TRACKER APPS FAQS

The administration portal

If you have a paid subscription, you will get access to your school's personal administration portal. In here, you can manage students and teachers, create classes, send invitations and reset accounts. If you have a free trial version, you won't get access to the administration. For free trial and paid subscriptions, we are always here to help you with technical support!

Initial log in for students and teachers

All students and teachers must log in for the first time via the Tracker Apps web portal at https://portals.tracker-apps.com. Students and teachers will use their emails and a temporary password to log in for the first time. The temporary password is their student or teacher ID. Once students have logged in and updated their password, they can then use Tracker Apps either via the web portal or via the app.

Forgotten passwords

Students and teachers can request a password reset from either the app or web portal. They don't need to contact us or their school administrator. Depending on the spam filter that your school uses, the Tracker Apps password reset email may get flagged automatically as junk/spam. If this happens, you can usually find the email in your junk/spam folder or reach out to us at info@tracker-apps.com for more support.

Supporting students for a smooth first log in....

We provide a range of materials that teachers can use to get students started. Make sure students log in for the first time via web browser. We suggest that teachers encourage students to explore the app functions on their own as well as provide students with our user guides if they need more support.

Teachers may also wish to display the student log in guide on the board/projector and go through the log in process together as a whole class.

Guides and Support

We aim to provide as much support as schools need. We include a pack of registration and on-boarding materials that includes guides, samples of when to use Skill Tracker and Service Tracker, and suggestions for professional development. All of these resources are available on the Tracker Apps website at https://tracker-apps.com/resources/

Where do I log in?

Students can log in via app or web browser. Tracker Apps is available in the iOS and Android stores (use search words 'Skill tracker, ATL, Tracker Apps' to find it). Students can also log in via the web at https://portals.tracker-apps.com

Teachers log in at https://portals.tracker-apps.com to access the teacher web portal

Help!

For all technical help, reach out to info@tracker-apps.com