

EDUIGNITE

O F F I C I A L U S E R M A N U A
L

One Platform for the Whole School

A practical guide for principals, administrators, teachers,
students, parents and school staff.

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1. Welcome to Edulgnite

Welcome, and thank you for choosing Edulgnite.

Edulgnite is a complete digital education platform that helps a school run its whole day-to-day life in one connected place — admissions and student records, attendance, marks and report cards, fees, messaging, timetables, the library and much more. It replaces scattered registers, notebooks, spreadsheets and separate chat groups with a single, organised system that every member of the school community can use.

The vision behind Edulgnite

Edulgnite is built on a simple belief:

Every school should have access to good digital tools — regardless of its location, its internet connection, its funding, its size, or how many students it serves.

Many schools, especially outside large cities, still run on paper. Marks are copied by hand, report cards take days to prepare, parents rarely know how their child is doing until the end of term, and important records can be lost. Edulgnite exists to close that gap and give every school — not just the well-funded ones — a modern, reliable way to work.

The problems Edulgnite is designed to solve

- Manual, paper-based administration that is slow and easy to lose.
- Student information scattered across different books and offices.
- Marks and results that take a long time to compile into report cards.
- Weak communication between the school, teachers, students and parents.
- Parents having little visibility into their child's attendance and progress.
- Difficulty managing attendance, assignments, exams and timetables.
- Limited access to learning resources and a library.
- Heavy dependence on physical documents that cannot be verified.
- Unreliable electricity and internet, which most school software ignores.
- A lack of affordable digital solutions built for the real school environment.

Edulgnite was designed for the realities of schools in Cameroon and similar settings: bilingual (English and French), aware of the sequence-and-term structure, able to keep working when the network drops, and simple enough for a first-time user.

2. About Edulgnite

Edulgnite is the **product** — the school platform you sign in to. It is created and operated by **ELIGNITE**, the technology company behind it. Throughout the apps you will see the platform credited as “Powered by Edulgnite.” When this manual says “Edulgnite,” it means the platform you and your school use; “ELIGNITE” refers to the company that builds and maintains it.

What Edulgnite gives a school

- **One connected system** for records, academics, communication and finance.
- **Official documents** — bilingual Cameroon report cards, transcripts and student ID cards, each carrying a QR code that anyone can scan to confirm it is genuine.
- **Roles for everyone** — the principal, administrators, teachers, students, parents, the bursar and the librarian each get a workspace suited to what they do.
- **Three ways to use it** — see below.

Where Edulgnite runs

App	Best for	Notes
Edulgnite Mobile (Android)	Teachers, students, parents and staff on their phones	Installable Android app with offline support.
Edulgnite Desktop (Windows)	The school office and administration	Runs the whole school, prints report cards and ID cards.
Edulgnite Web	Anyone, on any device	Nothing to install — open it in a modern browser and sign in.

All three show the same school and the same data. A mark entered on the office computer appears on a parent's phone.

3. Who Can Use Edulgnite

Edulgnite gives each kind of user their own workspace. You only ever see what your role is meant to see.

The roles

- **Principal / Headmaster / Headmistress and School Administrator** — run the whole school: staff, students, classes, academics, results, fees and settings.
- **Sub-Administrator (Vice-Principal / Sub-School head)** — the same tools as the administrator, usually scoped to a section or sub-school.
- **Teacher** — enter marks, take attendance, set and grade assignments, run exams, hold online classes, and see their students.
- **Student** — see results, report cards, timetable, assignments, exams, the library, career tools and fees.
- **Parent / Guardian** — follow their own child's progress, attendance and fees, and receive every message the school sends the child.
- **Bursar** — manage fees and finance, record and confirm payments, and issue receipts.
- **Librarian** — manage the book collection, lending and returns.

There is also a **founder / executive** level (the Edulgnite team at ELIGNITE — CEO, CTO and platform administrators) who set schools up, manage the platform and publish apps to the App Store. Schools do not see this level; it is described briefly in Section 24.

Role and permission summary

Role	Main responsibilities	Key features they use
Principal / Administrator	Run the school and oversee everything	School settings, hierarchy, staff, students, results, report cards, promotions, statistics, fees, App Store
Sub-Administrator	Run a section or assist the administrator	Same as administrator, usually within a sub-school
Teacher	Teach and manage academic activities	Enter Marks, attendance, assignments, exams, online classes, library
Student	Learn and follow academic life	Results, report cards, transcripts, timetable, assignments, exams, library, career tools, ID card
Parent / Guardian	Monitor their child	My Children, results, attendance, fees, announcements, notifications

Bursar	Manage school finances	Fees & Finance, payments, receipts
Librarian	Manage the library	Library — books, lending, returns

Only the permissions actually supported by the system are listed. A teacher cannot see another class's private records; a parent sees only their own children; a student cannot enter marks.

4. Getting Started

This section walks a brand-new school from nothing to ready-to-use. The steps are done mostly by the principal or school administrator.

Step 1 — Your school joins Edulgnite

A school is set up on Edulgnite by the ELIGNITE team. When your school is created, it receives a unique **school matricule** (an activation code) and a principal account. You can also request a school account from the Edulgnite website.

[SCREENSHOT NEEDED: "Request a school account" page on the Edulgnite website]

Figure 4.1 — Requesting a school account

Step 2 — The principal logs in

Using the account details provided, the principal signs in (see Section 5). The first sign-in activates the school's account.

Step 3 — Complete the school profile

Open **Manage Settings** and fill in the school's details: name, type, sub-system (English / French / bilingual), region, contact information and logo. This information appears on report cards and ID cards, so enter it carefully.

[SCREENSHOT NEEDED: School "Manage Settings" page]

Step 4 — Set up the academic year and terms

Open **Academic Calendar** to create the current academic year and its terms. Edulgnite follows the Cameroon structure of three terms and six sequences (explained in Section 11).

Step 5 — Build the school structure

Under **Hierarchy & Sections** create your sub-schools (if any), classes and sections, then your subjects, and assign teachers to the subjects they teach (Section 10).

Step 6 — Add staff and students

Add your teachers and other staff under **Staff**, and your students under **Students** (Sections 8 and 9). Each person receives an account and a matricule.

Step 7 — You're ready

Once classes, subjects, staff and students are in, teachers can start entering marks and taking attendance, and the school is live.

Tip: You do not have to do everything in one sitting. Edulgnite saves as you go, and you can return to any setup page later.

5. Logging In and Account Access

How to open Edulgnite

- **On a phone:** open the Edulgnite Mobile app.
- **On the office computer:** open the Edulgnite Desktop app.
- **On any device:** open the Edulgnite website in a browser and choose **Login**.

[SCREENSHOT NEEDED: Edulgnite login page]

Figure 5.1 — Edulgnite login page

How to log in

1. Enter your **matricule** (your unique Edulgnite ID) and your **password**.
2. Select **Login**.
3. You are taken to your dashboard, which is arranged for your role.

If you cannot log in

- **Check your matricule and password** — they are case-sensitive.
- **Forgot your password?** Choose **Reset password**. Staff, parents and other users receive a reset email. **Students** are asked instead to see their school administrator for a new password — this keeps young students' accounts safe.
- **“Account is inactive”** — your account may be suspended or awaiting activation; contact your school administrator.

Keep your account safe: never share your password, and always log out on a shared or public computer (see Section 28).

6. Understanding the Dashboard

After you log in, you land on your **dashboard** — your home screen in Edulgnite. Every dashboard has the same shape, so once you learn one you can find your way around any of them.

What's on the screen

- **The side menu** — your list of features, on the left (or behind the menu button on a phone). It only shows what your role can use.
- **The main area** — the page you are working on.
- **Notifications** — the bell icon shows new alerts; it clears once you have read them.
- **Your profile** — your name and photo; open it to edit your profile or log out.
- **Quick figures** — an overview page shows the numbers that matter to your role.

[SCREENSHOT NEEDED: Main school administrator dashboard, side menu visible]

Figure 6.1 — The school administrator dashboard

Each role has its own dashboard

The menu changes with your role:

- **Principal / Administrator:** overview, school settings, hierarchy, staff, students, results, promotions, statistics, fees, App Store.
- **Teacher:** overview, Enter Marks, Student Management, attendance, assignments, exams, online classes, library.
- **Student:** overview, results (grades), report card, transcripts, timetable, assignments, exams, library, career tools, ID card, fees.
- **Parent:** overview, My Children, results, attendance, fees, announcements, notifications.
- **Bursar:** Fee Portal and library.
- **Librarian:** library.

[SCREENSHOT NEEDED: Teacher dashboard]

[SCREENSHOT NEEDED: Student dashboard]

[SCREENSHOT NEEDED: Parent dashboard]

Language

Edulgnite is bilingual. You can switch between **English** and **French**, and official documents are produced in both languages.

7. School Administration AVAILABLE NOW

Administration is where the principal or school administrator sets up and runs the school.

Manage Settings

Your school's profile: name, type, sub-system, region, contact details, logo and academic preferences (such as the pass mark for promotion and the average that qualifies a student for the honour roll).

[SCREENSHOT NEEDED: Manage Settings page]

Hierarchy & Sections

Build the shape of your school: sub-schools (for example a primary and a secondary section, or an Anglophone and a Francophone section), classes, and sections. You can assign a vice-principal or sub-administrator to a sub-school.

Users, roles and permissions

Add people, give them the correct role, and — where the school allows it — let class masters view and edit the students of their own class. Every person's access follows their role automatically.

Strategic Insights (Statistics)

A single view of the school's key numbers — students, staff, performance and more — to help leadership make decisions.

[SCREENSHOT NEEDED: Strategic Insights / Statistics page]

8. Student Management AVAILABLE NOW

Everything about your students lives here.

What you can do

- **View all students**, search by name or matricule, and filter by class.
- **Add a new student**, capturing their details, guardians and photo.
- **Open a student profile** to see and edit their information and records.
- Each student has a unique **matricule** and an official **QR-verified ID card**.

[SCREENSHOT NEEDED: Student Management page with the student list]

Figure 8.1 — Student Management

[SCREENSHOT NEEDED: Add Student form]

Figure 8.2 — Adding a new student

[SCREENSHOT NEEDED: Student profile page]

Figure 8.3 — A student profile

Teachers who are class masters may be allowed to view and edit the students of their own class, if the school turns this on in settings. They cannot see other classes.

9. Teacher & Staff Management AVAILABLE NOW

Add and manage the people who run the school under **Staff**.

- Add teachers, bursars, librarians and other staff, each with the right role.
- Record a teacher's **employment type** — Civil Servant or PTA.
- Open a staff member's details to edit their information, and see which classes and subjects a teacher is responsible for.

[SCREENSHOT NEEDED: Staff management page]

Figure 9.1 — Staff management

10. Classes, Sections and Subjects

AVAILABLE NOW

Set up the academic structure your marks, timetables and report cards depend on.

- **Create classes** and assign each to its **cycle** (for example First Cycle or Second Cycle).
- **Create subjects** and assign them to classes, with their **coefficients**.
- **Assign a teacher** to each subject in a class.

[SCREENSHOT NEEDED: Classes / Institutional Subjects page]

Figure 10.1 — Classes and subjects

Tip: Get the class, subject, coefficient and teacher assignments right before marks are entered — report cards are calculated from them.

11. Academic Results and Marks AVAILABLE NOW

This is one of the most important parts of Edulgnite. It follows the Cameroon academic structure.

How the year is structured

Term	Sequences
Term 1	Sequence 1 + Sequence 2
Term 2	Sequence 3 + Sequence 4
Term 3	Sequence 5 + Sequence 6

Marks are entered on the **0–20** scale, and each subject has a **coefficient** that weights it in the average.

How a teacher enters marks

1. Open **Enter Marks**.
2. Choose the class, subject and the sequence you are marking.
3. Enter each student's mark out of 20.
4. Select **Save**. There is always a reachable **Save** button; your marks are stored as you go.

[SCREENSHOT NEEDED: Teacher Enter Marks page]

Figure 11.1 — Marks entry

How results are reviewed and published

- The administration reviews the entered marks.
- Edulgnite calculates averages, subject positions, class positions and remarks automatically.
- The administration **publishes** the results, which makes report cards available to students and parents.

[SCREENSHOT NEEDED: Result review / publishing page]

Figure 11.2 — Reviewing and publishing results

How students and parents see results

Once published, a student sees their results under **Grades**, and a parent sees each child's results under **My Children**. Both also receive a notification.

[SCREENSHOT NEEDED: Student results (Grades) view]

12. Report Cards AVAILABLE NOW

Edulgnite produces the official **bilingual Cameroon report card**, styled to the national format, with averages, positions, coefficients and remarks.

Key points

- **Generated automatically** from the entered and published marks.
- **Bilingual** (English and French) with the school's identity.
- **QR-verified:** every report card carries a QR code. Anyone can scan it to open a public page that confirms the card is genuine and matches the school's records — no login needed. Cards belonging to records the school has removed are never confirmed as authentic.
- **Download and print** — by whole class or for an individual student. The printout matches exactly what is shown on screen.

[SCREENSHOT NEEDED: Report card preview (front)]

Figure 12.1 — Official bilingual report card

[SCREENSHOT NEEDED: Report card download / print options, by class and individual]

[SCREENSHOT NEEDED: Public QR verification page for a report card]

Figure 12.2 — Scanning the QR code confirms a card is genuine

13. Transcripts and ID Cards AVAILABLE NOW

Transcripts

Students and administrators can view and produce an **official transcript** summarising a student's academic record, and browse **previous classes** (past report cards and records that stay available after promotion).

[SCREENSHOT NEEDED: Transcript page]

Student ID cards

Edulgnite issues an official **student ID card**, bilingual and QR-verified like the report card. It can be downloaded and printed exactly as shown on screen, front and back.

[SCREENSHOT NEEDED: Student ID card, front and back]

Figure 13.1 — QR-verified student ID card

14. Attendance AVAILABLE NOW

Record and follow attendance per class.

- A teacher records each student as present, absent, late or excused for the day.
- Attendance is tracked across the term, and parents of an absent student are informed automatically.
- Administrators can review attendance across the school.

[SCREENSHOT NEEDED: Attendance register page]

Figure 14.1 — Taking attendance

15. Timetable AVAILABLE NOW

Under **Schedule**, the school builds the teaching timetable period by period. Once published, staff, students and parents see the classes that concern them.

[SCREENSHOT NEEDED: Timetable / Schedule page]

Figure 15.1 — The school timetable

16. Assignments AVAILABLE NOW

Teachers set work; students submit it.

- A teacher **creates an assignment** with a title, instructions and a **deadline**, and shares it with a class.
- Students see the assignment, and **submit** their work before the deadline.
- The teacher **reviews and grades** submissions, and the student is notified of the result.

[SCREENSHOT NEEDED: Create assignment page]

[SCREENSHOT NEEDED: Student assignment submission]

Figure 16.1 — Assignments workflow

17. Online Exams & Question Bank AVAILABLE NOW

EduLgnete lets teachers run examinations online.

- **Create an exam**, add questions, and schedule it.
- Students take the exam in EduLgnete and **submit** it; suitable question types are marked automatically.
- A **Question Bank** stores reusable questions, and an **AI Exam Generator** can help teachers draft questions.
- Results feed into the student's records.

[SCREENSHOT NEEDED: Exam creation / question editor]

[SCREENSHOT NEEDED: Student taking an online exam]

Figure 17.1 — Online exams

18. Library AVAILABLE NOW

The librarian manages the collection under **Library**.

- Add and manage books.
- Search the catalogue.
- Record lending and returns, and track overdue copies.

[SCREENSHOT NEEDED: Library management page]

Figure 18.1 — Library

19. Communication: Chat, Announcements & Notifications

AVAILABLE NOW

Chat

Edulgnite includes secure, WhatsApp-style messaging for the school — direct messages and group chats for staff, students and parents, with attachments and reactions.

[SCREENSHOT NEEDED: Chat / messaging screen]

Figure 19.1 — Messaging

Announcements

The school posts announcements that reach the right people — staff, students and families.

Notifications

The bell icon shows new alerts: a published result, a new assignment, a fee reminder, an announcement and more. **Every notification sent to a student is also sent to their parents**, so families never miss anything. The unread indicator clears once you have viewed your notifications.

[SCREENSHOT NEEDED: Notifications panel]

20. Online (Live) Classes

AVAILABLE NOW

Under **Online Classes**, a teacher schedules and runs a live lesson, and the whole class — and their parents — are notified. Students join from their own accounts.

[SCREENSHOT NEEDED: Online (live) classes page]

Figure 20.1 — Online classes

21. Career Orientation, Roadmap & AI Guidance

AVAILABLE NOW

EduIgnite includes AI-assisted tools to help students think about their future.

- **Career Orientation** — guidance based on a short assessment.
- **My Roadmap** — a student's personal plan.
- **AI Guidance Reports** and **Skill Gap Analysis** — insights teachers and administrators can use to support students.

These tools *assist* teachers and students; they offer guidance and suggestions, not final decisions. Treat AI output as a helpful starting point, not a verdict.

[SCREENSHOT NEEDED: Career Orientation page]

22. Fees & Finance AVAILABLE NOW

Edulgnite manages school fees and payments.

- The bursar or administrator sets up fees and records payments.
- Payments can be made by **mobile money (MTN and Orange)**, and a receipt is issued.
- Students and parents can see what is owed and pay from their own account.
- Reminders are sent automatically as due dates approach.

[SCREENSHOT NEEDED: Fees & Finance / Fee Portal page]

Figure 22.1 — Fees and finance

[SCREENSHOT NEEDED: Mobile-money payment screen]

23. Promotions, Performance & Academic Rewards AVAILABLE NOW

- **Promotions** — at year end, manage which students move up, based on the school's promotion average.
- **Performance Report** — see how classes and students are performing, including pass/fail and promoted/repeated outcomes.
- **Academic Reward / Honour Roll** — recognise top students; students see their recognition under Honour Roll.

[SCREENSHOT NEEDED: Promotions page]

[SCREENSHOT NEEDED: Performance Report page]

24. The Edulgnite App Store

AVAILABLE NOW

Edulgnite is more than a fixed set of features. It has an **App Store**: extra apps a school can add to do more, without changing anything else.

For school administrators — adding apps

1. Open the **App Store** from your menu.
2. Browse the available apps. Each shows what it does, its price and whether your school already has it.
3. Choose **Install** (or **Get app** for a paid one). You choose **who at your school** gets it — everyone, or specific roles such as teachers only.
4. A free app is added at once. A paid app is settled by **mobile money**; the app is added the moment the payment is confirmed.
5. The people you chose get the app in their account and a notification. Removing an app takes it away and keeps the school's data.

[SCREENSHOT NEEDED: School App Store, app cards with prices]

Figure 24.1 — The App Store, seen by a school administrator

[SCREENSHOT NEEDED: “Add app — choose who gets it” dialog]

How installed apps appear

Once installed, an app shows up in the menus of the people it was given to, and opens inside Edulgnite like any other feature. Each app keeps its own data for your school and follows the same roles and rules as the rest of the platform.

For the Edulgnite team (founders): apps are created and **published** through a founder-only Developer Console — uploaded, checked, reviewed, given an icon, description, price and audience, then published to the App Store. Schools only ever see published apps. This publishing side is not visible to schools.

25. Role Guides

As a Principal / Headmaster / Headmistress

- Complete the school profile and academic calendar first.
- Make sure classes, subjects, coefficients and teacher assignments are correct — results depend on them.
- Use Strategic Insights and the Performance Report to follow the school.
- Review results before publishing, and manage promotions at year end.
- Protect the administrator account carefully.

As a School Administrator

- Add and manage staff and students, and assign the correct roles.
- Keep student and staff records accurate and up to date.
- Review and publish results, generate report cards and ID cards.
- Manage the App Store, fees setup and school settings.

As a Teacher

- Take attendance for your class.
- Enter marks for your subjects each sequence, and save them.
- Set assignments with clear deadlines and grade submissions.
- Create and run exams; hold online classes when needed.

As a Student

- Check your timetable, assignments and announcements regularly.
- Submit assignments before the deadline and take exams when scheduled.
- View your results and report card when they are published.
- Use the library and career tools; keep your ID card handy.

As a Parent / Guardian

- Open **My Children** to follow each child's results, attendance and fees.
- Watch your notifications — you receive everything sent to your child.
- Pay fees by mobile money from your account.

As a Bursar

- Set up fees, record and confirm payments, and issue receipts.
- Follow revenue and outstanding fees from the Fee Portal.

As a Librarian

- Add and manage the book collection.
- Record lending and returns and follow overdue copies.

26. Step-by-Step Common Workflows

Each workflow tells you where to go and what to do. Screenshot placeholders show where the matching picture belongs.

Workflow 1 — Register a new student

Purpose: add a student to the school.

1. Open **Student Management** (or **Students**).
2. Select **Add Student**.
3. Enter the student's details, guardians and photo.
4. Select **Save**.

[SCREENSHOT NEEDED: Add Student form with Save highlighted]

Result: the student appears in the list with a matricule and an ID card.

Workflow 2 — Add a teacher

1. Open **Staff**.
2. Select **Add Staff** and choose the role **Teacher**.
3. Enter their details and employment type (Civil Servant / PTA).
4. Select **Save**.

Result: the teacher receives an account and can be assigned to subjects.

Workflow 3 — Create a class and Workflow 4 — Create a subject

1. Open **Hierarchy & Sections** (or **Institutional Subjects**).
2. Create the class and choose its cycle.
3. Create the subject, set its coefficient, and add it to the class.

Workflow 5 — Assign a teacher to a subject

1. Open the class's subjects.
2. Choose the subject and select the teacher for it.
3. Save.

Workflow 6 — Enter student marks

1. Open **Enter Marks**.
2. Choose class, subject and sequence.

3. Type each mark out of 20.
4. Select **Save**.

[SCREENSHOT NEEDED: Enter Marks with a class list and Save]

Workflow 7 — Review and publish results

1. Open the results / grades administration area.
2. Review the entered marks and computed averages and positions.
3. Select **Publish**.

Result: report cards become available and students and parents are notified.

Workflow 8 — A student views results, and Workflow 9 — a parent views results

1. Student: open **Grades**. Parent: open **My Children** and select the child.
2. View the results and open the report card.

Workflow 10 — Generate a report card

1. Open the report card area.
2. Choose a class (for the whole class) or a single student.
3. Select **Download** or **Print**.

[SCREENSHOT NEEDED: Report card generation with Download/Print]

Workflow 11 — Record attendance

1. Open **Attendance** and choose the class and date.
2. Mark each student present, absent, late or excused.
3. Save.

Workflow 12 — Create an assignment, and Workflow 13 — submit one

1. Teacher: open **Assignments** → **Create**, add a title, instructions and deadline, and share with a class.
2. Student: open **Assignments**, open the task, attach your work and **Submit**.

Workflow 14 — Create an online exam, and Workflow 15 — take one

1. Teacher: open **Exams** → create the exam, add questions, and schedule it.
2. Student: open **Exams**, start the exam, answer, and **Submit**.

Workflow 16 — Send an announcement

1. Open **Announcements**.
2. Write the message and choose who should receive it.
3. Publish.

Workflow 17 — Access learning materials

1. Open **Courses / Library**.
2. Browse and open the resource you need.

27. Working Offline & Connectivity

AVAILABLE NOW

Edulgnite is built for schools where power and internet are not always reliable.

- **Many tasks keep working offline.** You can continue working through a network drop; the app holds your changes.
- **Your work syncs when you reconnect.** When the connection returns, saved changes are sent automatically.
- **You can tell what has saved.** The app shows when something is saved or waiting to sync.
- Some actions — such as making a mobile-money payment or joining a live class — need an active connection at that moment.

Tip: if you worked offline, reconnect when you can and confirm the app shows your changes as synced before closing.

28. Security and Privacy

- Keep your password private and choose a strong one.
- Never share your account with anyone else.
- Always log out on a shared or public device.
- Protect student information — only access what your role needs.
- Report anything suspicious to your school administrator or Edulgnite support.
- Official documents (report cards and ID cards) can be verified by their QR code, so a forged copy can be spotted.

29. Troubleshooting

Problem	Likely cause	What to do
I cannot log in	Wrong matricule or password, or inactive account	Check your details; use Reset password; if it says inactive, contact your administrator.
I forgot my password	—	Choose Reset password. Staff/parents get an email; students see their school administrator.
My internet is unstable	Network conditions	Keep working — many tasks work offline and sync when you reconnect.
My marks are not appearing	Not saved, or wrong sequence/class selected	Re-open Enter Marks, confirm the class, subject and sequence, and Save.
My results are not published	The administration has not published yet	Results appear after the school publishes them; ask your administration.
I cannot see a student	Wrong class filter, or not your class	Clear the filter; note that teachers only see their own classes.
I cannot access a feature	Your role does not include it, or the app is not installed	Features follow your role; some are App Store apps your school must add.
My report card is not available	Results not yet published	It appears once results are published.
My information is not updating	Offline, not yet synced	Reconnect and confirm the app shows your changes as synced.
I cannot take an online exam	Not scheduled yet, or no connection	Check the exam time; ensure you are online to start.
I am not receiving notifications	Not signed in, or notifications not enabled on the device	Sign in, open Notifications, and allow notifications on your device.

30. Best Practices for Schools

- Keep student and staff records accurate and update them regularly.
- Assign the correct role to every user.
- Verify marks before publishing results.

- Encourage teachers to enter marks on time.
- Encourage students and parents to check their accounts often.
- Protect administrator accounts and review who has access.
- Train new staff using this manual.
- Keep the school informed with announcements.

31. Support and Contact

If you need help, Edulgnite support is here for you.

Channel	Details
Email	edugnitecmr@gmail.com
Location	Bamenda, Cameroon
Website	[Edulgnite official website — to be confirmed]
Phone	[Edulgnite support phone number — to be confirmed]

Please replace the bracketed items with the official contact details before publishing this manual.

32. Frequently Asked Questions

What is Edulgnite? A digital platform that runs a school's records, academics, communication and finance in one place, on web, desktop and mobile.

Who can use it? Principals, administrators, teachers, students, parents, bursars and librarians — each with their own workspace.

How does my school join? Your school is set up by the Edulgnite team; you can request a school account from the website.

How do I log in? With your matricule and password (Section 5).

What if I forget my password? Use Reset password. Staff and parents get an email; students see their school administrator.

Can students and parents view results? Yes — once the school publishes them.

Who enters marks, and who publishes results? Teachers enter marks; the administration reviews and publishes them.

Can report cards be downloaded? Yes — by class or for one student, and the printout matches the screen. Each card is QR-verified.

Can Edulgnite work with poor internet? Yes — many tasks work offline and sync when you reconnect.

What is the App Store? A place where a school can add extra apps (free or paid) to do more (Section 24).

Why can't I access a feature? It may not be part of your role, or it may be an App Store app your school has not added.

How do I contact support? See Section 31.

33. Glossary

Term	Meaning
Edulgnite	The school platform you sign in to.
ELIGNITE	The technology company that builds and operates Edulgnite.
Dashboard	Your home screen after logging in, arranged for your role.
Matricule	A unique identifier for a person or school, used to log in and to identify students.
Sequence	An assessment period; two sequences make one term.
Term	One of the three parts of the school year (Term 1, 2, 3).
Cycle	A grouping of classes (for example First Cycle, Second Cycle).
Coefficient	The weight a subject carries in the overall average.
Report Card	The official bilingual record of a student's results for a period.
Transcript	An official summary of a student's academic record.
Assignment	Work a teacher sets for students to submit.
Online Exam	An examination taken inside Edulgnite.
Notification	An alert about something new (a result, an assignment, a reminder).
Workspace	The set of features a role sees and uses.
App Store	Where a school adds extra apps to Edulgnite.
App (.eia)	An extra app a school installs from the App Store; ".eia" is the package an app is delivered in.
QR verification	Scanning the QR code on a report card or ID card to confirm it is genuine.

34. Available Now, Coming Soon and the Future Vision

To keep expectations clear, here is what exists today versus what is planned.

AVAILABLE NOW

- Roles and dashboards; login and account management.
- School administration, settings, hierarchy and sections.
- Student, teacher and staff management.
- Classes, subjects, coefficients and teacher assignment.
- Marks entry, results review and publishing (Cameroon sequences, terms and cycles).
- Bilingual, QR-verified report cards; transcripts; QR-verified ID cards; download and print.
- Attendance, timetable, assignments, online exams, question bank, AI exam generator.
- Library; chat and group messaging; announcements; notifications.
- Online (live) classes; career orientation, roadmap and AI guidance.
- Fees and finance with mobile-money payment; promotions, performance and academic rewards.
- The App Store — schools browse and install free and paid apps and choose who gets them; founders publish apps through the Developer Console.
- Offline support with automatic sync; web, Windows desktop and Android mobile apps.

COMING SOON

- School-wide subscription controls (a school settles one subscription that activates its users), being finalised.
- A growing library of installable apps in the App Store.
- Continued maturing of the AI guidance and exam tools.

FUTURE VISION

- Edulgnite as a full “education operating system,” where many independent apps can be added to a school as easily as apps on a phone.
- A broader marketplace of apps built for schools.
- Even deeper offline capability across every part of the platform.

A note on this edition. This manual describes Edulgnite as it works today. Screenshot placeholders marked **[SCREENSHOT NEEDED: ...]** should be replaced with real pictures captured from the live Edulgnite application before publishing, using fictional test data (for example: *John Tambe, EGI2026001, Form 5*) so that no real student's private information is shown.

