RYAN INTERNATIONAL ACADEMY - SARJAPUR

Date:21-11-2022
Cir no.041

Ryan OS v2 - Student Guidelines

Guidelines for students using the mobile app:

Step 1:

The student can download the app from Playstore/Appstore by using the below links:

Playstore: https://play.google.com/store/apps/details?id=com.thirdflix.practically&hl=en_IN&gl=US

Appstore: https://apps.apple.com/in/app/practically-learning-app/id1507585284

Step 2:

Once the app is downloaded, open the app and enter the mobile number (registered with the school) in the

login screen and tap on **'Login'**.

 Note: Please note that the mobile number on school records for the student may be father's number and/or mother's number. If multiple numbers were given to the school, please try father's number first.

 If an error **"There is no User Account associated with this Mobile number."** is reported, then try with the mother's/alternate number. If both numbers report the same error, then report the issue to the school or the customer service so that they can check your account status and can also help the student with the correct registered phone number.

In any case, please DO NOT self register a new account as a new User as the student's account has to be registered only by the School.
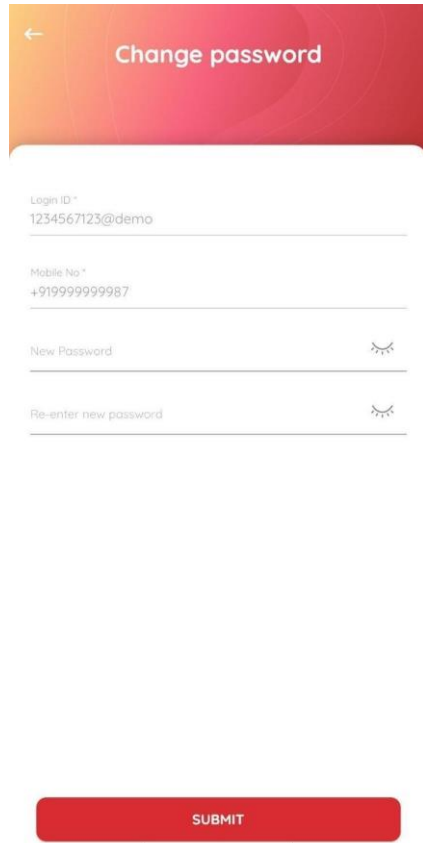
Step 3:

You will receive a six-digit OTP to the registered mobile number, enter the OTP and click on **'Verify'.**

 Step 4:

Once the OTP is verified, it will take you to the password setup page. Please enter the password twice and click on **'Submit'**.

You will be asked to enter the password twice for confirmation. This password will help you to login without an OTP verification in case you don't have access to the mobile.
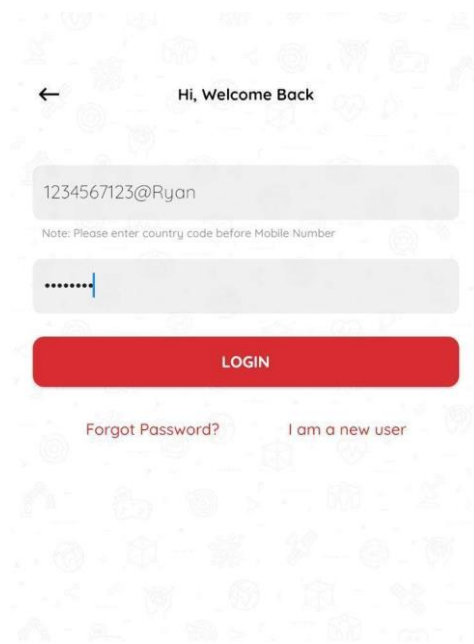
Step 5:

Once you have successfully logged in, please click on the **Ryan My school** banner on the home page which will take you to your Grade & Section page.

If you don't see the **My School banner** with the Ryan School logo in the Home page, then you may have logged in with a different Mobile number than the one that is registered by your school. In that case, please log out and try logging in with the second/alternate mobile number, if any, or contact the School or customer service

Step 6:

If you log in post setting the password, you can log in by clicking on the **'Login with Password'** option. This option can be used to log in without an OTP verification in case you don't have access to the mobile.

Please enter the Login ID (Admission number@Ryan) and password, and click on **'Login'.**
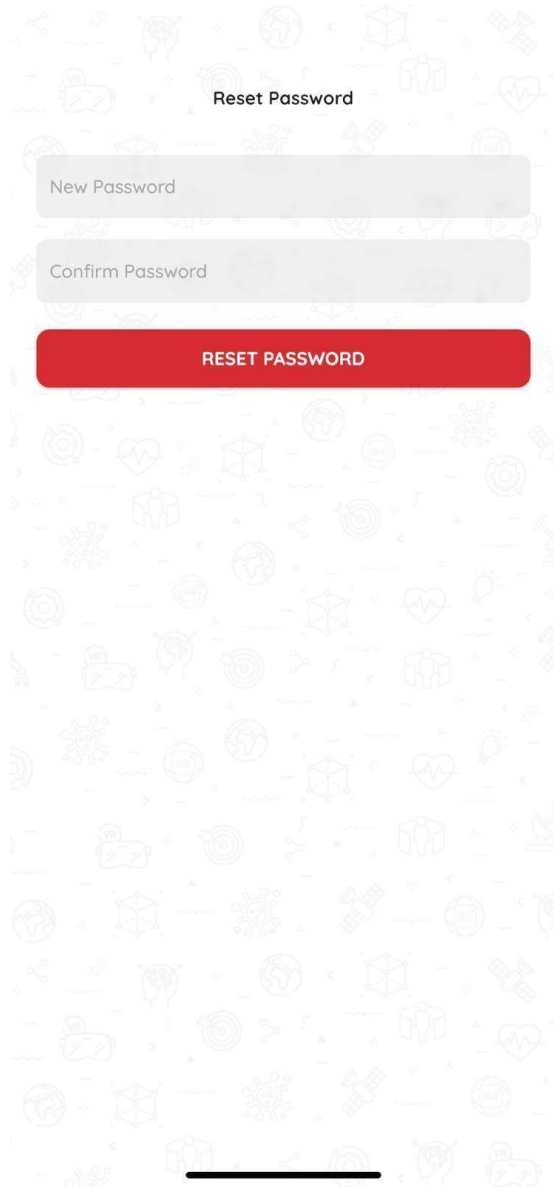
Step 7:

In case you have forgotten your password, click on the '**Forgot password'** button on the login page and reset your password.

Enter the registered mobile number (+91 is the country code to be added) or the Login ID (Admission number@Ryan) and click on '**Submit'**.

Forgot Password?

We will send a verification code to your Phone or Email address.

User ID/Email ID/Mobile Number

Note: Please enter country code before Mobile Number

SUBMIT

Back to login   I am a new user

Forgot Password?

OTP is sent to Phone

VERIFY

Retry in 26 seconds

OTP is sent to +91*******025
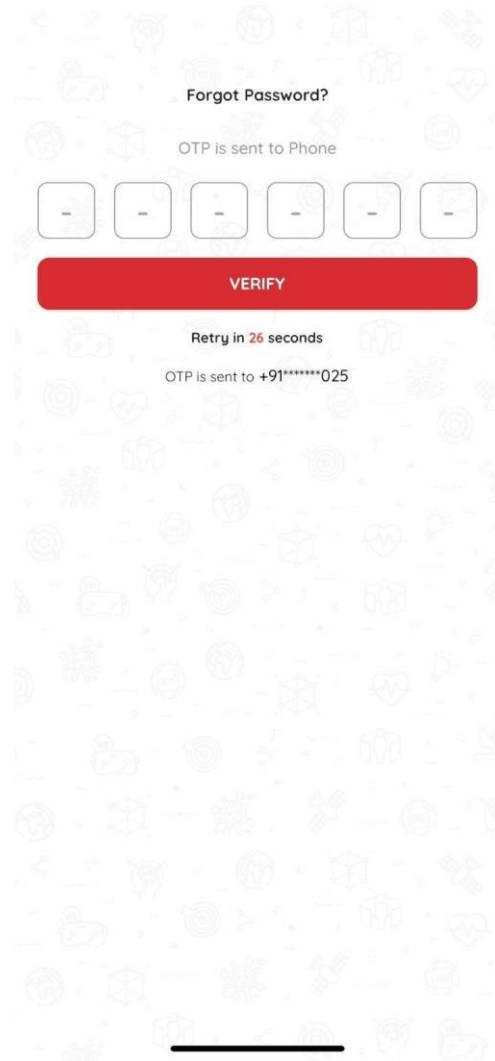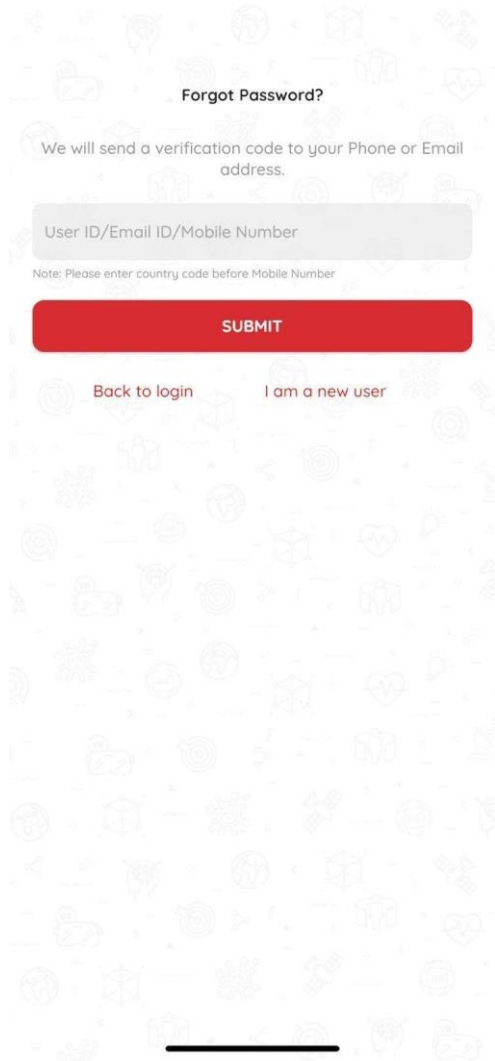
Step 8:
OTP will be sent to the registered mobile number. After OTP verification, enter the New Password, Confirm Password and click on **'Reset Password'**

Reset Password

New Password

Confirm Password

RESET PASSWORD

Note: In case of any queries please contact the Practically Customer Support team at 7842221011

Note:
1. **Please check if all the information in the profile is accurate from the Profile page.**
2. **To update/check the Board and Grade, please update from the Change Course page.**
3. **Please click on the 'My School' banner to check if you have enrolled in the correct Grade & Section.**
4. **If you have multiple accounts with the same mobile number and try to log in, you will see multiple accounts related to that mobile number. This can happen in cases where siblings are registered with the same mobile number or the user has already self registered with the same**

number.

 In such cases, just select the specific Student's School based account from the list while logging in. In case of Self registered accounts, students will get an option to delete the self registered account.

5. The user manual, help documents and the training video tutorials are available in the 'Know-How' section of the Student app.

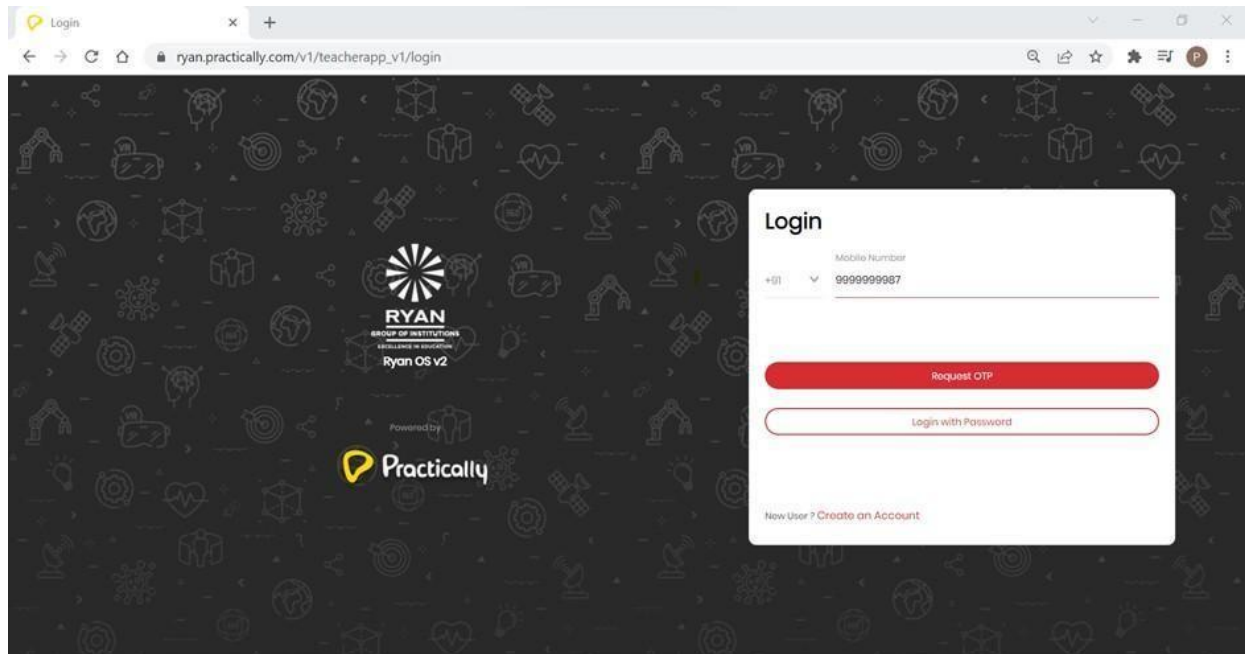## Guidelines for students using web portal:

Step 1:

The student can log into the Practically web portal by using the below link:

https://ryan.practically.com/

Step 2:

Once the web portal is open, enter the mobile number (registered with the school) in the login screen and click on '**Request OTP**'.


Note: The mobile number on school records for the student may be father's number and/or mother's number. If multiple numbers were given to the school, please try father's number first. If an error like **"There is no User Account associated with this Mobile number."** is reported, then try with the mother's/alternate number.

If both numbers report the same error, then report the issue to the school or the customer service, so that they can check your account status and can also help you with the correct registered phone number.

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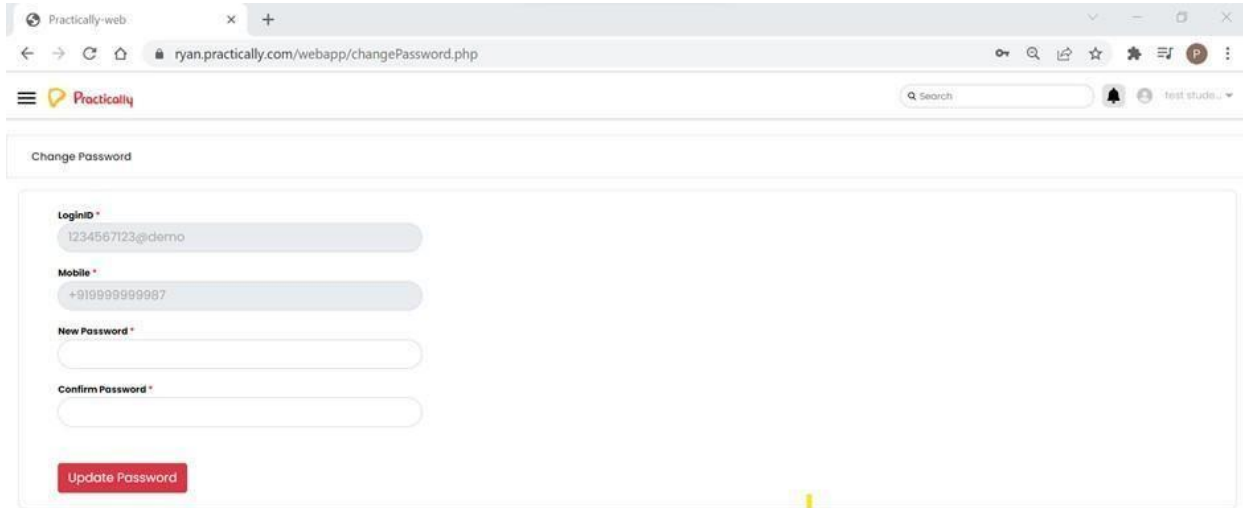
Step 3:

You will receive a six-digit OTP to the registered mobile number, enter the OTP and click on **'Verify OTP'.**
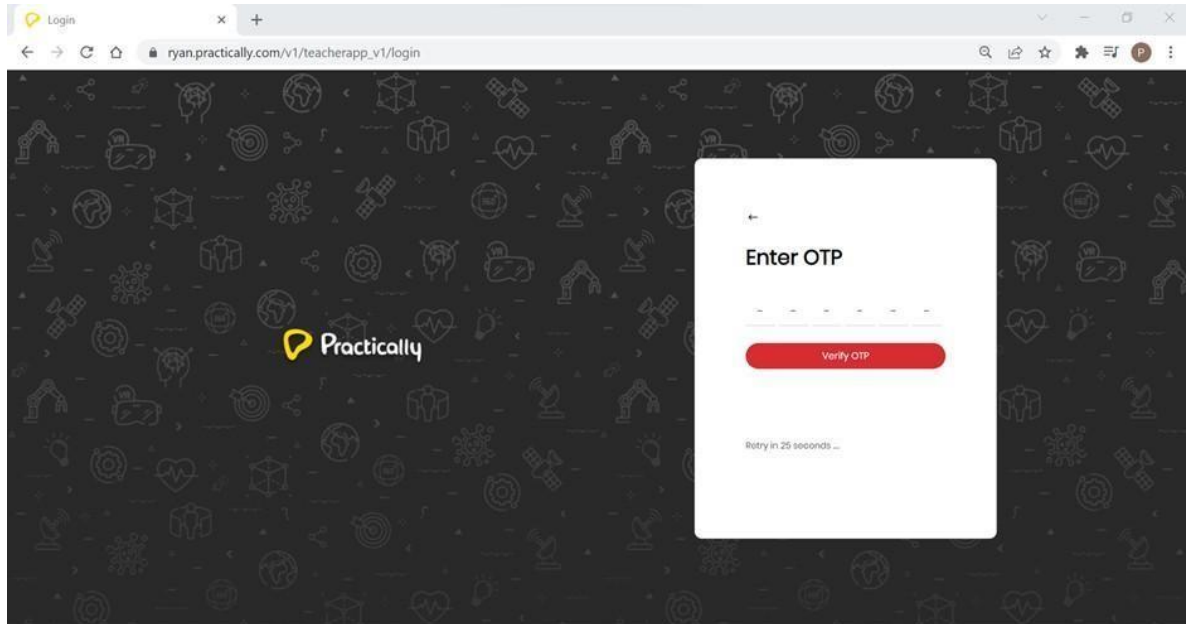
Step 4:

Once the OTP is verified, you will be taken to the password setup page. Please enter the password and click on **'Update Password'**.

You will be asked to enter the password twice for confirmation. This password will help you to login without an OTP verification in case you don't have access to the mobile.

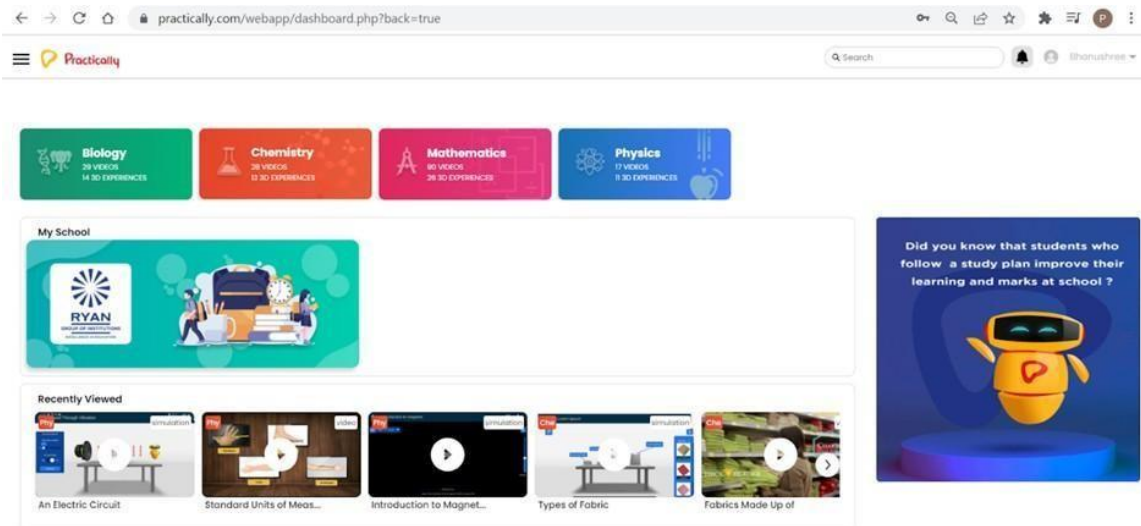**Step 5:**

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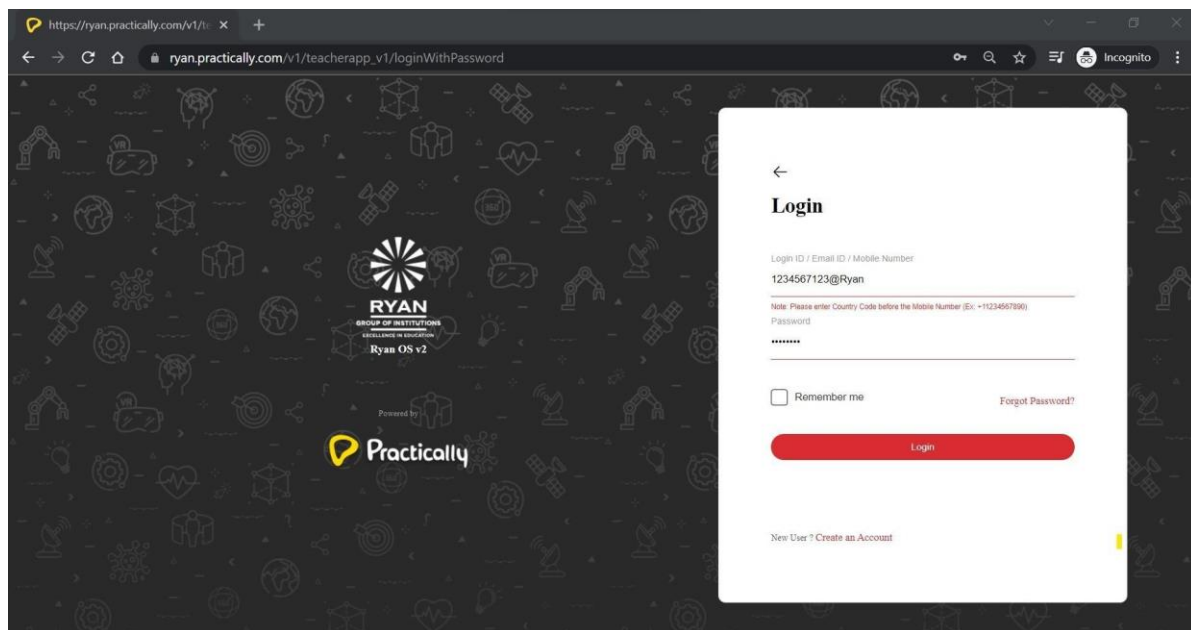
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If the student logs in after setting the password, they can log in by clicking on the **'Login with Password'** option. This option can be used to login without an OTP verification in case they don't have access to the mobile.
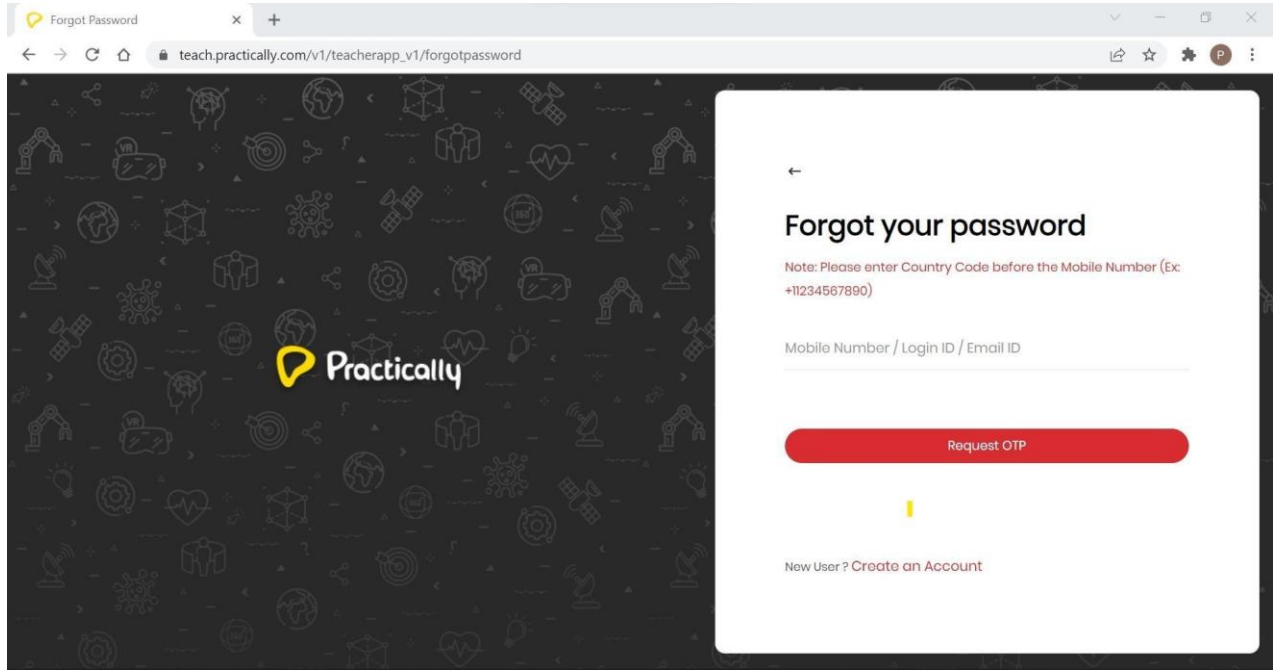Please enter the Login ID (Admission number@Ryan) and password and click on **'Login'.**


Step 7:

In case you have forgotten your password, click on the '**Forgot password'** button on the login page and reset your password.

Enter the registered mobile number (+91 is the country code to be added) or the Login ID (Admission number@Ryan) and click on '**Request OTP'**.

Step 8:

OTP will be sent to the registered mobile number. After OTP verification, enter the New Password, Confirm Password and click on **'Reset Password'**.
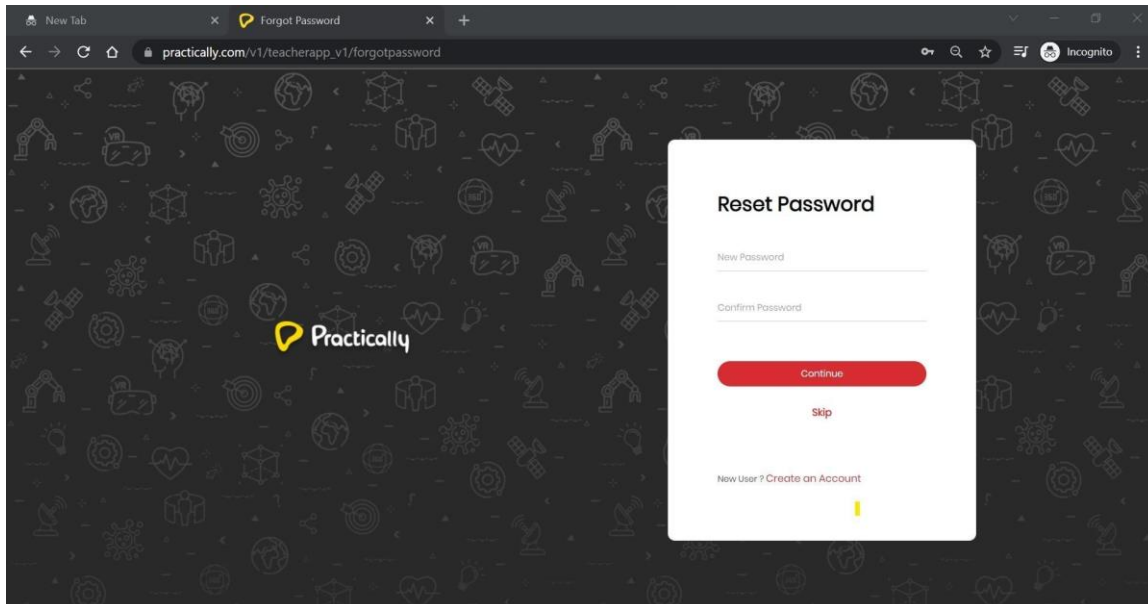
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