

School & Teacher Guide

Set up your school, prepare student devices, run exams and manage School Day. Practical instructions, answers and troubleshooting for school administrators and teachers.

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[School setup](#) - [Student numbers](#) - [Exams](#) - [School Day](#) - [Troubleshooting](#)

Start with a small staff-supervised trial. At exam check-in, the device must send the exact student number registered at that school. Successful check-in is not the same as a confirmed phone lock.

Written documentation for offline use. No videos are included. Check the public documentation page for the latest edition.

www.examlock.me/documentation

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Find an answer quickly

Student number rejected? See section 4 or Troubleshooting. Phone not confirmed locked? See sections 5 and 9. School Day not starting? See sections 10, 11 and 14.

The guide explains operation, not a guarantee of every device or network condition. Check your installed app version and use the school's approved accessibility, emergency and assessment procedures.

1. Start here

Begin with a small staff-supervised trial. A successful check-in is not the same as a confirmed phone lock.

What should we do first?

1. Activate the school administrator account and sign in to the web dashboard.
2. Review Settings, choose the correct school time zone, and check the campus branch.
3. Create teacher accounts and install the Teacher App and Student App on the appropriate phones.
4. Add school-issued student numbers to Students. Use the same spelling on each student device.
5. Run a short Paper & Pen practice exam with one teacher and one student test phone.
6. Verify check-in, a confirmed lock, teacher unlock/re-lock, session completion and actual release on the phone.
7. If using School Day, separately test enrolment, permissions, campus arrival/exit, the schedule and release before a class rollout.

[Get the apps](#)

[Open the dashboard](#)

Which app does each person use?

Students do not sign in with teacher credentials. A phone and a computer are separate devices: installing the extension does not lock a student's phone.

Tool	Used by	Purpose
Web dashboard	School administrators and teachers	School setup, student registry, exams, School Day, monitoring and reports
Teacher App	Authorised school staff	Create/manage exams, QR/NFC check-in, monitoring and teacher controls
Student App	Students	Enter a student number, check in, complete permissions and apply phone restrictions
Chrome extension	Students in browser-based exams	Apply the exam's browser rules on a laptop or desktop

What is the difference between Paper & Pen, Full Security and School Day?

School Day is a separate workflow from an exam session. An exam QR code and a School Day enrolment QR code are not interchangeable.

Mode	Use it for	Setup to complete
Paper & Pen	An in-person exam where phones should be restricted	Exam, check-in, student permissions and confirmed phone locks
Full Security	An exam using phones and/or a browser-based assessment	Exam setup plus a valid exam URL, browser rules and the Chrome extension on each assessment computer
School Day	Recurring restrictions during scheduled campus hours	Student registry, campus/branch, daily schedule, one-time enrolment and School Day permissions

Does ExamLock replace invigilation or school device management?

No. ExamLock is an app-based restriction and monitoring system, not a school-owned device-management or universal operating-system kiosk service. Keep normal invigilation, identity checks and the school's response procedures in place.

A registered number, a successful scan or an old green status is not proof of the student's identity or of continuous enforcement. Check current device confirmation and investigate alerts. A second phone or a device not enrolled in ExamLock is outside the session.

2. School account, settings and campuses

Use a school administrator account for school-wide configuration. Teachers have a narrower operational role.

How do we register and activate the school?

Do not create multiple school accounts to work around an access problem. Contact support if the school already has an account or the confirmation link cannot be used.

1. Open Register Your School and enter the administrator's name, school name, school email and password.
2. Use the confirmation link sent to that email, then return to Sign In.
3. If the school domain is not recognised, use the Request Access flow and complete the email-verification step shown.
4. If the confirmation message is missing, check spam and ask your school IT team about email filtering before repeatedly registering.

[Register a school](#)

[Sign in](#)

Which settings should the administrator review?

Open Settings and review School Profile and School Settings. Keep school contact information accurate. Select a valid time zone from the picker and save it before configuring School Day.

Choose the zone for the campus, such as Australia/Sydney or Australia/Brisbane, rather than a country name such as Australia. Check the displayed dates and times on the dashboard and test phones, especially after a time-zone change or daylight-saving change. Leave device date and time set automatically.

Do we need to create a branch for a single-campus school?

A new school normally receives a Main branch. Review it before adding another one. If no branch exists, an administrator can use Branches > Add Branch.

For multiple campuses, use clear branch names and assign teachers and students to the correct campus. Campus boundaries are configured per branch. Check the branch selector before adding records or creating an exam.

Why can a teacher not see the same records as the administrator?

The visible records depend on the school, role and branch. A teacher with an assigned branch is scoped to that branch and cannot freely switch the administrator's branch filter. An administrator may be viewing all branches or another campus.

Check the signed-in account, teacher's assigned school/branch and selected branch filter. A missing card is not a reason to duplicate an exam or register a student again.

How do we move a student or teacher to another campus?

An authorised administrator should edit the existing record's branch. Do not re-import the same student number as a new student at the second campus: the number is unique across the entire school.

Review the affected School Day schedule and boundary, then reopen the Student App to refresh configuration. If the device is enrolled in a different branch's schedule, arrange enrolment in the correct schedule and verify the result with staff. Avoid changing identity or branch assignments in the middle of a live exam.

3. Teacher accounts and access

Staff accounts are separate from the student number registry.

How do we add a teacher?

Creating a teacher in this flow is not the same as sending an invitation email. Do not assume an invitation has been delivered.

1. Open Teachers > Add Teacher as a school administrator.
2. Enter the staff member's name and email, set the temporary password, and select the Teacher role unless school administration is required.
3. Choose the branch when the form offers multiple branches. Employee ID and department are optional fields.
4. Select Create Teacher and check that the record appears.
5. Share sign-in details using your school's secure process. The staff member signs into the Teacher App or dashboard with this account.

What if a teacher cannot sign in or forgets their password?

Confirm that they are using the Teacher App or staff dashboard, the correct email and the school-created account. Check the password carefully and ensure the account is still active.

An administrator can use Reset Password in Teachers for the appropriate account. Follow the reset instructions shown and share replacement credentials securely. Never send a password, verification code or sign-in link in a public support screenshot.

Who should have the School Admin role?

Give School Admin access only to staff who need to manage the school, campuses and staff accounts. Teachers should normally use the Teacher role for their operational work. Students do not need either role.

Review access when staff change jobs or leave. Preserve records your school needs before disabling or removing accounts; deleting a staff record is not the same as ending an exam or releasing phones.

Can teachers create exams and use NFC from the Teacher App?

Yes. After signing in, open New Exam or Test, enter the title/type and optional subject, select the mode, and review the date, start time and duration. Complete the extra URL/browser configuration for Full Security before starting it.

The Teacher App also provides exam/session monitoring and NFC tag registration. Use either the web dashboard or the app to create the practice exam; you do not need to create the same exam twice.

4. Student numbers and the school registry

Important: exam check-in requires the student number sent by the device to match a number registered in that exam's school.

Must the student enter exactly the number added by the school?

Yes, for exam check-in. The server looks up that number in the exam's school registry. An unknown number is rejected with: That student number is not registered at this school. Check the number on your ID card, or ask your teacher.

Preserve capital letters, leading zeros, hyphens and underscores. Do not substitute a name, email, class name or another student's number. Some app entry screens trim surrounding spaces, but staff should store clean numbers and never rely on automatic correction.

Registered number	Enter on the device	Do not substitute
STU-001	STU-001	stu-001, STU001 or STU-1
000427	000427	427
YEAR8_042	YEAR8_042	YEAR8-042

A matching number is necessary for exam check-in, but it is not proof of who is holding the device. Teachers must still verify student identity and the current lock status.

Which characters can we use in a student number?

For compatibility with exam check-in, use 1 to 50 characters containing only letters A-Z/a-z, digits 0-9, hyphens (-) and underscores (_). Avoid spaces, slashes, dots, accents and other punctuation.

Agree on one format before importing the roll. If a school ID card uses another format, work with your administrator to choose a supported number and communicate it to students. Review any scanned/OCR result before continuing.

How do we register one student?

Students have no account, email/password sign-in or personal-name field in this registration workflow. Register numbers before using exams or School Day; use the registry as the school's source of truth.

1. Select the correct school/campus view in the dashboard.
2. Open Students > Add Student (or Register Student from the dashboard shortcut).
3. Enter the school-issued Student Number and select the branch when appropriate.
4. Save and verify the number and branch in the registry.
5. Have the student enter that same number in the Student App before scanning the exam QR or tapping the tag.

How do we import a whole class from CSV?

The current import operation assigns new rows using the selected dashboard branch. Do not rely on a branch column to move or reassign students. The export may contain a branch column; still verify branch assignment when importing it back.

1. Prepare a CSV with a student_number header and one number per row. Store the spreadsheet column as text so leading zeros survive.
2. Select the destination branch in the dashboard. Import one campus at a time.
3. Open Students > Import and choose the CSV file, then review the import dialog and start Import.
4. Read the result: some rows may succeed while others fail. Check the reported duplicate/failed rows rather than assuming the entire file was accepted.
5. Inspect several imported numbers and their branch assignments before allowing check-in.

```
student_number
```

```
STU-001
```

```
STU-002
```

```
000427
```

Can a number be used twice or moved by re-importing it?

A student number can appear only once per school, even across branches. Edit the existing student to change their branch instead of importing a second copy.

A number registered at a different school does not register it at your school. The exam/session determines which school's registry is checked. Share the QR or code for the correct school and exam.

Can a student use the same number on a phone and a laptop?

For an exam, one current mobile check-in and one current browser-extension check-in can use the same number. They are separate check-in types and appear as separate device records.

Do not use the same number on two mobile phones at once, including an Android phone and an iPhone. Another mobile device or another extension identity can produce an already checked in conflict. Each student needs their own number; never share one test number across a class.

What if a phone is replaced, an app is reinstalled, or the number was entered incorrectly?

Ask the teacher to resolve the existing session/device association before using a replacement device. A fresh installation may have a new device identity. An already checked in message does not mean the new phone is locked.

Use Change Student Number only to correct the intended student's entry when the app allows it. Do not invent another number or borrow a classmate's number to bypass a conflict. If no safe reset is available in your current interface, contact the administrator or ExamLock support. Do not delete the whole exam to fix one phone.

Is scanning a student ID card the same as scanning an exam QR?

No. Student-card scanning helps enter the student's number. The exam QR or NFC tag identifies the session to join. Verify the recognised number and then use the correct session check-in method.

Where an ID-number format is configured, it helps recognise a number; it does not replace school registration or prove the cardholder's identity. Manual number entry is a useful fallback if the card scan is unclear.

5. Devices, apps and permissions

Finish setup before the exam. The precise permission screens vary by operating-system version and phone manufacturer.

Which devices should we prepare?

Use the official ExamLock Student and Teacher apps for Android or iOS, and the Chrome extension for supported browser-based exams. Check the current store listing for your exact device and OS before buying equipment or scheduling a rollout.

The current student source targets Android 8.0 or later and iOS 16 or later. This is not a guarantee that every handset, tablet, managed profile or manufacturer configuration will work identically. Test your actual models. NFC requires compatible hardware; use QR when NFC is unavailable.

[Official app and extension downloads](#)

What permissions does the Android Student App need?

After changing a setting, return to ExamLock. If the app still displays a required-permission warning, complete it before relying on the lock. Permission being enabled alone is not lock confirmation.

Prompt or setting	Why it matters	What staff should check
Camera	Scan QR codes or supported student cards	Allow scanning access when requested
Usage Access	Detect the foreground app for app-based restrictions	Enable it for ExamLock Student
Display over other apps	Show the blocking overlay	Enable it for ExamLock Student
Notifications / background operation	Keep required service and status behaviour available	Follow the app prompts and school device policy
Alarms & reminders / exact alarms	Support reliable scheduled timing where requested	Complete the app's required setup
Location / background location	Campus boundary checks for configured School Day use	Follow the campus/location prompts and verify the selected access

What about battery optimisation, rebooting and background restrictions?

Phone manufacturers can restrict background services. Follow ExamLock's battery/background guidance and your IT team's device policy, and test screen-off behaviour on the actual models you use.

Charge phones before the session. After a reboot, permission change, app update or unexpected stop, open the app and verify the session/enrolment and current status. A powered-off or disconnected phone cannot provide current confirmation to the teacher.

How does iPhone exam locking differ from School Day?

Full exam locking uses Apple's assessment-mode approval. Students must complete the on-screen self-lock/assessment confirmation. A rejected or incomplete system prompt is not a locked phone.

School Day uses Screen Time authorisation and app restrictions, with separate location setup for campus operation. It is not the same as the exam assessment-mode prompt. In iPhone School Day, Phone and Messages remain available as system exceptions.

What should we do if iPhone says Lock Denied or shows a Retry button?

Have the student complete the Apple confirmation prompt and check the app's required permissions. Use the app's Retry action after resolving the cause, while the teacher watches for a confirmed status.

If the device still cannot enter the exam lock, keep it under staff supervision and use the school's agreed alternative. Do not mark it as securely locked based on the countdown or a successful QR scan alone. Contact support with the app/OS version and exact message.

Can students make calls, use accessibility tools, or keep a medical app available?

Restrictions depend on the mode and platform. Do not promise that the same apps remain available during a full exam and during School Day. Phone and Messages remain available in iPhone School Day; full exam assessment mode is more restrictive.

Plan accessibility adjustments and any essential health, communication or assistive tools with the school before the session. Test the exact app/device/mode combination. Do not assume a per-student exception exists for every app. Staff must have an emergency communication and supervised device-release procedure.

What if a student has no compatible phone or cannot grant a required permission?

Use the school's approved alternative, such as supervised phone storage or another suitable school device, and record the arrangement. Do not create a false check-in to make the monitor look complete.

A student who cannot complete required setup should not be treated as confirmed locked. Resolve this before the exam rather than delaying the whole room.

6. Create and start an exam

The exam record, check-in session and timed exam are related but distinct stages.

How do we create a first practice exam?

Teachers can also create an exam using the Teacher App's New Exam or Test flow. Creating it twice is unnecessary. Check browser and device date/time when scheduling.

1. In Exams & Tests mode, create an exam or test. Choose Paper & Pen for a first phone-only practice.
2. Enter a clear title and basic details.
3. Review the exam date, start time and duration. Use a short supervised test duration first.
4. Assign the responsible teacher when shown. Linking a subject is optional and helps reporting.
5. For Full Security, complete the exam URL and web-blocking settings before saving/starting.
6. Create the exam, open its details and confirm the intended school, branch, teacher and timing.

Does Start Exam immediately start the timed exam?

Opening an exam session starts its check-in phase. The web details page uses Start Exam; the Teacher App may use Start Session. Students then join and complete lock setup.

Start Exam Now on the monitor starts the exam countdown. The session may also transition when its check-in period ends. Watch the phase and timer; do not assume the countdown begins at the first student's scan. Verify readiness before the configured check-in period expires.

Why is an exam not active, or why did it end?

Check the selected date, start time, session phase, duration and whether the session has already ended. A saved/scheduled exam is not the same as an open check-in session.

An expired or completed session cannot be revived by sending a phone lock command. Use the appropriate new session or supported timing controls and verify the result. If a scheduled record and its live monitor disagree, refresh, inspect the session and contact support rather than repeatedly creating duplicates.

Can we change or reset the timer?

Where Reset Timer is available on the active monitor, use it deliberately with the invigilator's approval and check the resulting countdown on the teacher monitor and student devices. Inform students of any authorised timing change.

A timing update depends on communication with the clients. A disconnected device may not reflect the change immediately. Do not treat a timer reset as a replacement for resolving an offline phone or a completed session.

7. QR codes, NFC and joining

Prepare the correct session first, then confirm both identity entry and device enforcement.

How does a student join by QR code?

Avoid glare, small prints and low screen brightness. If a phone cannot scan, improve the display or use another supported method shown by the app. A regular camera app or a QR screenshot does not by itself complete ExamLock check-in.

1. The teacher opens the intended session and displays Show QR for Students to Join, or the corresponding QR action in the Teacher App.
2. The student opens ExamLock Student and enters the registered student number.
3. Choose Scan QR Code, allow the camera when requested, and scan the session code.
4. Wait for successful check-in, complete all lock prompts, and check the teacher monitor for a recent lock confirmation.

Can we print and reuse QR codes?

The exam details page provides QR Code for Printing. Exam QR tokens are time-limited (currently 24 hours), and the exam still needs an active session. Generate a fresh code when an exam code has expired; do not assume an old poster starts a new session.

A School Day schedule has a separate permanent enrolment QR. It is reused for that schedule while valid/active. Keep QR posters within the intended school audience and replace the poster when the schedule or enrolment instructions change.

How do we set up NFC check-in?

Do not use an inactive/unregistered tag or assume any tag opens any exam. Assign physical tags clearly and avoid reusing one tag for competing live sessions. QR remains an alternative if a device does not support NFC.

1. In the Teacher App, open NFC Tags and add/register the physical tag.
2. Scan the tag and give it a recognisable name, such as the room or check-in point.
3. Start the intended session using the registered tag so the tag is associated with that active session.
4. The student chooses Tap NFC Tag and taps the correct physical tag.
5. Wait for successful check-in and then verify the lock confirmation.

Is the exam code the same as a student number?

No. The session's exam code identifies which exam to join. The student number identifies the student within the school's registry. Where code entry is offered, enter both in the appropriate places.

Use the active session's current code. An Invalid or expired exam code message is about the session code, not a request to change the student's registered number.

Do phones need an internet connection?

Use a reliable connection for check-in, current monitoring, status confirmation and teacher commands. Complete any school Wi-Fi/captive-portal sign-in before locking the device. Confirm that ExamLock's website/backend and required app services are reachable on the school network.

Some enforcement and timing continue locally, but offline behaviour is not a substitute for live verification. Remote unlock/re-lock and updated settings may be delayed while a device is disconnected. Test the school's Wi-Fi with the intended class and use a supervised fallback for devices that cannot connect.

8. Full Security and browser exams

Browser restrictions apply to the browser running the extension. They are not a lock on the entire computer.

How do we prepare a Full Security exam?

1. Create or edit the exam in Full Security mode.
2. Enter a valid public exam URL, including the correct domain and any required path. Do not use a local-only hostname as the student exam URL.
3. Choose the browser-blocking mode and configure its allowed/blocked sites. Save the settings successfully before starting.
4. Install the official ExamLock Chrome extension in the browser/profile students will actually use.
5. Join the correct session using the student's registered number and the method offered by the extension.
6. Test the assessment website, login, redirects and any required resources, then try a site that should be blocked.

[Extension download](#)

What is the difference between an allowlist and a blocklist?

An allowlist permits the sites you specify and blocks other browser destinations. A blocklist blocks specified sites/categories while leaving other sites available. Select the policy that fits the assessment; a blocklist is not a promise that every possible distraction or AI site is covered.

Include all legitimate assessment dependencies when using an allowlist, such as sign-in domains and redirected resources. Test them on a student browser rather than assuming the home page loading proves the whole exam will work.

Does the extension block other browsers, desktop apps or a second device?

No. The extension controls supported activity in the browser/profile where it is installed and running. It does not by itself block every native application, Task Manager, another browser/profile, a second computer or a student's second phone.

If your school requires operating-system kiosk controls or managed-device restrictions, plan those separately with IT. Maintain physical supervision and a policy for unapproved devices. Browser focus/tab/fullscreen events can help identify issues, but an alert is not proof of intent.

Why does the extension say Waiting, or a blocked page remain after finishing?

Waiting can be the pre-exam/check-in phase. The countdown follows the teacher-controlled exam timing, not simply the moment the student joins. Check the session phase on the monitor.

After ending or finishing the relevant browser check-in, allow the extension to receive the update. A tab that already shows a blocked page may need to be refreshed or navigated again. Confirm the extension/session state and connection rather than repeatedly reinstalling it during the exam.

What if the exam was created but web settings did not save?

Do not begin the digital exam until the required Full Security settings are saved and tested. Open the exam's security/web settings, correct the URL or list configuration and save again.

If the interface reports missing or failed web-blocking configuration, keep the class in a supervised preparation state and contact support if needed. An exam record existing is not evidence that its browser policy was applied.

9. Monitor, act and finish

Read the detailed device status, not just the total number of students on screen.

What do the exam statuses mean?

Status	Meaning	Teacher action
Checked in / student listed	A session record exists	Wait for device lock confirmation
Locked / Lock confirmed	The phone reported a lock recently	Continue monitoring freshness and alerts
Unconfirmed / Lock pending	A lock is requested but not yet confirmed	Check permissions, app prompts and connection
Unlock pending	Unlock requested; acknowledgement not yet confirmed	Check the physical phone before releasing the student
Unlocked	Temporary unlock confirmed recently	Supervise and re-lock when appropriate
Offline / Browser offline	Current communication/state is unknown or stale	Inspect the device; do not rely on the last green status
Browser active	The extension reported browser enforcement recently	Check the browser policy and any violations
Finished	That check-in was marked finished	Verify the actual device/session release

Does a violation prove that a student cheated?

No. An alert records an event or a condition that needs attention, such as app/browser activity, lost focus, interrupted enforcement or revoked permissions. Read the event details, timing, device and student number.

Investigate with the student and apply the school's assessment procedure. Technical events, permission problems or loss of connectivity can require a different response from deliberate misuse. Do not base a disciplinary decision on a colour or counter alone.

How do we temporarily unlock and re-lock one phone?

A teacher command is not proof that the phone received or completed it. If the device is offline or the session has ended, resolve that state rather than repeatedly sending the same command.

1. Identify the correct student and device in the live monitor.
2. Use Unlock Phone/Unlock where offered and wait for the device to acknowledge it.
3. Supervise the permitted action.
4. Use Re-Lock Phone/Lock when ready, then verify a fresh lock confirmation.

What is the difference between finishing one student and ending the session?

Finish/Mark Finished applies to an individual check-in. End Exam/End Session applies to the whole session. Read the confirmation carefully before ending a room's exam.

Do not assume marking a record finished has physically released every device. Where needed, use the appropriate phone release action and verify the phone. A student's phone and browser are separate check-ins; inspect both for a digital exam.

What should we check at the end of an exam?

Do not use force-delete or account deletion as a normal device-release procedure. If release is delayed, restore connectivity, open the app where possible and contact support while supervising the device.

1. End the correct session or let its authorised end time complete, according to the school's procedure.
2. Confirm the session is ended/completed on the teacher monitor.
3. Verify that student phones show completion/release and that any browser check-ins have received the ended state.
4. Investigate any device still restricted before the student leaves.
5. Review and export the records your school needs.

10. School Day setup

Configure the school time zone, campus boundary and schedule before enrolling a class.

What is the correct School Day setup order?

1. Review the school time zone and branch assignments.
2. In School Day mode, open Campus Boundary as an administrator, choose the branch, enable/configure the boundary and save it.
3. Open Schedules > Create Schedule. Set the branch, name, start/end times and weekdays.
4. Verify the schedule is Active and applies to the intended campus.
5. Display that schedule's QR Code and enrol a small group of registered student numbers first.
6. Complete Android/iPhone permissions, test campus arrival/exit and verify end-of-day release before wider use.

How do we choose the campus boundary and radius?

Select the intended branch. Search for the school/address, choose the correct place, and inspect the pin and circle. Adjust the centre/radius so the school grounds are covered without unnecessarily including surrounding homes. Current clients expect a radius of at least 200 metres.

Use my location only when the administrator is physically at the intended campus and can grant browser location permission. Searching for the campus is safer than using an off-site administrator's current location. Save, then test on real student phones; the map circle alone is not a field test.

What does Start monitoring before school do?

The lead-in starts the active monitoring window before the scheduled school start. For example, a 30-minute lead-in on an 08:00 start creates a 07:30 monitoring start. Restrictions can begin during that configured lead-in when the campus and device conditions are satisfied.

Choose a value that matches school policy, explain it to students and parents, and test it. Do not describe School Day as starting strictly at the bell if you have configured earlier monitoring.

Can we create overlapping, overnight or multiple active schedules?

School Day currently supports one continuous same-day window: the end must be later than the start. It is not an overnight or multi-period timetable builder.

Only one active schedule is allowed for the same scope (school-wide or a particular branch). A branch-specific active schedule takes precedence over the school-wide schedule for that branch. Deactivate the old schedule before activating its replacement in the same scope. Different branches can have their own schedules.

What does All branches mean?

A schedule without a specific branch is school-wide. A branch-specific schedule is intended for that campus. Match the student's registry branch to the intended schedule.

A known branch mismatch can be rejected with This schedule is for a different campus. Ask your teacher for the right QR code. An unassigned/unknown branch is not a reliable campus assignment: resolve it before rollout instead of relying on fallback behaviour.

Do students need to scan every morning?

School Day uses a one-time scan of the schedule's permanent enrolment QR, followed by the required device permissions. Enrolment is stored on the device separately from today's active restrictions. Students should not normally need a new scan every morning.

Reinstallation, clearing app data, replacing a device, or moving to a different schedule can require setup/enrolment again. Verify the schedule and device state with staff. An exam QR is not a substitute for the School Day enrolment QR.

How do we handle holidays or a timetable change?

Check the selected weekdays and times. Do not assume term dates, public holidays or exceptional closure days are automatically excluded. Deactivate or edit the relevant schedule for the school's intended exceptions and verify the result.

After schedule or campus changes, open the Student App so it can refresh configuration. Check the updated window on a test device. For an immediate release of currently restricted students, use the appropriate release controls and verify the devices; do not rely solely on an edit/deactivation propagating instantly.

11. School Day on Android and iPhone

Daily operation depends on enrolment, the effective window, campus state, permissions and the phone's ability to run in the background.

What must Android students complete?

Complete the Student App's requested permissions, including background campus-location access and any required alarms/background settings. Return to ExamLock after changing system settings.

Android can restore School Day enforcement automatically on campus arrival with valid enrolment, permissions and an active window. Test your manufacturer's battery behaviour and actual arrival/exit events. Do not assume a force-stopped, powered-off or permission-revoked app is still enforcing.

What must iPhone students complete?

Approve the School Day Screen Time authorisation. For campus monitoring, enable Location = Always and Precise Location, following the app's setup prompts.

iOS background execution is constrained. If an arrival notification or in-app start prompt appears, the student must open it and complete the step. Do not promise the same unattended arrival behaviour as Android on every iPhone. Phone and Messages remain available in iPhone School Day.

What happens when a student leaves campus or returns?

During the configured window, School Day is intended to lift restrictions outside the campus and restore them on return, subject to the device's location/background behaviour and any teacher release for that day.

Boundary detection is not an instantaneous GPS tracker. Test sensible distances outside the radius and allow the device to process its state. If it behaves unexpectedly, check the correct branch/boundary, permissions, active schedule and app state while supervising the phone.

How do we release a student early?

A same-day rescan is not intended to undo a teacher's release. Early release applies to that day's operation; recurring enrolment is separate. If the student must resume restrictions that day, ask the administrator/support for the supported route rather than repeatedly scanning.

1. Open the schedule's Today view or the appropriate Compliance Dashboard student control.
2. Identify the correct student, schedule and campus, then use the release action.
3. Wait for communication with the device and verify that restrictions have lifted on the phone.
4. Record the school's reason for the exception using your normal procedure.

When should we use Release All?

Only when authorised staff intentionally want to release the students in the scope shown by that control. A per-schedule action and a dashboard-wide action may cover different sets of students. Check the school, branch, schedule, date and confirmation before proceeding.

A success message or release count is not a substitute for checking devices that were offline. Review partial failures and verify any phone that remains restricted. Do not delete the schedule just to dismiss a status warning.

How should staff interpret School Day status and last seen?

Use the Compliance Dashboard, selected date and relevant branch to review the most recent available device state. A student with a check-in but no heartbeat needs attention rather than being assumed absent from the system.

An offline or stale status means the current state is uncertain. On iPhone, background heartbeats are especially limited by the OS. Inspect the device and its permissions; neither an old good status nor an offline label alone proves whether the phone is currently restricted.

12. Reports and records

Separate exam records from School Day records and check filters before drawing conclusions.

Where do we find attendance and violation reports?

Use Reports in Exams & Tests mode for exam/session records. Use Reports in School Day mode for the available School Day records. Select the intended school/branch and date range.

A teacher's access may be narrower than an administrator's. Confirm the session, student number and device type when reviewing a digital exam with both phone and extension check-ins.

Can we export records and share them with colleagues?

Use the export actions offered by the relevant report or live monitor. Check the generated file contains the intended session/date and that all expected rows are present.

Exports contain school operational data and student identifiers. Store and share them using your school's approved access and retention procedures. The documentation PDF is a general guide; it does not contain your school's live records.

Why is a report empty, or why do totals differ?

Check mode, date range, branch, permissions and whether the expected session actually ran. Phone and extension records can count separately, and active monitoring is different from a saved historical report.

School Day historical views depend on available saved data. An empty report or missing percentage does not prove full compliance or a day with no incidents. Use the available device/session records and contact support if a report you expect is missing.

Does deleting a student, teacher or exam erase every related record?

Do not assume this. Different deletion/disable actions can preserve history, be blocked by related records or remove more than you intended. Read the confirmation and preserve records required by the school before making destructive changes.

Use support for a school-wide export/deletion request, a retention question or uncertainty about related records. Do not use deletion to fix a live lock or check-in problem.

[Privacy policy and data requests](#)

13. Privacy, security and school policy

No student accounts does not mean that no operational data is processed.

What student information is used?

The standard student workflow uses the school-issued student number, not a student account, name, email address, phone number or parent contact. The system also processes device/session identifiers, platform information, check-in times, lock/status observations and relevant violation records.

Your school may be able to link a student number to a person. Handle numbers and reports under your school's privacy practices; do not describe them as impossible to identify or claim that ExamLock processes no data. Staff accounts and school contact details are separate from the student workflow.

Is a student's precise location collected or shown to teachers?

Location is used locally on the phone for configured campus checks. Precise student coordinates are not sent to the ExamLock server or displayed as a student's map position. The device shares the inside_boundary state: inside or outside the configured campus.

The campus centre/radius entered by an administrator defines the school's boundary; it is not a history of student movements. Explain the school schedule and any configured lead-in when discussing when campus checks operate.

Location used, never collected: this refers to precise student-device location. Staff see campus status, not a student's live coordinates.

Can teachers read messages, see the camera feed or view everything on the phone?

ExamLock is not presented as a remote camera, message-reading or general phone-surveillance tool. Camera access is used for supported scanning tasks. Monitoring exposes the status and events needed for the school workflow, not a live view of a student's private screen.

The operating system and mode determine the restrictions the app can apply. Read the privacy policy for the current data-handling description, and ask support about any specific procurement or data-processing requirement.

[Privacy policy](#)

[Security overview](#)

What should we explain to students and parents before rollout?

Use the school's approved notices, consent/authorisation and assessment policies. This guide describes operation; it is not a certification of compliance with every jurisdiction or a replacement for school policy.

- Which mode is being used, on which devices and during what times.
- The student-number registration and identity-check process.
- Permissions needed, campus boundary/lead-in and iPhone School Day differences.
- Who can see records, how alerts are investigated and how long the school keeps exports.
- Accessibility adjustments, an alternative for unsupported devices and emergency release arrangements.
- Who to contact for support or a privacy request.

What limitations should IT and invigilators plan for?

App-based Android enforcement depends on permissions and background services and does not provide device-owner guarantees against every system interruption. iPhone exam mode and School Day use different Apple mechanisms. The extension is browser-scoped. Connectivity affects fresh status and remote commands.

Test rather than assume support for every handset, accessibility tool, managed profile, school network or browser workflow. Keep a supervised fallback and a way to contact staff. Do not promise tamper-proof operation, instant alerts in every situation, or visibility of unregistered devices.

14. Troubleshooting

Check the exact message and the student's actual device before changing records or restarting a whole room.

That student number is not registered at this school

If the roll exists but lookup still fails, keep the student supervised and report the exact error. Registration at another school is not registration at this one.

1. Compare the entered/scanned number with Students in the correct school.
2. Check capital letters, leading zeros, hyphens, underscores and accidental spaces.
3. Add the genuine missing number or correct the entry; do not create a second identity to bypass the error.
4. Verify that the QR/code belongs to the intended school's active exam, then retry.

No active session for this exam / No active session found for this exam

If the dashboard still shows a contradictory Active state, refresh and inspect the session timing. Ask support to investigate instead of deleting records to clear the label.

1. Open the intended exam as staff and check whether a session has been started.
2. Check whether it ended or expired and whether you selected a different exam.
3. Display a current QR/code for the active session and retry.
4. Do not repeatedly change the student number; this message concerns the session.

NFC tag not recognised, inactive, or no active session for this NFC tag

Check that the physical tag was registered, is active, and was used for the intended active session. Hold it near the phone's NFC reading area and keep it still. Confirm NFC hardware/support and app prompts.

Use the session QR if NFC is not available. Do not assume registering a tag alone starts an exam.

Already checked in on another mobile device or browser extension

Check for a second phone, replacement device, reinstallation or another browser profile using the same number. One phone and one extension are distinct; two phones sharing one number are not.

Ask the teacher/administrator to resolve the current association. Do not keep trying different student numbers or remove someone else's records. Escalate to support if your current interface does not provide the required reset.

The student scanned successfully, but the lock is pending or unconfirmed

1. Look at the student's phone: complete the permission and lock/assessment prompts.
2. Check network access, app foreground/background state and battery restrictions.
3. Keep the app open while testing and wait for a fresh device confirmation.
4. If confirmation does not arrive, use the school's supervised alternative and contact support. Do not count the phone as confirmed locked.

A phone did not unlock after a teacher action or at the end

Use the school's established emergency communication route if essential access is needed immediately.

1. Confirm the correct student, device, session or School Day schedule was targeted.
2. Check the current mode and whether a release/end action actually succeeded.
3. Restore connectivity and open ExamLock where the device allows it so updates can be received.
4. Check the physical phone and the returned status. For iPhone, follow the app's release/recovery instructions if shown.
5. Keep staff with the student and contact support if restrictions remain. Do not improvise destructive account or school deletion.

School Day did not start, started early, or started at the wrong time

1. Check the school time zone, correct branch and effective active schedule.
2. Review weekdays, start/end times and the Start monitoring before school lead-in.
3. Check that the device is enrolled in the right School Day schedule and has not been released for today.
4. Verify campus boundary status, location permissions and required app/Screen Time authorisation.
5. Open the Student App after configuration changes. On iPhone, respond to an arrival/start prompt if one is shown.
6. Test the actual device at the campus; do not fix an unexplained time shift by entering an arbitrary offset into every schedule.

This schedule is for a different campus

Check the student's branch in Students and the schedule's branch. Give the student the correct School Day QR. If the registry assignment is wrong, an authorised administrator should edit it and verify the enrolment again.

Do not create another copy of the same student number at the second branch. For unassigned students, record the correct campus before using boundary-dependent operation.

CSV import did nothing or only some students appeared

Check the student_number header, non-empty rows, text formatting and preserved leading zeros. Read the import's success/failure counts. Existing numbers are duplicates across the whole school, not only the selected branch.

Review failed rows, search the registry for duplicates and inspect the selected branch. To change a branch, edit the existing student. Try a small valid sample before retrying a large file.

Access denied, too many requests, or a network error

For access errors, check the signed-in staff account and its school/branch/role. For connection errors, complete Wi-Fi sign-in and ask IT to check filtering or service reachability.

If the service asks you to wait, pause before retrying rather than continuously generating QR codes or resubmitting check-ins. If a class is affected, capture the exact message, time, approximate number of devices and network details for support.

15. Rollout, plans and support

Keep a repeatable checklist and assign responsibility for each live session.

What should staff check before every session?

- Correct school, campus, teacher, mode, date and duration.
- Student numbers registered and device entries checked.
- Apps/extension installed in the actual devices and browser profiles being used.
- Required permissions completed, batteries charged and network access tested.
- Correct current QR/code/tag and a clear check-in versus exam-start plan.
- Fresh lock confirmations and a list of supervised alternatives.
- An authorised person available to handle alerts, exceptions and final release.
- A plan to verify completion and retain the required records.

What belongs in the first School Day field test?

- Correct school time zone, branch, boundary radius and lead-in.
- One active same-day schedule for the intended scope and weekdays.
- One-time enrolment and full Android/iPhone permission setup.
- Inside, outside and return-to-campus behaviour on actual phones.
- iPhone arrival notification/tap handling where required.
- Teacher early release, same-day re-scan behaviour and scheduled end release.
- Dashboard freshness, offline handling and available report data.
- A refresh/re-test after changing schedules, permissions or branch assignments.

How do the free pilot, limits and paid plans work?

New school registration includes the advertised 30-day free pilot/trial. Check Billing and the current pricing page for your school's plan, limits, credits and what applies after the trial.

Do not assume that a purchase, invoice or expired trial has automatically changed every entitlement. Ask support/sales to confirm account-specific billing, renewal, cancellation, retention or capacity questions. No card details or credentials belong in a support screenshot.

[Current pricing and pilot details](#)

[Contact ExamLock](#)

What should we send when asking for help?

Use Support in the dashboard or email support@examlock.me. For a live incident, keep students supervised and use the school's approved alternative while support investigates. Do not send private keys, passwords, session tokens or bulk student records unless a secure, necessary transfer has been agreed.

- School and campus, and whether this is an exam or School Day issue.
- Exact error text, local date/time and the school's time zone.
- Phone model, OS version, app version, or browser/extension version.
- The relevant exam/session or schedule name, and a student number only if needed.
- What staff expected, what actually happened, and the steps already tried.
- A screenshot with passwords, tokens, unnecessary personal details and unrelated notifications removed.

[Email support](#)

Can we share or download this documentation?

Yes. The public Documentation page can be shared without a school login. Staff can also open Documentation in either dashboard mode and find the PDF in Downloads.

The PDF contains the same written guide and no videos. Keep its edition date when distributing it, and check the public page for updates before relying on an older saved copy. Interface labels and platform behaviour can change with releases; ask support if your installed version differs.

[Public documentation](#)

[Download the written guide \(PDF\)](#)