



## Middleton Elementary Schools Family-Teacher-Staff *EZ Member Directory* App FAQs



Updated September 2016

- 1. How do I list my family in the EZ Member Directory app?** Send the following information to [Directory@MiddletonPTO.org](mailto:Directory@MiddletonPTO.org) EXACTLY as you wish it to be published (you do NOT have to list *all* of the information below; however primary parent contact & email address is mandatory). You only need to go through this process/list your family ONE time while your child is enrolled in Middleton elementary schools.
  - **PRIMARY PARENT CONTACT First & Last Name** (Please note directory is alphabetized by *parent* last name)
  - **PRIMARY PARENT CONTACT EMAIL ADDRESS** that you want to associate with the app (usually home email, NOT work)
  - **HOME ADDRESS** (helpful because it is hyperlinks to directions)
  - **PRIMARY PARENT CONTACT PHONE NUMBER(S)** (you may list home, work, and mobile)
  - **CHILD/CHILDREN First & Last Name** (grades Preschool – 6 only; helpful for playdates, birthday parties, etc.)
  - **SPOUSE First & Last Name & Phone Number**
  
- 2. How do I purchase the app :** Soon after providing the information above, you will receive an email titled “EZ Member Directory Login Information” from [directoryapp@middletonpto.org](mailto:directoryapp@middletonpto.org) Check your Spam folder if you do not see it. Go to the App Store or Google Play as instructed. You cannot purchase the app if your family is not listed in the app (see #1 above).
  
- 3. I lost the instructions on how to upload the EZ Member Directory app or I have a new smartphone.** Contact our Directory Admin, Jean DeMayo, at [Directory@MiddletonPTO.org](mailto:Directory@MiddletonPTO.org) to request the email instructions. You will receive an email titled “EZ Member Directory Login Information” from [directoryapp@middletonpto.org](mailto:directoryapp@middletonpto.org). Please print & save these instructions. Check your Spam folder if you do not see it.
  
- 4. What smart phone devices support the EZ Member Directory app?** Apple and Android.
  
- 5. How do I refresh the data in the app to make sure I have the most up-to-date information?** We suggest refreshing your app at least once per month, and weekly during the month of September to so that it reflects the latest school information (new families, class lists, staff, etc.).
  -  **On an Apple device:** To refresh your app, click on the refresh icon in the upper right corner of the home page of the app (curved arrow).
  -  **On an Android device: (Differs on each Android device):** Go to word ‘Refresh’ link on home screen of app (scroll to bottom of page) OR go to Menu icon and select Refresh. <http://www.ezmemberdirectory.com/android-view>
  
- 6. How much does the app cost? A ONE-TIME, non-refundable purchase of is \$5.30 is required.** You only buy the app ONCE (*per* smart phone) while your children are enrolled in Middleton Elementary Schools.
  
- 7. I’m having trouble logging into the app on my Apple or Android device.** Make sure that your Email and User Key are typed EXACTLY as they appear in the EZ Member Directory Login Information email. BOTH fields are CaSe-SenSiTiVe.
  
- 8. I uploaded the app successfully, but only part of the alphabetical listing appears.** This happens as a result of spotty WiFi connectivity in the location where you uploaded the app. Delete the app from your device and re-upload it.
  
- 9. How secure is the EZ Member Directory app?** This app is password protected and private to our group-Middleton Elementary Schools only. Each member has his own unique Email and User Key login and that member is the only person who can edit his/her own family listing (other than the Admin). ONLY members of the Middleton Elementary Schools community who opt-in to and purchase this app can view other family listings.
  
- 10. Can more the one family member access the app?** Yes. Multiple users from the same family *each* need to *purchase* the app for multiple PHONES-but can access it using the SAME Email/User Key. If you have additional devices that use the same account as your smart phone (e.g. tablet, iPad, iTouch, etc.) you may download the app onto those devices from the Apple or Android Stores for no extra charge.
  
- 11. I do not have a smartphone. Can I still have access to a directory?** Yes, please contact Jean DeMayo at [Directory@MiddletonPTO.org](mailto:Directory@MiddletonPTO.org).
  
- 12. Updates to the EZ Directory Member app** The developers of the EZ Member Directory will periodically release updates to the app during the year, especially over the summer and at the beginning of a new school year. If this occurs, all enrolled families will be notified by weekly newsletter to update the app via the App Store (Apple) or Google Play store (Android devices). If your device is set to *Auto-Updates* for all apps, you will not need to do anything.
  
- 13. Can I update my OWN family listing?** Yes. Please see instructions at <http://middletonpto.org/ezmemberapp>
  
- 14. Where do I locate class lists?** Go to the Teacher’s name within the Fuller Meadow or Howe-Manning category. Touch the school building photo to the left of the teacher’s name to see the class list.