FAQ'S
FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

Q: Attempting to SAVE (any function) and getting an error message.
A: refresh your browser and try again. You may also log out of the portal log back in and try again. If this fails please wait 15 or 30 minutes and attempt the same task.

Q: I have made changes to our profile and they don't seem to be appearing on my device.
A: first "refresh" the data on your device.
      A) Leave the screen you are currently on and come back to it
      B) swiping the app closed and relaunching it
      C) try logging out of the app on your device and logging back in.
      Also make sure you refresh your browser on the admin panel
      D)you may need to clear your cache on your device.
      Click here(link) for instructions (note every device is different)

Q: I would like to know the activity by our students on the app
A: We will be adding a statistics tab so you can see this information but for now contact the CI support desk and we can run a report for you

SCHOOL PROFILE

Q: I am having trouble uploading a video on my featured profile.
A. All videos must be MP4 format and posted on a YouTube page

Q: I want to create a second featuring profile and link to it from our main profile.
A: Contact the CI support desk to request a special internal link

Q: Can I edit my School Profile buttons?
A: Yes, click the pencil icon to edit your line item.

CHECKLIST

Q: Can I resort my checklist buttons?
A: Yes, just click can drag to the position you prefer.

Q:When creating a new checklist do I need to enter one initial checklist item before saving?
A: Yes, create your first Checklist item before saving. You can then select the Checklist name and add or delete other items.

Q: Can I select custom icons for the checklist items?
A: No, not at this time.