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**.





5. 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.

20 G		7 al 38% i	4:54 PM
4 🛛 🧒 App	eal process	9 100N 87	Ξ
Coordinator			
Guardian			
			A
Father (Parent) Ahmed Vall Tal	) leb		A
Mother			
i agree to the te	rms and conditions o	I the Contract do	cument
Provide your cons	ent as a parent to	sign P	rovide
Alepineternete	Arrist .	(3	points)
	MENU		

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'.

	° —
••••• d	u 🗢 2:51 PM 😈 80% 🖬 )
=	Parents
Back	Update Details
	Help 🕑
	We are unable to find your mobile no and/or email address. Please enter your Emirates ID to update the details.
User B	Emirates ID
	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 <u>www.khda.gov.ae</u>.
- 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 (<u>https://www.khda.gov.ae/khdaparentportal</u>) 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.

GOVERNMENT OF DUBA		<b>DUBRI</b> المرب Knowledge			
Abdulla's roo	m-parent contract 🖞 88% Completed   84 Points	English العربية Profile   Log out   Help   🌲			
Mark all the sections as read to Sign the contract.	<ul> <li>c. If the issue is still not resolved, then the parent m</li> </ul>	ust meet the principal of the school to try to resolve the issue;			
Sign Contract ⊕ Read full Contract	d. If the parent is still not satisfied, then the parent and Resolution Commission on CRC@khda.gov.a	ias the right thereafter to refer the matter to KHDA by contacting <u>the Compliance</u>			
<ul> <li>Admission ✓</li> <li>Curriculum and ✓</li> <li>Edu. programmes</li> </ul>	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.				
🖉 Fees 🗸	KHDA has the right to uphold or repeal any and all decisions. Its final decisions are binding to both the school and parents.				
🕒 Communication 🗸	This contract is the sole reference for the Knowledge and Human Development Authority to resolve any dispute between the				
Attendance and v punctuality	school and the parents. It supersedes all prior or subsequent agreements, and understandings between both parties including school polices which may conflict with its clauses.				
🐐 Attitudes and 🗸 🗸					
🔒 Health and safety 🗸		H de details			

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

OVERNMENT OF DUBAI							
ome 😡 Ahmed's roor	n-parent contract	100% Completed	93 Points		anglish مربية	ال Profile	Log out   Help   J
You have already signed the contract on May 16, '16. Bead full Contract	S Man 8317	datory fees	35%		Optional fees 17 AED		0%
		1111 AED	Pey by 12/06/2016	Select/	Deselect optional fee	s from the lis	t
💾 Admission 🖌		222 AED	Peyby 12/06/2016		sì	1 AED	Pay by 11/12/2016
😋 Curriculum and 🗸	d	333 AED	Pey by 12/06/2016		zl	2 AED	Pey by 11/12/2016
Edu. programmes	f	444 AED	Pey by 12/06/2016		x1	3 AED	Pay by 11/12/2016
🖉 Fees 🛛 🗸	9	555 AED	Peysy 12/06/2016		d12	4 AED	Pey by 11/12/2016
😨 Communication 🗸	У	666 AED	Pey by 12/06/2016		d3	34 AED	Pay by 11/12/2016
Attendance and	1 C	777 AED	Pay by 12/06/2016		d34	4 AED	Pey by 11/12/2016
punctuality	g	888 AED	Pey by 12/06/2016		d4	5 AED	Pay by 11/12/2016
<ul> <li>Attitudes and</li> </ul>	×	999 AED	Pey by 12/06/2016		ds	6 AED	Pey by 11/12/2016
behavior		2322 AED	Peyby 12/06/2016		s2	7 AED	Pay by 11/12/2016
🛐 Health and safety 🗸					e3	8 AED	Pay by 11/12/2016
Transportation					e4	9 AED	Pey by 11/12/2016
					dsl	11 AED	Pay by 11/12/2016
					c34	12 AED	Pay by 11/12/2016
					s22.	13 AED	Pay by 11/12/2016

When you complete 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 verifying purposes.

GOVER	MENT OF DUBA						Diana Constant
Home	Abdull	a's room-	parent contract	2 100% Completed   87 Points		English العربية Profile	Log out   Help   🌲
You ba	we rear withe secti	ions	Please note th	at failure to sign and return thi	s contract implies full acc	eptance of all the above policie:	s.
	Sign Contract ④			Principal AMERICALITY THEORY OF A STATE	Coordinator	Guardian	
•	Admission	~		UNIVERSITY OF			
<b>1</b>	Curriculum and Edu. programmes	~		State Constraints			
₽	Fees	~		Father (Parent)	Mother		
œ	Communication	~		Ahmed Vall Taleb Elyasse			
2	Attendance and punctuality	~	-				
9	Attitudes and behavior	~	I agree to t	he terms and conditions of the	Contract document		
â	Health and safety	~	Provide your conse	ent as a parent to sign the Contract	for AL POLICIE ALL ALL	1	Provide consent
2	Transportation	× •				L	(3 points)
				COPYRIGHT © 2016 KHDA	ALL RIGHTS RESERVED		

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

CONTRACTOR OF TRACK		
Abdulia's room		العربية (Profile   Log out   Help   العربية
You have read all the sections.	Please note that failure to sinn and return this contract implies full accent	tance of all the above policies.
Sign Contract (3)	Provide acceptance	Guardian
Read full Contract	We have sent you a short code on 050 100 100 100 100	
🗎 Admission 🖌	de Far an the time to some new Please enter the code here to confirm your acceptance.	
Curriculum and V Edu: programmes		
🖉 Fees 🗸	Code expires in 10 minutes	
🕒 Communication 🖌	PROCEED	<b>N</b>
Attendance and 🖌	Resend code	
Attitudes and V behavior	I agree to the terms and conditions of the Contract document	
🙆 Health and safety 🗸		Denvide investor
😰 Transportation 🥜 🔸		(3 points)
	COPYRIGHT, © 2016 KHOA ( ALL RIGHTS RESERVED	

Note1: Click walkthrough at the top of the screen to go through Parent/School contract portal sections.



*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**

In case you enter the wrong information when logging into 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 click 'Proceed'.

GOVERNMENT OF DUBA		<b>DUPAI</b> المعرف Knowledge
◀ Back	Update Details	English العربية Help 😯
	We are unable to find your mobile no and/or email address. Please enter your Emirates ID to update the details.	A A A
	User Emirates ID	
	PROCEED	
	COPYRIGHT © 2016 KHDA I ALL RIGHTS RESERVED	

 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.

GOVERNMENT OF DUBAI		<b>DUPPAI</b> Knowledge المعرف
Back	Update Details	English العربية Help 🕑
	Enter Emirates ID Validate Mobile Number PROCEED	
	COPYRIGHT © 2016 KHDA   ALL RIGHTS RESERVED	

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.

