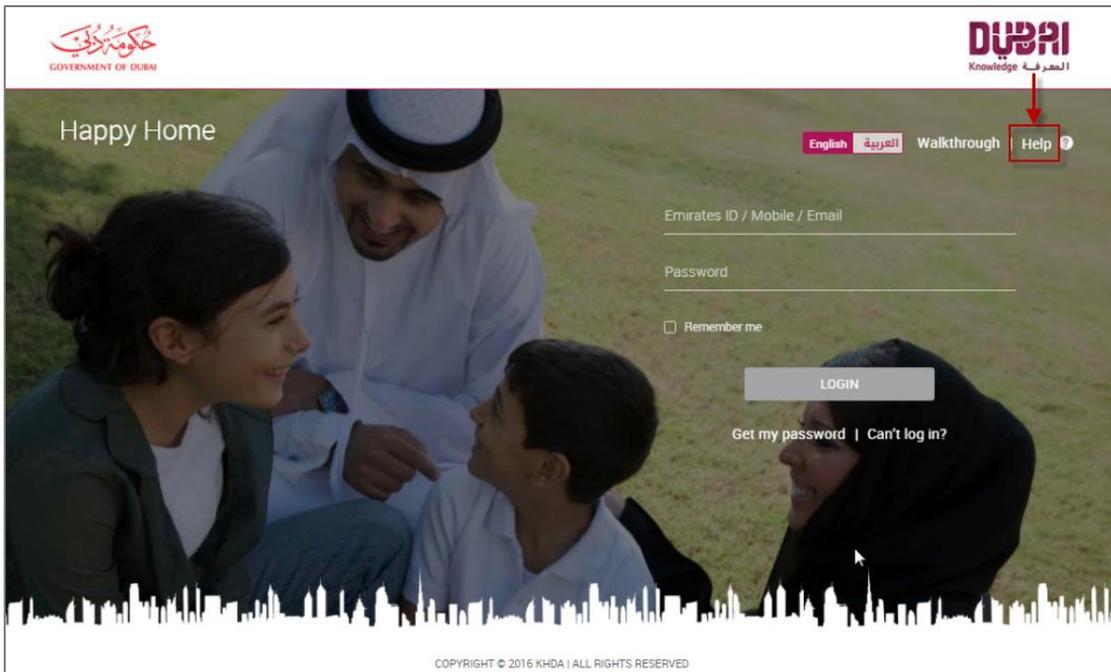
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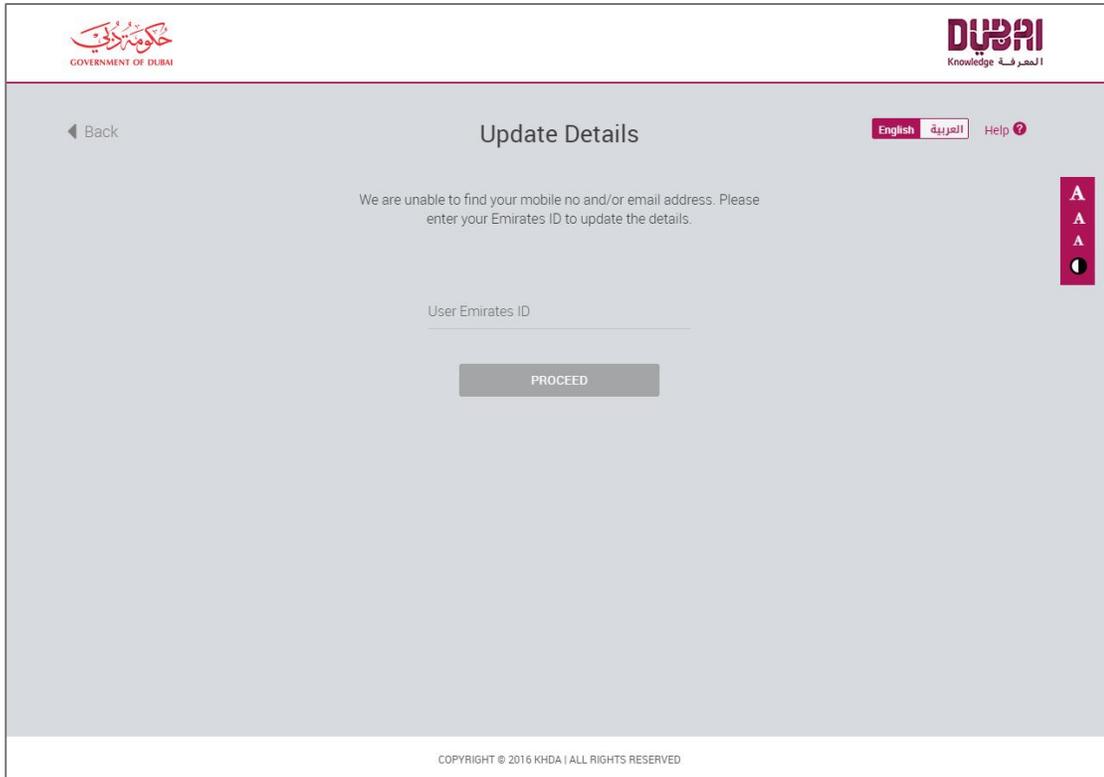
*Note2: Click **Help** at the top of the screen to read frequently asked questions about the Parent/School contract portal.*



Trouble logging in to Parent Portal

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2. In the next screen (shown below) enter your child's Emirates ID number and click 'validate'. Once validated, enter your registered mobile number and click 'Proceed'; an OTP will be sent to the registered mobile.

حكومة دبي
GOVERNMENT OF DUBAI

DUBAI
Knowledge
المعرفة

◀ Back

Update Details

English العربية Help ?

Enter Emirates ID Validate

Mobile Number

PROCEED

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3. Enter the OTP and click 'Proceed'. This will enable you to successfully login to the Parent Portal. Use 'Resend code' in case you don't receive the OTP.

◀ Back

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Enter OTP

We have sent you a short code to your mobile no. [REDACTED] Please enter the code here to confirm your acceptance.

Code expires in 10 minutes

PROCEED

[Resend code](#)