



**COLEGIO
INTERNACIONAL
DE SEVILLA**
SAN FRANCISCO DE PAULA

CIS-SFP APP USER MANUAL

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Installing the app

Access to the New Virtual Campus, both the app and the web version, is not per family, but **individual** for each parent or legal guardian.

There are two ways to access it:

Mobile application

Android app: [LINK](#)

iOS app: [LINK](#)

Web version: ([click here to access](#))

Recommendation: For daily use, **we suggest the app**, as it allows you to receive push notifications and more direct communication.

Password to start

If you cannot remember your password, select the *¿Olvidaste tu contraseña?* option on the app's home screen or on the web version. You will receive an email to reset it. If you do not receive this email, there may be an error in the **email address** registered in the College's database. In this case, please write to campusvirtual@sfpaula.com indicating the incident, the name of the enrolled student and the correct email address.

Change language on the web version and app

By default, the language for both the web version and the application is Spanish. Except to change the language of the application, it is not necessary to access the web version. At this time, the language can only be changed from the web version, not from the app. The web version is almost completely translated into English, while the mobile application, for now, only has a partial translation.

1. [Access the platform on your computer using this link](#). Log in with the credentials you created. If you do not remember your password, you can easily generate a new one by clicking on *¿Olvidaste tu contraseña?* and you will receive an email to reset it.
2. Click on the green circle icon, or on your name, in the top right-hand corner to access the settings.



3. Change the language in the settings section. The content is available in Spanish and English.



4. Click *'Grabar'* in the top left corner.

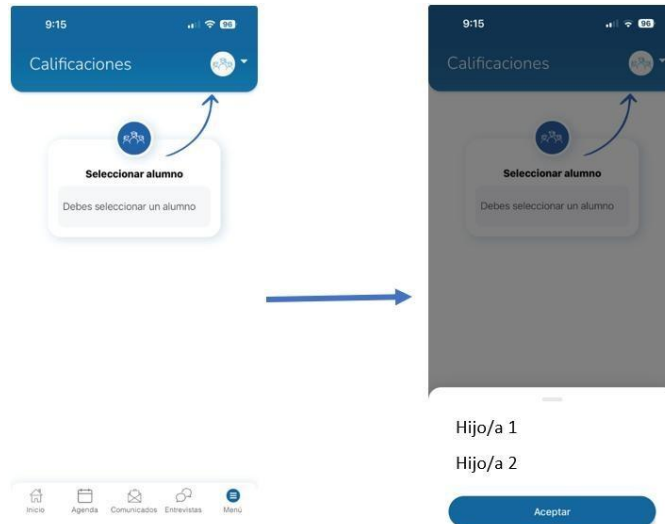


5. For the change to take effect, you must log out and log back in to the platform using the symbol below. The app language will update automatically when you restart it.



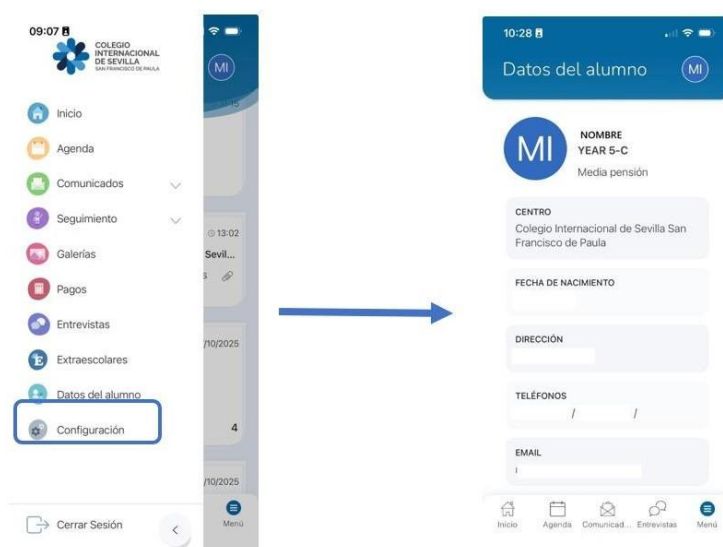
Select your children

If you have only one child enrolled at the school, they will appear by default. If you have more than one, you must select the icon with the circle and arrow at the top to choose the child whose information you wish to view.



Checking student data

It is important to check that your children's details are correctly registered in our system. Please review them in the "Student Details / Datos del alumno" section of the app. If you find any errors, please contact administracion@sfpaula.com, providing the correct information so that we can update it.



The agenda

In the Agenda, you can check your children's classes (not extracurricular activities) by selecting the corresponding days. You can also see the scheduled tasks and incidents recorded for specific times and subjects.



Announcements

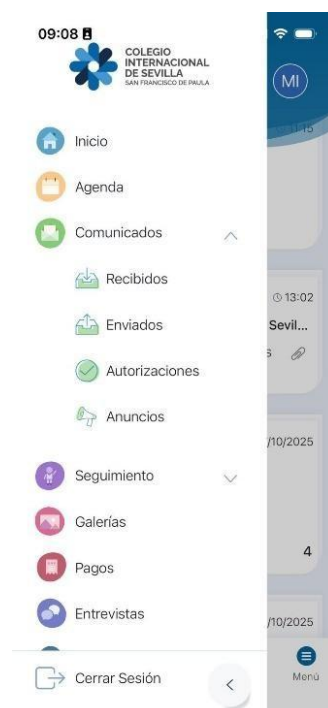
The Announcements section includes four sections: press releases received, communications sent, authorisations and announcements.

Messages received: here you will find all messages sent by the School to your profile. Where possible, only those messages relevant to the level at which your child is enrolled are sent.

Messages sent: this section shows messages sent by families. A + symbol appears to compose messages, but this feature is currently disabled until further notice.

Authorisations: this section shows the authorisations granted through the app or the web version. This function is also disabled at the moment.

Announcements: Specific announcements that the School needs to bring to the attention of families will be published here.



Seguimiento / Student progress

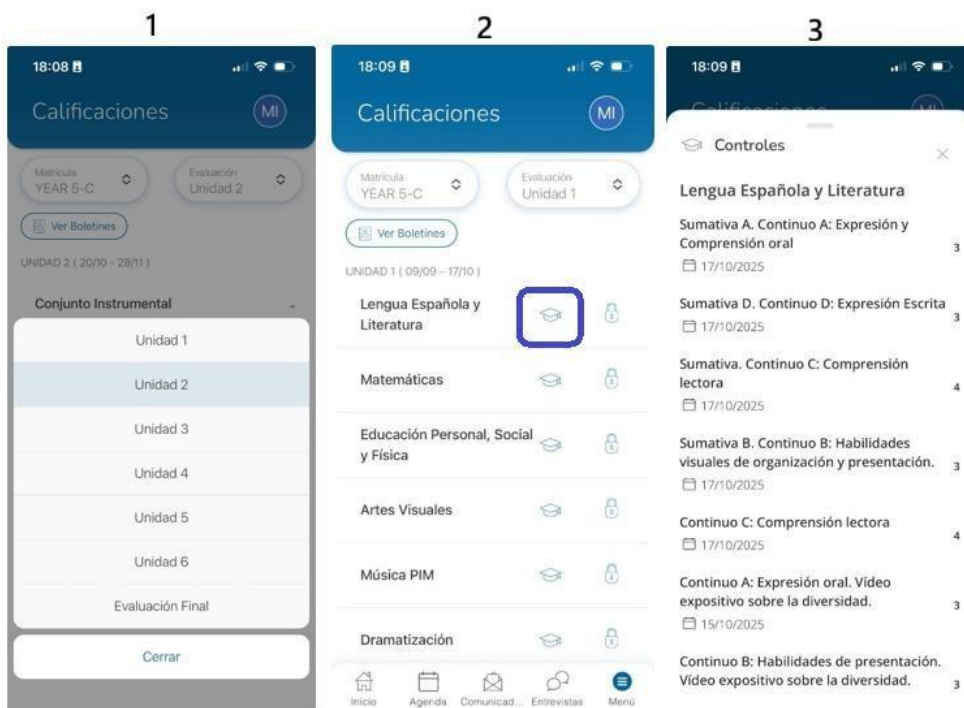
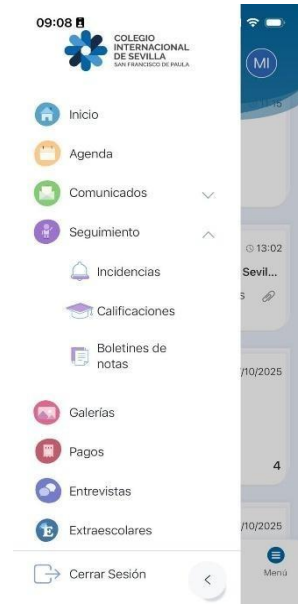
The Students Progress section allows you to view incident summaries, grades, and report cards.

Incidents: Here you will find a summary of recorded incidents, including assignments to assisted study, notes on positive or negative behaviour, and any comments made by a teacher.

Report cards: Once published, after the Assessment Meetings have been held, the report cards for the corresponding assessment period from your son or daughter will appear here.

Grades: Selecting the corresponding unit, you can view the grades recorded for each subject (image 1). Next, a section will be displayed with all the subjects that have a recorded grade (image 2).

By clicking on the icon on the cap, will open a detailed breakdown with a description of the task and the corresponding continuum (PEP) or criterion (PAI and Diploma) (image 3).



Galleries

The 'Galleries' section will soon feature documents, links and other resources of interest to families, such as the assessment manual, this app manual, the academic calendar and links to the library catalogue, among others. Once activated, this manual will be updated with the corresponding instructions.

Payments

Here you can view **receipts** for materials, activities and monthly payments. If your payment is not set up as a direct debit, you can make it using the app by card, Google Pay or Apple Pay. Although there is a tab for invoices, these are not uploaded to the app. If you need an invoice, you can request one from Customer Service.

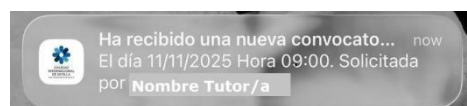


Interviews

Once you have set your availability, in this section of the app you can request appointments to meet with your Tutor or Co-tutor, or accept appointments requested by your Tutor.

Accepting an interview

When a Tutor invites you for a Tutoring session, you will receive a push notification (if you have this feature enabled on your device). These appear in the 'Interviews' section, where you can accept or reject them.



By clicking on the notification, or by accessing the 'Interviews' section of the app, you can accept (thumbs up icon) or reject (cross icon) the request.

Request an interview

Step 1



When you enter Interviews, the request will appear if it has been generated (image 1). You will also find an icon with the + symbol, which allows you to request a new tutorial (Image 2).



No existen nuevas entrevistas



1 Profesores 2 Fechas 3 Resumen

- 
Nombre apellido
 Tutor titular de YEAR XX
- 
Nombre apellido
 Tutor adjunto de YEAR XX

Step 2

Select the tutor with whom you wish to request tutoring.



Step 3

Select the available day (in bold) and the time slot that appears below.



1 Profesores 2 Fechas 3 Resumen

< **Noviembre 2025** >

L	M	X	J	V	S	D
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

⌚ 9:00 - 9:30



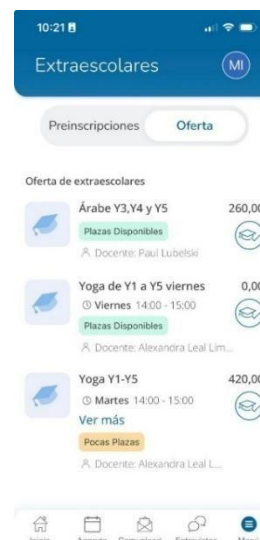
Step 4

Enter a comment if applicable, and click 'request'.



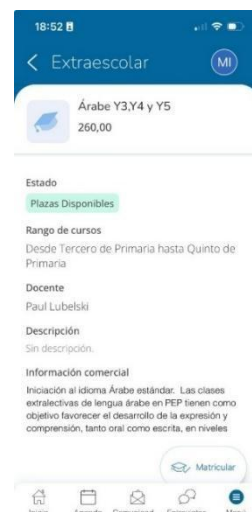
Extracurricular activities

In this section, you can view the extracurricular activities in which your child is enrolled (confirmed) or pre-enrolled (pending confirmation).



In addition, under 'Offer', you can view the activities available for your child's age group and sign them up directly from the app.

When you click on each activity, you will see a description, the price, the corresponding teacher and the number of places available. You can send your registration request by clicking on the Register button. Some activities can be registered for immediately, while others require confirmation from the corresponding department.



APP errors or updates

The application is automatically updated from the server, so it is not necessary to download a new version from the App Store or Google Play when updates are available. If the application displays an error that is not related to your settings, or if an update does not appear correctly, we recommend closing it completely and reopening it. If the problem persists, you will need to uninstall the application and reinstall it from the App Store or Google Play Store.

If you detect an error that may be related to the configuration, please write to familias@sfpaula.com with the subject line "App Familias" so that the person responsible can receive it. If possible, include a brief description of the problem, ideally with a screenshot.