



## **Dear Parents**

We are pleased to introduce to you e-care Pro app through which you will be able to conveniently pay fee, access your child's academic information, read circulars and stay updated with all that's happening in school. Login credentials have been sent to you via SMS and a hard copy will be pasted in your child's almanac.

Here is a video demonstration of the app - <a href="https://youtu.be/dz1agW23KyE">https://youtu.be/dz1agW23KyE</a>

## **Frequently Asked Questions**

Q1: I have not received my login credentials. How will I get them?

Kindly check your messages. All parents have been sent their credentials. We will also be pasting the credentials in your child's almanac. Parents can send the request to school for the same at <a href="mailto:erpsupport@themillenniumschoolgrnoida.com">erpsupport@themillenniumschoolgrnoida.com</a>. Also, you can click on forgot password to get the same via SMS.

Q2: If we have two children studying in the school, can we login on a single device?

Yes, Parents can click on the profile photo at the bottom center of the landing screen, further they will be taken to next page and then they need to click on add account.

Q3: Transport information is not visible in the login credential.

Transport information will be visible post GPS integration between two companies.

Q4: Will school still continue to share information through Fliplearn?

Eventually, school will discontinue with Fliplearn, as soon as the ERP becomes fully functional.

Q5: My child's information is wrong in the portal.

You will soon receive a Microsoft form from school, where you can request for change in student's information.

Q6: What is the school code to join E-care Pro.

## School code for The Millennium school is TMSGRN

Q7: Can we login into two devices using the same login id and password. Yes, you can login in multiple devices with same ID & Password.

## **Best Regards**

The Millennium School, Greater Noida (West)

**IT Team**