Evidence for Learning FAQ's

I don't have any log in details for the EFL Family App. How can I get some?

Logging in details will be sent to families each September when new students join us, to request login details at other times of the year or if you have any other queries regarding logging into the Family App please email: info@applefieldsschool.co.uk

I have forgotten my password, how do I reset it?

On the EfL Family App please click the **Forgot password?** Option on the sign in page and enter your email address. You will then be sent an email to reset your password. Please check your junk/spam folder.

How do I change my EfL password?

Within the EfL app click the **'…More'** option on the menu at the bottom of the app. Then select change password, you will be prompted to put in your current password and then your new password.

My email address has changed or needs changing?

Please contact us to inform us of your new email address and we will then update our systems. You can email us at info@applefieldsschool.co.uk or our telephone number is 01904 553900.

I can't access the EFL Family App, how can I access my son/daughters evidence?

If you don't have access to the EFL Family App, you can still use the Web page based EFL Parent Portal to view evidence, if you need a password please contact; info@applefieldsschool.co.uk

How do I upload my child's own Parent Evidence from home?

To upload your own evidence of your child's learning at home, select the **Capture button** on the Home tab in the EfL Family app and then choose up to 3 files to upload from your device.

Then select a tag, add any comments. Then **change the evidence status from draft to published** and click save.

Evidence you submit will be part of your child's learning journey.

Please also see the guide for Viewing and Adding Evidence for further help.

How often does evidence get uploaded?

Class Teams regularly upload evidence to Evidence for Learning, you can get notifications from the Family App to let you know when evidence has been added.

You can change the frequency of your notifications by clicking the **'…More'** option on the menu at the bottom of the app. Then choose **Notification Preference**, this will then let you select either none, daily or weekly notifications.