

## FREQUENTLY ASKED QUESTIONS



**Q: Why do I need to register for the Osborn Hill PTA Mobile Directory?**

**A:** Osborn Hill PTA mobile directory is a private and secure database. Online registration into the Osborn Hill PTA mobile directory represents a secure check-in process to ensure directory access only to the parents, teachers, and staff of **Osborn Hill PTA**.

**Q: What are the three consent boxes on registration page?**

**A:** Box 1 is for access to directory and Box 2 is for consent to terms of service. These must be checked to use MobileArq.

**Q: What information can I make private in the directory so other families cannot see?**

**A:** The privacy settings enable a family to make any or all of their family contact information private in the directory. Please note the first and last name of parent 1 and parent 2, first and last name of child, and class of child will always be viewable by others with access to the directory and cannot be made private. The only way for ALL of your family information to be private in the directory is to delete your family completely out of the directory (contact support@mobilearq.com or the OHS PTA Membership Chairs for this option). Please note, however, once your family is deleted from the directory you will still be a paid PTA Member, but you will not have access to the directory.

**Q: I want to join the PTA only but do not want to be part of the directory. Is that possible?**

**A:** The two go hand in hand. Follow steps for registering, pay your PTA membership dues, and immediately set privacy settings to hide family contact details. Contact support@mobilearq.com or the OHS Membership Chairs to delete your family entirely out of the directory asap. Please note, however, once your family is deleted from the directory you will still be a paid PTA Member, but you will not have access to the directory.

**Q: Where can I change my password?**

**A:** After logging into your account in the directory, click on the 'Gear' icon in the top right hand corner of the page. Then select the '*Change Password*' option to change/create your password (via website or app).

**Q: How can I edit my directory information during the year?**

**A:** After logging into your account in the directory, click on the 'Gear' icon in the top right hand corner of the page. Then select the *Edit Profile* option. You will then see information relevant to you and your family. Please make any changes to correct/update the stored information (via website or app).

**Q: I receive *Invalid Email or Password Error* message following login to the directory. How can I fix this?**

**A:** If you have registered and successfully accessed your account once, then the most likely cause for encountering this message is an incorrect password. If you cannot remember your password, then please use the *Forgot Password* link on the Directory login page.

**Q: I have registered for the directory but have forgotten how to access the directory. What do I do?**

**A:**

1. Go to <https://mobilearq.com/schooldirectory> (or open MobileArq app)
2. Login with email and password
3. If password not recognized, click/tap on the 'Forgot Password' link, for password retrieval (below the 'Teacher Registration' button).

**Q: How do I adjust privacy settings?**

**A:** Click on "gear" icon, click EDIT PROFILE, select your privacy settings. Privacy settings determine whether your family "contact details" are viewable in directory (by selecting "everyone") or not viewable in directory (by selecting "none"). Privacy settings are selected at top of page AND next to individual family "contact details" line items (will need to scroll down). Once set, scroll to bottom and click "update".

**Q: How do I download the MobileArq app?**

**A:** The MobileArq directory app can be downloaded to your phone from Itunes or Google Play.

**\*\*Any additional access/usage questions. Please contact support@mobilearq.com**