CCSD Mobile App FAQ's

What is the CCSD Mobile App?

The CCSD Mobile App is a **FREE** application for a smartphone or mobile device that provides the user with quick and easy access to information available on the district's and/or schools' websites. The CCSD Mobile App is provided by the district's communications partner, Blackboard.

Why is the district doing this?

The district is always reviewing its plans and resources for communication and community engagement. This is the next step in providing students, parents, staff, and community members with timely updates and useful information.

What does the CCSD Mobile App offer?

The CCSD Mobile App allows the user to receive push notifications from the district and school for callouts and emails, as well as access to news from the district website and social media platforms. The service also allows the user to customize their app by incorporating all of the schools the children in a family attend.

Access to other popular information such as menus for school meals, transportation, PowerSchool, and the academic calendar will be made easier through the app as well.

Who can download the CCSD Mobile App?

Anyone with access to a smartphone or mobile device can download and use the CCSD Mobile App. It is not yet available for Windows devices and cannot be accessed by a computer.

Which operating systems support the CCSD Mobile App?

Android 2.2 and higher and iOS 6 and higher will support the app.

How do I follow my school in the CCSD Mobile App?

Once you download the CCSD Mobile App, click on the "Customize Your App" icon. From there, you will be able to select the school(s) you would like to follow, and which feature(s) would like to have access to (notifications, news, social media).

You also have the option to customize what you receive from your schools, such as notifications (callouts and emails), news through the school/district website, and social media platforms.

What information is available through the "Find My School" icon?

The "Find My School" serves as a link to the Cropper Tool on the CCSD website, which allows you to enter your address and determine the attendance zones for your neighborhood schools and which magnet and constituent district magnet schools you can apply to.

How do I access PowerSchool through the CCSD Mobile App?
You must already have the PowerSchool app (separate from the CCSD Mobile App) downloaded to your device. Then, when you click on the PowerSchool icon in the CCSD Mobile App, you will be able to enter PowerSchool.

Does the CCSD Mobile App support other languages besides English?

Yes. You can select your language preference in Settings. The default is English, but there are more than 80 other languages you can choose from. **Please note these automated translations might contain inaccuracies.*

Why do a few of the icons take you to pages that present content in a different format compared to the district or school websites?
Two icons in the CCSD Mobile App, "Job Opportunities" and "School Meals," take you to external websites that are not maintained by the district's website provider, Blackboard. Regardless, the information on these websites is still accessible through mobile devices.

Does the CCSD Mobile App require a password and login?

No. Once you have downloaded the CCSD Mobile App to your device, you can access the content by tapping the icon.

Why don't I see updated content from my child's school(s)?

The CCSD Mobile App pulls information from the school/district websites and social media platforms. If a school does not update its "School News & Announcements" section of the website or does not update its official Facebook page, then you will not see updated content from the school.

There are a few charter schools that do not use Blackboard as their website provider or for their notification system; content for the CCSD Mobile App for those schools will be limited.

The CCSD Mobile App isn't working correctly. What should I do?

If you're using an Apple device:

- Go to the CCSD Mobile App
- Tap on the "Customize Your App" icon
- Select "Reset app defaults." (Note: This will reset all your settings, including your selected feeds.)
- Hit "Reset."
- If that doesn't work, you may need to uninstall the app and download it again.

If you're using an Android device:

- Exit the app and go to your phone settings.
- Locate the application manager, and find the CCSD Mobile App.
- Tap on the icon.

- On the next screen, hit "Clear data."
- If that doesn't work, you may need to uninstall the app and download it again.

Will the app rotate on my device?

No. The CCSD Mobile App is not configured to auto-rotate.

Other features

- **Activity Stream:** This feed consolidates all news and calendar updates in one place.
- **CCSD YouTube:** This is the district's YouTube channel, featuring videos about our schools and district.
- **Departments and School Directory:** Here, you will find a comprehensive list of district offices, schools, and important matters. Contact information is also included in the links accessible through this icon.
- **Safe Restart:** This icon takes you to the district website page dedicated to information related to school and district operations during the COVID-19 Pandemic