CLASSERA GUIDEBOOK

Version 1.1

A step-by-step guide for Parents and Students

English Edition | Academic Year 2026–2027

Purpose of this guide

Help parents and students sign in to Classera and find announcements, assignments, learning materials, schedules, requests, fee payments and other key account features.

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1. Before You Start

- Use the login details issued by the school. If your credentials are missing or you are unable to log in, contact classera.support@pisjes.edu.sa.
- Use the **parent account** for parent tasks and the **student account** for reviewing assigned tasks, unless the school has instructed otherwise.
- Keep usernames and passwords private. Never include passwords in screenshots or messages sent to support.
- Classera works in a web browser on a computer, tablet or phone, and through the **Classera** mobile app (App Store and Google Play). A computer with a stable internet connection is recommended for online assignments and virtual classes.

1.1 Which account should I use?

Classera has two separate account types. Use the one which fulfils your requirement.

Parent Account	Student (Child) Account
For parents and guardians to monitor their children's academic progress.	For students to complete their own school work
Track grades and other educational attainment.	View subjects, lessons and course materials
Check attendance, absences and announcements	Complete and submit online assignments
Review homework, exams and learning activities	Take online exams and quizzes
Message teachers and school departments	Join virtual classrooms
Pay fees and view payment history	Check own grades and attendance
Submit leave/absence requests and track approvals	Earn points for activity on the platform
Order books through EduMalls	
Switch between multiple children	

Note

Online assignments, exams and virtual classes can only be **accessed** from the student account. Parents can view them but cannot submit work on the child's behalf.

2. Signing In

2.1 Parent sign-in

1. Open the Classera login page: **https://me.classera.com** (or open the Classera mobile app).
2. Enter the **parent/guardian** username and password issued by the school.
3. If asked, select your suitable language.

2.2 Student sign-in

1. Sign out of the parent account first (profile picture → **Logout**), or use a different browser or device.
2. Open **https://me.classera.com** or the Classera app.
3. Enter the **student's own** username and password issued by the school.

2.3 Profile menu and display settings

Select your profile picture (top-right) to open the profile menu. From here you can edit your profile, view active sessions, open the user manual, change the **font size**, switch **dark theme** on or off, and **Logout**.

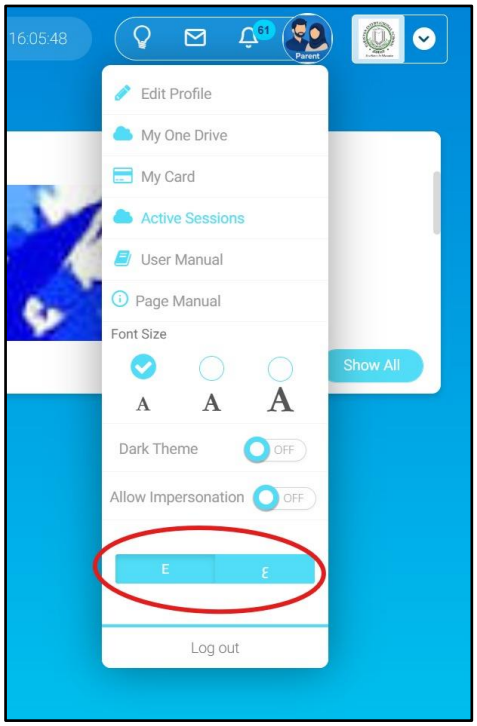


Figure 1: Profile menu (top-right)

2.4 Forgotten password or locked account

If you cannot sign in, email Classera Support at classera.support@pisjes.edu.sa with the parent's full name, the child's full name and class, and a short description of the problem. Do **not** include your password.

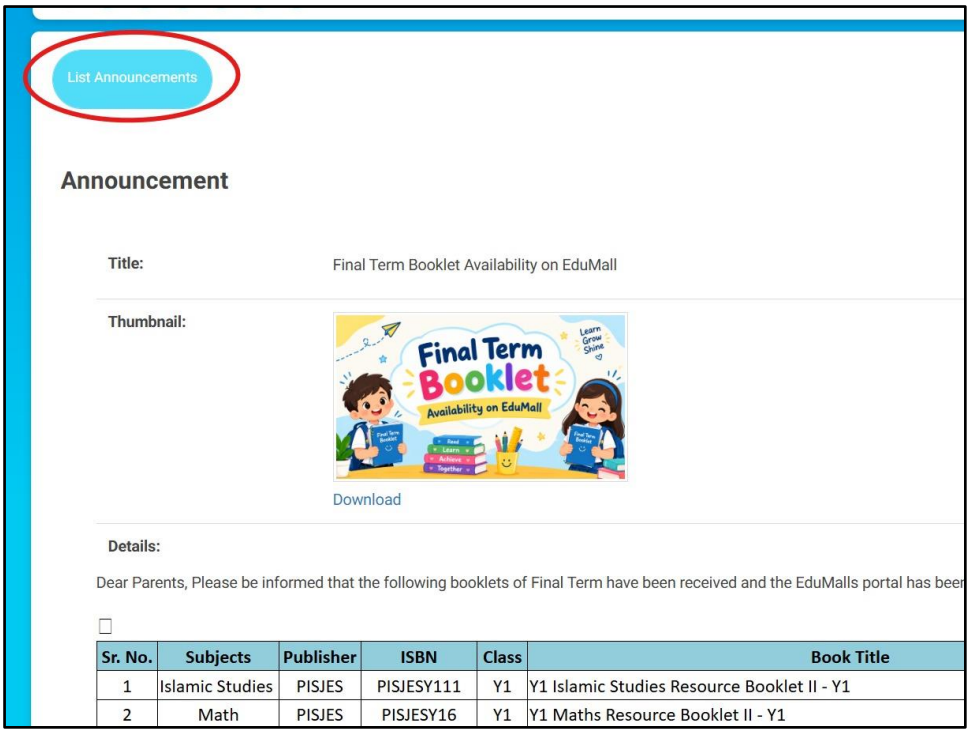
Part A — Parent Account

3. Announcements

1. On the home page, select **Show All** on the announcements banner.
2. Select **List Announcements** to see all school and teacher announcements.
3. Open an announcement to read the details, download attachments and follow any links.



Figure 2: Show All on the announcements banner



Sr. No.	Subjects	Publisher	ISBN	Class	Book Title
1	Islamic Studies	PISJES	PISJESY111	Y1	Y1 Islamic Studies Resource Booklet II - Y1
2	Math	PISJES	PISJESY16	Y1	Y1 Maths Resource Booklet II - Y1

Figure 3: List Announcements and an opened announcement

4. Daily Notes

From the side menu, select **Daily Notes** to read posts from teachers. Use **Select Child** to **Filter by child**, or **Filter by Date** or **Today** to find notes for a particular day. Select **Read More** to open the full note.

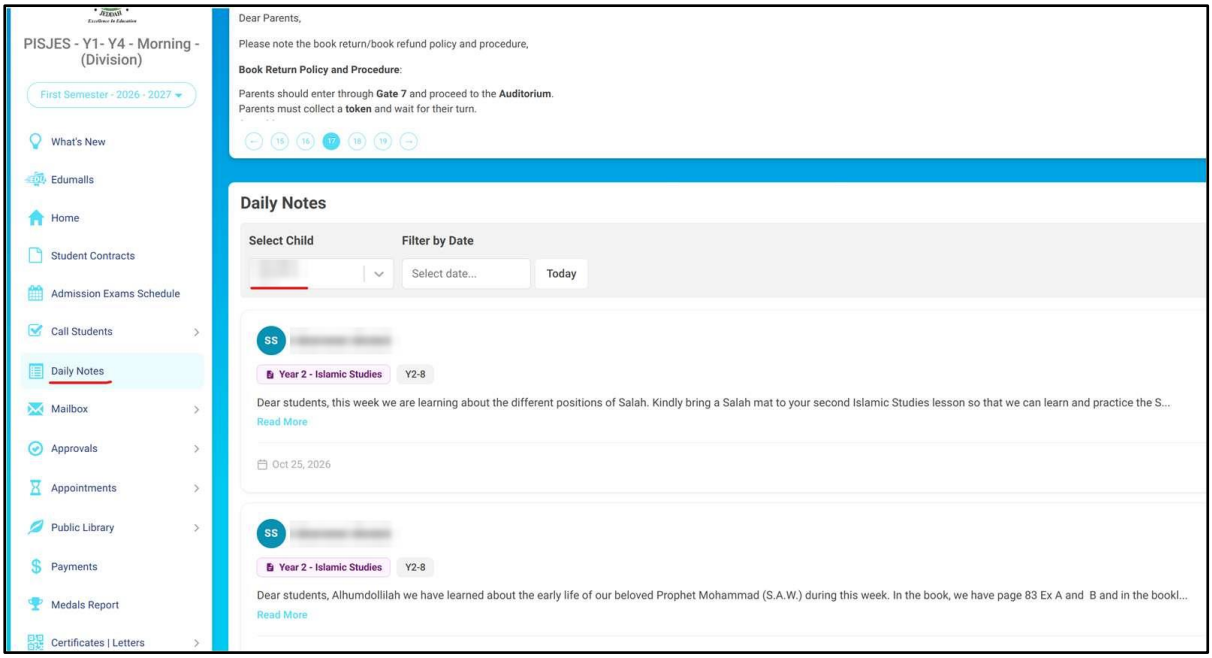


Figure 4: Daily Notes with child and date filters

5. Notifications

Select the **bell** icon at the top of the page to see recent notifications (new assignments, classwork, materials). Select **Show All** to see the full list, or **Mark All Read** to clear the counter.

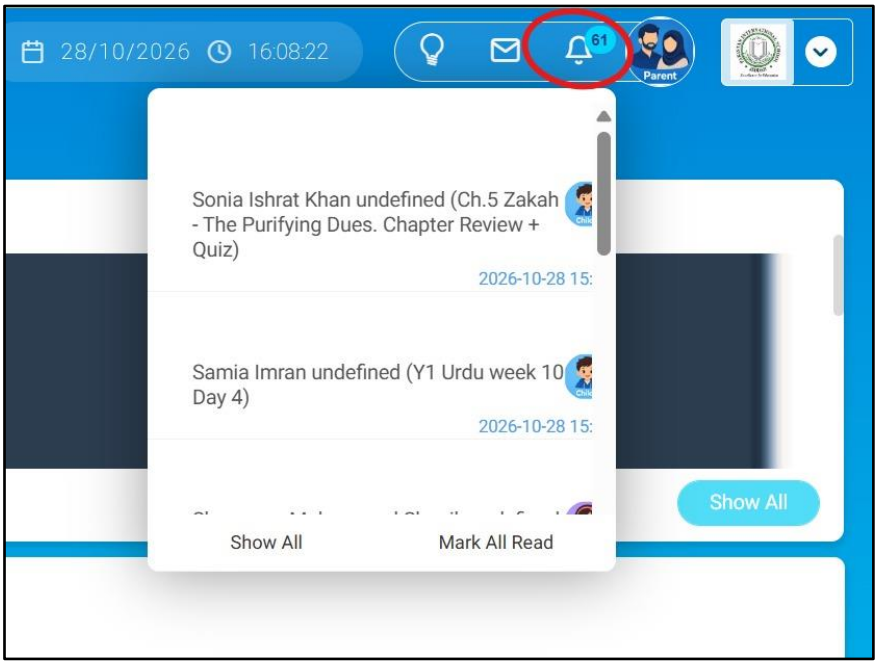


Figure 5: Notifications list

> **Tip**
> Turn on notifications for the Classera mobile app so you do not miss new posts.

6. Opening Your Child's Profile

1. On the home page, find **List of Children**.
2. Select **View Profile** under the child you want to check.
3. To return to the main parent account, select **(Back)** next to the child's name at the top of the page.

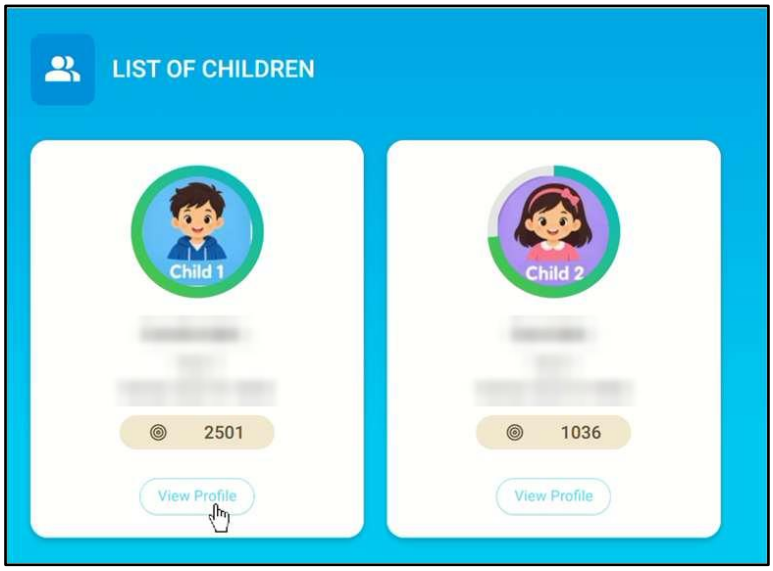


Figure 6: List of Children — select View Profile

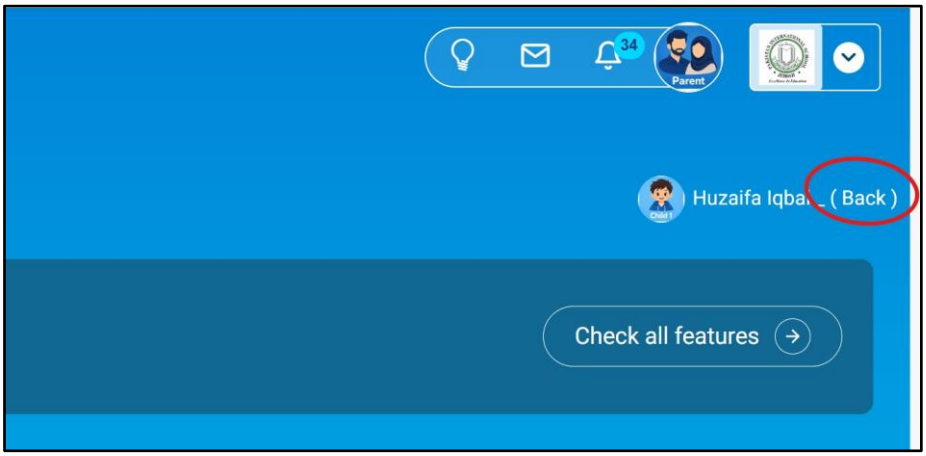


Figure 7: Select Back to return to the parent account

Inside the child's profile you can open every academic section. Hover over (or tap) a tile and select **Show All** to see both new and previously uploaded content.

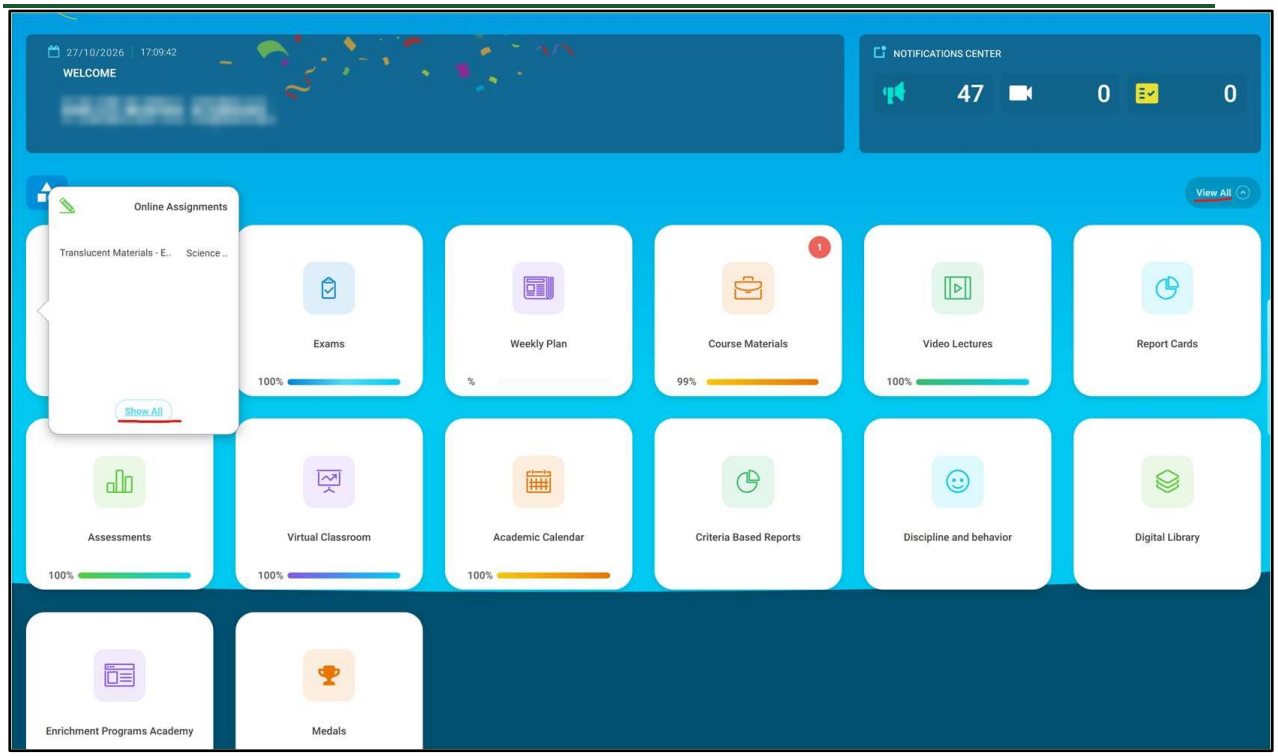


Figure 8: Child profile — academic tiles

Tile	What you will find
Online Assignments	Assignments set by teachers, with due dates and grades
Exams	Online exams and quizzes and their results
Weekly Plan	What will be taught in each subject during the week
Course Materials	Worksheets, notes and files uploaded by teachers
Video Lectures	Recorded lessons and videos
Report Cards	Term report cards
Assessments	Assessment results by subject
Virtual Classroom	Scheduled online classes
Academic Calendar	Term dates, holidays and school events
Criteria Based Reports	Progress against learning criteria/standards
Discipline and Behavior	Behaviour records shared by the school
Digital Library	Digital books and reading resources
Enrichment Programs Academy	Enrichment and extra-curricular programmes
Medals	Points and medals earned on Classera

Important

Your child should use their **own student account** to attempt tests and open study materials. All student activity is converted into points, which encourages children to review lessons regularly. Activity done from the parent account does not earn points for the child.

7. Mailbox — Messaging Teachers and Departments

1. From the side menu, select **Mailbox → Compose**.
2. Check the **School** and **Student** fields, then enter a **Subject**.
3. In the **To** field, choose a recipient category, for example **Teacher**, **Manager** or **Adviser** (the categories shown depend on your account).
4. If you choose **Teacher**, select the teacher from the list; each teacher's subjects are shown under their name.
5. Type your message, add an **Attachment** if needed, and select **Send**.

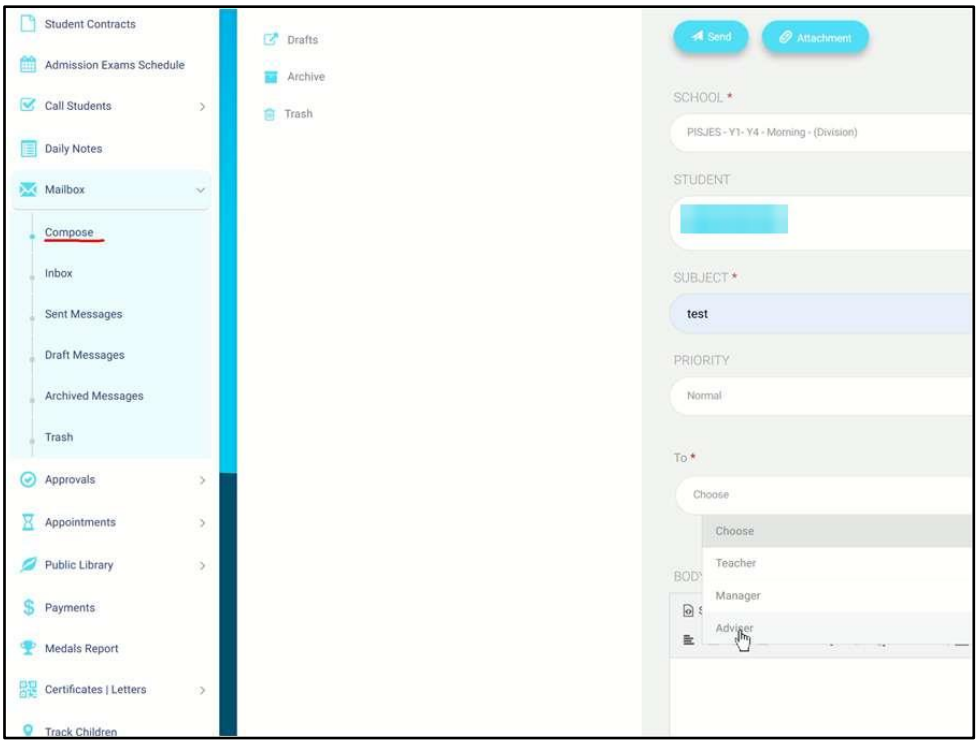


Figure 9: Mailbox → Compose

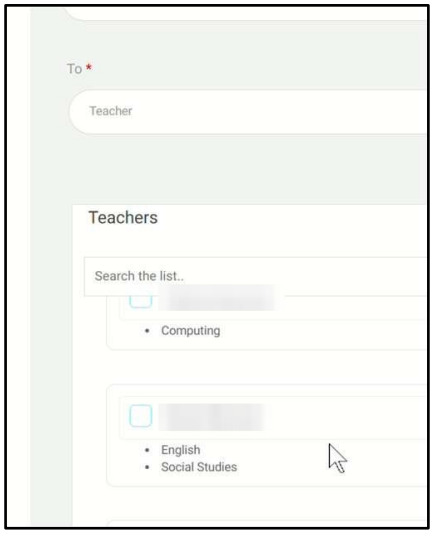


Figure 10: Selecting a teacher

Tip

Select **one recipient at a time** so your message reaches the right person.

Sent, Draft and Archived messages are under **Mailbox → Sent Messages / Draft Messages / Archived Messages**.

8. Requesting Leave or Absence

From the side menu, select **Requests → Excuse Request**. There are two request types:

Type	Use it when	Example
Leave	Your child attends school but needs to **leave early** that day	A medical appointment at 11:00 — the child attends in the morning and is collected early
Absence	Your child will **not attend** school for the whole day (or several days)	Illness, family travel

1. Choose **Leave** or **Absence**, then the **Leave/Absence Type** (for example, Personal).
2. Select the **Student**.
3. Enter **Date From** and **Date To**. For early leave, also enter the **Leave Time**.
4. Under **Choose a File**, attach supporting evidence (for example, a medical appointment letter or report).
5. Submit the request and track it under **Approvals → My Approvals** (section 9).

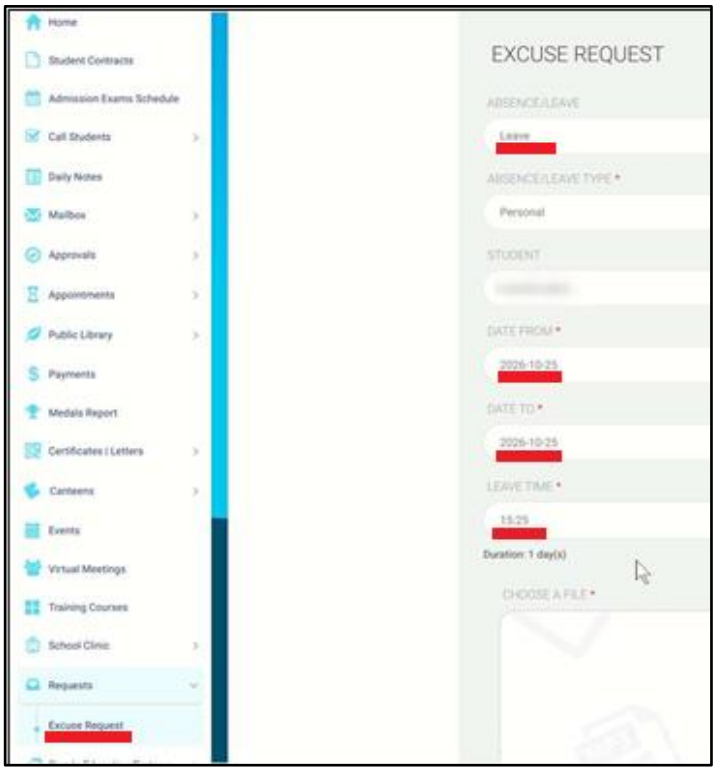


Figure 11: Excuse Request form

Important

Submit early-leave requests **at least 48 hours in advance**. All requests are subjected to approval by **Student Affairs**.

Always attach evidence so your request can be processed without delay.

9. Tracking Approvals

From the side menu, select **Approvals → My Approvals**. The page shows a summary chart and the **Approvals flow list**, where the **Request Status** column shows whether each request is **Pending**, **Approved** or **Declined**.

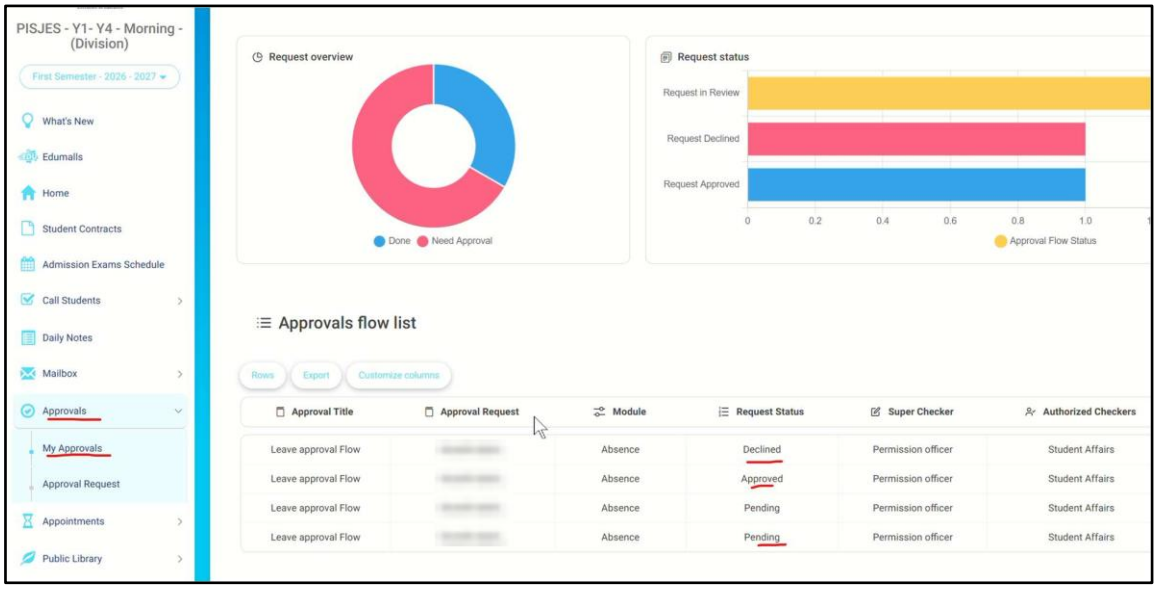


Figure 12: Approvals flow list with request status

If a request is declined and you need more information, contact Student Affairs through **Mailbox**.

10. Paying Fees

1. From the side menu, select **Payments**.
2. Select your **School** division (and Semester, if needed).
3. Select **View Invoices** next to the child.
4. Tick the invoice(s) for the month you want to pay. The **Payment Details** panel shows the selected invoices and total.
5. Select **Checkout** and complete the payment.

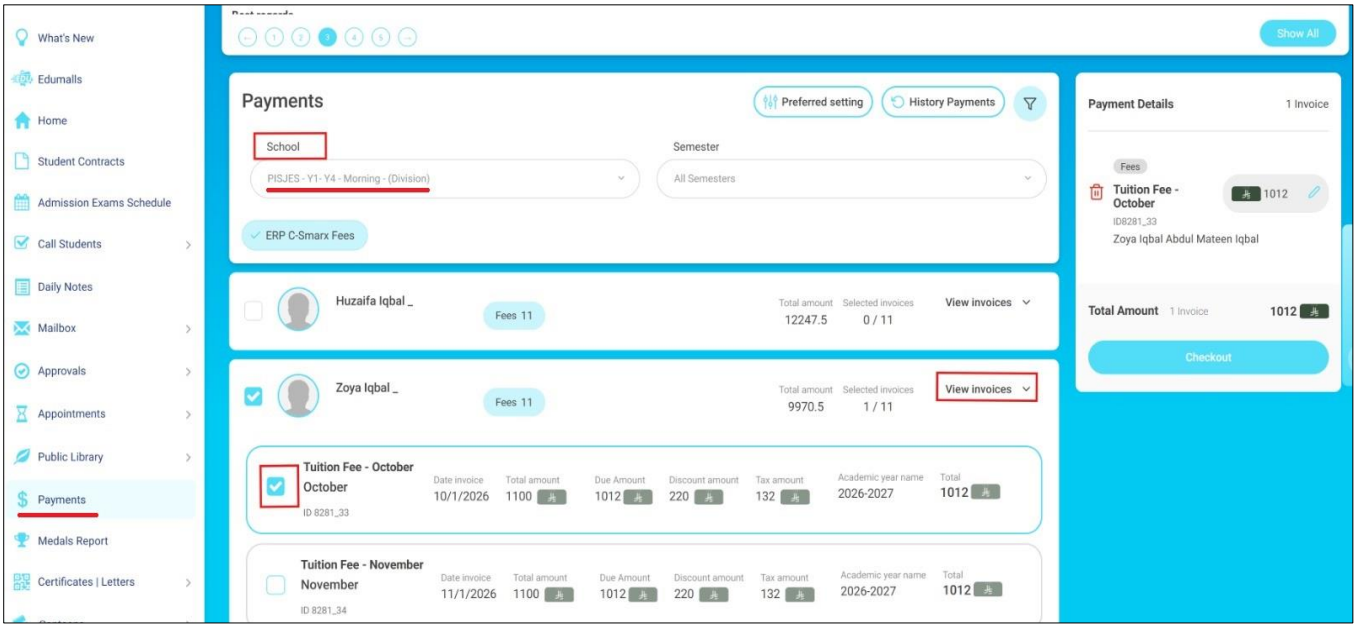


Figure 13: Payments — View Invoices and Checkout

Tip

You can pay for several children in one checkout by selecting invoices for each child.

To see past payments and receipts, select **History Payments** at the top of the Payments panel.

11. Buying Books (EduMalls)

1. From the side menu, select **Edumalls**.
2. In **Purchase for**, select the child you are buying for, then select **Buy Now**.
3. Select **Add To Cart** for each book you need. Items marked **Sold Out** cannot be ordered.
4. Open the cart and select **Checkout**.
5. Complete the billing details, review **Your Order**, and select **Place Order** to pay with C-Pay.

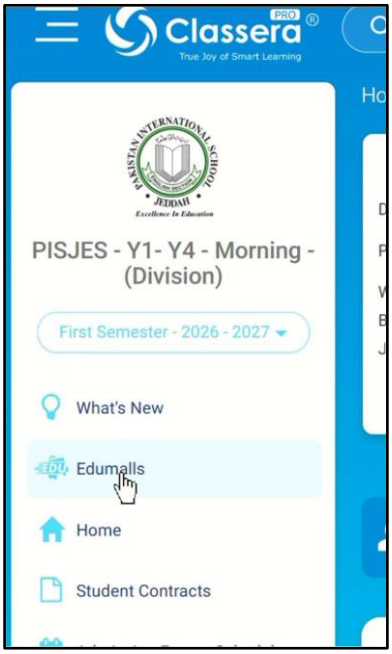


Figure 14: Edumalls in the side menu

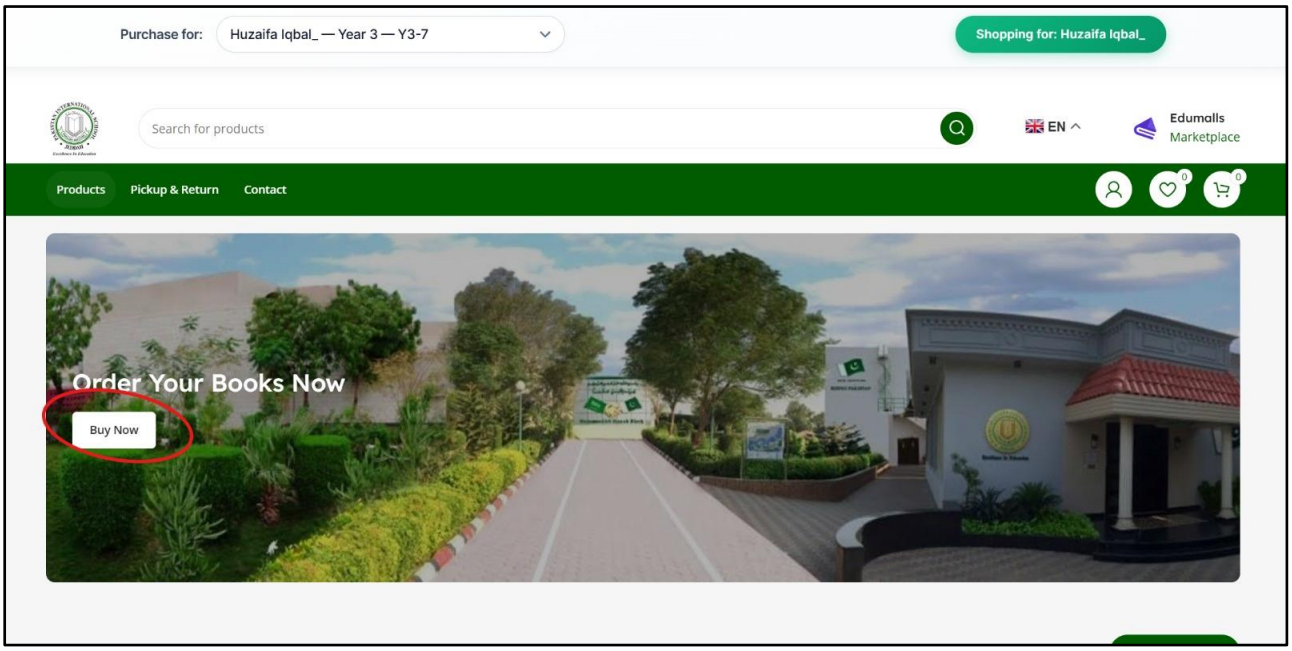


Figure 15: Select the child, then Buy Now

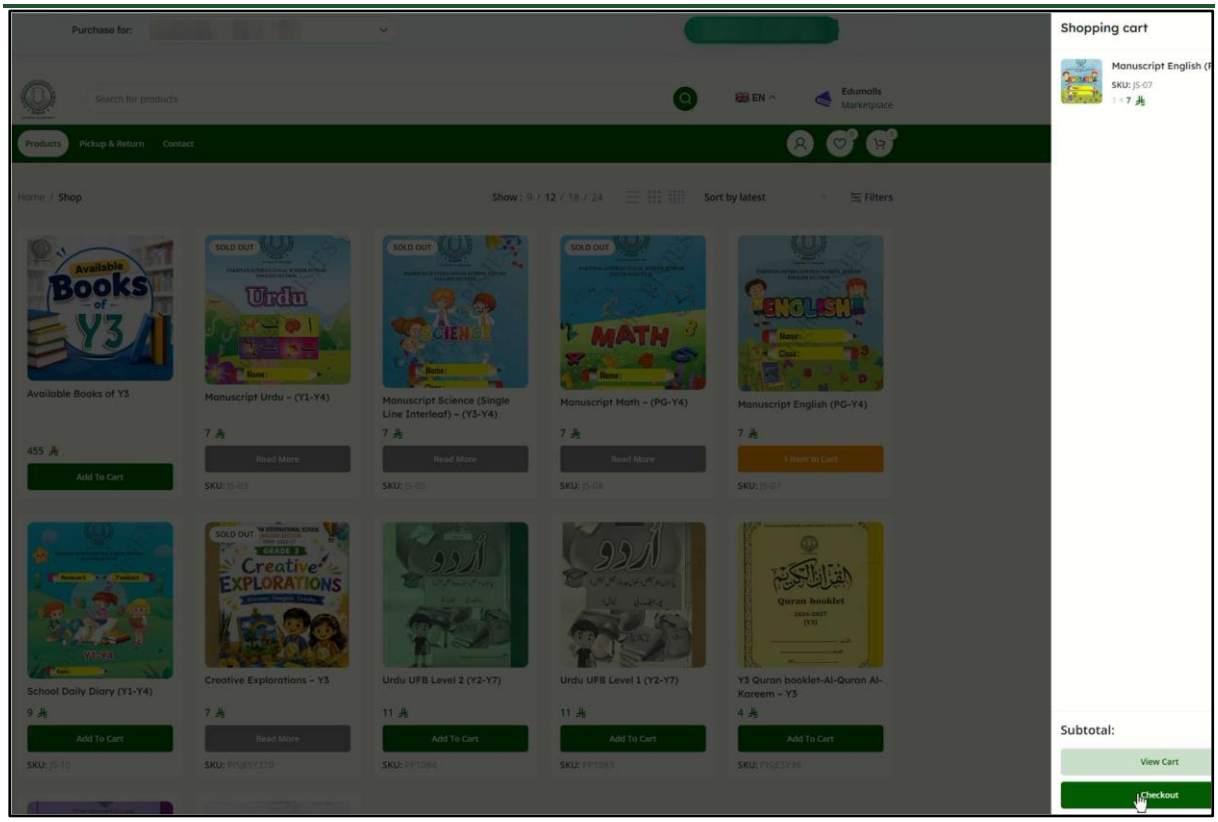


Figure 16: Add books to the cart and select Checkout

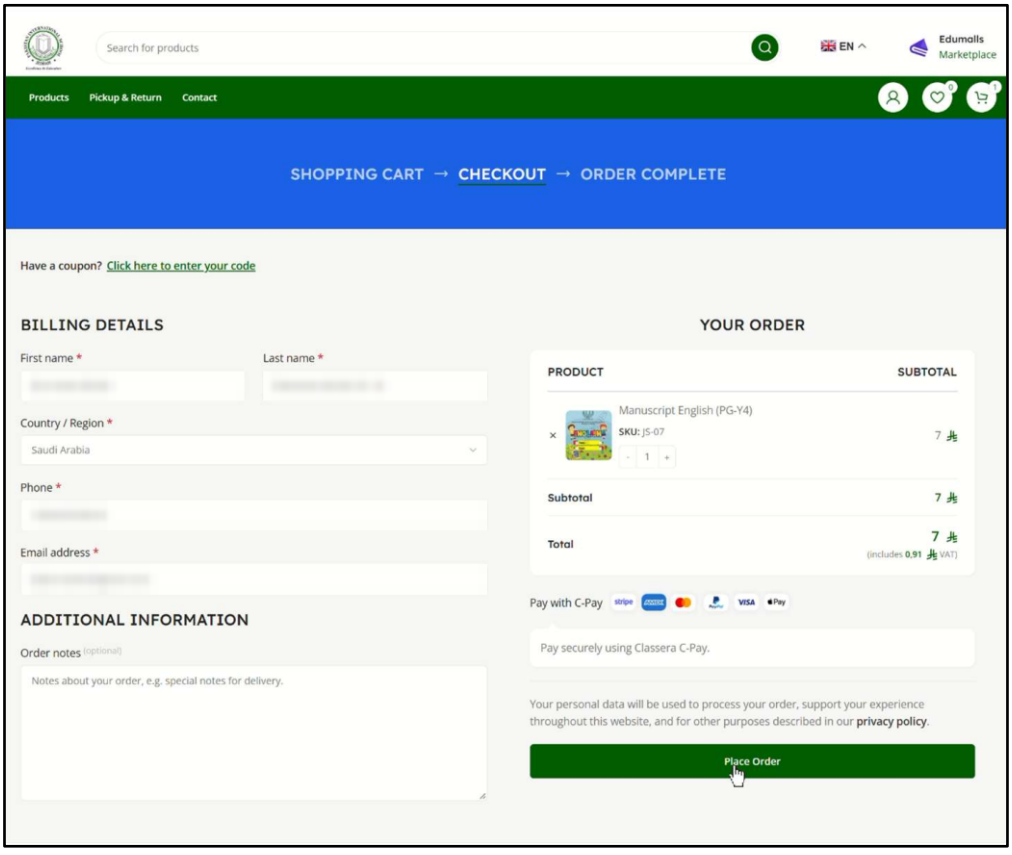


Figure 17: Checkout — billing details and Place Order

Note

Books will be delivered to your child in class. Check **Pickup & Return** on the EduMalls page for the return and refund policy.

Part B — Student Account

12. Online Assignments

1. Sign in with the **student account** (section 2.2).
2. On the home page, open the **Online Assignments** tile and select **Show All**.
3. For an assignment whose due date has not passed, select **Launch**.
4. On the Assignment Info screen, select **Start**, complete the assignment and submit it.

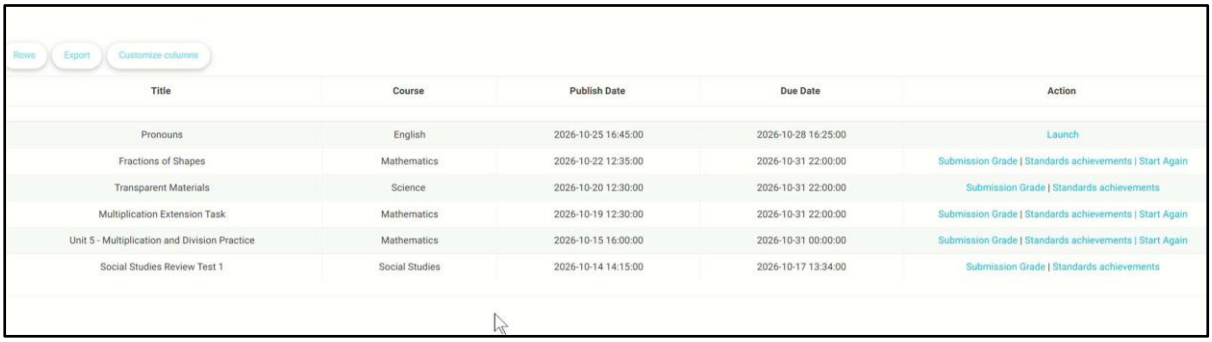


Figure 18: Online assignments list

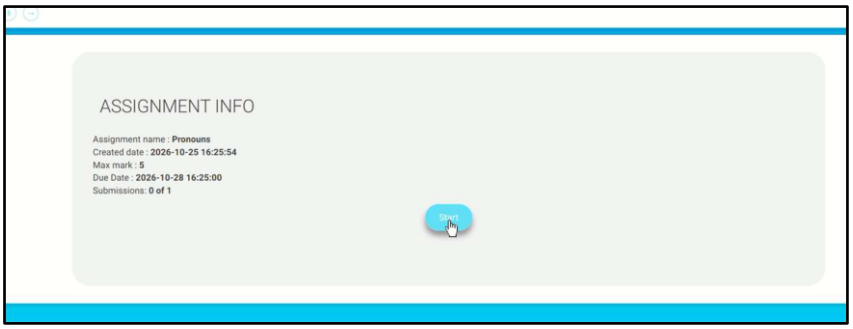


Figure 19: Assignment Info — select Start

Action shown	Meaning
Launch	The assignment is open — start it now
Submission Grade	View the grade for a submitted assignment
Standards achievements	See which learning standards were met
Start Again	The teacher allows another attempt before the due date

> **Note**
> The **Launch/Start** option appears only when you are signed in with the **student account** and the **due date has not passed**.

13. Joining a Virtual Class via Teams

1. Sign in with the **student account**.
2. Scroll to **Virtual Classrooms** near the bottom of the main menu.
3. Select **Join** on the class card. The button becomes available **five minutes before** the scheduled start time.

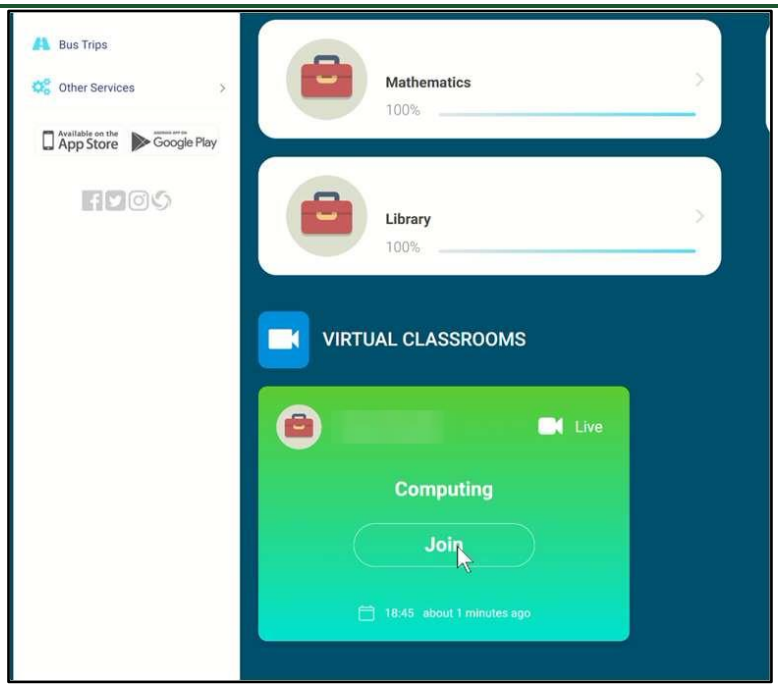


Figure 20: Virtual Classrooms — select Join

Tip

Use a computer or tablet with headphones, and check your internet connection before class starts.

14. Troubleshooting

Problem	What to do
I cannot sign in	Check the username and password (they are case-sensitive). If the problem persists, email classera.support@pisjes.edu.sa.
I cannot see the Launch / Start button	Make sure you are signed in with the **student account** and that the due date has not passed.
The Join button is not showing	It appears from five minutes before the class starts. Refresh the page at the start time.
My child's points are not increasing	The child must work from their **own student account**, not the parent account.
I cannot find an older announcement or file	Select **Show All** — the home view shows only the newest items.
My leave request is still Pending	Requests are reviewed by Student Affairs. Submit early leave at least 48 hours ahead and attach evidence.
A book shows Sold Out	Watch announcements for restock notices, then order through EduMalls.
I need a payment receipt	Open **Payments → History Payments**.

15. Need Help?

For sign-in problems and technical questions about Classera, contact:

Classera Support: classera.support@pisjes.edu.sa

For questions about a subject or your child's work, message the teacher through **Mailbox**. For leave, attendance or approvals, contact **Student Affairs** through **Mailbox**.

Important

When contacting support, include the parent iqama, child's full name, class and a screenshot of the problem — but **never** share your password.