audiri

FAQ

Why is SkoolBag updating to Audiri?

We're transitioning to Audiri for a number of reasons:

- As a product we're focussing on communications – rebranding the app to Audiri reflects its heritage as a communication product
- We're upgrading our technology platform to include new features and integrations, and will continue to do so in the future.
- All improvements are focussed on streamlining the parent experience with your school – bringing everything together into one place, and reducing the number of apps and communication channels a parent will need to monitor to know what's happening at school

When is the update expected to be released?

We will be releasing the updated app in the GooglePlay and AppStore from 1 May.

What do parents have to do to upgrade to Audiri?

Parents will simply need to update their Skoolbag app – just open the app store on your device, go to the updates tab in the App Store, or the My apps & games tab in the Google Play store and select the update button. Simple!

Will I need to create a new account?

No – we have made the transition as easy as possible for you. All existing login credentials in Skoolbag will work with Audiri as well.

What should I do if I encounter any issues during the update?

We've done a lot of testing and do not expect any user issues - parents will simply need to update the app in the app store. If you do experience a problem, try restarting the device, or uninstalling and reinstalling the app. If the issue persists, contact our support team for assistance – we're here to help! **support@audiri.com.au**
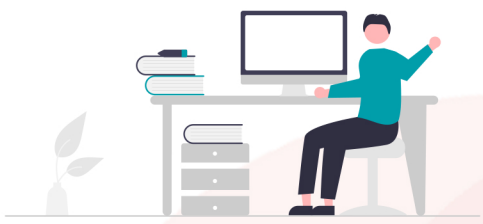
Will I lose data or settings during the update process?

All data – groups and user settings - will be seamlessly transitioned to the Audiri platform as part of the update process. Your data will be subject to the same high security standards as you've enjoyed with Skoolbag.

Will Audiri be compatible with my device?

Audiri has been developed for both Android and iOS devices. We have focussed on improving and streamlining the experience for the end user, so it will be simpler for parents to navigate and find important information and updates. Audiri works across tablets and smartphones, optimising for different screen sizes.

How can I provide feedback on Audiri?

We'd love to hear your thoughts about Audiri – contact our customer support team through the app or the website and let us know what you think! We'll use your feedback to continually refine the app and make even more improvements to usability and features into the future.