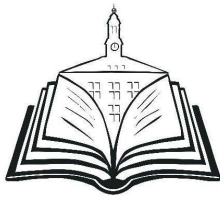


Untis Mobile App Instructions

For Parents of Thomas-Mann-Grundschule

Content

I. Setting Up Untis Mobile App.....	2
1 Install Untis App.....	2
2 Initial Login with QR Code.....	2
3 Untis App Settings.....	3
II. Functions of the Untis Mobile App.....	4
1 Home.....	4
2 Timetable.....	6
3 Messages.....	10
4 Profile.....	11
III. Frequently Asked Questions (FAQ).....	14
1 What should I do if my QR code does not work or can no longer be found?.....	14
2 What should I do if my username is not known?.....	15
3 What should I do if I forgot my password?.....	16
4 Why is no data shown in the timetable?.....	19
5 Why am I not receiving notifications?.....	19
6 Why does the app crash or not load?.....	19
7 How do I manage multiple children in the app?.....	20
8 What should I do if the app shows incorrect data?.....	20



I. Setting Up Untis Mobile App

1 Install Untis App

You can download the Untis Mobile App free of charge:

- **Android:** Google Play Store → search for “Untis Mobile”
- **iOS:** App Store → search for “Untis Mobile”

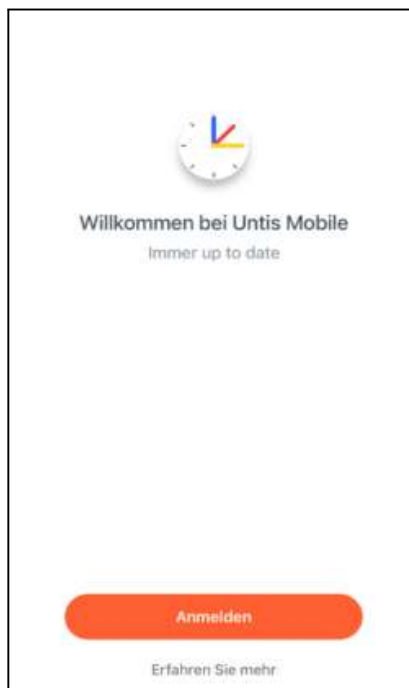
2 Initial Login with QR Code

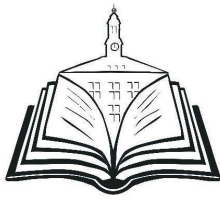
The school provides each parent with their own **WebUntis account**. You receive the login data (username + password) when your child starts school.

For the **Untis Mobile App**, you do not need an additional username or password. Login is done using your **WebUntis login data** (webuntis.com) and the **QR code**. After that, you will remain permanently logged in.

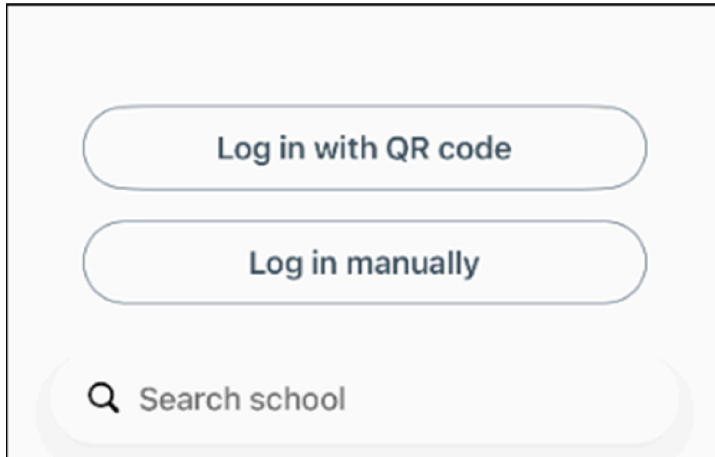
Proceed as follows when opening the app for the first time:

- Open the app and tap “Log in”





- Select “Log in with QR Code”



- Scan the QR code
- Tap “Log in” to confirm the connection

3 Untis App Settings

Allow push notifications

To make sure you do not miss any notifications, push notifications must be enabled.

Android: Settings → Apps → Untis → Notifications → Turn all notifications ON

iOS: Settings → Apps → Untis → Notifications → Enable notifications

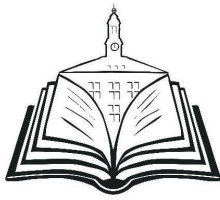
Language

The app generally uses the language set on your device. If you have set a language on your device for which no Untis Mobile translations are available, the content will automatically be displayed in English. However, you can set German as the second language in your device settings.

You can change the language settings as follows:

Android: Settings → System → Languages → App languages → Untis

iOS: Settings → Apps → Untis → Preferred language → Select language



II. Functions of the Untis Mobile App

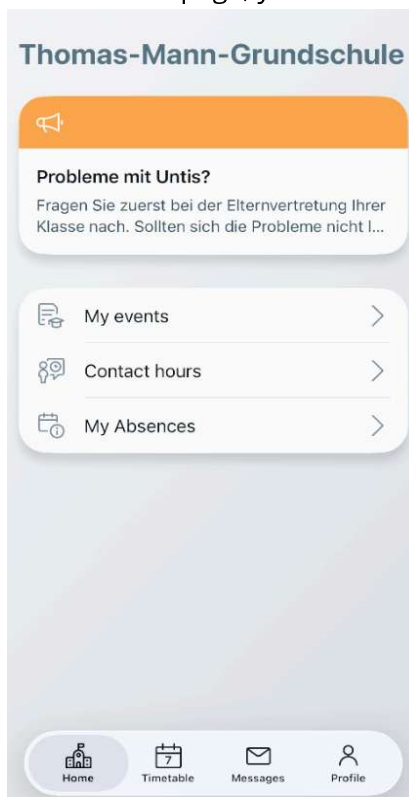
The app has four main sections, accessible via the bottom tabs:

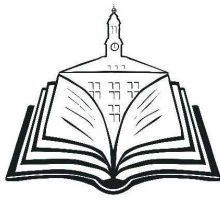


Tab	Content
Home	Current school news, appointments, homework, tests, consultation hours, absences
Timetable	Timetable with current changes, substitutions, and room changes
Messages	Send and receive messages to and from teachers
Profile	Manage account data, change password, settings

1 Home

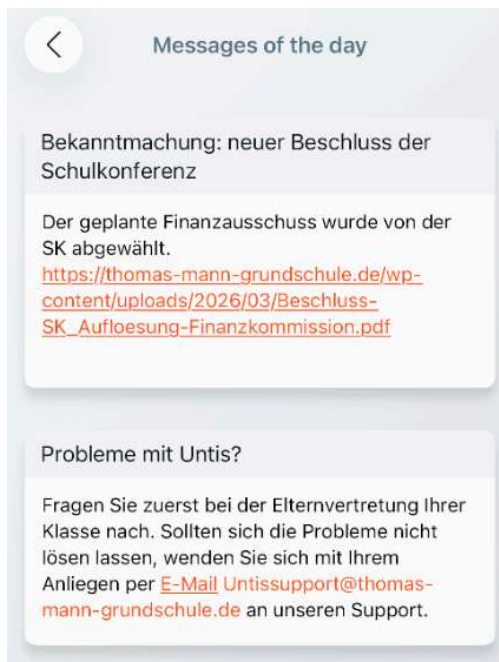
On the home page, you can see important daily information:





Messages of the day

Here you can see current messages from the school.



My appointments

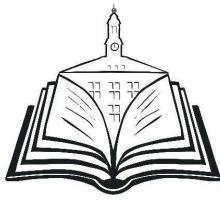
Here you can see homework entered by teachers and their due dates, as well as upcoming tests.

Consultation hours

Here you can see consultation appointments entered by teachers.

My absences

Here you can enter your child's absences.



Register your own absence

Child
[Redacted]

Start 10.04.2026 08:00 >

End 10.04.2026 15:05 >

Reason of absence >

Text
Enter text here >

2 Timetable

In the Timetable tab, you can see your child's current weekly schedule.

Click the "i" icon for information about the class teacher. If you have multiple children, the class can be selected at the top.

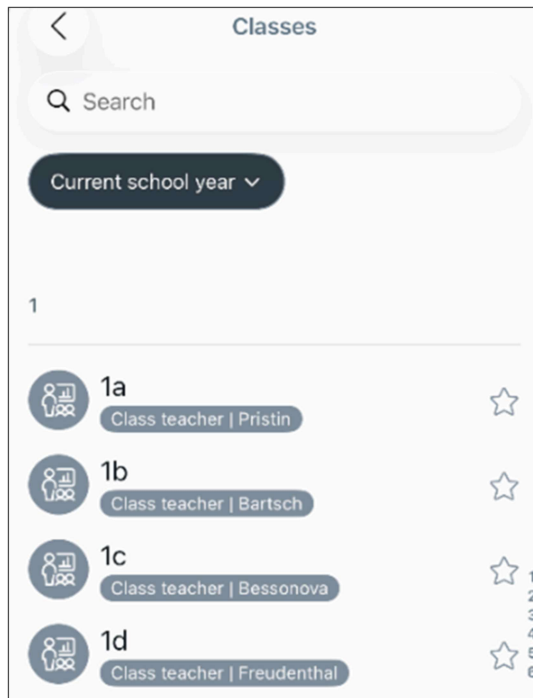
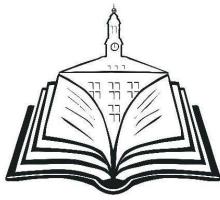


Select timetable

A 3a

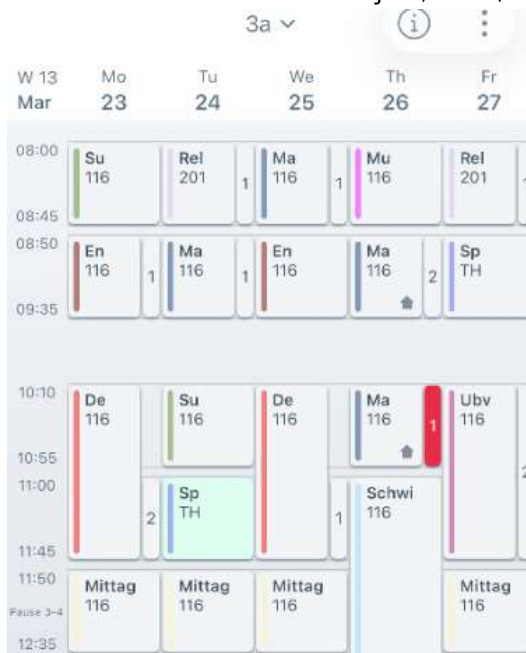
Timetables

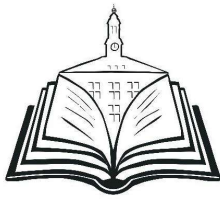
Classes >



The following information is displayed for each lesson:

- Basic lesson data: subject, class, room, teacher





- Homework and tests for the respective subjects

W 13	Mo	Tu	We	Th	Fr		
Mar	23	24	25	26	27		
08:00	Su 116	Rel 201	1	Ma 116	1	Mu 116	Rel 201
08:45							
08:50	En 116	1	Ma 116	1	En 116	Ma 116	Sp TH
09:35							
10:10	De 116	Su 116	De 116	Ma 116	1	Ubv 116	
10:55							

Thu | 26.03.26
10:10 - 10:55

Mathematik Sonderpädagogische Teambe

3a
Mathematik
116
Köhler (Köh)

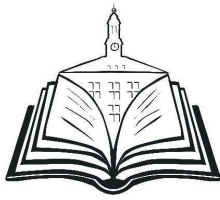
Homework 1

Homework
26.03.2026, 10:10 - 10:55

All Pending

Thu, 26.03.2026

Mathearbeit
24.03.2026 - 26.03.2026



- Changes: cancelled lessons, substitutions, room changes — highlighted in color

W 10 Mo Tu We Th Fr
Mar 2 3 4 5 6

08:00 Su 116 Rel 116 1 Ma 116 1 Mu 116 Lk 116
08:45 En 116 1 Ma 116 1 En 116 Ma 116 2 Sp TH
09:35 De 116 Su 116 De 116 Ma 116 1 Ubv 116
10:10 De 116 Su 116 De 116 Ma 116 1 Ubv 116
10:55 Sp TH Schwi 116
11:00
11:45

Tue | 03.03.26
8:00 - 8:45

Religion Lebenskunde

3a
Religion
204 → 116
Gesemärker (Ges) | Köhler (Köh)

Substitution text
bitte beide Klassen betreuen

Homework 0

- Lesson information ("i" icon): details about the lesson provided by teachers

De

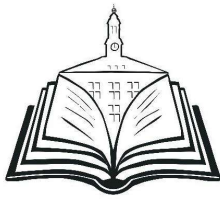
Wed | 15.04.26
10:10 - 13:25

Deutsch Deutsch Unterrichtsbegleitung

3a
Deutsch EVENT
Kam (Kam)

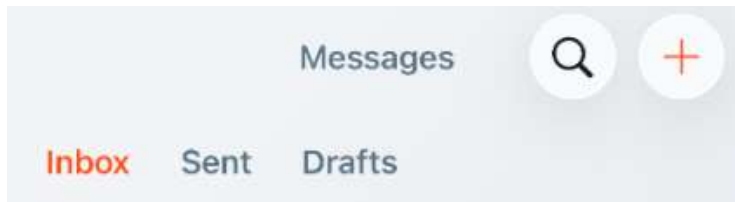
Lesson information
Atze Theater

Homework 0



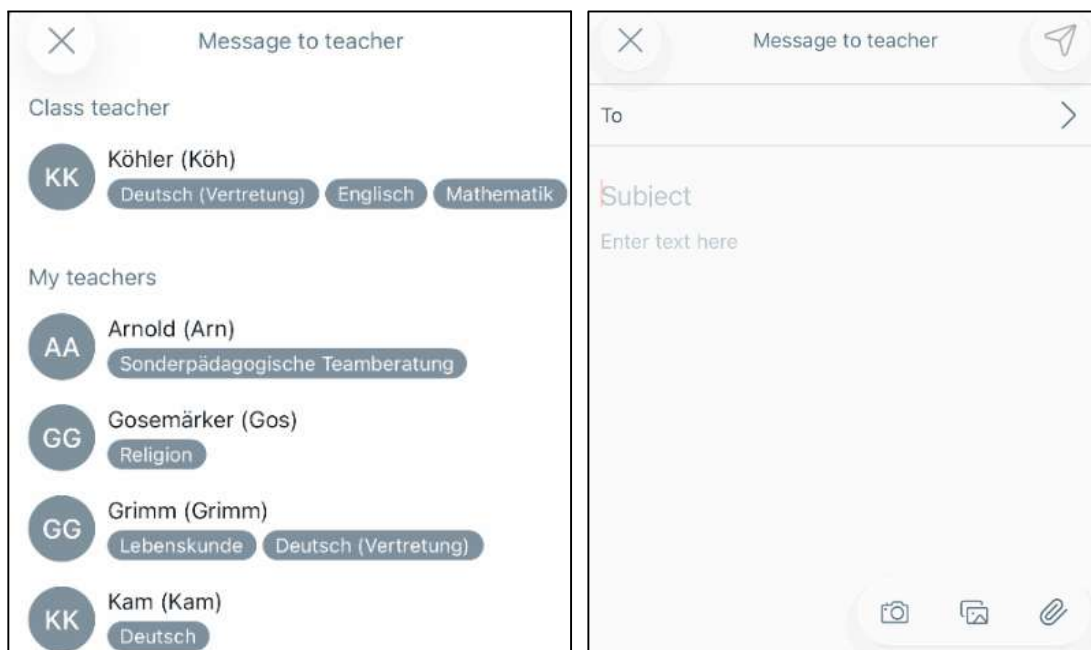
3 Messages

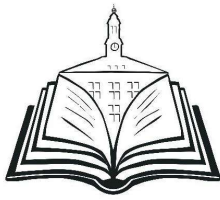
In the Messages tab, you can send and receive messages



You can communicate directly with your child's teachers:

- Tap "+" to compose a new message
- From the drop-down menu, you can select teachers as well as GEV and Förderverein



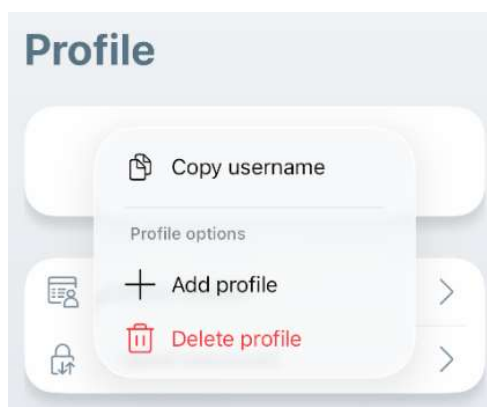


4 Profile

In the Profile section, you can manage your account:

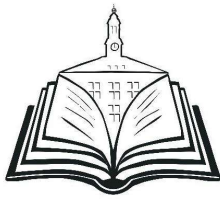


Username



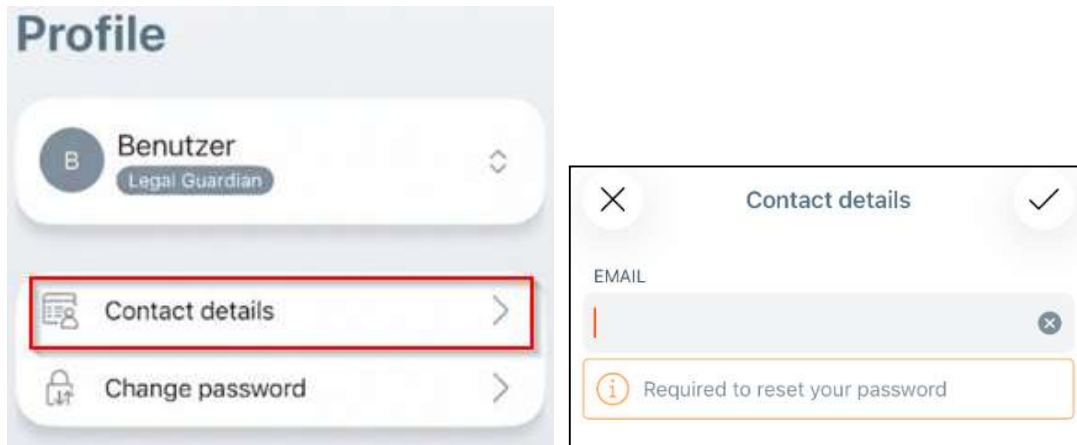
You can view your username and:

- **Copy username** to copy the username for the web version (webuntis.com)
- **Add profile** to add another profile (if you have multiple children)



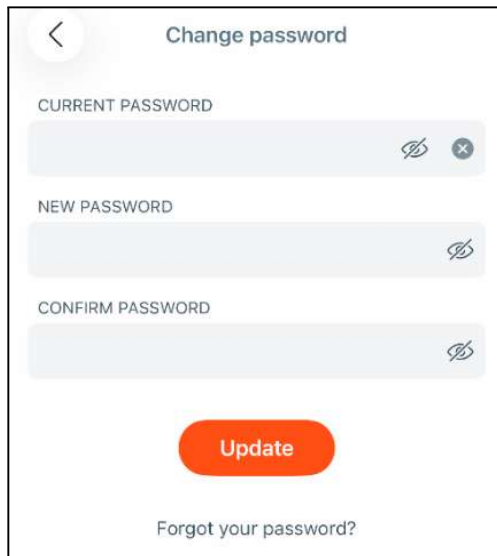
Contact details

Here you can add your email address – it is required for password reset.



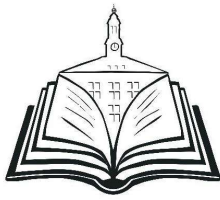
Change password

Here you can change your password.



What's new

Here you can find a link to the Untis Mobile iOS Release Notes at help.untis.at.



Settings

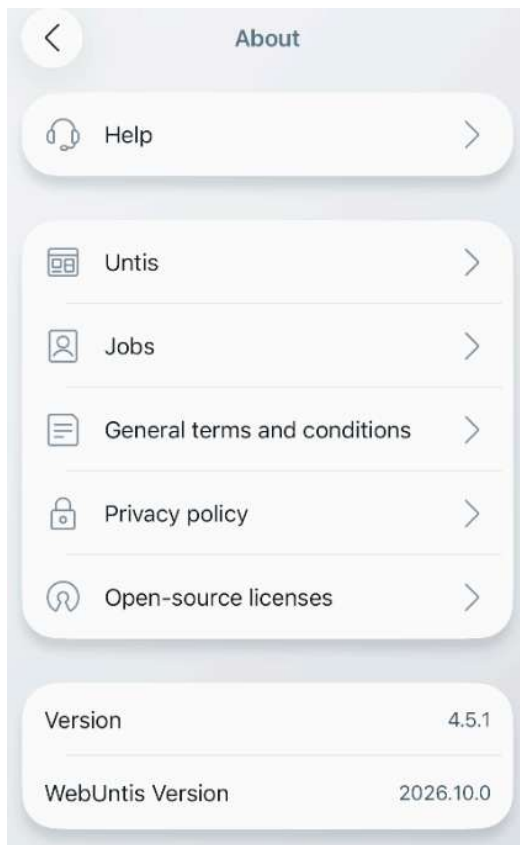
Individual adjustments are not possible; all settings are centrally defined by the school and applied automatically.

Rate app

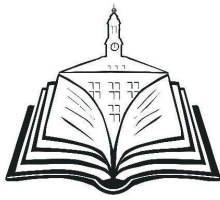
Here you can rate the app.

About

Here you can see the app version as well as legal information such as privacy policies and terms of use.



Log out



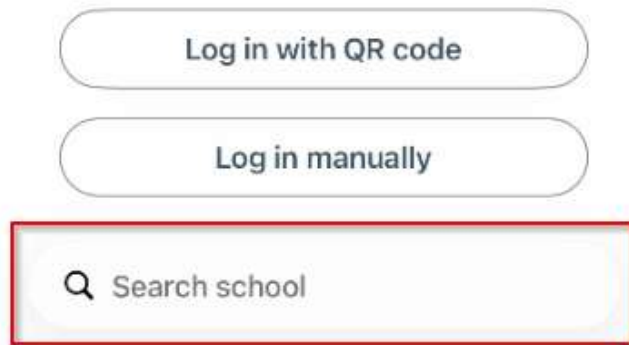
III. Frequently Asked Questions (FAQ)

1 What should I do if my QR code does not work or can no longer be found?

The school provides each parent with their own WebUntis account. You receive the login data (username + password) and the QR code for Untis Mobile App when your child starts school.

If your QR code does not work or can no longer be found, please proceed as follows:
If you know your logon data (username + password), you can also log in to the Untis Mobile App.

- Enter the name of the school in the “Search school” field

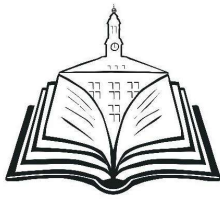


- The school will be suggested automatically - select the correct one



- After that, you can log in with your username and password

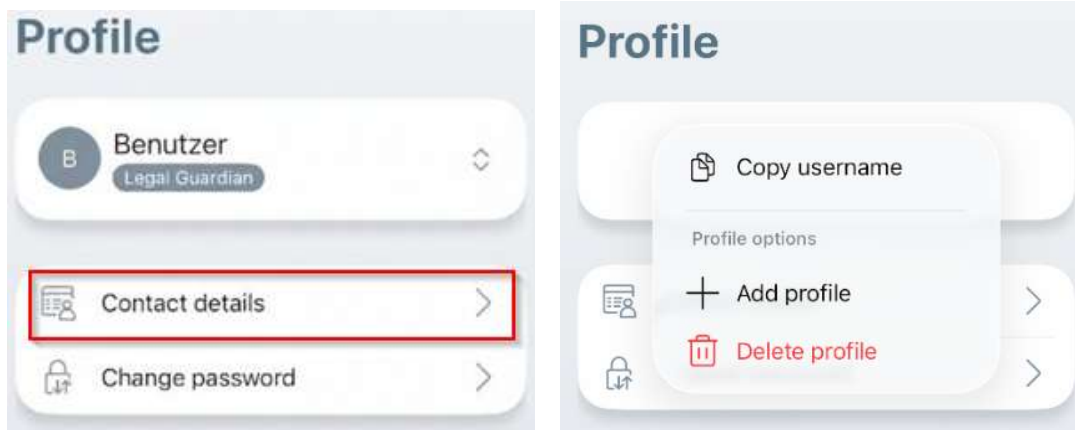
If you do not know your login data (username + password), please contact our support by email at Untissupport@thomas-mann-grundschule.de



2 What should I do if my username is not known?

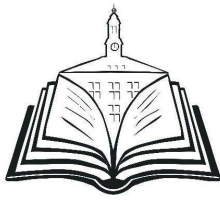
If you no longer know your username, please check the following:

- If you are still logged in on another device, you can find the username under "Profile"



- Check on WebUntis (webuntis.com) whether your login details are saved. If you can log in there, you can find your username under "Profile"

If you are unable to find your username using the methods above, please contact our support by email at Untissupport@thomas-mann-grundschule.de



3 What should I do if I forgot my password?

If you are still logged in to the Untis Mobile App, please proceed as follows:

- Make sure your email address is stored in your profile (Profile → Contact details → Enter email address)

✕ Contact details ✓

EMAIL

Required to reset your password

- Go to Profile → Change password → Click on “Forgot your password?”

< Change password

CURRENT PASSWORD

NEW PASSWORD

CONFIRM PASSWORD

Update

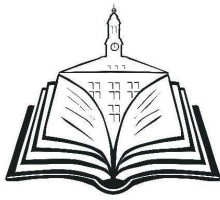
Forgot your password?

- Click on “Reset”

✕ Reset your password

After resetting your password, you will receive an email with instructions to change your password securely. Please check your email inbox and, if necessary, your spam folder.

Reset



If you have been logged out of the Untis Mobile App and no longer know your password, you can still reset it. However, this is only possible if your email address was stored in your profile under "Contact details".

- Enter the name of the school in the "Search school" field

Log in with QR code

Log in manually

- The school will be suggested automatically - select the correct one

Log in

Thomas-Mann-Grundschule
10437, Berlin, Greifenhagener Str. 58-59 >

- Click on "Forgot your password?"

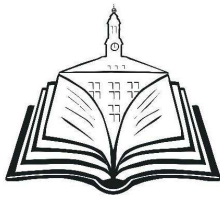
< Thomas-Mann-Grundschule

Username

Password

Log in

Forgot your password?



- Enter your username and click on “Reset”

Reset your password

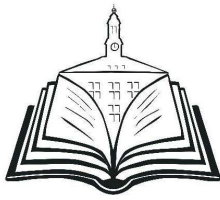
After resetting your password, you will receive an email with instructions to change your password securely. Please check your email inbox and, if necessary, your spam folder.

If you did not provide an email in your profile, please directly contact the WebUntis administrator at your school.

USERNAME

Reset

If this does not work, please contact our support by email at Untissupport@thomas-mann-grundschule.de



4 Why is no data shown in the timetable?

After an app update, it may happen that the timetable appears empty. Please proceed as follows:

- Click on the arrow next to the timetable name (at the top of the app)
- Select your class from the list
- The timetable should now reload



5 Why am I not receiving notifications?

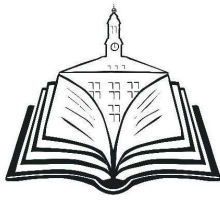
If you are not receiving push notifications, please check the following:

- Push notifications are enabled for Untis in your phone settings (see section I.3)
- **Android:** Battery optimization for Untis is disabled (Settings → Battery → Battery optimization → Untis → Do not optimize)
- The app is up to date (App Store / Play Store → Check for updates)

6 Why does the app crash or not load?

For technical problems, the following steps usually help:

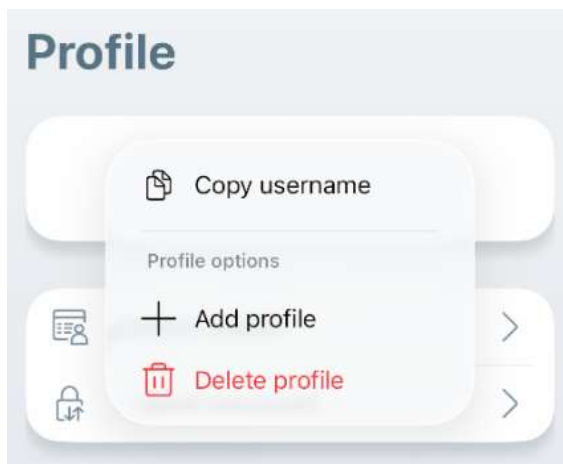
- Restart the app: fully close the app and reopen it
- **Android:** Clear cache: Settings → Apps → Untis → Storage → Clear cache
- Reinstall the app - your data will not be lost



7 How do I manage multiple children in the app?

If you have more than one child at school, you can create multiple profiles in the app:

- Open the Profile tab
- Tap the “+” icon to add another profile



- Scan the QR code of the second child
- You can switch between profiles by swiping or via the profile menu
- The class can be selected at the top if you have multiple children



8 What should I do if the app shows incorrect data?

If any information in the app is incorrect (e.g. wrong class, wrong name, missing content) please contact our support by email at Untissupport@thomas-mann-grundschule.de. These corrections must be made by the school.