

Mobile Access to ParentsWeb Answers from RenWeb

Q: Why is there a \$4.99 subscription fee to access ParentsWeb using the RenWeb Home App? Shouldn't that be included in the fees we pay already?

A: Parents can access ParentsWeb for free using our desktop browser or through ParentsWeb Mobile. If parents want the additional convenience and features available only through an app, they have the option to purchase a subscription to the app. RenWeb uses the fees to help fund all of our mobile-friendly development, including RenWeb Home, ParentsWeb Mobile and RenWeb Staff, our app for faculty.

Q: How do parents access ParentsWeb Mobile?

A: To access ParentsWeb Mobile, parents simply use their mobile device to navigate to their normal ParentsWeb Login Page and they will be redirected to the ParentsWeb Mobile Login Page.

Q: Will ParentsWeb Mobile work on both an iPhone and Android phone? How about iPads and Android Tablets?

A: Yes. RenWeb Mobile works on an iPod, iPhone, Android Phone, iPad and Android Tablet.

Q: How do parents access the RenWeb Home app?

A: Parents should use their device to search the App Store for RenWeb Home and then install the RenWeb Home App. RenWeb Home is offered by the App Store as an In-App Subscription. That means a parent or student installs the App for free, and then purchases an annual subscription to the App the first time they access it. That single annual subscription then covers every device used by every member of the family as recorded in RenWeb.

Q: Why do you show the app as Free, and then ask parents to pay the subscription fee once they try to log into the app?

A: This is certainly not our choice or preference. To offer RenWeb Home as a subscription, the App Store forces us to manage the subscription "In-App", meaning the parents must first download the app and access it before they can purchase a subscription to the app.

Q: Why didn't you just allow parents to purchase the app once and avoid the subscription?

A: We evaluated this option. The problem was that every member of the family that had a separate iTunes account would have to make separate purchases of the app, forcing some families to make as many as four purchases. We felt this was excessive. By managing the app as an In-App Subscription, we were able to let all members of the family share the single subscription.