

CampusApp supported Version

iPhone

Version 7.0 or above

Android

Version 4.0 or above

Q&A For Front-End CampusApp User

- 1) IF can't login to CampusApp and it displayed a message "The login id and password is not matched", what should we do?
 - a. *Press switch account (figure 1A) and go back to the first login page, and enter your mobile number.*
 - b. *Make sure you have a correct ID and password.*
 - c. *If you have a Login ID, please press the forget password button on the bottom right button (figure 1A), there will have a new password generated and send you by SMS in 5 minutes*
 - d. *If the above steps do not work, please contact the school administrator.*

CAMPUSAPP

LOGIN ID

PASSWORD

AUTO LOGIN

LOGIN

Switch account Forgot Password

(Figure 1A)

2) What should I do if forget the CampusApp login password?

- a. *If you have a Login ID, please press the forget password button on the bottom right button (figure 1A), there will have a new password generated and send you by SMS in 5 minutes*
- b. *If the above steps do not work, please contact the school administrator.*

3) How many student accounts can be linked to a parent account in CampusApp?

Up to 4 students is supported.

4) What kind of anti-spyware / anti-virus / firewall apps will influence the CampusApp operation?

As reported, there may have a few application will affect the operation.

1. 1. Blue Light Filter (藍色光濾波器)
2. 360 Mobile Safe (360 手機衛士)
3. 360 Clean Droid

5) How many sub-parent accounts can be linked to primary parent account?

Only 1 sub-parent accounts can be linked.

6) How many messages can be stored in Notice?

UP to 200 messages can be stored in Notice, if the messages are more than 200, the message will be discarded. Parents are suggested to transfer the message to archive while they found the message important and necessary.

7) How many messages can be stored in Archive?

There is no limit set as long as user phone have spare memory space.

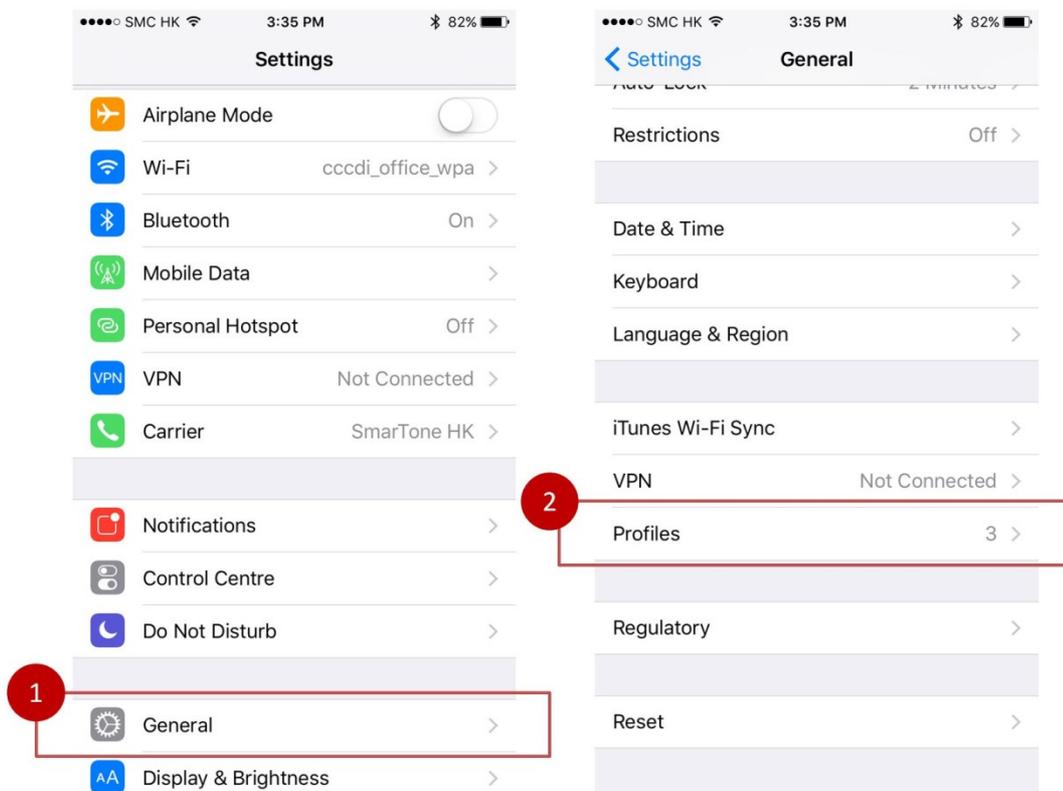
Installation Guideline For user of IOS 9

For users of IOS 9, Enterprise account users have to verify the profiles before using the application.

The verification procedure is as follow:

1. Settings >
2. General >
3. Profiles > Under MTR Corporation Limited >
4. Campus App > Verified

Please follow the steps in the following images.





Installation Guideline for user of Android

For users of Android, most of the mobile can be installed directly. However, some mobiles have a higher security level by default setting. For these users, please follow the steps below:

The verification procedure is as follow:

1. Settings >
2. Setting >
3. Security > Enable : Unknown Source

