

## [FAQs](#)

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Menu – Alert Subscriptions, Maps, About, Text Size



Help – This is it: the help page!



Absentee – phone or send a message to the Absence Office.



Links – Classroom Countdown, Staff List, Sign in/out (Y13), Parent Portal, Term Dates, Metlink, Facebook etc.



Contacts – phone or email deans, counsellor, advisors, managers, coordinators etc.



Alerts – view your alerts and choose which alerts you wish to receive.



Notices – the daily notices that are also on the Parent Portal.



Calendar – the public calendar that is also in the right-hand column of WGC4me.



Newsletters – those published since November 2017 are available here.



News – WGC4me Site News: important announcements, upcoming events, success stories etc.

## FAQs

**NEWSLETTERS – *I don't have the Newsletters icon on the home screen.***

Update your app. Version 1.9.1 introduced the Newsletters icon and the Help icon.

**WHITE SCREEN – *I've clicked on a link and the screen is blank.***

Sometimes nothing shows up until all the data has been downloaded from the server. This can take up to a minute. If nothing appears, then you should force-close the app and then open it again.

**OUT-OF-DATE INFO – *The most recent news, notices, newsletters etc are missing.***

You can refresh the screen by pulling down. If that doesn't work, force-close the app and then open it again.

**BACK TO THE APP – *I've opened a link and now I can't go back.***

Some links open in the app, but others open in your device's default browser. On an Android device you should always use the device's back button. On iOS, if there is no Close button bottom-left, then you can go back to the app by tapping WGC top-left, or double-tapping the Home button.

Still stuck? Want to report a bug? Have a suggestion? [Send an email](#)