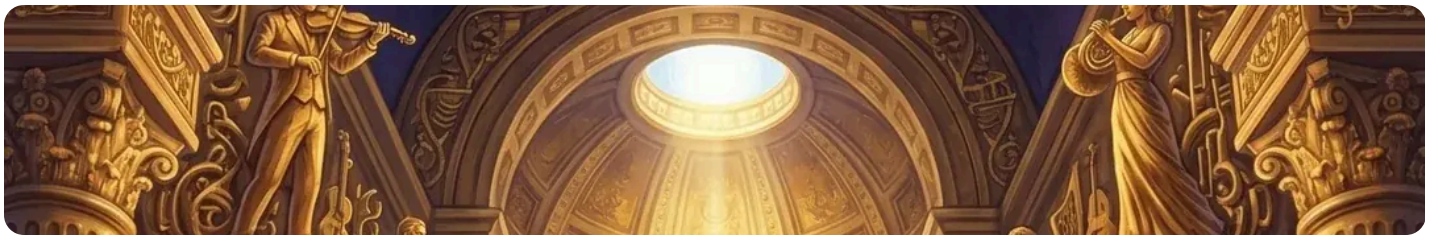
FOR STUDIO ADMINS

The studio admin guide

How to run your studio in NoteAdventure™: setting up, inviting families and teachers, keeping in touch with interested people, and the settings that are yours to tune.





1. Setting up your studio

The studio portal is where you run NoteAdventure for your studio. Families and students use the phone app; you and your teachers use the portal in a web browser.

Signing in

- Open **the studio portal** in Chrome, Firefox, Safari or Edge.
- Sign in with your own studio admin email and password. They are given to you separately; never use a test account.
- The portal is for studio staff only. Teachers can sign in too and see only their own students. Parent and student accounts are turned away.

Verify your sending domain

Start here, because it is the one setup step that needs someone else. Every invitation is sent from your studio's own domain, so a message about someone's child never arrives from an address the studio did not authorize. Until the domain is verified, the portal refuses to send, on purpose, with no fallback sender. If you meet that refusal, nothing is broken: this step simply has not been done yet.

Step	Who does it
Type your domain and press **Save domain**	You, in the portal
Read the three DNS records it gives back (each has a copy button)	You
Publish those three records at your DNS host	Whoever manages your website's domain
Press **Check again** until all three show verified	You, as often as you like

- **Save domain is what produces the records**, so press it even if someone else will do the DNS part. It changes nothing else.
- Verification usually finishes within minutes of the records going live; DNS can occasionally take a few hours. Each record shows its own status, so you can see which one is missing.
- Use the copy buttons. The values are long, and one wrong character fails silently.
- Changing the domain later resets it to unverified. Don't change it in the middle of sending.

> **TIP**
>
> You can do everything else while you wait: add teachers, add families, build your roster. Only pressing Send waits for the domain.

Your first-day checklist

Do these in order and the first invitation goes out without a hitch.

1 **Fill in your studio details**

Settings → Administration → Studio details: the studio name, the name families see in their inbox, a reply-to address you actually read, and your timezone.

2 **Add a second administrator**

Settings → Administration → Portal access. If you are ever unreachable, this is the difference between the studio carrying on and the studio waiting.

3 **Verify your sending domain**

Settings → Emails, at the top. Invitations and password resets cannot be sent until this is done. The steps are above.

4 **Add your teachers**

On the **Communication** page, under Invitations. Each teacher sets their own password from an email.

5 **Invite your families**

Import your roster or add families one at a time, check them, then send. See **Bringing families in**.

2. Finding your way around

Everything is in the sidebar on the left. On a narrow screen it becomes a menu button at the top; on

a wide one you can collapse it to icons.

Dashboard

Active students, practice this month, goal completion and 7-day-plus streaks, with practice trend charts and lessons.

Account holders

Every family account (and anyone who holds their own). Deactivate or delete here.

Students

Every student, with search, filters, each student's page, and **Add Student**.

Communication

People, shelves, sending and every invitation. Only admins see it.

Teachers

Your teachers, their students, lessons and ratings.

Schedules

The week's lessons, one date at a time.

Pieces and Events

The studio's piece catalog, and recitals and other events families see.

Reports, Ratings, Export

Studio reports, what families said about lessons, and CSV downloads.

My account

Your own sign-in email and password.

Settings

Studio tuning, emails, administration, and the studio goal.

A teacher sees a shorter list: Dashboard, Students, Schedules, Pieces, Reports, Help and My account, each limited to their own students. The other pages are for admins, and the system refuses a teacher there whatever the menu shows.

The four numbers at the top of the Dashboard are links. Active Students and **Active Streaks** open Students; **Practice This Month** and **Goal Completion** open Reports. A teacher's tiles count only their own students, and the pages they open are limited the same way.

3. The Communication page

One place for everyone you are in touch with: people who are interested, the materials and documents you send them, and every invitation into the app.

The invite buttons are not on the Account holders, Students or Teachers pages any more. Those pages have a button that brings you here instead. **Add Student** stays on the Students page, because it adds a child to a family that is already on NoteAdventure.

> **IMPORTANT**
>
> This page never creates an administrator. Admins are added only in **Settings → Administration → Portal access**.

People

Adults who are interested in NoteAdventure but have no account or invitation yet: waiting-list sign-ups and anyone you add yourself. Each starts as **interested**.

- **Add people** lets you paste email addresses, one per line, or import the waiting-list sheet. For the sheet, open the Google Form's responses in Google Sheets, choose **File → Download → Comma-separated values (.csv)** and pick that file. Don't open it in Excel first.
- Only the email, the name and the "Already taking lessons" answer are read. Sign-ups older than 12 months, and anyone whose year of birth makes them under 18, are left out.
- **Adding people sends nothing.** Sending is always a separate step you take on purpose.
- After an import, clear the imported rows from the Google sheet. The sheet is a short-lived inbox, not a second list.
- Never add a child's address or details here.
- **Search** by name or email, and filter by lessons: **Taking lessons**, **Not yet**, or all, so you can tell current families from newcomers.
- Each person can be picked for sending, sent materials on their own, promoted, or removed. Removing asks why: "they asked to be removed" or "this was a child's sign-up" keeps them off for good, even if the sheet is imported again; "tidying up the list" lets a later import add them back.
- People who unsubscribed show **unsubscribed from marketing** and can't be picked. Demo addresses can't be picked either.
- People on the list are deleted automatically 12 months after they signed up.

Promote turns an interested person into an invitation. **Add as family** or **Add as teacher** opens the matching form with their address filled in. You still fill in the family's students or the teacher's details: an invitation never goes to a bare address. Once added, the person moves from People to Invitations.

Shelves

Five fixed shelves for your studio's own material: **Parents**, **Students**, **Teachers** and two spares. Fill them before you send anything.

- Each shelf holds one PDF (up to 15 MB) or one https link, or nothing.
- You can replace what is on a shelf, rename it or empty it. There is no sixth shelf; this is not a file library.
- Each shelf shows where recipients will land, so you can check it before you send.

Send materials

Sends what is on the shelves to the people you picked. Tick one or more shelves, add a short note if you like, and press **Preview**. **Send** sends exactly what the preview shows. If Send is grayed out, the page says why.

- One email each, from NoteAdventure, with the subject "Materials about NoteAdventure" and an unsubscribe link. Replies go to the studio.
- **Materials go as links, never attachments**, and the links keep working after you replace what is on a shelf.
- It never sends an invitation.
- There is an hourly and a daily sending limit. If you reach one, the page says how long to wait; the people not yet sent to stay picked, so press Send again later.
- Unsubscribing stops NoteAdventure marketing email only. It never stops invitations, password resets or the studio's own email.

Sending the app's own documents

Besides your shelves, you can send any of NoteAdventure's own documents: the getting-started guides, the full guides (this one included), the iPhone and Android install sheets, and the policies. You can send them to anyone you can find on the page, not only the waiting list: invited parents, families already on the app, teachers and other admins.

- **The system picks how it is sent.** Someone on the waiting list, or a parent you invited who hasn't accepted yet, gets it as marketing email with an unsubscribe link. Someone with an account gets it as an account email.
- **Children are never emailed.** A guide meant for a student goes to their parent.
- A document email never carries an invitation link.

Invitations

Enrolled families and teachers, their invitation into the app, and how far each has got. The buttons are **Add family**, **Add teacher**, **Import roster**, **Pending imports** and sending, all described in the next section. Each family's progress reads:

Invited → Opened the link in the app → Signed up → First practice, with the date of each step.

So the whole path for a newcomer is: interested on People, promoted, invited, opened, signed up.

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4. Bringing families in

There is no sign-up form in NoteAdventure. Every family arrives by an invitation from your studio, and nothing about a child exists in the app until their parent has agreed to it.

The short version: you import your roster, you check what landed, you send. Each parent gets one email with a private link. They tap it, accept the privacy policy, choose a password, and their family is live. You never set a password for a parent; there is no field for one.

Import your roster

1 Import roster

Upload your roster CSV. A preview comes first and nothing is saved until you confirm, so you can fix the file before committing. Download the template from the import dialog to get the columns right.

2 Check Pending imports

See everything staged: which student, which address, when, and who staged it. Delete any row you don't want; deleting is immediate. Re-read the address column: it was typed by hand, and it is where the private link goes.

3 Review and send

When the import finishes it tells you how many families were added and how many are ready to invite (some may already have an account). Sending is a separate step you take when you are ready.

An import never sends anything by itself, and it creates no accounts. The rows sit in a holding area where nothing can sign in to them or reach a child. That is why importing your whole studio at once is safe.

The roster columns

- **Required: student_name** and **account_email** (the address the invitation goes to). A file that says **parent_email** instead is refused; download a fresh template and copy your data across.
- **Optional: parent_name**, **birth_date**, **instrument**, **teacher_email**, **is_account_owner**, **guardian_email** and **external_id**.
- **Names in parts** are better than whole names: **student_first_name**, **student_last_name**, **parent_preface** (Ms., Mr., Dr.), **parent_first_name**, **parent_last_name**. Then nothing has to guess where a first name ends.
- **external_id** is worth supplying if your studio has its own student numbers. It survives a parent changing their email and a child changing their surname, which makes re-imports safer.

Sending invitations

The list shows one row per parent, not per child: a family with three students appears once. Keep the window open while a send runs. If you close it or lose your connection, the ones already sent stay sent; press send again later and it picks up where it stopped. **Pressing send twice never emails anyone twice.**

Status	What it means	What to do
Not invited yet	No invitation has gone out	Send
Invitation sent	The email is on its way	Nothing; wait for them
Signed up	The parent finished setup; the family is live	Nothing

Status	What it means	What to do
Send failed	The email provider rejected the address; the reason is shown	Fix the address and re-import that row
Not sent — will retry	Something interrupted the send	Send again
Expired — will resend	Nobody used the link within 14 days	Send again for a fresh link
Already has an account	That address already belongs to a NoteAdventure account	Add the new student with Add Student instead
Check this address — cannot be sent	The address is staged two conflicting ways, as someone's own account and as a parent for another family	Fix the rows in Pending imports, then send again

"Already has an account" is not an error, and it can't be overridden. An invitation sets a password without knowing the old one: right for a new family, wrong for an existing one.

Adding one family

For the student who starts in October, skip the spreadsheet: **Add family** under Invitations (or **Promote → Add as family** on someone in People). One form: the parent's email, their name, and a row per student. The invitation can go out straight away.

If your sending domain isn't verified yet, the family is still added; you'll see a note that the invitation couldn't go out, and they show as "Not invited yet" until you send.

Situation	Use
A family new to NoteAdventure	**Add family** on Communication: stages the students and invites the parent
A new student in a family already on NoteAdventure	**Add Student** on the Students page: asks that parent to accept them
An adult who takes lessons themselves	**Add family**, with their own address as the parent email and **This student holds the account** ticked on their row

- **Add Student doesn't create the student straight away.** The parent accepts or declines in the app, so a child never lands in the wrong family because two parents share a name. The student shows as pending until they answer; a decline stays on your list so you can check and try again.
- Add Student needs a birth date. On the Add family path you don't need one: the parent confirms each child's birthday during setup.
- A student's own sign-in address can never be used as the parent address. The system refuses it, so a child can never accept the privacy policy for their family.

Students who hold their own account

By default every invitation goes to a parent. Under **Settings → Administration → Studio details**, "Students who hold their own account" lets older students hold their own account instead. Leave it on **Never — always invite the parent** (the default, and a perfectly good answer), or choose an age.

- **13 is the lowest it can go, and that is federal law, not a setting.** Under 13, a parent must consent.
- Anything below 18 shows a warning worth reading once: a student who holds their own account accepts the terms themselves, and under 18 that acceptance is weaker than an adult's. It is a judgment call, and it is yours. The portal records who set it and when.
- To invite such a student, use Add family with their address and tick **This student holds the account (they take lessons too)**. That row needs a birth date. Below your age, the tick is refused with the reason.
- A student's own *sign-in* is different. Any child can sign in on their own once their parent turns it on in the app; the parent still holds the account.
- Changing the setting never affects anyone already signed up. It applies only to invitations you send afterwards.

What the invitation says, and what the parent sees

The email, subject "You're invited to NoteAdventure", says very little on purpose: your studio's name, that the studio uses NoteAdventure for practice tracking, a button to the private setup page, when the link expires, and your reply-to address. You can add your own note under **Settings → Emails**.

It never names a child: not a full name, not a first name, not how many. Across hundreds of hand-typed addresses there will one day be a typo, and that email will reach a stranger.

The parent taps the link and the app opens on a setup screen with your studio's name, their name and their children's first names. They confirm each child's date of birth (typed, not picked from yours), accept the privacy policy and choose a password. If the children aren't theirs, they can say so: the staged rows are deleted at once and the link stops working. Treat that as a sign to correct the address.

A student who holds their own account gets their own invitation, addressed to them.

The safeguards, plainly

You get these without doing anything. If a parent asks how safe this is:

- One email per family, one link per email. Sending a new one cancels the old.
- Each link works once and expires after 14 days.
- Only a scrambled fingerprint of the link is stored, so a copied database holds no working invitation.
- Every bad link gets the identical answer, so nobody can use the setup page to find out which families attend your studio.
- Nothing sends until your own domain is verified.

How long imported rows last

- An imported student stays in the holding area for **90 days from the day you uploaded them**, then is deleted, whether or not an invitation went out. Re-importing doesn't restart the clock; if onboarding runs past three

months, upload the stragglers again.

- This isn't a setting: the invitation tells every parent the same thing, so it has to be true.
- Expired, unused invitations are cleaned up. Accepted invitations are kept permanently, because they are the record of that parent's consent.

5. Teachers

Teachers in the sidebar lists everyone with their email, instruments, number of students, lessons and feedback this month, and average lesson rating. Search by name or instrument; **Export** downloads a CSV.

Adding a teacher

1 Open Add teacher

On the **Communication** page under Invitations (the Teachers page has a button that takes you there).

2 Fill in their details

Their email and name, and the **name children see**, such as "Miss" and a first name. Children only ever see that name, never the teacher's full name.

3 Press Add and send email

The teacher gets "Set up your NoteAdventure teacher account" with a link to choose their own password. It works for 72 hours. Until they use it, they show as **Pending setup**.

- No email? Open the teacher's page and press **Resend setup email**; each new link replaces the last. A teacher who finished setup but never signed in can be sent a sign-in link instead.
- Once a teacher has set a password, they use **Forgot password?** like anyone else. You can change a teacher's email, never their password.
- The email comes from your sending domain, so verify it first; if it isn't verified, Add teacher tells you so.

A teacher's page

Click a teacher to see their stats, their students, how families have rated their lessons, and their recent lessons. Teachers record lessons and feedback themselves; see **the teacher guide**.

6. Students

Students lists every student with their instrument, teacher, streak, weekly goal and level.

- **Search** by name, or use **Filters** for instrument and teacher.
- **Export** downloads a CSV of every student.

- **Add Student** adds a child to a family already on NoteAdventure (see **Adding one family**).

A student's page

Click a student's name for their level, streaks, monthly practice, weekly goal, parent, teachers, current pieces, recent lessons and recent practice sessions. From there you can:

- **Assign teachers** in the "Assigned Teacher(s)" area. A student can have more than one; the teacher then sees the student in their list.
- **Edit** the student's name, birth date and instrument. If the parent has turned on the student's own sign-in, you can switch it off here. Only a parent can switch it on, from the app.
- **Send a high five**, which appears full-screen the next time the student opens the app. It can't be taken back, so there is one confirm step.
- **Deactivate** or **Permanently Delete**; see **Deactivating and deleting**.

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7. Scheduling lessons

Every lesson is placed on a specific date. Nothing repeats, so the calendar only ever shows lessons that are really happening.

- Open **Schedules** to see a week at a time, with ← **Previous week** and **Next week** →.
- **Add** a lesson on any day: student, date, time, length. Empty days have the button too; seeing that Thursday is bare is how you decide where the next lesson goes.
- **Moving** a lesson is editing its date or time. It changes that lesson only.
- **Canceling** is removing it.
- A student taught every Tuesday needs every Tuesday booked. That is more work, and in return a family never turns up for a lesson that isn't happening.

Teachers book, move and cancel lessons for their own students; you can do it for anyone. A teacher can never schedule for a student who isn't theirs.

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8. Pieces and events

The piece catalog

- **Pieces** holds the studio's repertoire. **Add Piece** with title, composer, difficulty and instrument, or **Import CSV** for many at once.
- Edit a piece, or deactivate one you no longer use.
- Tick pieces and press **Assign to students** to give them to students; the catalog shows how many students have each.

Events

Events is for recitals, exams, masterclasses and other studio dates. Every student and parent sees them, with a countdown. Put a date here rather than in anything printed, so it can change.

9. Reports, ratings and export

Reports

- **By teacher:** pick the last 7, 30 or 90 days or the last year. Students per teacher, practice time by teacher, and a table of practice time, goal completion, average rating and lessons. Export it as a CSV.
- **By instrument:** totals, the share of students on each instrument, practice time by instrument, and each instrument's level spread.

Habit health

Below the report cards, **Habit health** answers one question: is practice becoming a habit? It shows the share of children who practiced on 3 or more days last week, the same share by how long children have been with the studio, and the typical number of practice days a week over the last 4 weeks. It also shows how many children are near the end of the lands the app opens so far, and roughly when the first will get there.

- Every window ends yesterday, so a morning visit doesn't look like a bad week.
- Only real children count, never demo accounts.
- A group of fewer than 10 children shows "Hidden" instead of a number. No names appear. Only admins see it.

Lesson ratings

Ratings shows what families said about their lessons. Only admins see it. You can delete a rating; the family isn't told and can rate that lesson again.

Export

Export downloads CSVs: all students, all teachers, and the teacher and instrument reports for 7, 30, 90 or 365 days.

10. Settings

Four tabs: **Studio Tuning**, **Emails**, **Administration** and **Studio goals and counters**.

Studio Tuning

The dials that shape how the adventure paces for your students. Each shows its allowed range and what it affects. They are yours to adjust; you don't need to ask anyone.

Group	Dials
Streaks	Missed days allowed per week (default 2, so a weekday student keeps their streak over a weekend); minutes that count as a practice day
Practice rewards	XP per minute practiced; bonus XP for meeting the daily goal; streak bonus per day, and the most one session can earn
Land length	Practice days to complete a land

Group	Dials
Teacher rewards	Bonus XP and trail stops when a teacher confirms a piece is mastered; bonus XP for practicing a focus piece
Lessons	Days a lesson stays This Week's Focus

The **focus piece bonus** is a thank-you, not a daily reward: it is paid the first time a student practices each focus piece their teacher picked on the current lesson, once per piece per lesson. Students aren't told in advance. Set it to 0 to turn it off.

Include demo accounts in the dashboard and reports is on this tab too, off unless you turn it on. Demo accounts are the ones on **@test.com** or **@studio.local** addresses. While it is on, those pages say so in a banner. It changes the dashboard and reports only, never what families see; studio totals, badges and the goal meter always count real families only.

Emails

- **Sending domain**, first, because every email below depends on it (see **Verify your sending domain**).
- **Invitation**: add your own note and see a live preview of what a family gets.
- **Welcome emails**: sent when a family or teacher finishes signing up, with links to the getting-started guide and the full guide for their role. Turn each on or off and preview it; the wording is fixed.
- **Materials**: a summary of the five shelves, with a link to the Communication page, where they are edited.

Administration

- **Studio details:** studio name (on the invitation and the setup screen), the from-name families see, a reply-to address you read (parents will reply), your timezone, and students who hold their own account.
- **Portal access:** everyone who can sign in to the portal, and the only place to change that. **Add administrator** creates an account for someone on your team; give them a first password separately and have them change it. **Remove access** works immediately and can be undone; the person stays listed as "access removed".
- **Your password:** change it with your current one. Every other device is signed out at once. You can also do this, and change your sign-in email, under **My account**.

> **IMPORTANT**
>
> An administrator can see and change everything you can: every family's records, every child's practice history, every parent's private notes, and permanent delete. They can add further admins. Only add people who should have all of that. You can't remove your own access or the last remaining administrator.

> **LOCKED OUT?**
>
> Use **Forgot password?** on the sign-in screen. The link works once, for an hour. The reset email goes through your studio's sending domain, so until it is verified nobody can reset a password, you included. A second administrator covers that gap.

11. The studio goal and what families see

The **Studio goals and counters** tab has two cards: the studio goal, and the switches for what families see.

The studio goal

One practice goal for the whole studio, like 30,000 minutes before the spring recital. One goal runs at a time.

1. **Name it**
   A short name families will see.

2. **Set the reward**
   In your own words: what the studio will do or celebrate when the goal is reached.

3. **Set the target in minutes**
   Minutes, because that is what students track. Every child's practice counts toward it together.

4. **Choose the start and end dates**
   Families see the goal until it closes.

- Families see the progress meter once the **Goal meter** switch is on and at least 10 children are taking part.
- The meter updates **once a night**, never during the day, in **steps of 5% of the goal and never less than 25 minutes** (300-minute steps on a 6,000-minute goal), and only on nights when at least 10 children have practiced. A change you make to the target shows up after that night's update. That keeps any one family from working out another child's practice.
- When the goal is reached there is a big celebration.
- If the end date arrives first, the page asks what you'd like to do: **Extend the end date**, **Close as a success**, or **Close with the current numbers** (a quieter thank-you that never says the goal was missed). Nothing is decided for you. Past goals are listed underneath.

What families see

One switch for each motivation feature. All three are off until you turn them on.

- **Studio stats:** a weekly studio practice total. Rounded, and shown only once 10 or more students practiced that week.
- **Goal meter:** the studio goal's progress bar, as above.
- **Top 10 badges:** two private badges, a Top 10 for practice days and a Top 10 for practice minutes, over the last 30 days. Each practice counts up to 90 minutes toward minutes.

About the Top 10 badges:

- A child is included only when their parent has switched Top 10 badges on for them in the app, as well as your switch being on.
- A child sees only their own place, like #3, never another child's name. The badge shows on the child's own name badge and in their parent's views, never on the shared family picker and never in anything staff see.
- At least 20 children must be taking part before anyone gets one. They update nightly. The card says how close the studio is, so an empty badge doesn't look broken.

Turning a switch on never lowers these minimum numbers; they protect every child's privacy. Demo accounts never count toward any of them.

12. Deactivating and deleting

Deactivating is reversible and changes nothing about the past. Deleting is permanent.

State	Can sign in	Past lessons and feedback
Active	Yes	Kept
Inactive	No	Kept, with the name shown
Deleted	No	Kept for the student, credited to "a former teacher"

A teacher

On the teacher's page, **Deactivate** signs them out and stops them signing in, takes them out of every picker, **ends every student assignment they hold**, and **releases their booked lessons** so another teacher can take the slot.

Reactivate restores their sign-in and nothing else: you re-assign students and re-book lessons by hand. Use it when someone genuinely leaves or takes a break, not to hide them for a week. **Delete teacher** is permanent; their lessons and feedback stay with the students.

A family or a student

- On **Account holders**, **Deactivate** suspends the account. It shows you first which students go with it; those students are deactivated too. Reactivating the account doesn't reactivate the students: do each one from their page.
- On a student's page, **Deactivate** stops them signing in and ends their teacher assignments. Their future lessons stay on the calendar until you remove them.
- A student marked inactive is deleted automatically after 24 months. Reactivating stops that clock.
- **Delete account** and **Permanently Delete** show a preview of what would go, including each child and their practice history, and ask you to type the name to confirm. Deleting an account holder who still has children deletes those children too, and the preview says how many.

When a parent asks

- Parents can see their child's records in the app at any time.

- If a parent asks you to delete their child's data, use **Permanently Delete** on the student's page, promptly: the privacy policy promises deletion within 30 days of a request.
- You can't reset a parent's password, by design; point them to **Forgot password?**. If they never finished setup, send their invitation again.

13. Getting the app onto phones

NoteAdventure is in a preview, so it isn't in the App Store or Google Play yet. Each phone has a one-page sheet you can send or print:

iPhone or iPad

Through Apple's TestFlight app. **The TestFlight sheet**

Android

A direct download. **The Android sheet**

Installing the app and being able to use it are two different things. A family still needs to accept your invitation. If someone installs and can't sign in, a missing or unaccepted invitation is almost always why.

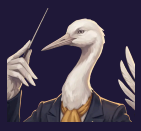
14. Good security habits

- Never share your admin sign-in. Add another administrator instead.
- Sign out after using a shared studio computer, and don't sign in on a family device a child also uses.
- Remove portal access the day someone leaves. It takes effect immediately.
- Re-read the address column in Pending imports before sending.
- Never forward or paste an invitation link. It works as a key to that family's setup until it is used. Send a fresh one instead; that cancels the old.

15. Troubleshooting

What you see	What to do
"Access denied. This portal is for studio staff."	You're signed in with a family account. Sign in with your studio admin account, or ask another admin to add you under Portal access.
Sending refused: domain not verified	**Settings** → **Emails** → **Sending domain**. Publish the records shown and press Check again.
Domain stuck on pending	DNS can take a few hours. Check the record still pending, character for character.
Send is grayed out	The page says why: usually nobody needs an invitation right now, or no one is picked.
A parent never got the invitation	Check the status: "Send failed" shows the reason. Otherwise have them check spam, then send again for a fresh link.

What you see	What to do
A parent's link isn't valid	Links expire after 14 days and work once. Send again.
Add family says the parent already has an account	Use Add Student to add the new student to their family.
Add family refuses the "holds the account" tick	Your studio hasn't set a minimum age for student accounts, or the student is younger than it. The message says which.
"That email is already a student's sign-in"	Use a genuine parent address. A child can't hold the family account.
A parent says the children aren't theirs	The address on your roster is wrong. The staged rows were deleted; correct the address and re-import.
The waiting-list import is refused	Download the sheet as CSV straight from Google Sheets, without opening it in Excel. A file that looks like a student roster is refused: use Import roster for that.
Someone can't be picked on People	They unsubscribed from marketing email, or it's a demo address.
Send materials stops	You reached a sending limit. Wait the time shown, then send again; the rest stay picked.
Nobody can receive a password reset	The reset goes through your sending domain. Verify it in Settings → Emails.
You can't remove an administrator	You can't remove yourself or the last admin. Add another first, or ask a different admin.



Need a hand?

For anything in the portal or the app that isn't working, email **issues-na@sniffsafarilabs.com**. Say what you did, what you expected and what happened; a screenshot helps. A real person reads every one.