communex

Communex Guidebook

How to run your school on Communex: a guide for school admins and a guide for teachers, with screenshots of every step.

Edition 2026-11-03 · Screens show the fictional “Demo Academy”. Videos: communex.net/help

Contents

Part 1: Communex for school admins

1. Sign in and find your way around
2. Set up your school profile, payment methods and holidays
3. Add teachers and decide what they can do
4. Add students and their parents
5. Courses, packages and classes
6. The schedule
7. Enrol a student in a class
8. Take attendance
9. Approvals, leave and make-up classes
10. Homework
11. Invoices and payments
12. Payment proofs and receipts
13. Finance overview and lesson credits
14. Send announcements
15. Reports and the activity log

Part 2: Communex for teachers

1. Install the app and sign in
2. Your Home screen
3. Your timetable
4. Mark attendance
5. Set homework
6. Write feedback after the lesson
7. Your students and their growth
8. Approve your students' leave
9. Apply for your own leave
10. Set your availability
11. Notifications and announcements
12. Your profile and settings

PART 1

Communex for school admins

Set up your school, add students and teachers, enrol, take attendance, collect fees and keep parents informed, all from the school backoffice.

The school backoffice is where you run the school from a laptop: people, classes, the timetable, attendance, fees and messages. Teachers mostly use the Communex app on their phones, and parents use the same app to see the timetable, pay and apply for leave.

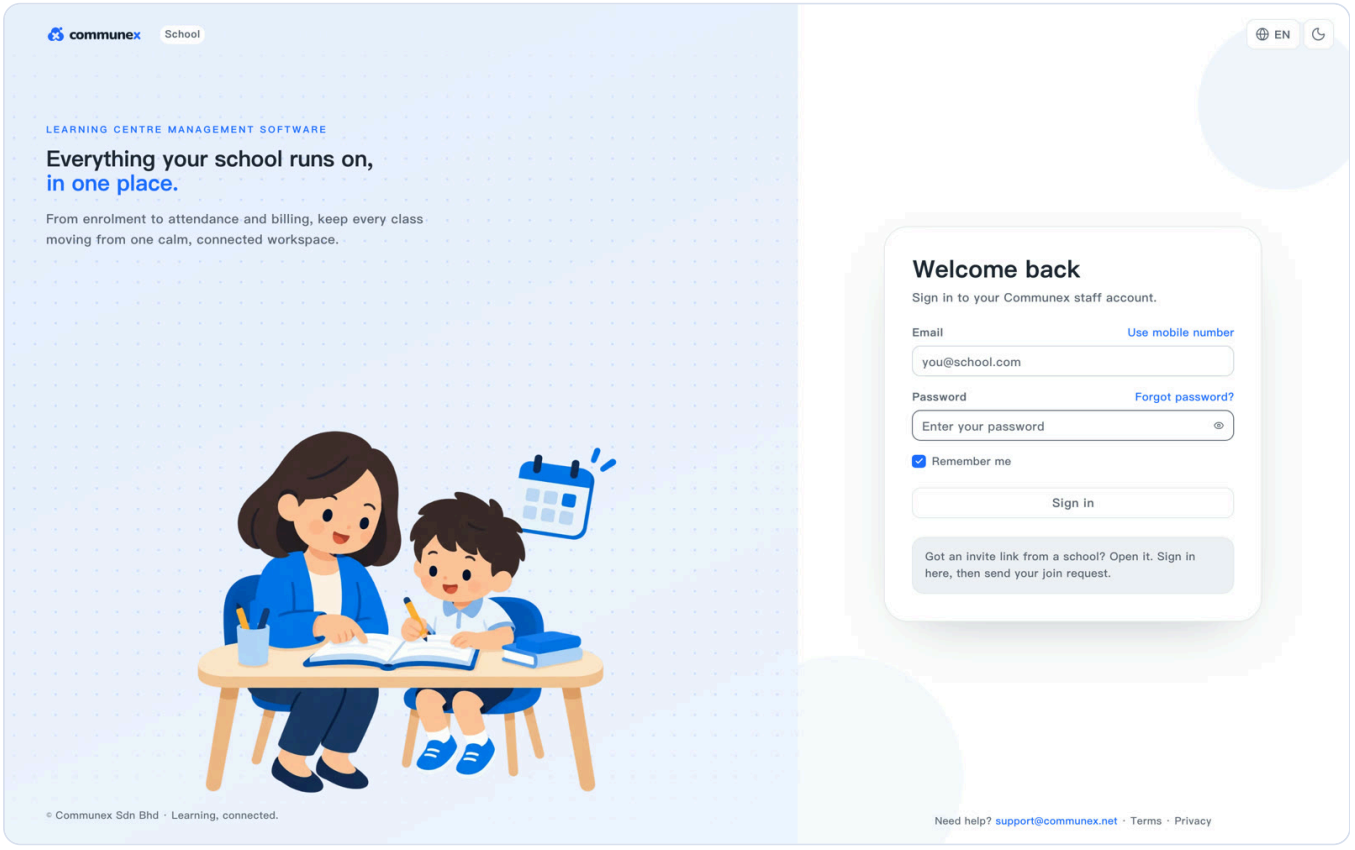
Work through the guide in order the first time. Every part has screenshots, and the key tasks have a short video. The screens show a fictional school called Demo Academy.

1.1 · GET STARTED

Sign in and find your way around

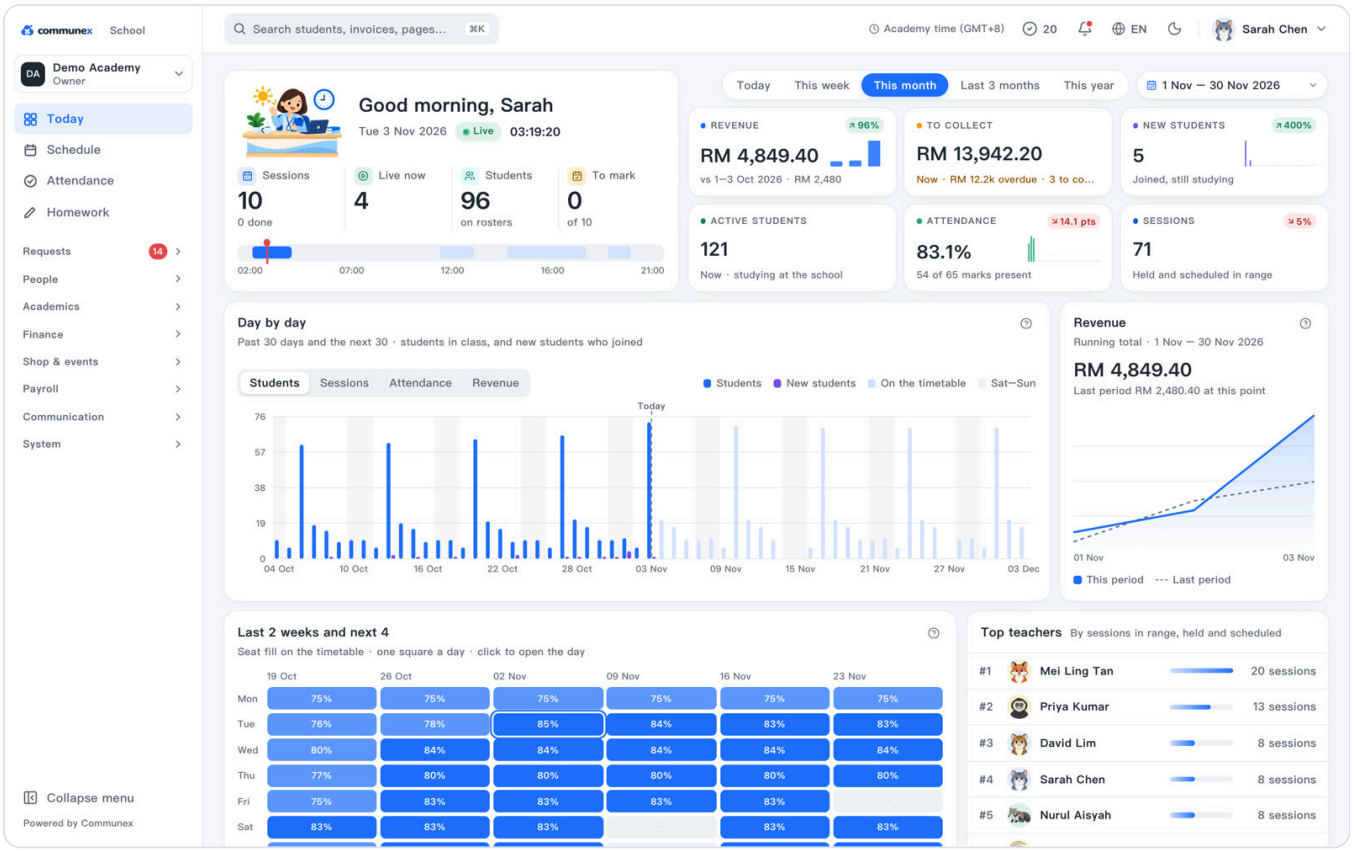
Sign in at school.communex.net and start from the Today page.

1. Go to school.communex.net.
2. Enter your Email and Password, then click Sign in. If you signed up with a phone number, click Use mobile number instead.
3. Forgot your password? Click Forgot password? and we'll email you a code.



The sign-in page

After you sign in you land on Today. The top row shows today's sessions, how many are live now, how many students are on today's rosters and how many sessions still need attendance. The cards on the right show revenue, fees still to collect, new students and attendance for the period you pick.



Today: your school at a glance

- Today, Schedule, Attendance and Homework sit at the top of the menu because you'll open them every day.
- Requests collects everything someone is waiting on: approvals, leave, make-up classes, payment proofs and students leaving. The red number is how many are waiting.
- People, Academics, Finance, Shop & events, Communication and System open when you click them.
- The search box at the top finds students, invoices and pages. Press Ctrl + K (Cmd + K on a Mac) to jump to it.
- Switch the language (EN, 中文, BM) and light or dark mode from the top bar.

TIP

If you work at more than one branch, click the school name at the top of the menu to switch.

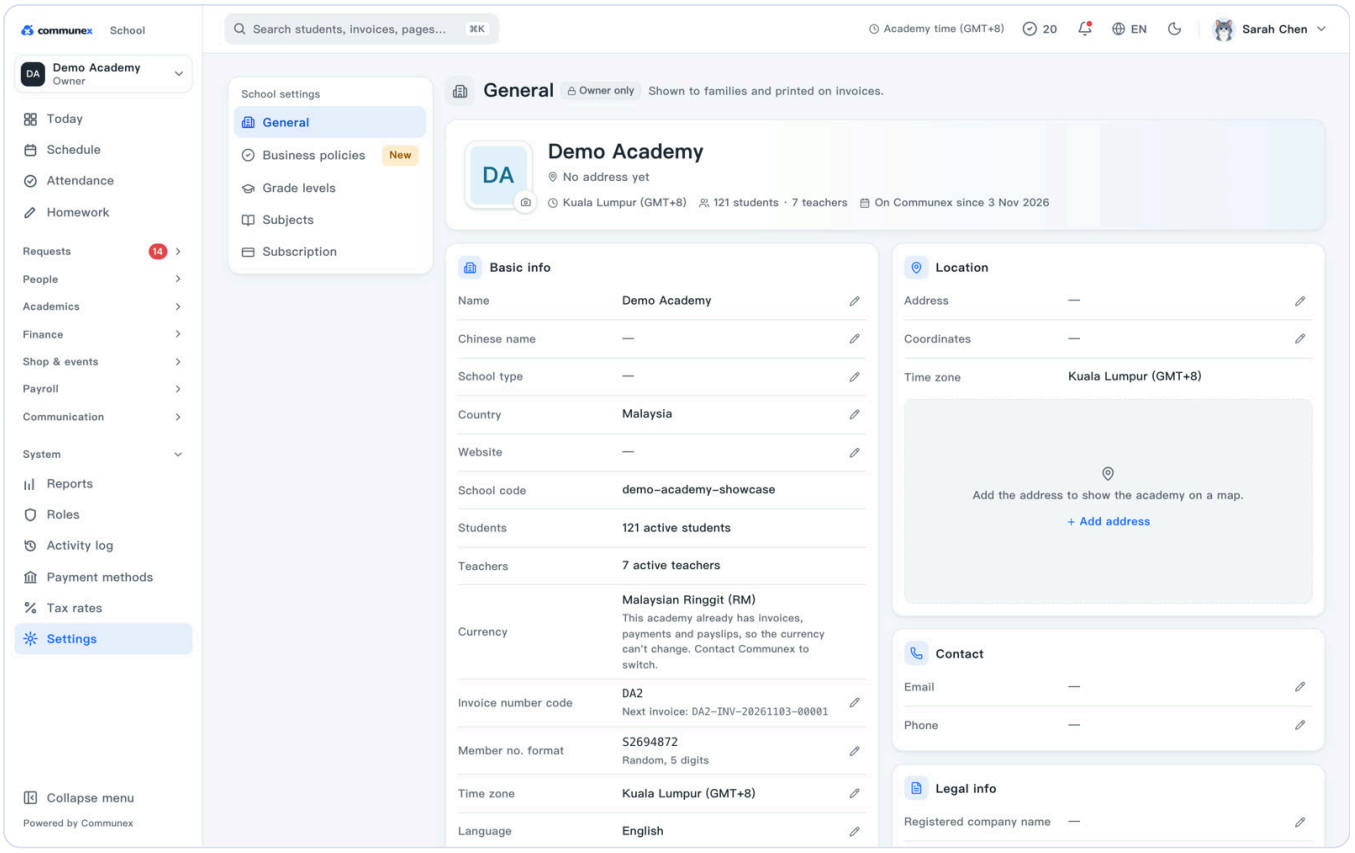
1.2 · SET UP YOUR SCHOOL

Set up your school profile, payment methods and holidays

Do these once before you add anyone, so invoices, receipts and the timetable come out right.

Your school profile appears on invoices, receipts and the parent app. Fill it in first.

1. In the left menu, open System and click Settings.
2. On General, fill in the school name, currency, time zone and language, then your address and contact details.
3. Check the invoice number code and the member number format. Invoices and receipts are numbered from these.
4. Use the other tabs for Business policies, Grade levels and Subjects.



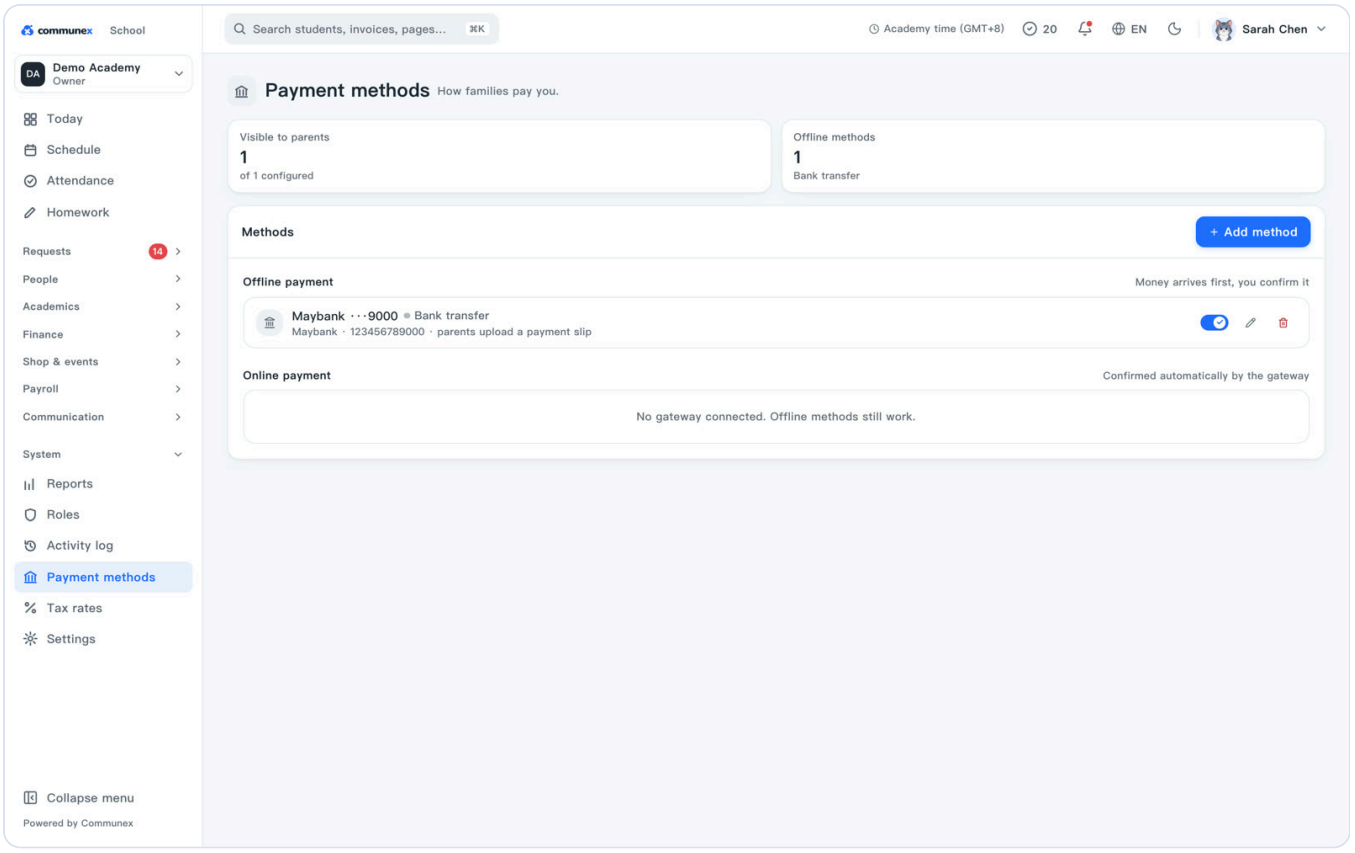
System → Settings → General

TIP

The school's currency can only be changed until you issue the first invoice or receipt. After that it's locked.

Next, tell parents how they can pay. Bank transfer, cash and other offline methods are listed on the Payment methods page; parents see the ones you switch on in the app.

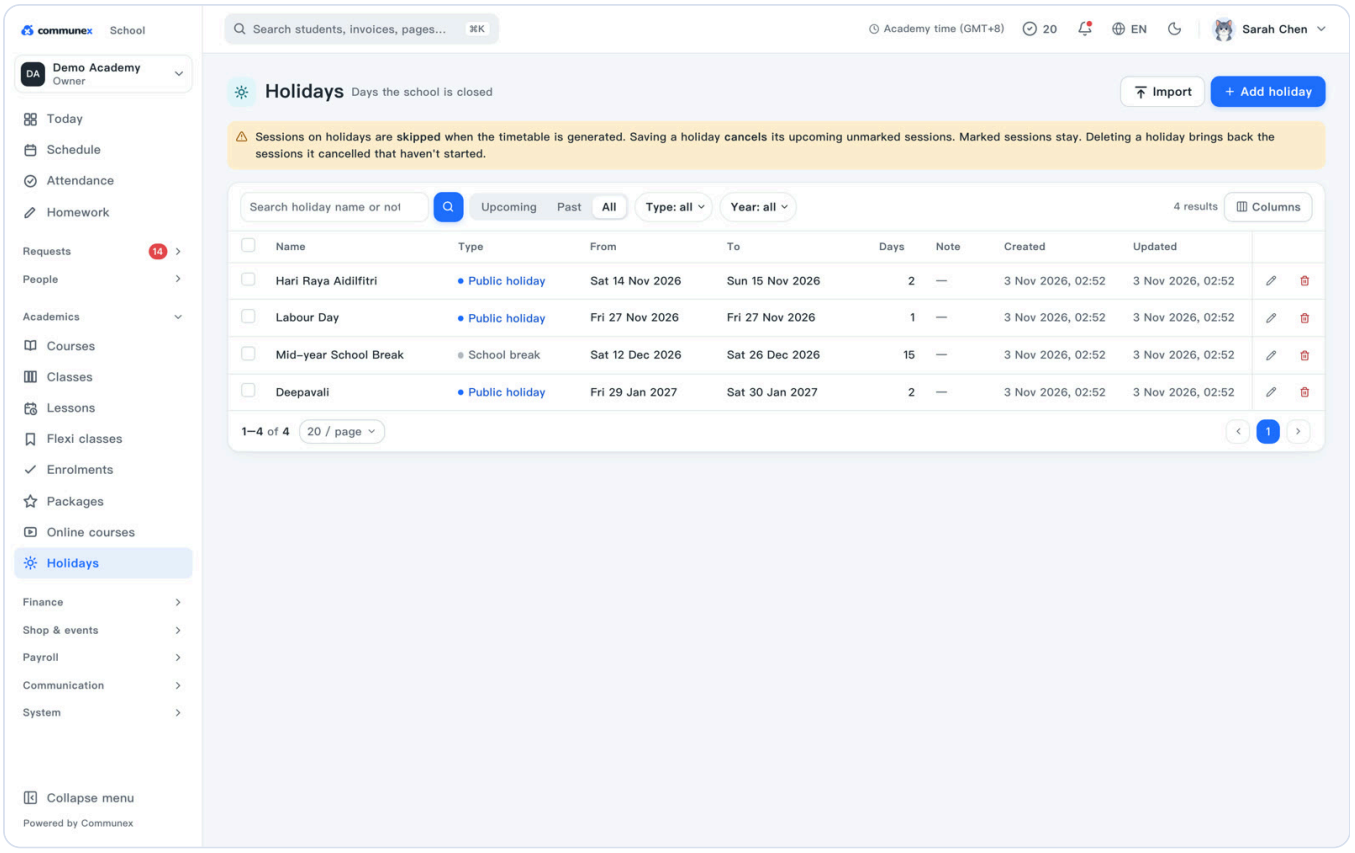
1. Open System → Payment methods.
2. Click Add method, choose the type (for example bank transfer) and enter the bank name, account holder and account number.
3. Turn on the switch to show the method to parents.



System → Payment methods

Finally, add public holidays and school breaks. Classes that fall on a holiday are skipped automatically, so no one has to cancel them by hand.

1. Open Academics → Holidays.
2. Click Add holiday, give it a name and pick the dates. Use Import to add many at once.



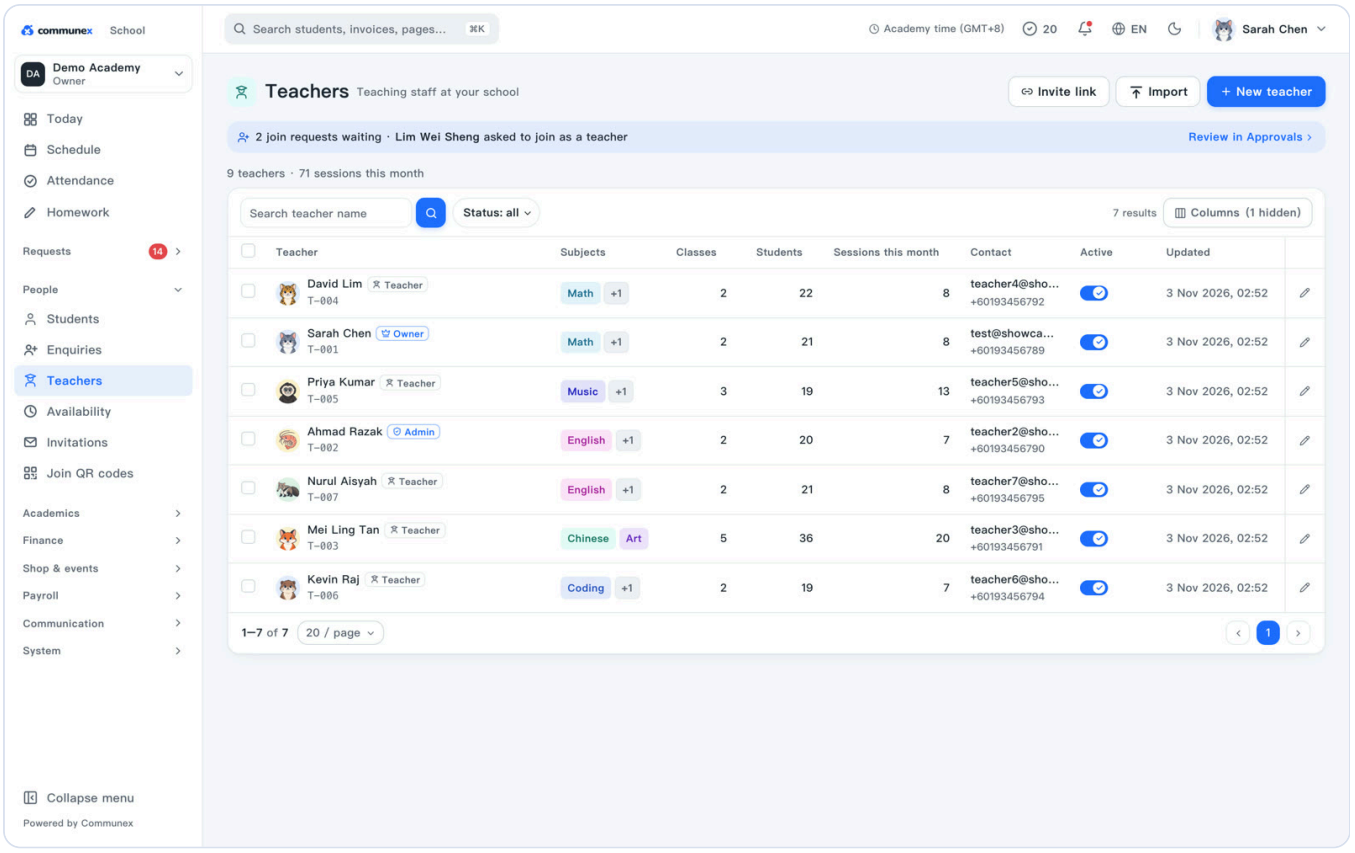
Academics → Holidays

1.3 · SET UP YOUR SCHOOL

Add teachers and decide what they can do

Create teacher accounts, then use roles to control which pages and buttons each person sees.

1. Open People → Teachers.
2. Click New teacher and fill in their name, email or mobile number and subjects. Or click Invite link to send a link, or Import to add many from a spreadsheet.
3. Give the new teacher their temporary password. They set their own password the first time they sign in, on the web or in the app.

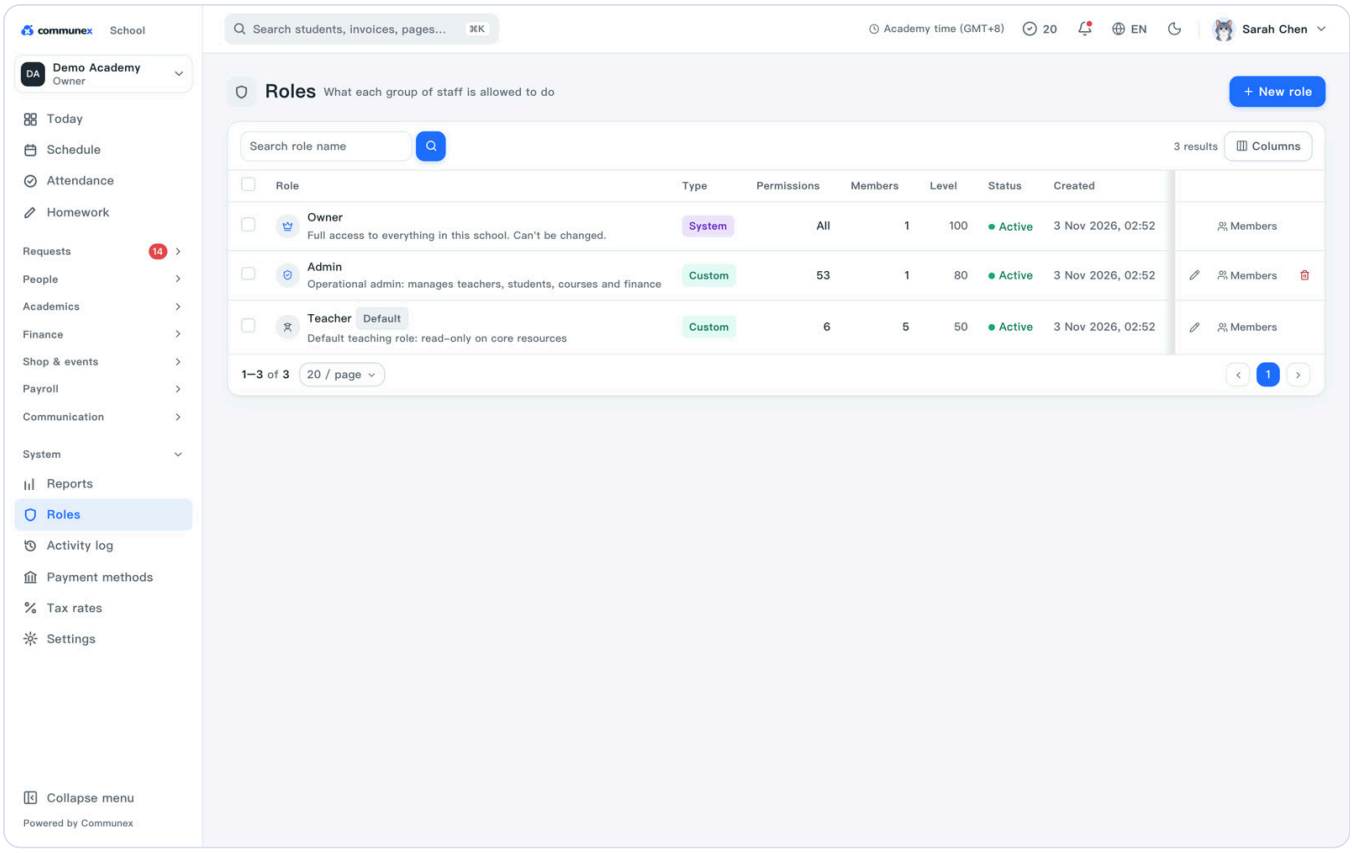


People → Teachers

Roles decide what each person can see and do. Communex comes with three:

- Owner: everything, including settings and the subscription.
- Admin: runs the school day to day: students, classes and fees.
- Teacher: their own classes, attendance, homework and students. This is the default for new teachers.

1. Open System → Roles.
2. Click a role to see its permissions, or click New role to make your own (for example a front desk role that can take payments but not change settings).
3. Open a teacher's profile to change their role.

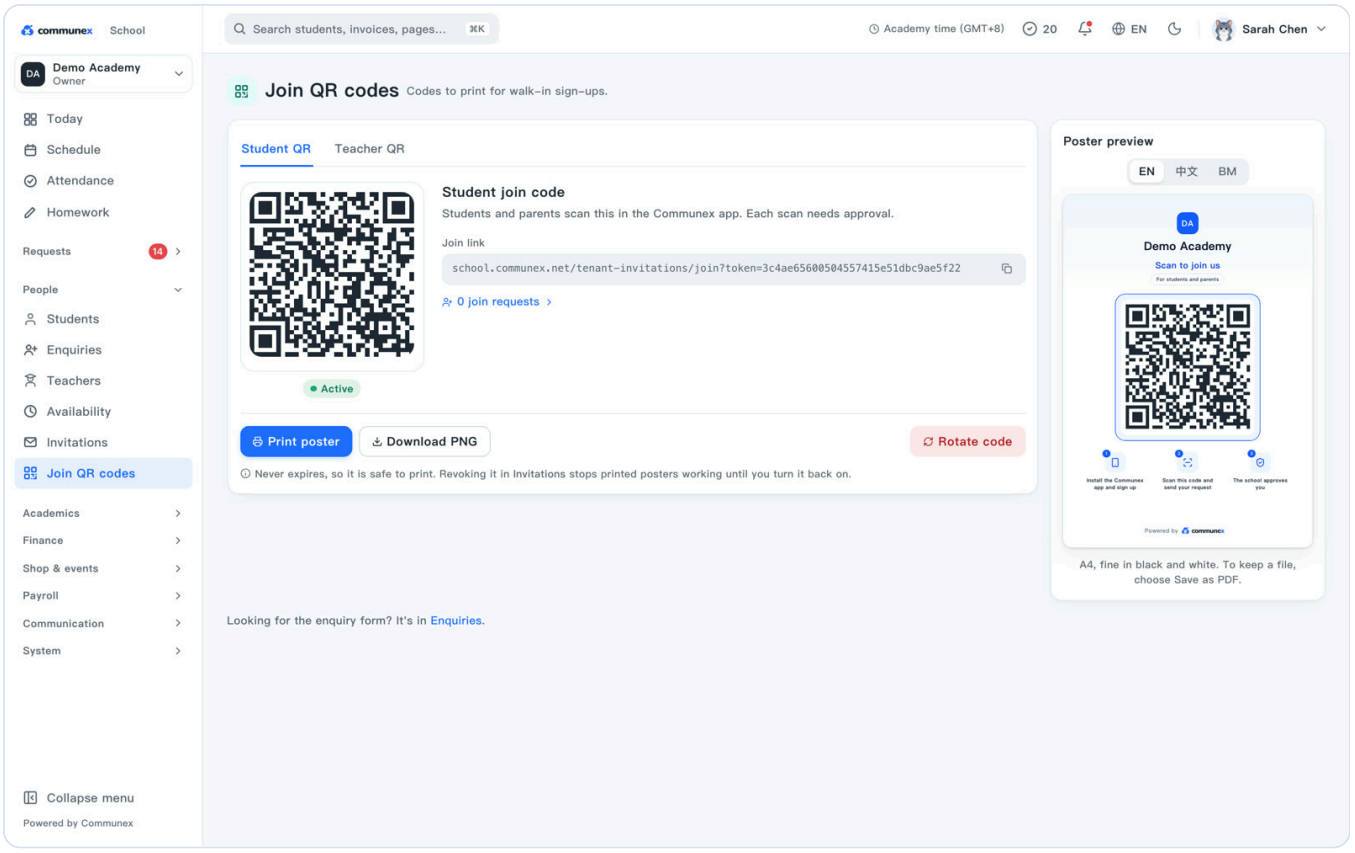


System → Roles

TIP

People never see buttons they aren't allowed to use. If a teacher says a button is missing, check their role first.

Teachers and families can also ask to join by scanning your school's QR code in the Communex app. Each request waits for your approval in Requests → Approvals.



People → Join QR codes: print a poster for the front desk

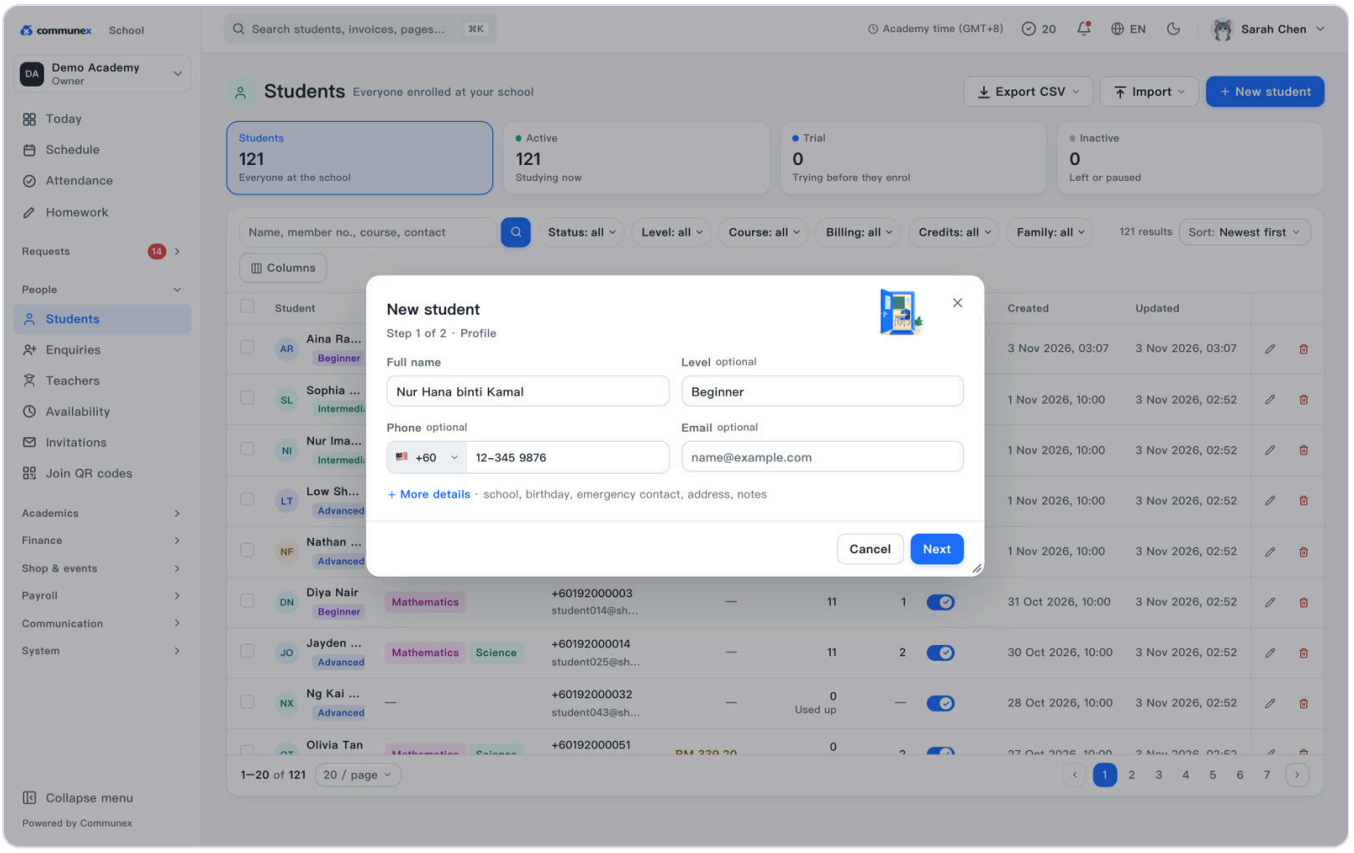
1.4 · STUDENTS AND CLASSES

Add students and their parents

Create a student and their parents' app accounts in one go, or import your existing list.

▶ Video: Add a new student with a parent — communex.net/help/admin#students

1. Open People → Students and click New student.
2. In Step 1 of 2 · Profile, type the student's Full name. Level, phone and email are optional.
3. Click Next.
4. In Step 2 of 2 · Login & parents, under Parent 1 enter the parent's Mobile, Full name and Email, and choose the Relationship.
5. Click Create student.
6. The Student created window shows what happened to each account. Click Open student to see the profile.



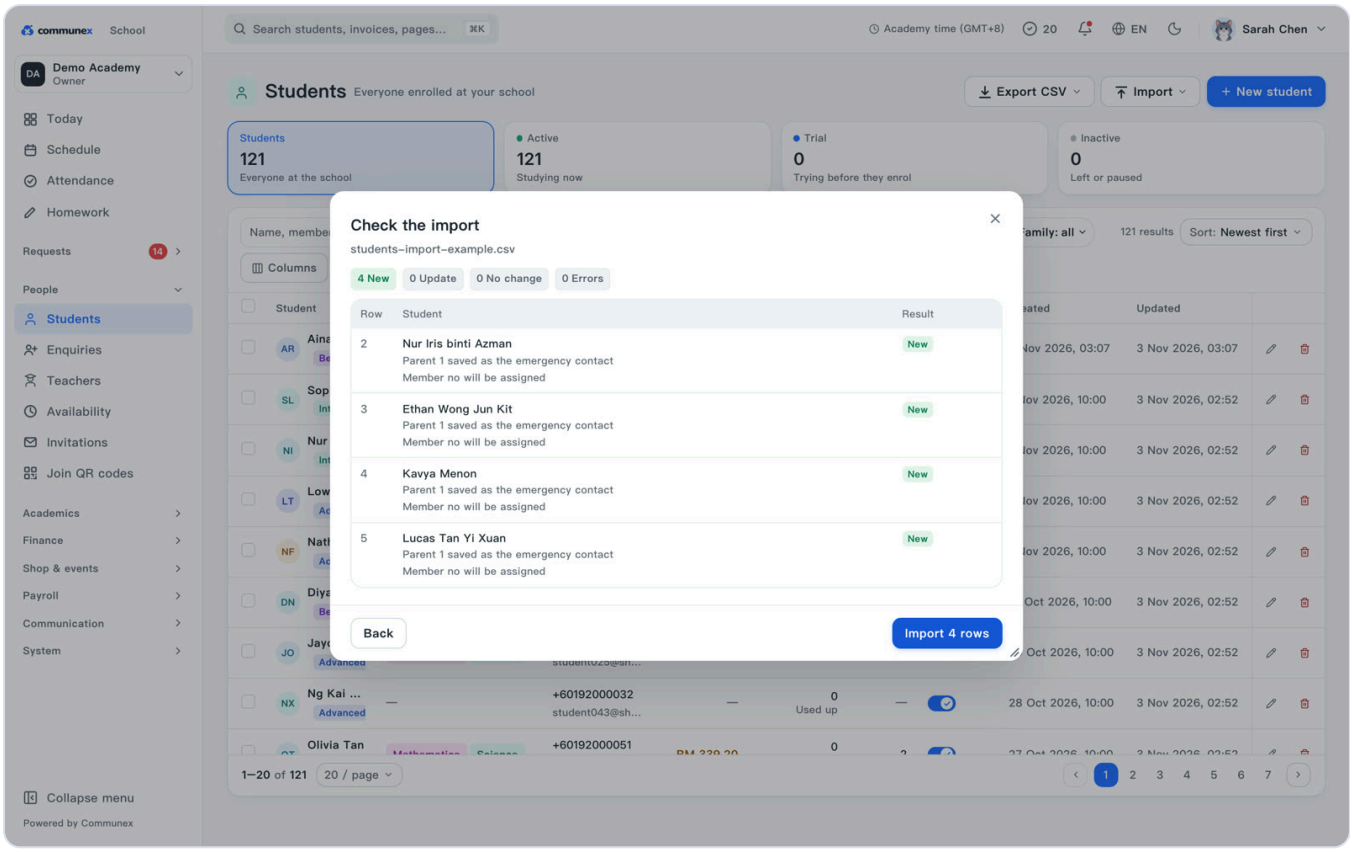
New student, step 1

What the parent gets depends on what you entered:

- Email: an email with a link to set their password. The link works for 7 days.
- Mobile only: a one-time password, shown to you once. Pass it on in person or by WhatsApp. It works for 72 hours and they choose their own password when they first sign in.
- Already has a Communex account (for example a sibling is already at your school): the child is simply added to their family. No new account.

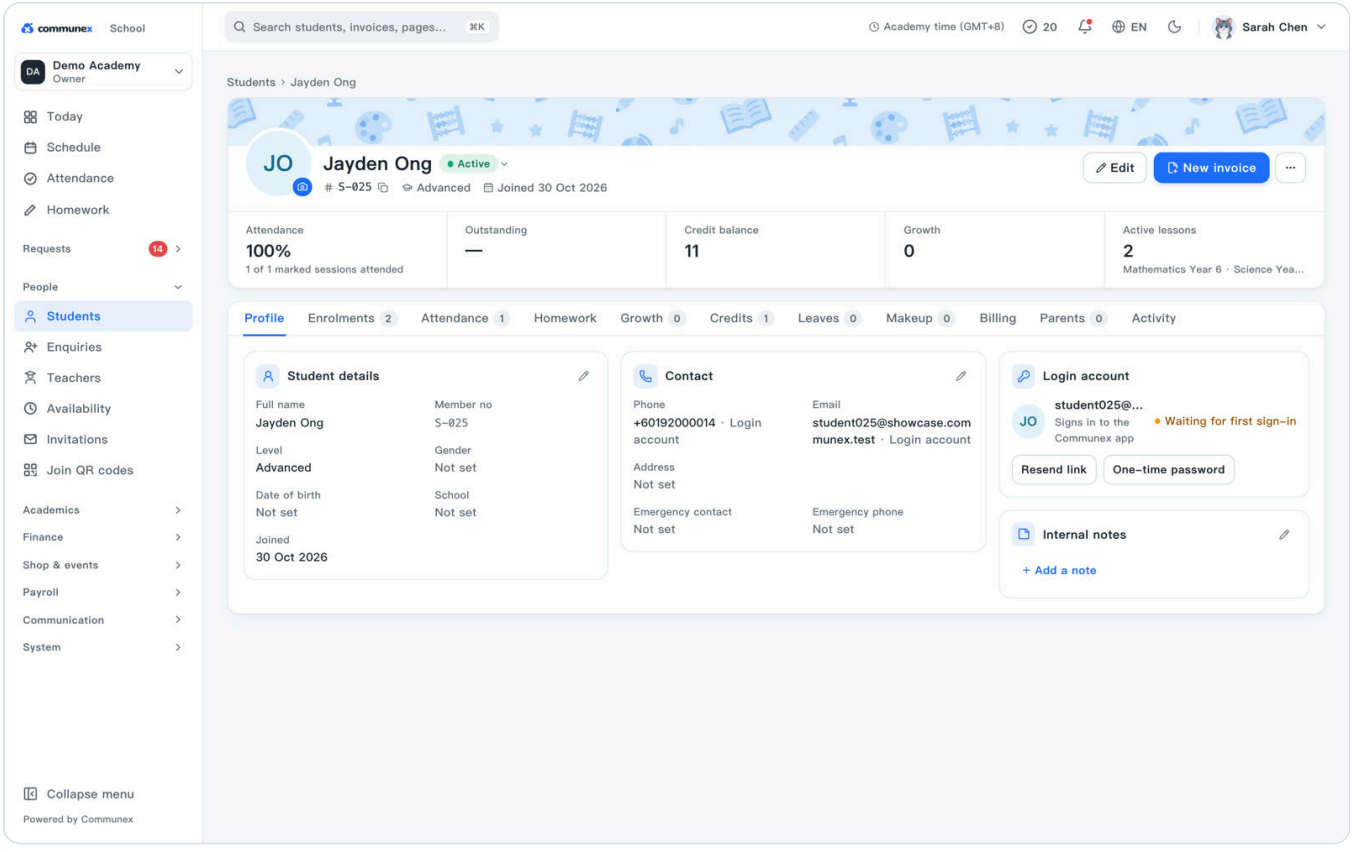
If you already have a list of students, import it instead of typing:

1. On People → Students, click Import and choose Students.
2. Download the template, fill it in (dates as DD/MM/YYYY) and choose your file.
3. Click Check file. Communex shows how many rows are new, updated or have errors before anything is saved.
4. Click Import to finish.



Check the import before saving

Open any student to see everything about them in one place: enrolments, attendance, homework, growth, credits, leave, make-up classes, billing and parents.



A student's profile

1.5 · STUDENTS AND CLASSES

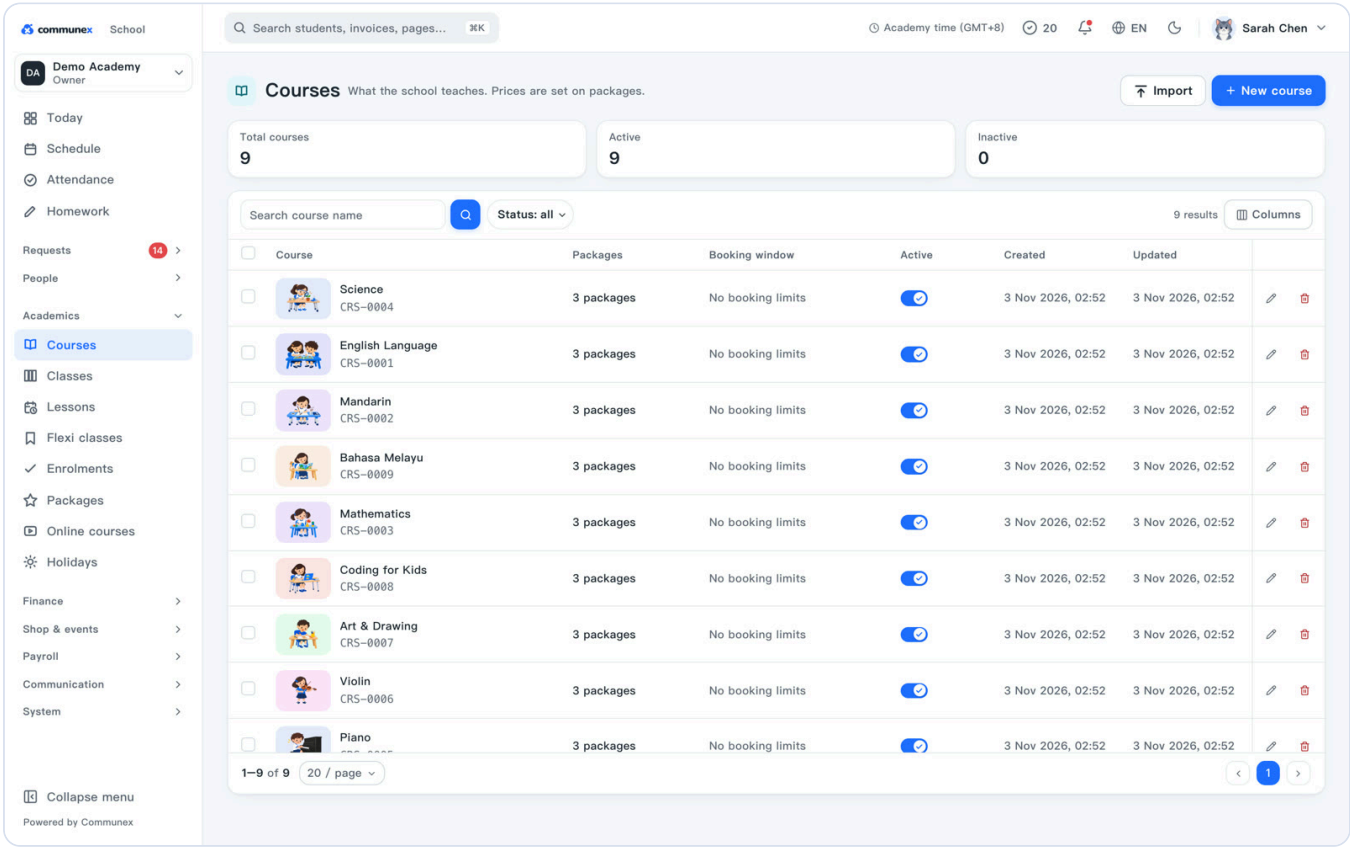
Courses, packages and classes

Courses are what you teach, packages are how you charge for them, and classes are the groups that meet.

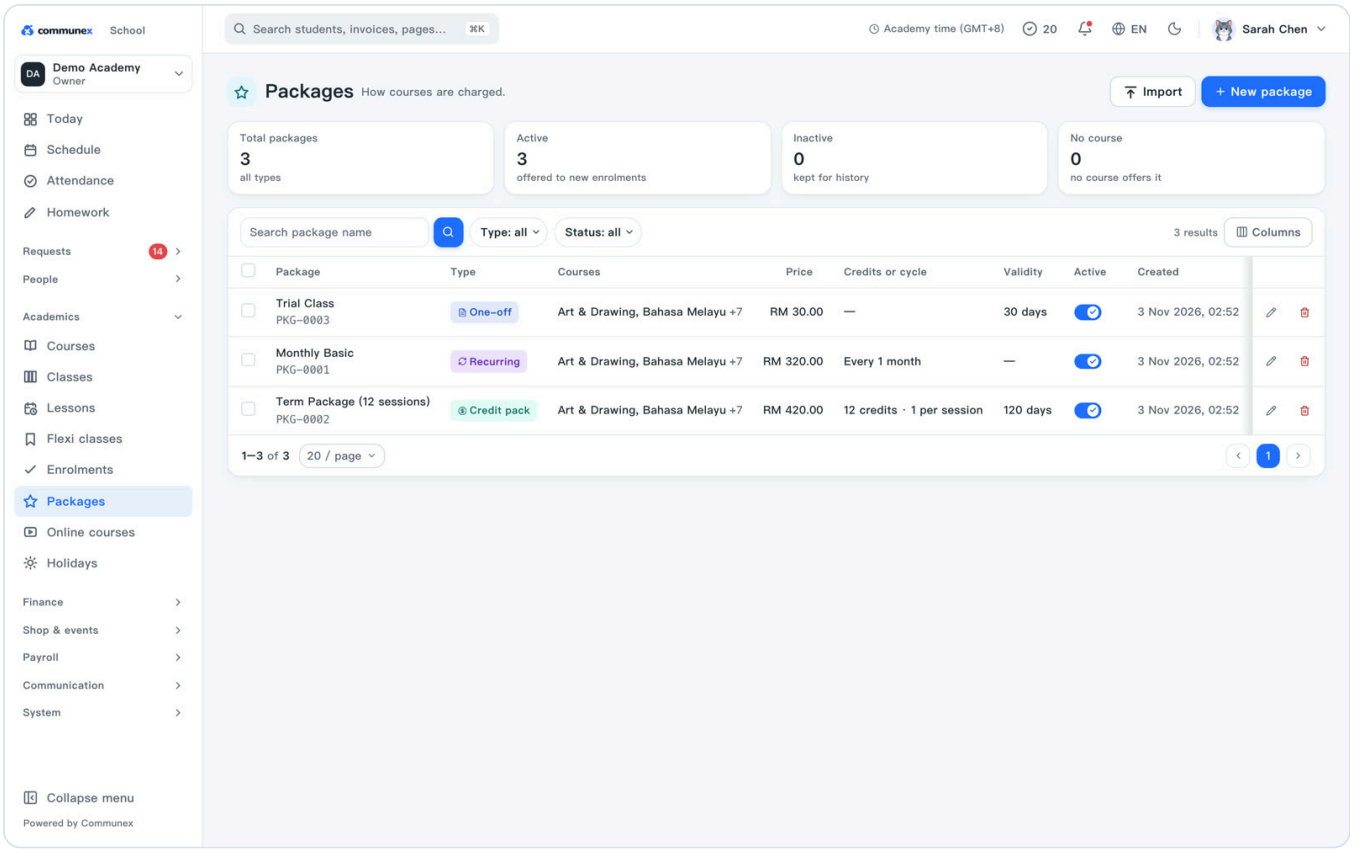
Four words come up everywhere in Communex:

- Course: a subject you teach, for example Mathematics Year 6 or Piano Grade 3.
- Package: how a course is sold. One-off (a trial class), Recurring (a monthly fee) or a Credit pack (for example 12 lessons, used up as the student attends).
- Class: a group of students who learn together, with its own roster.
- Session: one meeting of a class on the timetable, on a given day and time with a teacher.

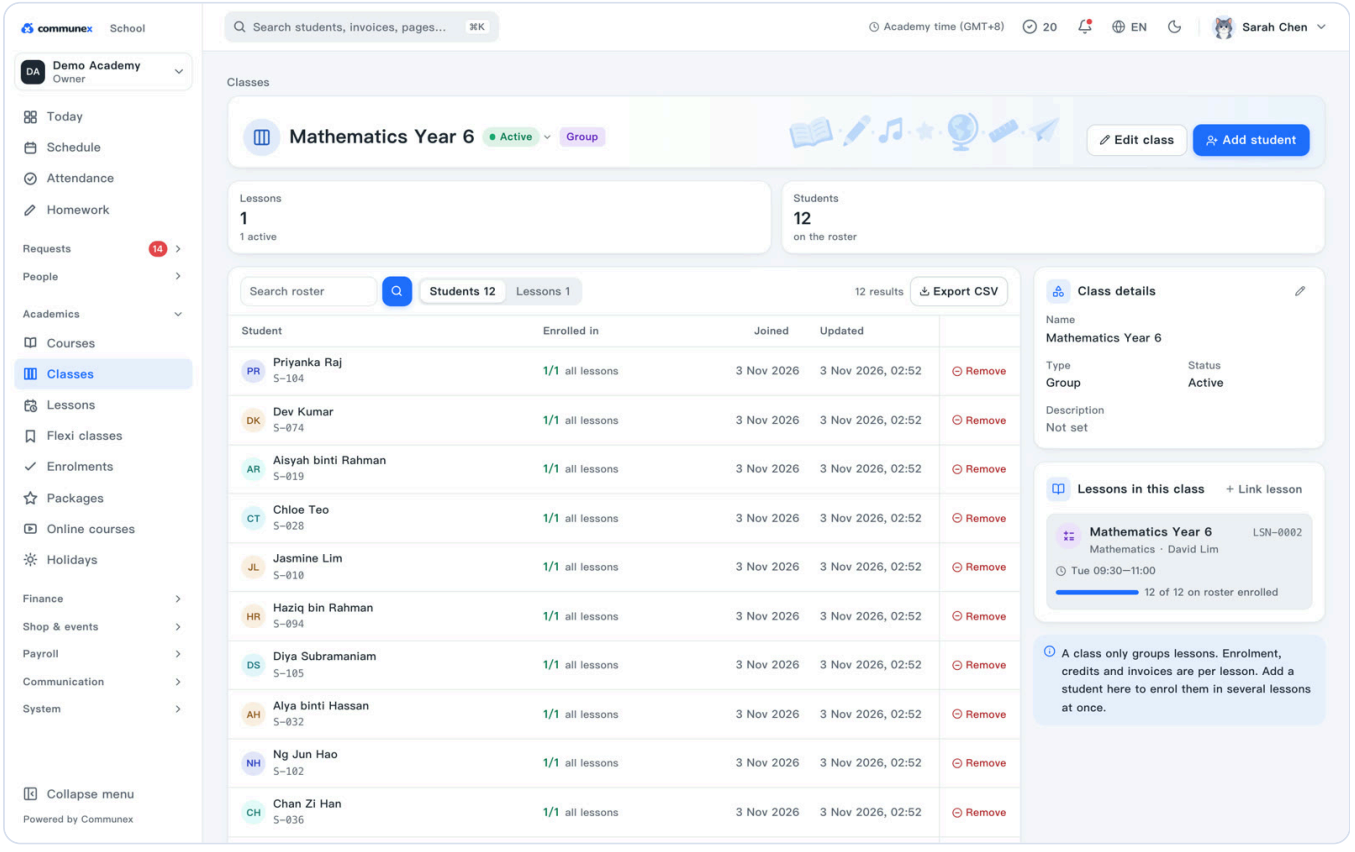
1. Open Academics → Courses and click New course. Give it a name and choose the packages it can be sold with.
2. Open Academics → Packages and click New package to set the price and type.
3. Open Academics → Classes and click New class. Pick the course, the teacher and the weekly times. Communex puts the sessions on the timetable for you, skipping holidays.



Academics → Courses



Academics → Packages



A class and its roster. Use Add student to put someone in the class.

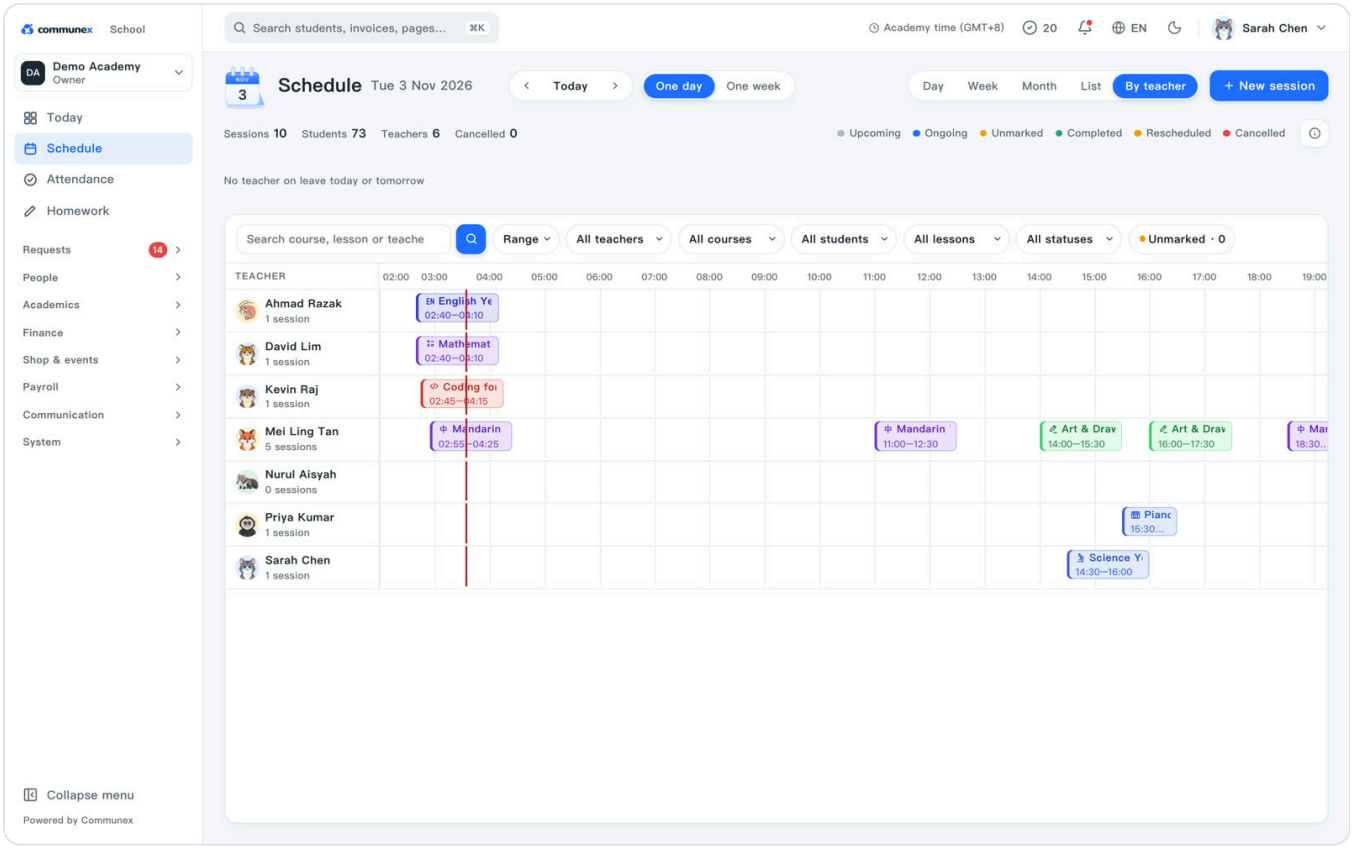
TIP

Already have courses in a spreadsheet? Courses and Packages both have an Import button.

1.6 · STUDENTS AND CLASSES

The schedule

See every session by day, week, month or teacher, and add one-off sessions.



Schedule, By teacher view: who teaches what today

- Switch between Day, Week, Month, List and By teacher at the top.
- Click a session to open its roster, attendance and notes.
- Click New session for a one-off or 1-to-1 lesson that isn't part of a weekly class.
- When a teacher is on leave, their sessions show as needing a teacher so you can arrange cover.

TIP

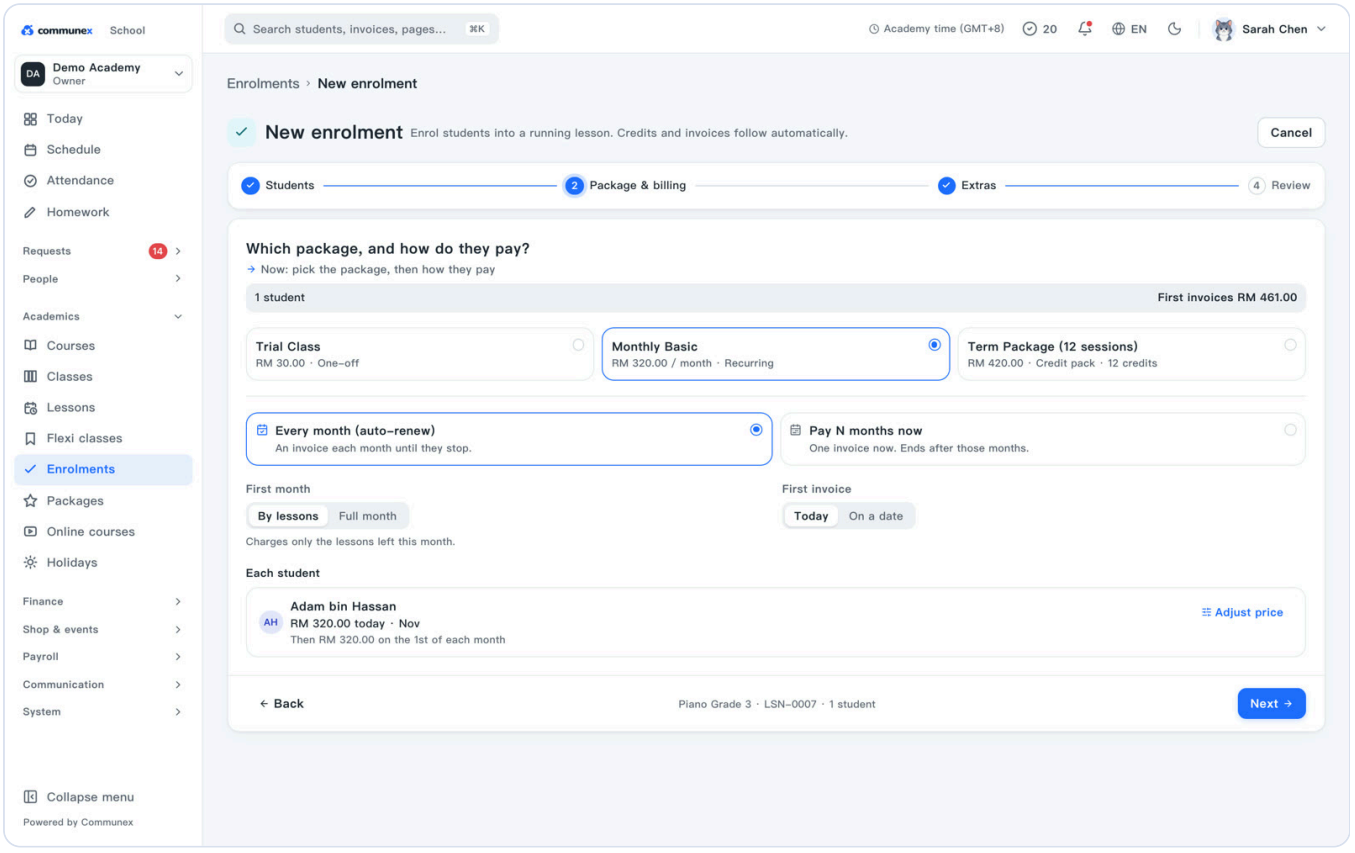
A session that has already ended can't be moved to another day. If it didn't happen, record attendance or arrange a make-up class instead.

Enrol a student in a class

Enrolling puts the student on every future session and creates their first invoice.

▶ Video: Enrol a student and create the first invoice — communex.net/help/admin#enrol

1. Open Academics → Enrolments and click New enrolment.
2. Under Add to an existing lesson, click Choose.
3. Click Select a lesson… and pick the class. Then click Select students… and tick the students.
4. Click Next. On Package & billing, choose the package. Each student's line shows what they pay today and when the next payment is due.
5. Click Next. On Extras, keep or untick extra charges such as a registration fee or books.
6. Click Next: Review, check the invoice and click Enrol.



Package & billing: see the first invoice before you enrol

Monthly packages are billed for each calendar month, on the 1st. A student who joins in the middle of a month can pay for just the lessons left, and you can change the first month's price before you enrol.

TIP

You can also enrol from a class (Add student) or from a student's Enrolments tab.

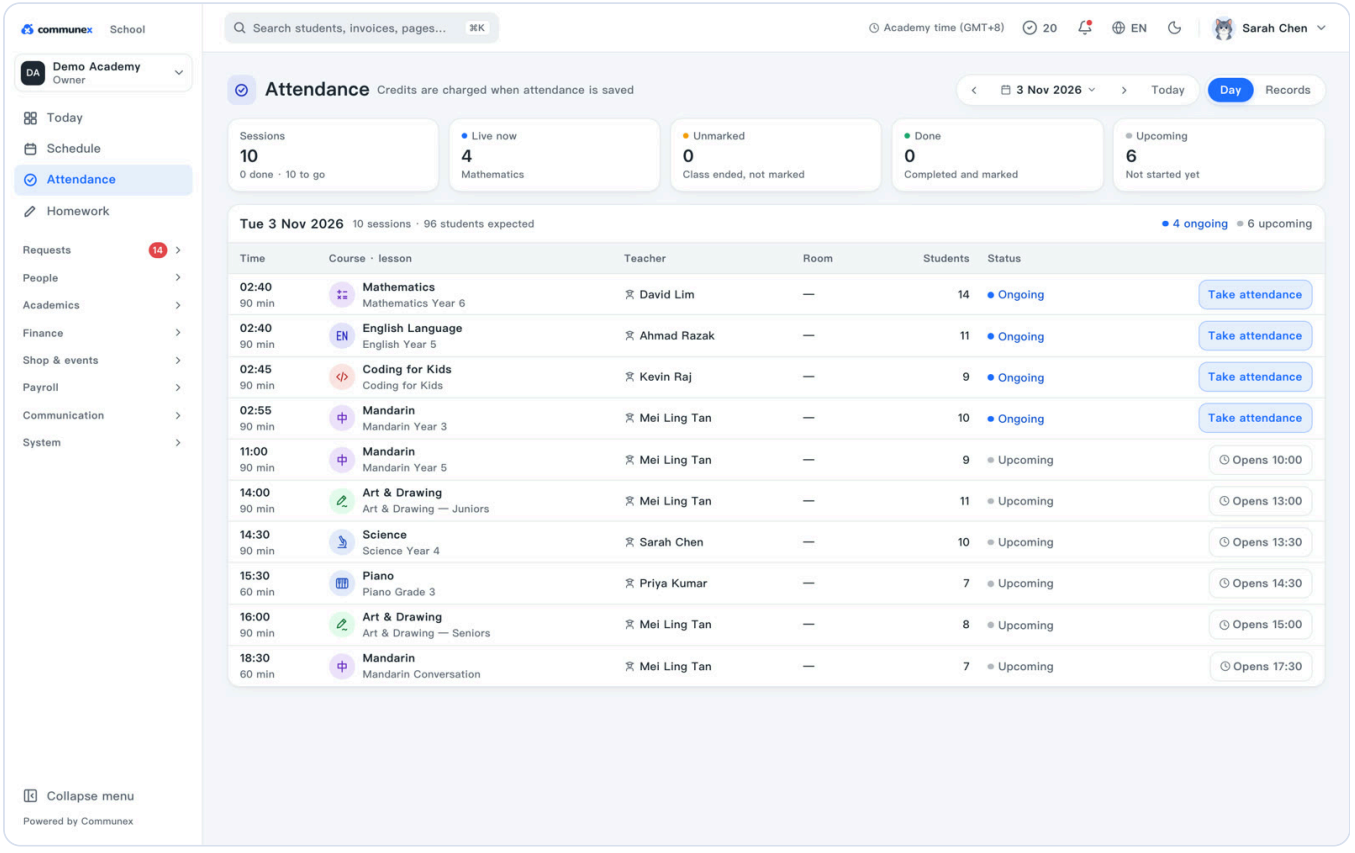
Take attendance

Mark who came. Lesson credits are used up and parents can see it straight away.

Teachers usually mark attendance in the app at the start of class. The Attendance page lets the front desk see what's been marked and fill any gaps.

▶ Video: Take attendance for a class — communex.net/help/admin#attendance

1. Click Attendance in the left menu.
2. Find the class that's on now and click Take attendance. Later classes show the time attendance opens.
3. Click Mark all present.
4. For a student who didn't come, click Absent and type the reason. For a late student click Late; the minutes are filled in for you.
5. Click Save attendance.



Attendance: unmarked, done and upcoming sessions

When you save, students on a credit pack use one lesson credit and parents see the record in the app. If a student has no credits left, Communex tells you how many students will owe credits before saving, so you can top them up or save anyway.

TIP

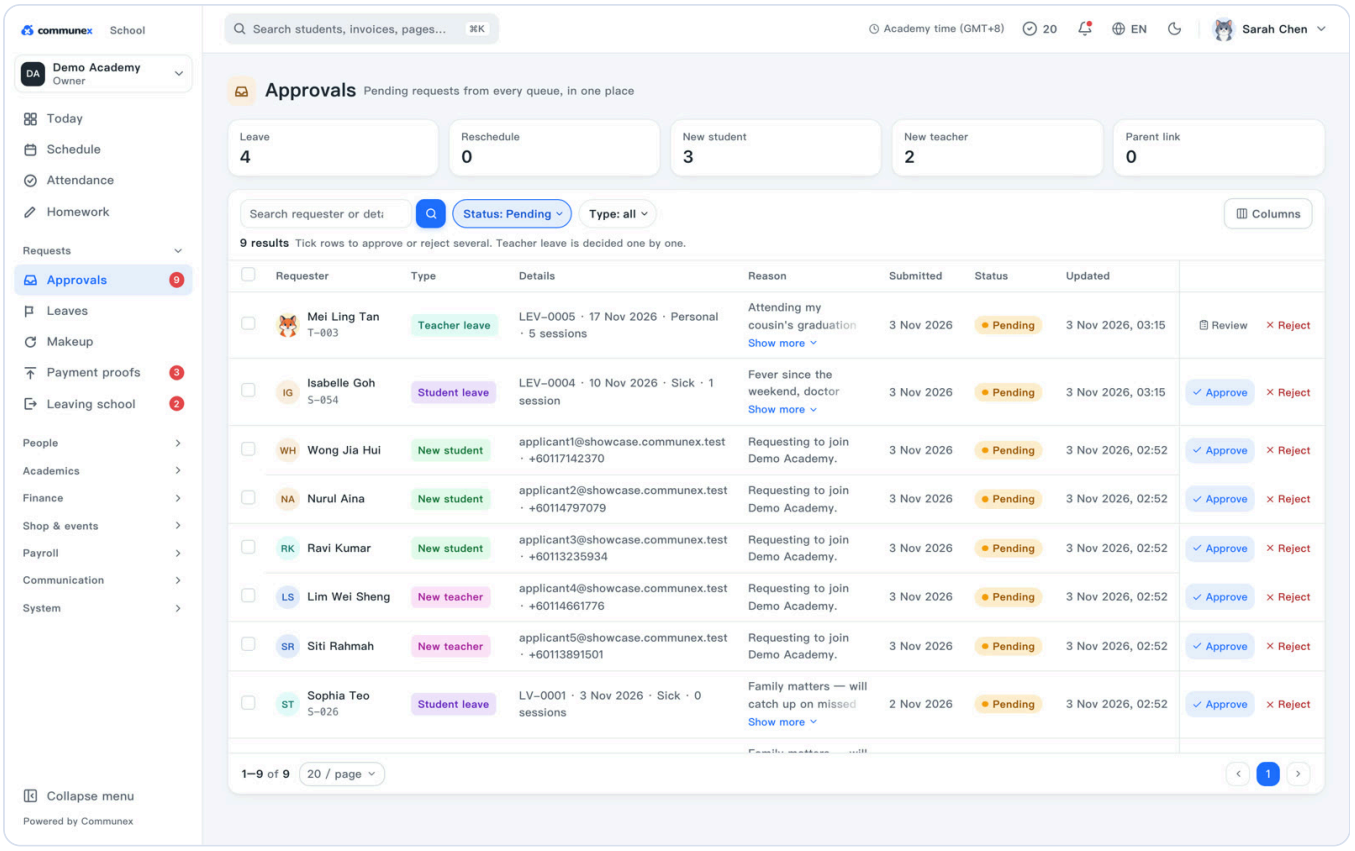
Check the Unmarked number at the end of each day. A session that was never marked shows up here until someone marks it.

1.9 · DAY TO DAY

Approvals, leave and make-up classes

Everything people are waiting on is under Requests. Clear it once a day.

Parents apply for leave in the app, teachers apply for their own leave, and new families and teachers ask to join. All of it lands under Requests in the left menu.

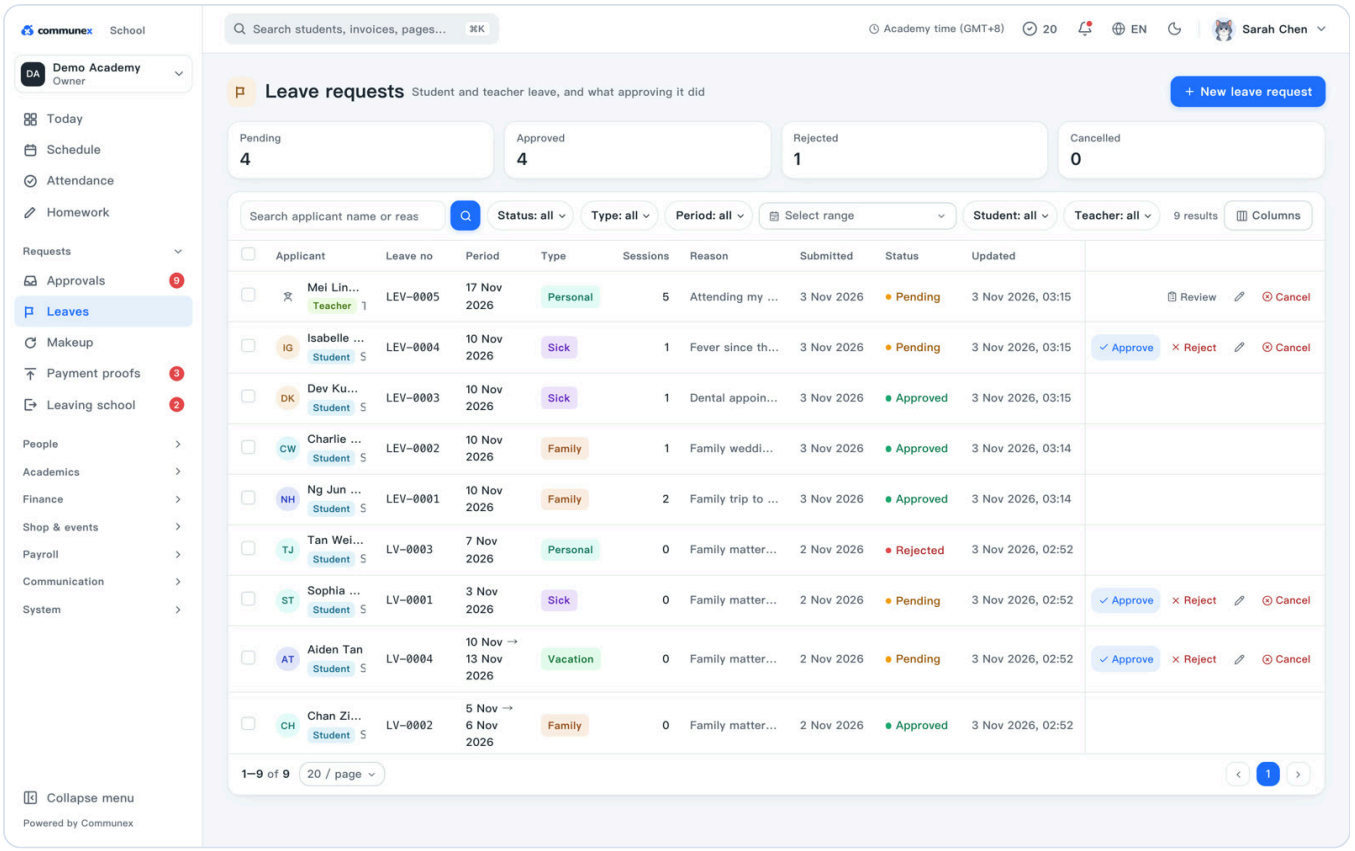


Requests → Approvals

▶ Video: Approve a student's leave — communex.net/help/admin#requests

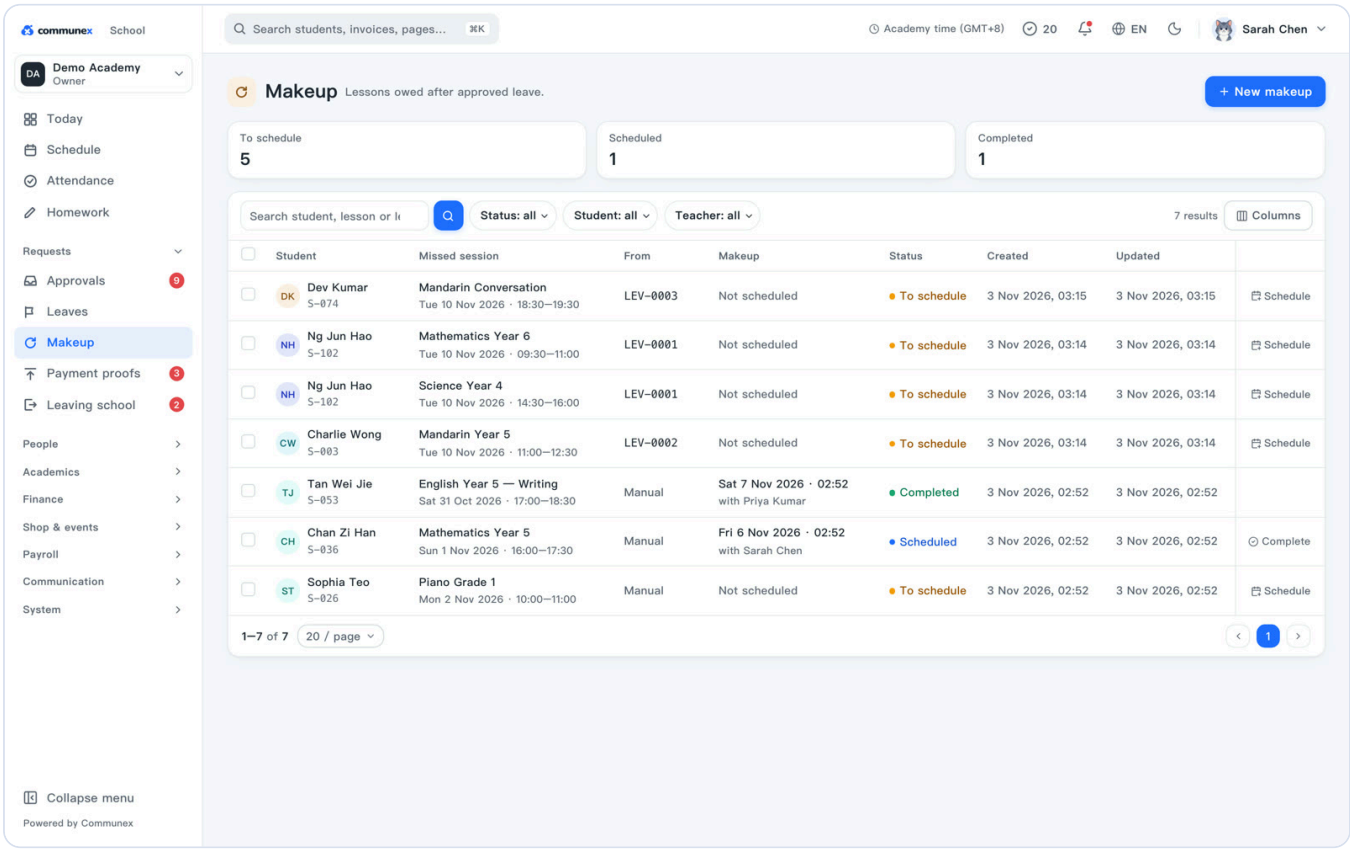
1. Open Requests → Leaves.
2. Find the pending request and click Approve (or Reject).
3. The confirmation shows the student, the dates and the lessons affected. Click Approve leave.

When leave is approved, the student's seat on those sessions is freed and, where your school's rules allow, their credit comes back and a make-up class is due. Leave applied for at the last minute can still be charged, depending on your rules in Settings → Business policies.



Requests → Leaves

1. Open Requests → Makeup to see missed lessons waiting for a make-up.
2. Click Schedule next to a student and pick a session or time.



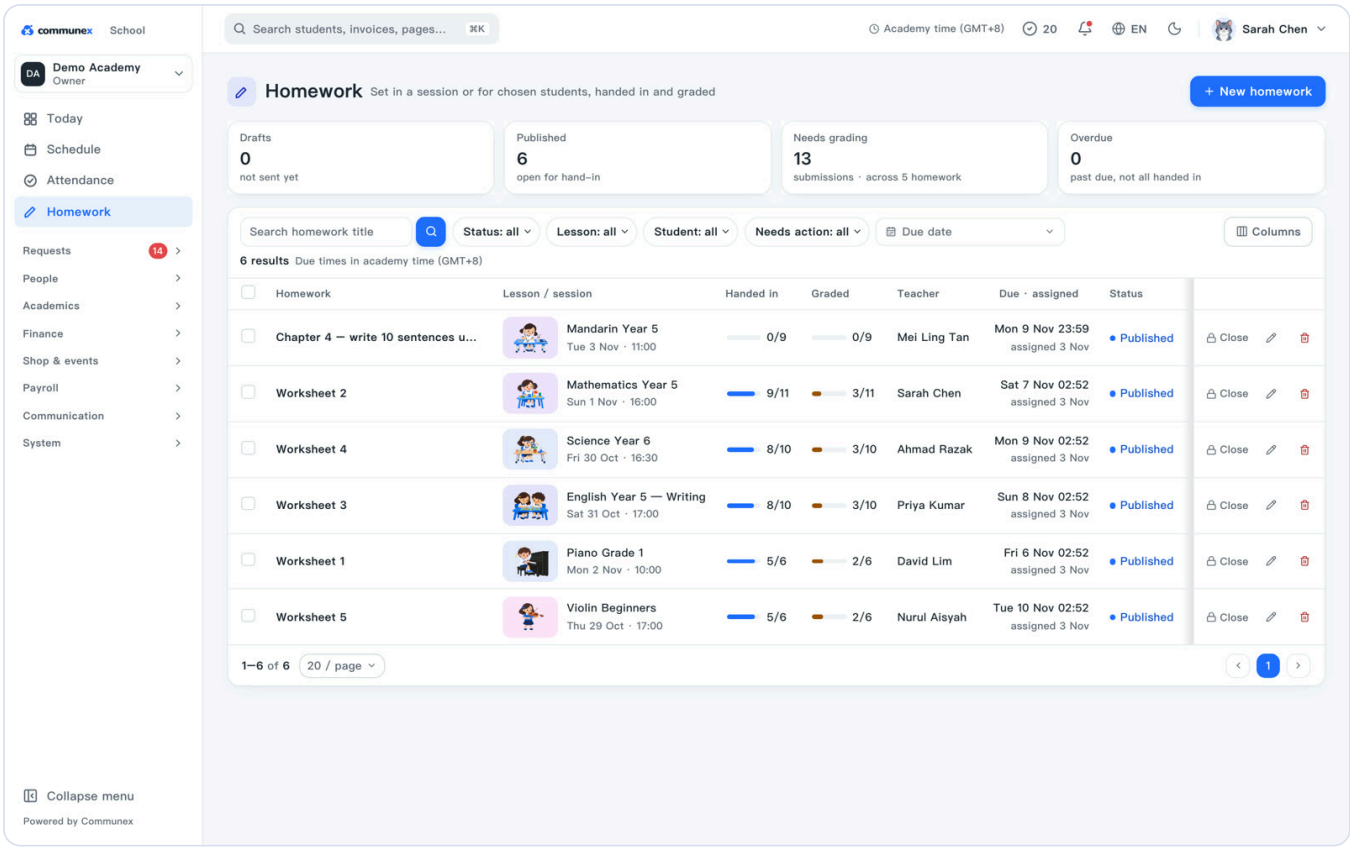
Requests → Makeup

1.10 · DAY TO DAY

Homework

See what's been set, what's been handed in and what still needs grading.

Teachers set homework from the app after class. Here you can see all of it: drafts, what's published, what's been handed in and what still needs grading.



Homework

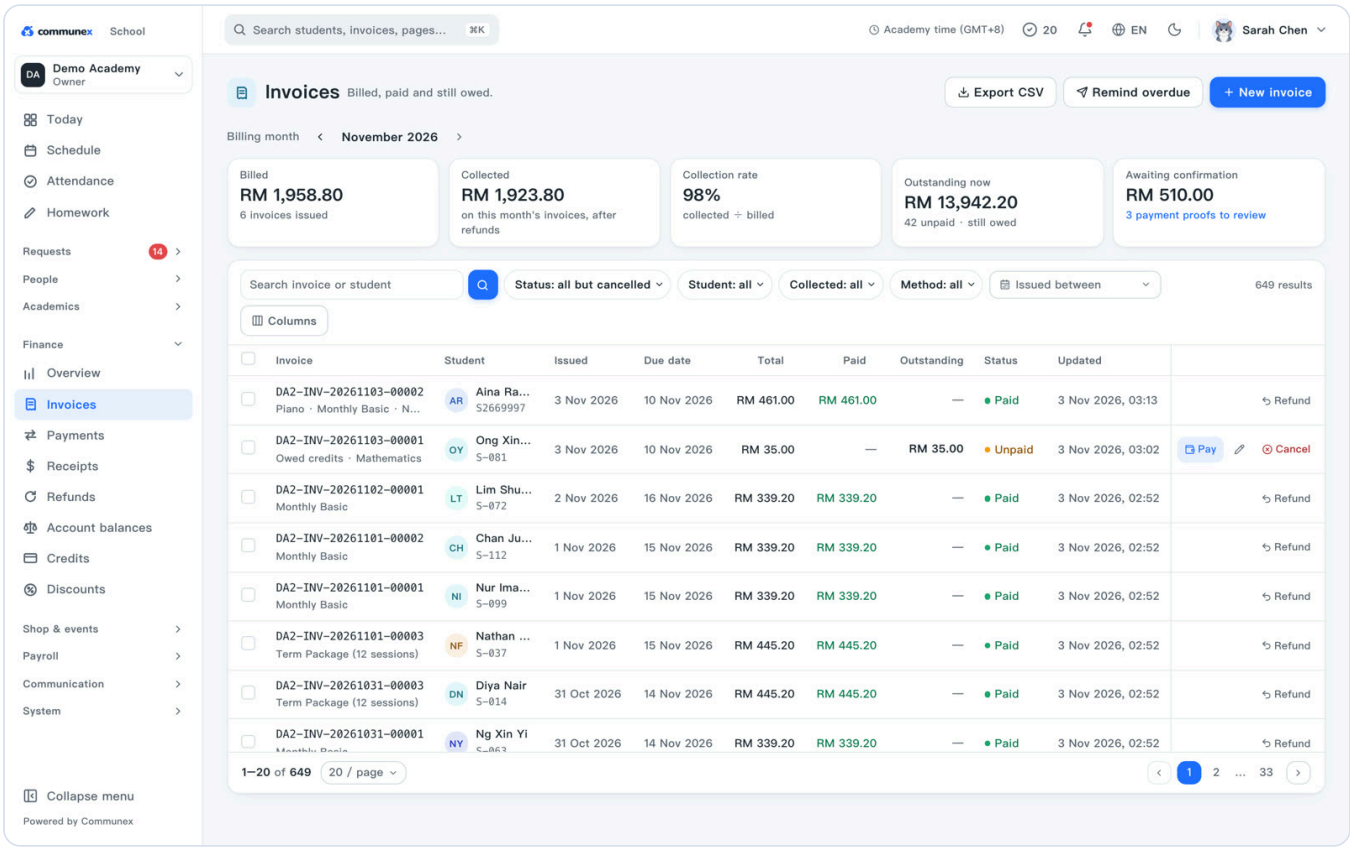
- Needs grading: work handed in that the teacher hasn't marked yet.
- Overdue: homework past its due date that some students haven't handed in.
- Click New homework to set homework from the backoffice.

1.11 · FEES AND PAYMENTS

Invoices and payments

Invoices are created when you enrol and at the start of each month. Record payments as they come

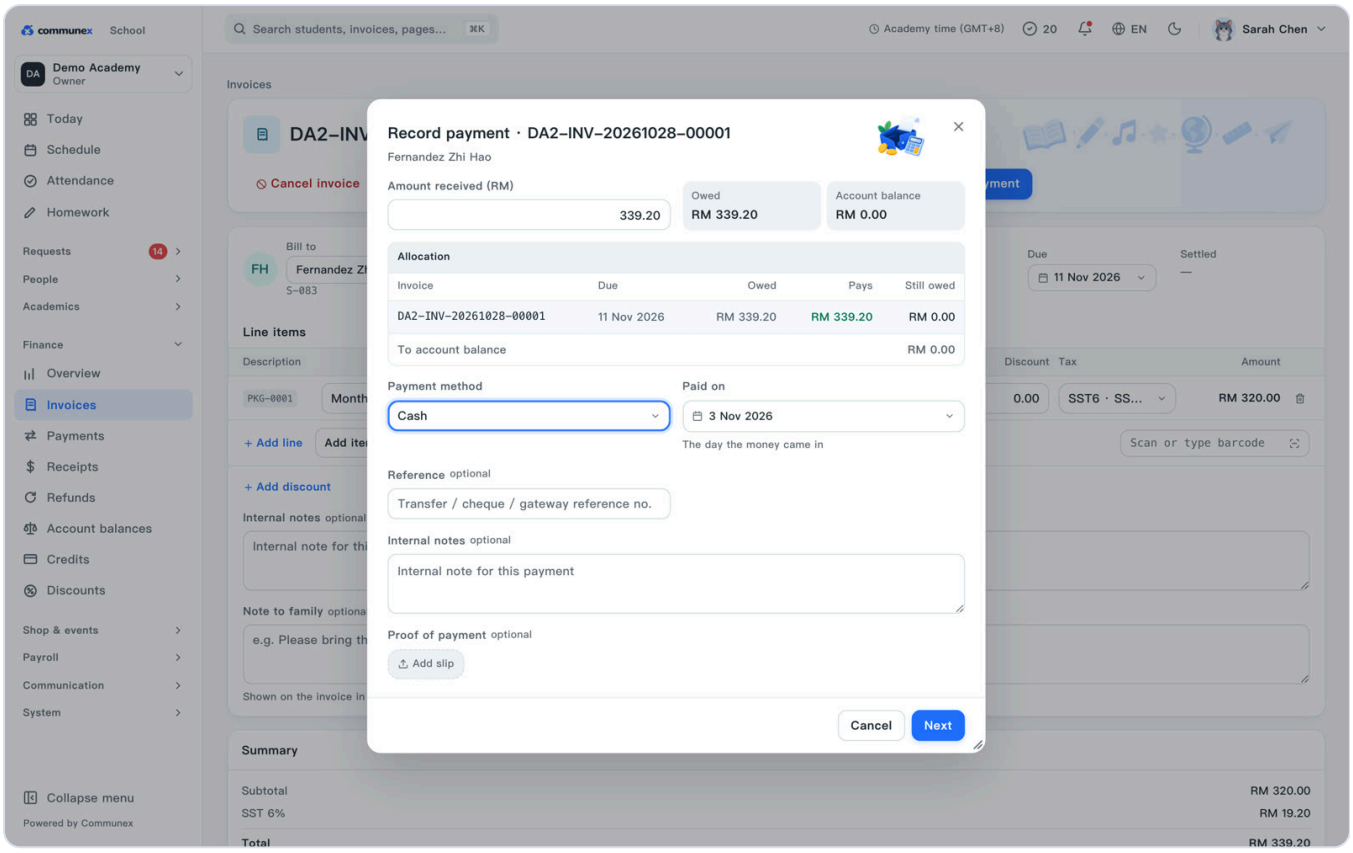
in.



Finance → Invoices

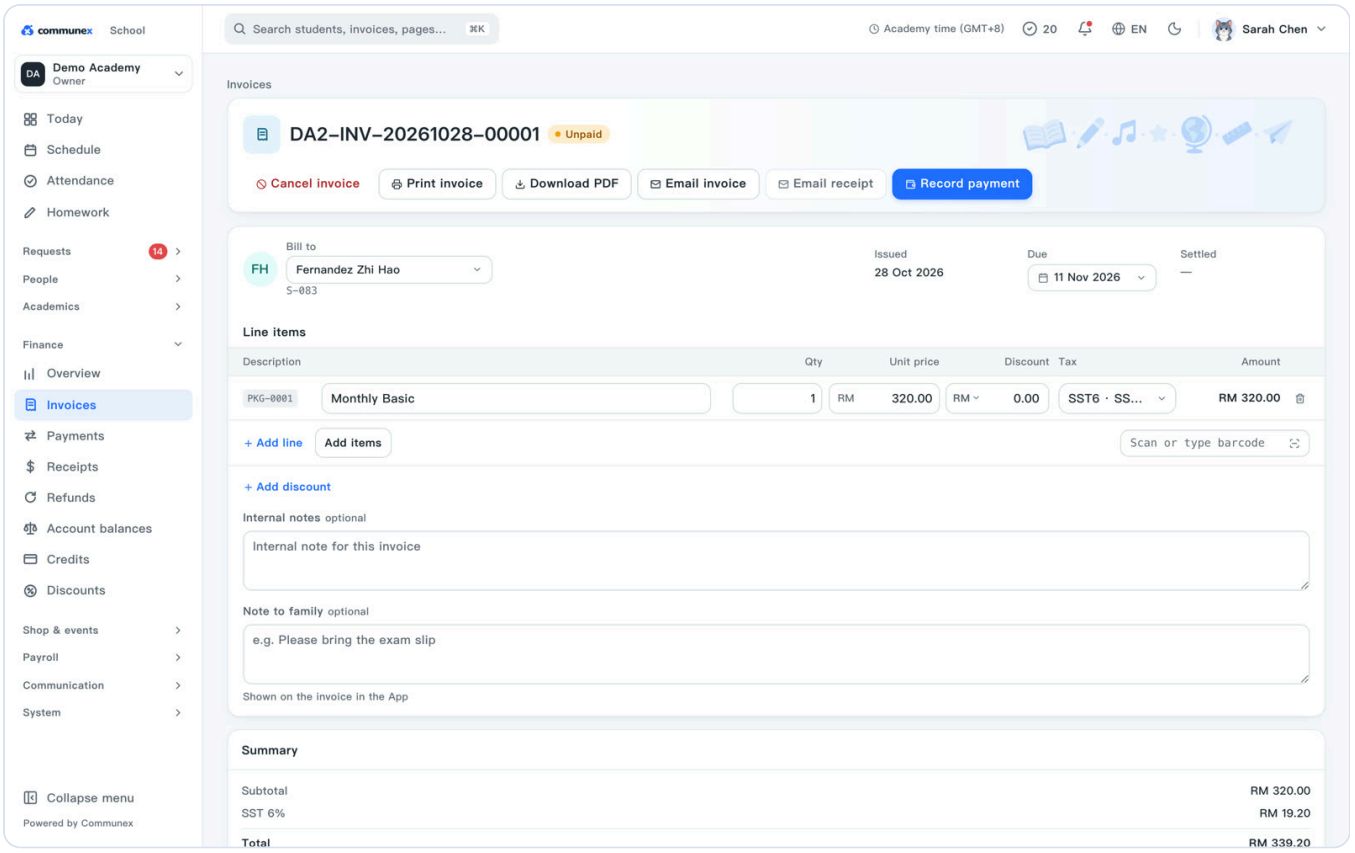
▶ Video: Record a bank transfer and issue a receipt — communex.net/help/admin#invoices

1. Open Finance → Invoices and search for the student.
2. Click the unpaid invoice, then click Record payment.
3. Amount received is filled in with what's owed. Change it for a part payment.
4. Choose the Payment method (Cash, Bank transfer, DuitNow QR, Card, Cheque and others) and type the bank reference if there is one.
5. Click Next, check the amount and click Record.
6. A receipt is issued. Click Print receipt to print it, or Done.



Record payment

- From an invoice you can also Download PDF, Email invoice, Email receipt or Cancel invoice.
- Remind overdue on the invoice list sends a reminder to every parent with an overdue invoice.
- If a parent pays more than they owe, the extra goes to their account balance and is used for the next invoice.
- New invoice lets you bill something that isn't part of an enrolment, such as an exam fee.



An invoice

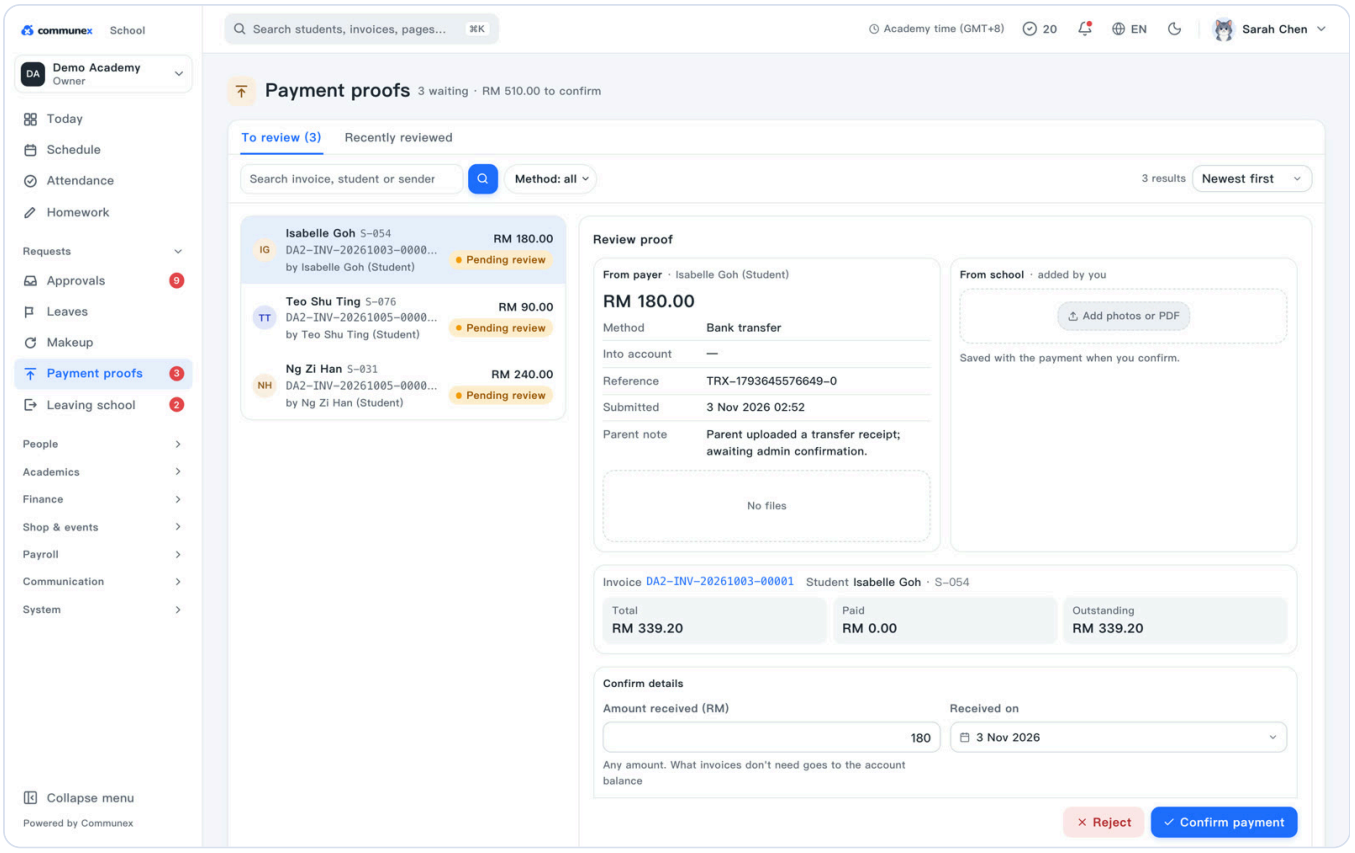
1.12 · FEES AND PAYMENTS

Payment proofs and receipts

When a parent pays by transfer and uploads the slip in the app, you check it and confirm.

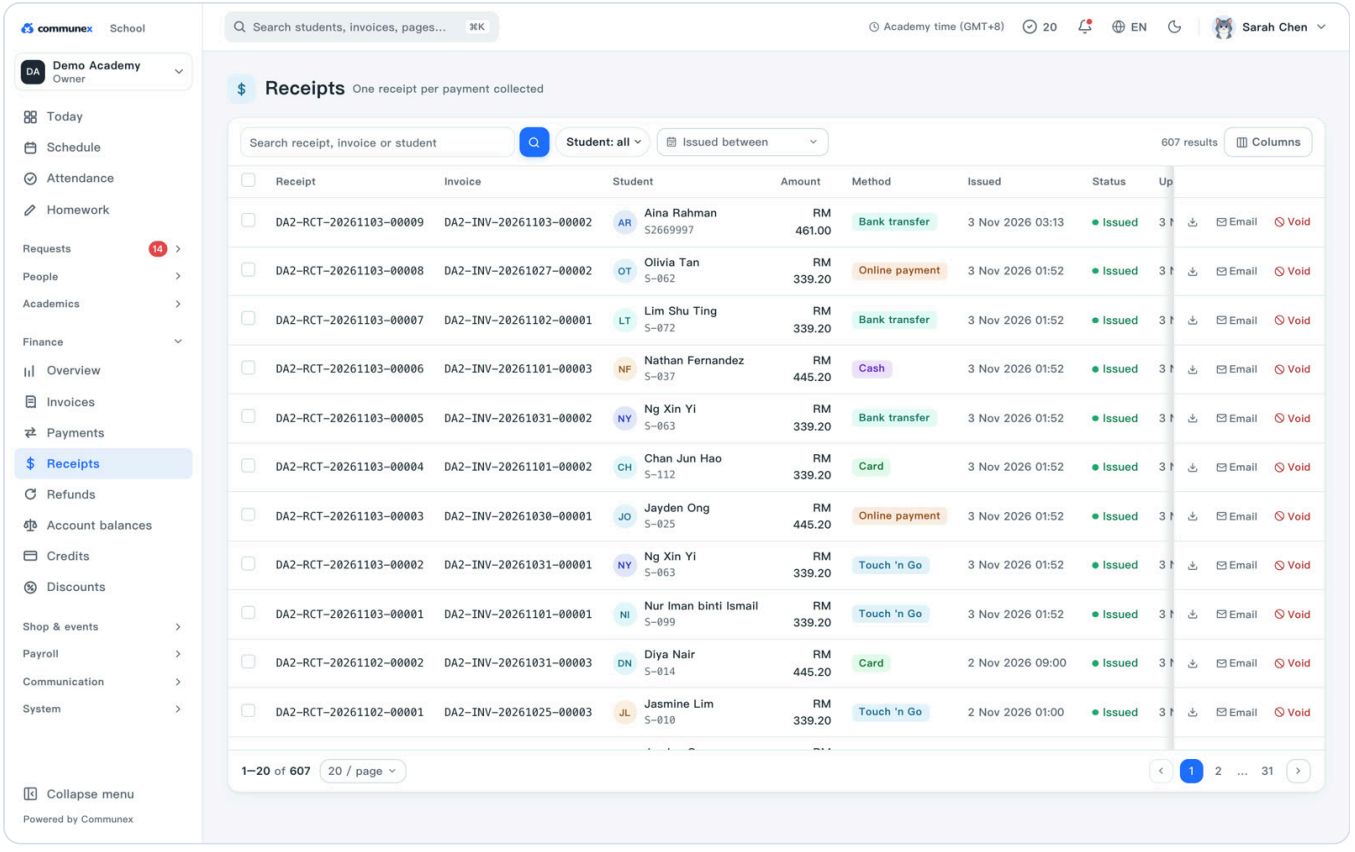
Parents can pay in the app online (if you've connected a payment gateway) or by bank transfer. After a transfer they upload the slip, and it waits for you here.

1. Open Requests → Payment proofs.
2. Click a proof to see the amount, method, reference, the parent's note and the slip.
3. Check it against your bank account, then click Confirm payment. If it doesn't match, click Reject and say why.



Requests → Payment proofs

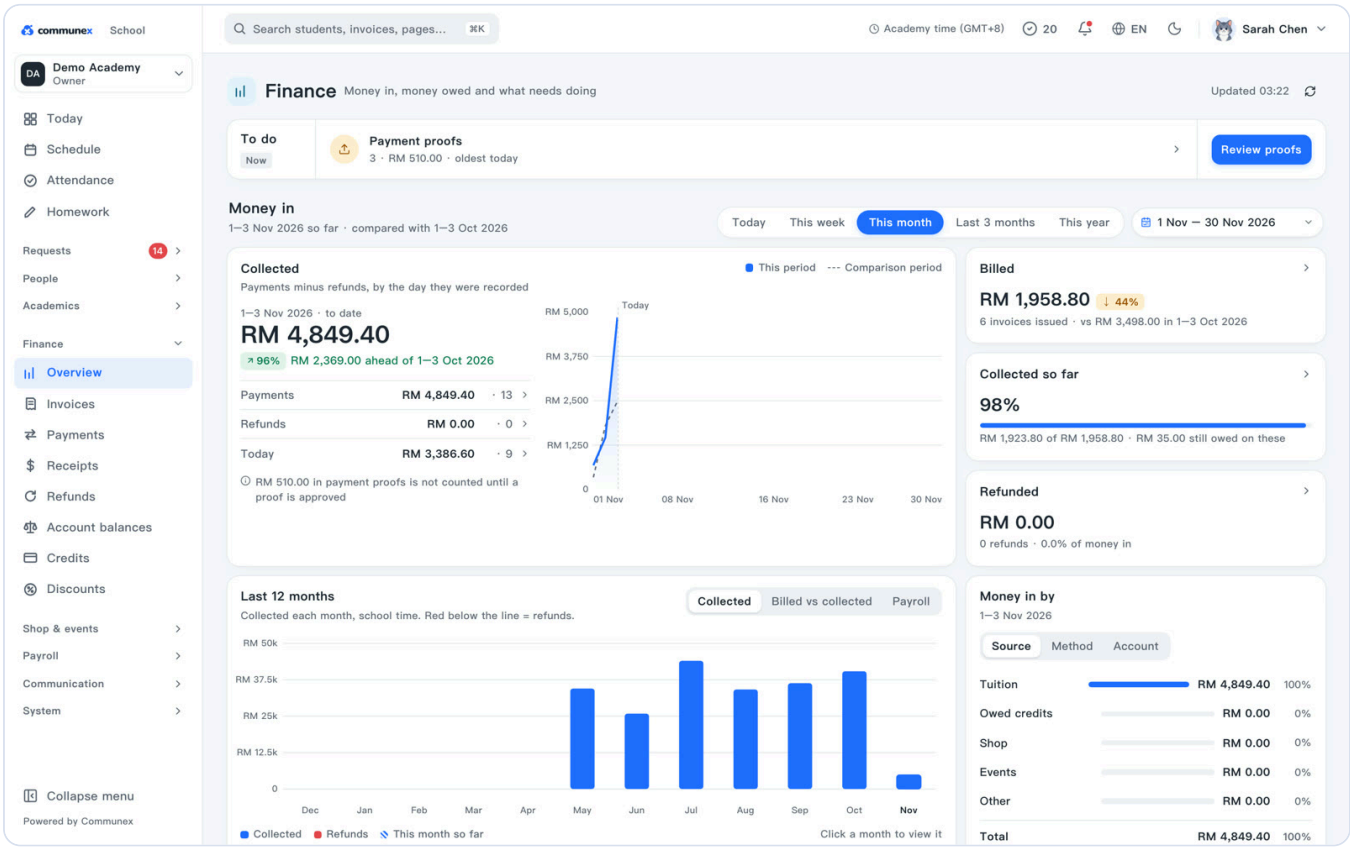
Confirming records the payment on the invoice and issues a receipt. Every receipt is listed in Finance → Receipts, where you can download, email or void it.



Finance → Receipts

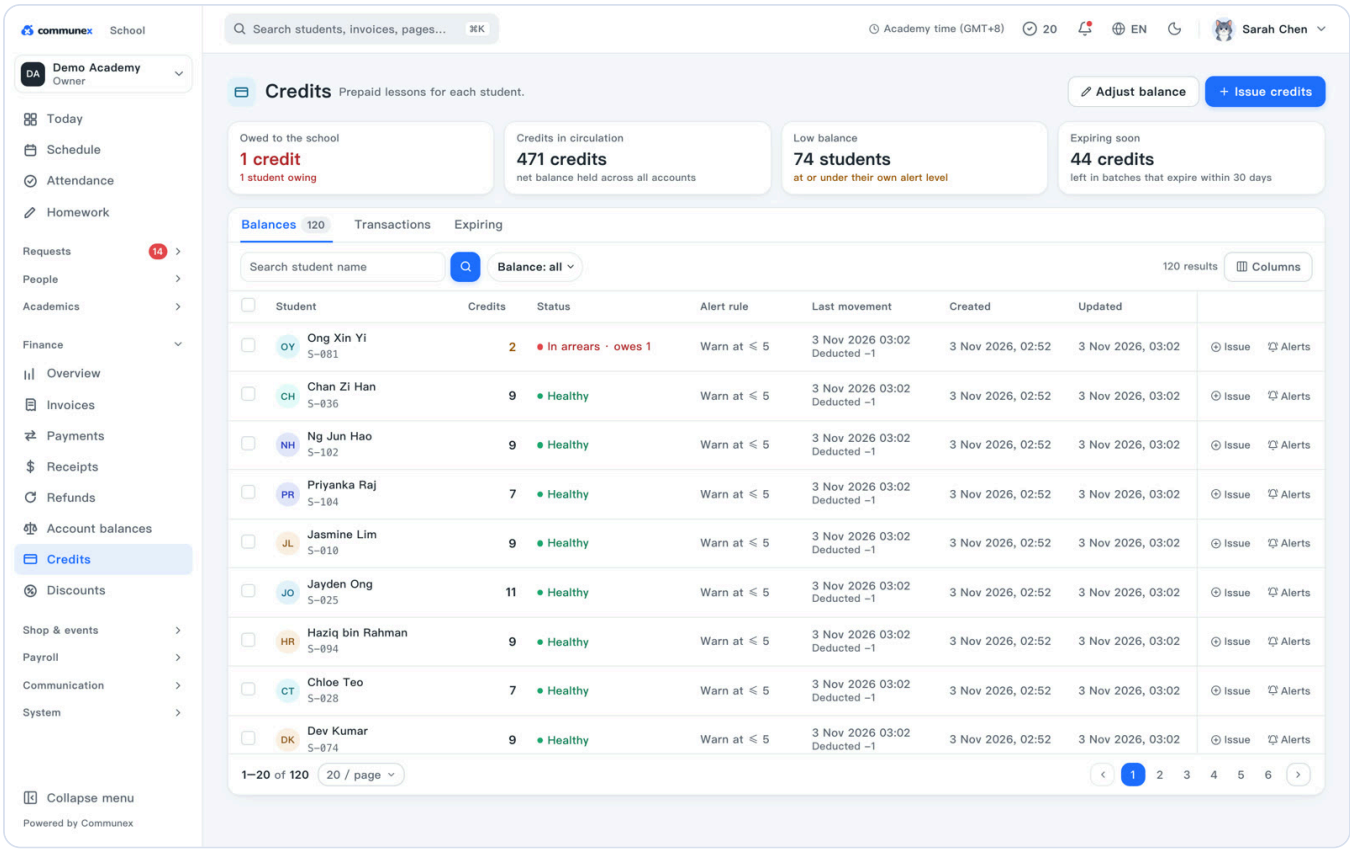
Finance overview and lesson credits

See money in at a glance, and keep an eye on students running low on lesson credits.



Finance → Overview

Students on a credit pack have a lesson balance. Each attended lesson uses a credit; approved leave can give it back. Finance → Credits shows every balance and every change.



Finance → Credits

- Low balance: students about to run out. A good list to send a renewal reminder to.
- Expiring soon: credits that will expire if not used.
- Adjust balance: correct a balance by hand. You'll be asked for a reason, and it's recorded.

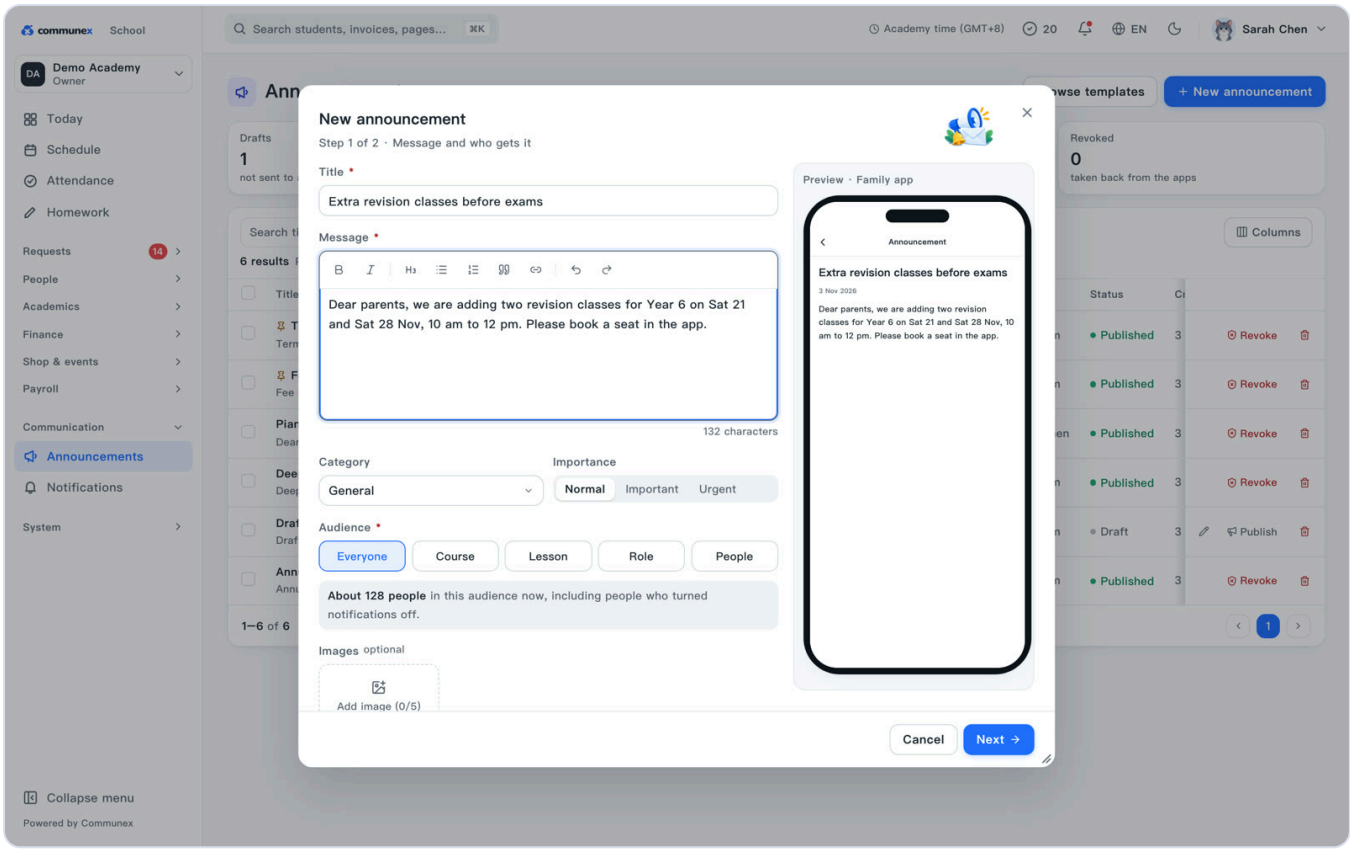
1.14 · MESSAGES AND REPORTS

Send announcements

Tell parents and teachers about events, closures and changes. They get it in the app.

▶ Video: Write and publish an announcement — communex.net/help/admin#announcements

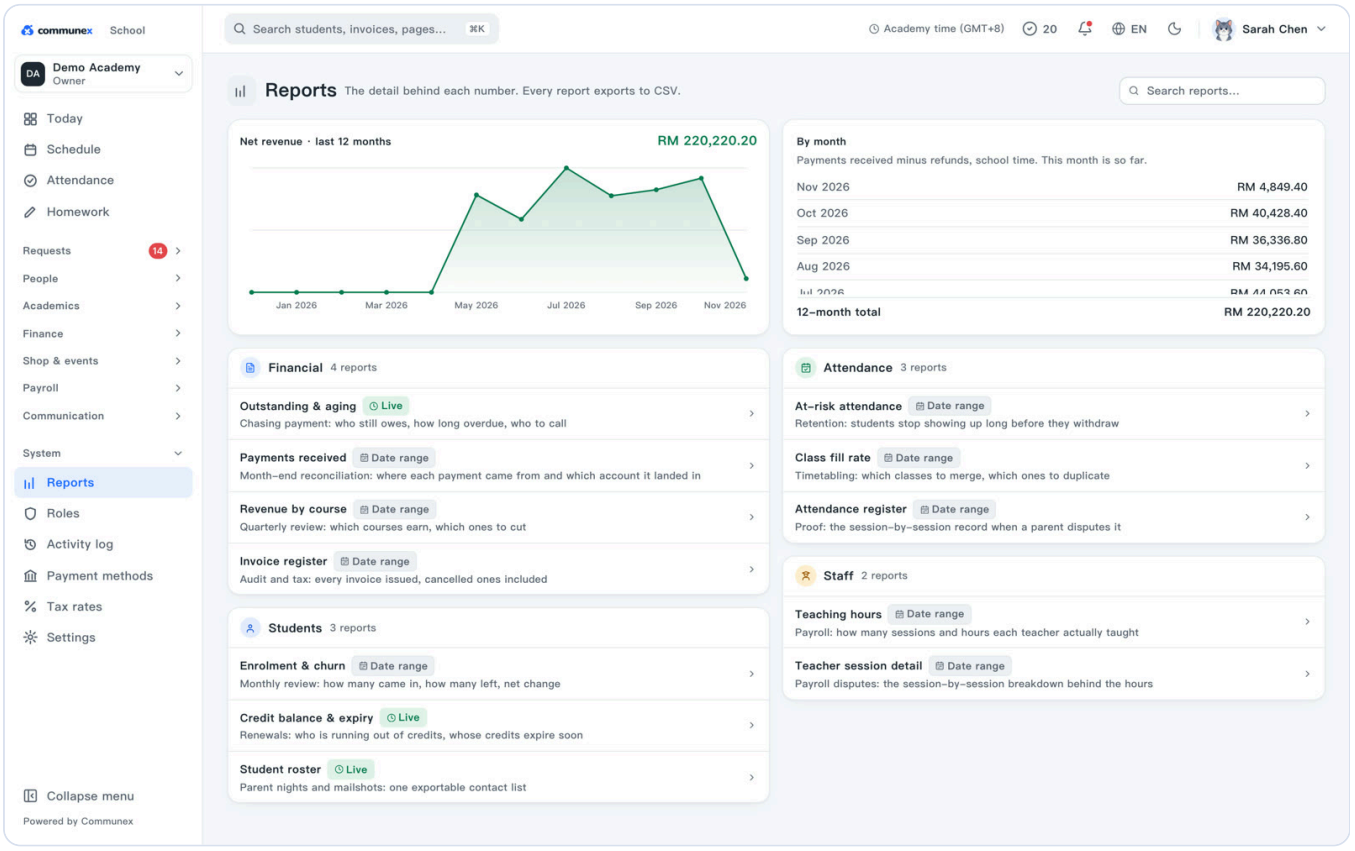
1. Open Communication → Announcements and click New announcement.
2. Type a Title and the Message. Add images if you like.
3. Choose the Audience: Everyone, or a Course, Lesson, Role or chosen People.
4. Click Next. Turn on Push notification so phones get an alert. (The in-app inbox is always on.)
5. Click Publish now…, check the summary and click Publish now. You can also schedule it for later.



The preview shows what families see

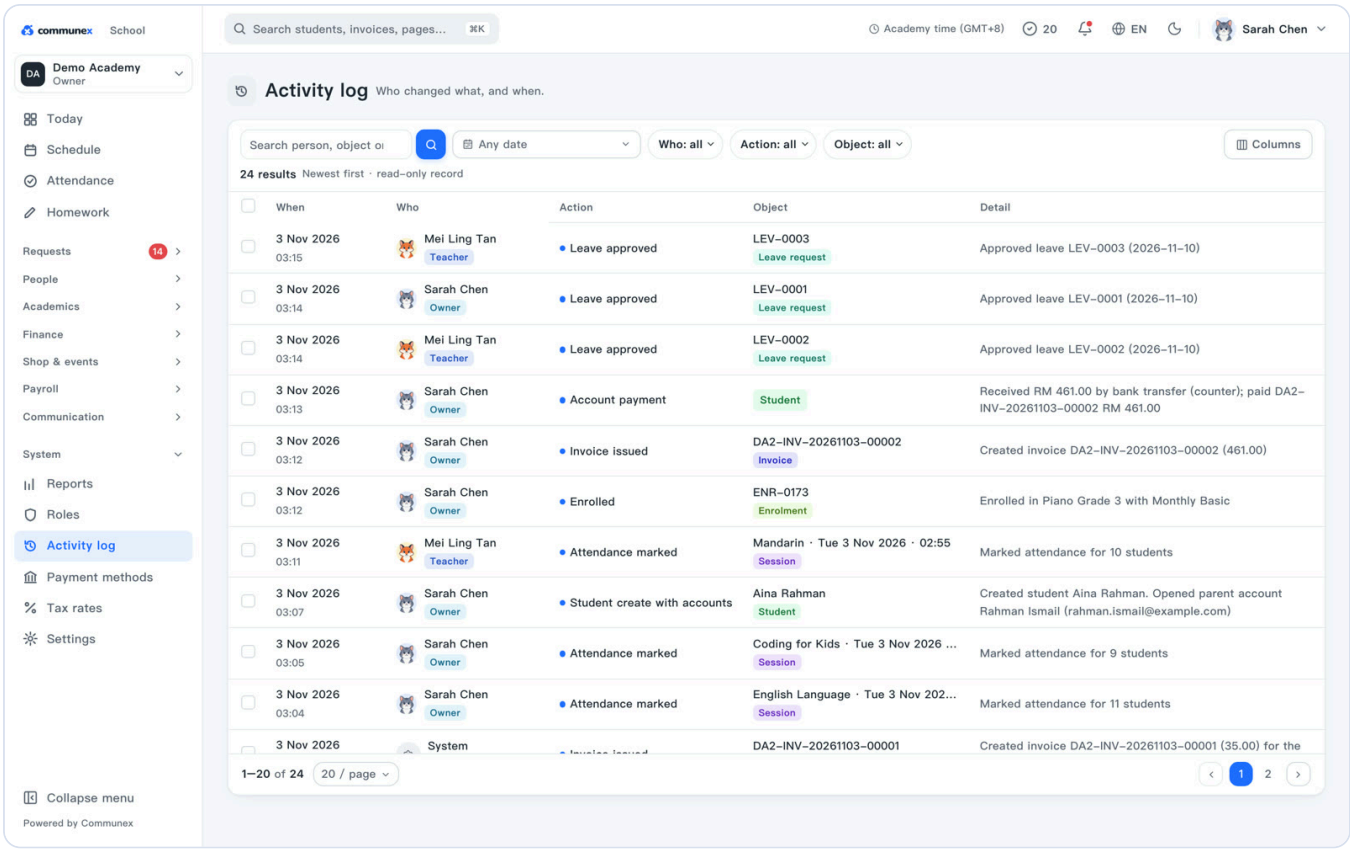
Reports and the activity log

Export the numbers, and see who changed what.



System → Reports

Reports are grouped into Financial, Attendance, Students and Staff. Each one downloads as a CSV file you can open in Excel or Google Sheets.



System → Activity log

The activity log records every important change: who approved a leave, who recorded a payment, who changed attendance. Filter it by person, action or record when you need to check what happened.

Your routine

Every day

- Open Today and check To mark
- Clear Requests: approvals, leave and payment proofs
- Make sure every class has attendance before you leave

Every week

- Look at next week's Schedule for teacher leave and gaps
- Schedule make-up classes
- Check Credits → Low balance and remind those parents

Every month

- Check the month's invoices on the 1st
- Use Remind overdue for unpaid invoices
- Export the reports you share with the owner or accountant

PART 2

Communex for teachers

Your timetable, attendance, homework, feedback and leave, all in the Communex app on your phone.

As a teacher you'll use the Communex app on your phone. It shows the lessons you teach, lets you mark attendance in a few taps, set homework and write feedback that parents see straight away.

This guide follows a normal teaching day. The screens show a fictional teacher, Mei Ling Tan, at a fictional school called Demo Academy. What you see may be a little different if your school has given you more or fewer permissions.

2.1 · GET STARTED

Install the app and sign in

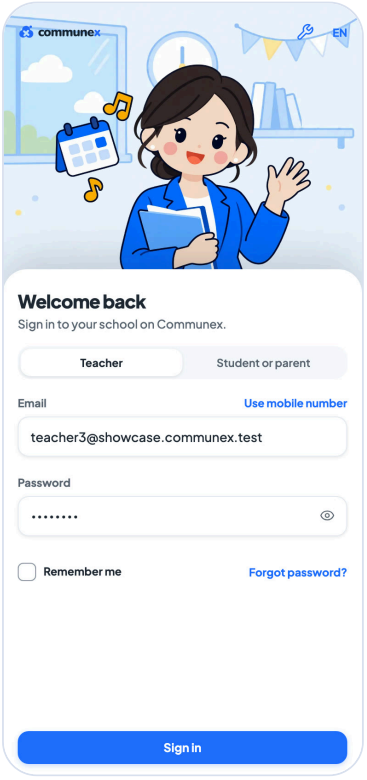
Get the Communex app, choose Teacher and sign in with the account your school gave you.

1. Install the Communex app from the App Store (iPhone) or Google Play (Android). No phone to hand? Open app.communex.my in a browser.
2. Open the app and choose Teacher at the top.
3. Enter the email and password your school gave you and tap Sign in.
4. The first time, you'll be asked to choose your own password.

- Tick Remember me so you stay signed in on your own phone.
- Forgot your password? Tap Forgot password? on the sign-in screen.

TIP

Teach at more than one school? Use the same account. You can switch between schools in the app.



Choose Teacher, then sign in

2.2 · GET STARTED

Your Home screen

Home shows the lesson that's on now, the rest of today and shortcuts to the things you do most.

- The card at the top is the lesson that's on now, or your next one. Tap Take attendance to mark it.
- Under Today you'll find the rest of today's lessons. Tap Full schedule to see more.
- The shortcuts take you straight to Mark (attendance), Students, Homework and Feedback.

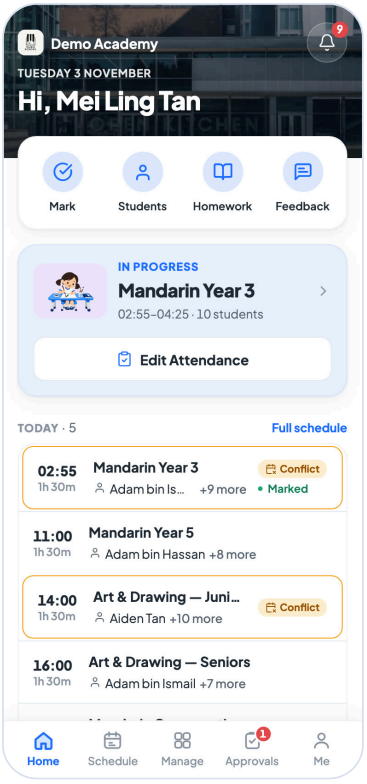
- The bell at the top right shows your notifications. A number means something is new.

Along the bottom are five tabs:

- Home: today.
- Schedule: your timetable by day, week or month.
- Manage: school tools. What you see here depends on what your school lets you do.
- Approvals: leave requests from your students, and your own leave.
- Me: your profile, availability, calendar and settings.

TIP

An orange Conflict label on a lesson means some of its students also have another class at the same time. Let the office know.



Home

2.3 · GET STARTED

Your timetable

See every lesson you teach, open one to see who's coming, and add your timetable to your phone's calendar.

1. Tap Schedule at the bottom.
2. Switch between Day, Week, Month and List at the top.
3. Tap any lesson to open it.

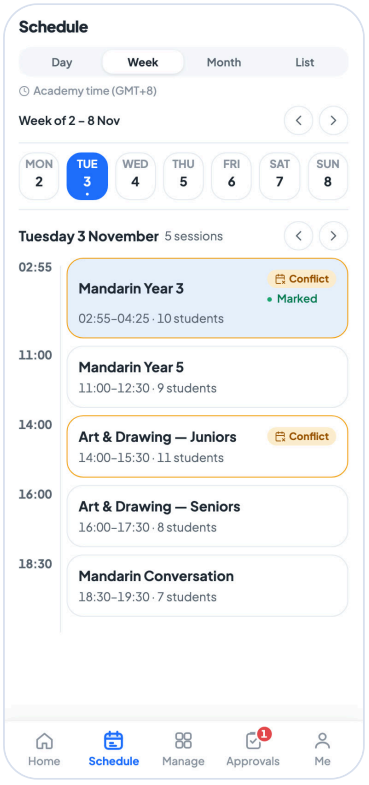
The Session screen shows the time, room and students, how many are expected, on leave or coming for a make-up, and a short list of what still needs doing: attendance, a lesson note, feedback and homework.

Want your lessons in your phone's own calendar? Subscribe once and it keeps itself up to date.

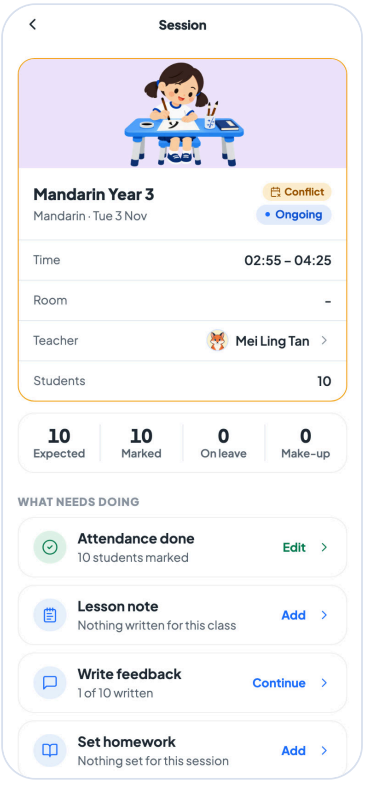
1. Tap Me, then Calendar subscription.
2. Tap Add to Apple Calendar or Add to Google Calendar and follow the steps.

TIP

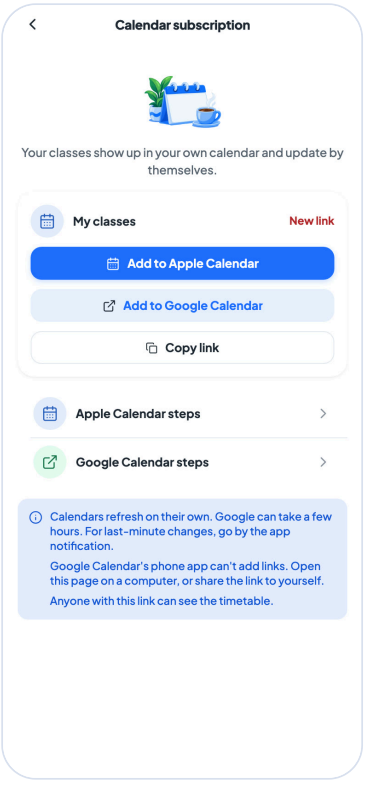
Lesson times always show in your school's time zone, even when you travel.



Schedule



A lesson: everything to do in one place



Me → Calendar subscription

2.4 · IN CLASS

Mark attendance

Mark attendance at the start of every lesson. It takes a few seconds and parents see it straight away.

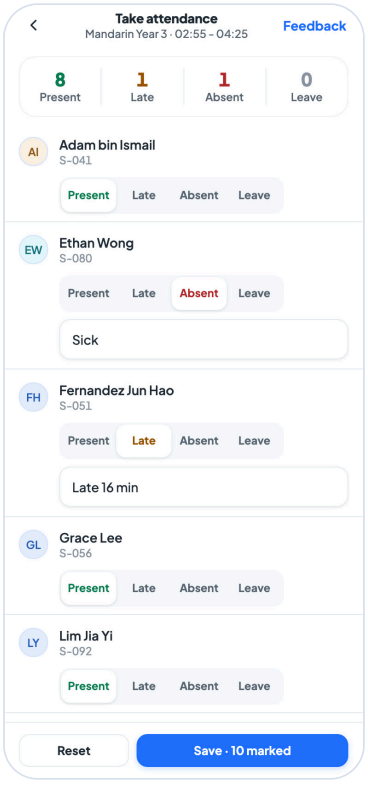
▶ Video: Mark attendance for the lesson that's on now — communex.net/help/teacher#attendance

1. On Home, tap Take attendance on the lesson that's on now. (Or tap Mark, or open the lesson from Schedule.)
2. Everyone starts as Present.
3. For a student who isn't there, tap Absent and type a reason if you know it, for example Sick.
4. For a student who arrives late, tap Late. The minutes late are filled in for you.
5. Tap Save.

When you save, parents see the record in their app and students on a lesson package use one credit. Made a mistake? Open the lesson again and tap Edit Attendance.

TIP

Attendance opens shortly before the lesson starts. If you can't mark a lesson, check the time, or ask the office.



Present, Late, Absent or Leave for each student

2.5 · IN CLASS

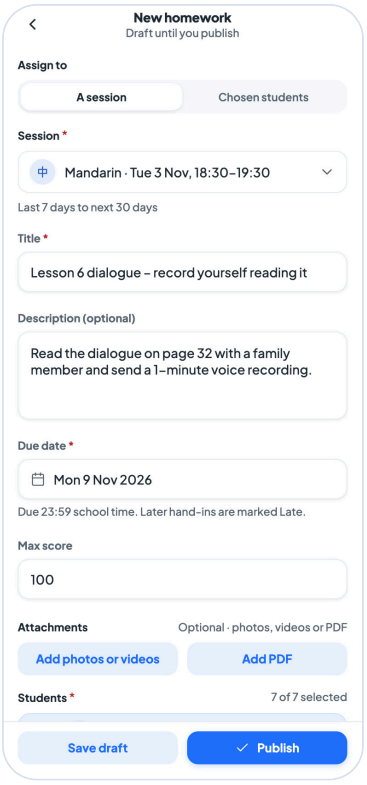
Set homework

Set homework for a lesson. Students and parents are told and can hand it in from the app.

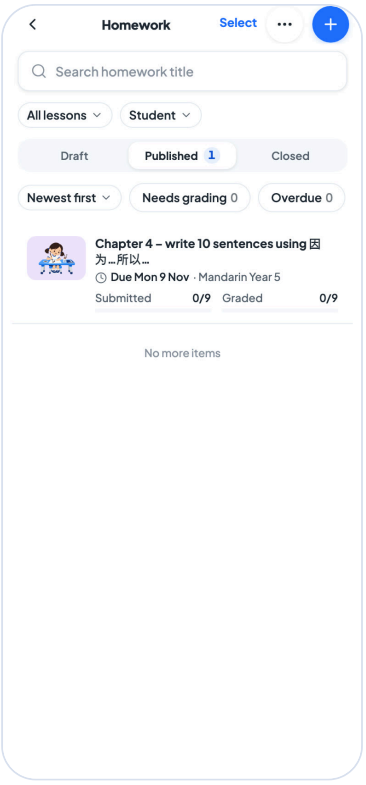
▶ Video: Set homework for a class — communex.net/help/teacher#homework

1. On Home, tap Homework, then tap + at the top right.
2. Leave Assign to on A session and tap Session to choose the lesson.
3. Type a Title and, if you like, a Description with the instructions. You can attach files too.
4. Tap Due date and pick the day.
5. Tap Publish, then Confirm. The students get it and families are notified.

- Not ready yet? Tap Save draft instead of Publish.
- The Homework list shows what's been handed in. Needs grading and Overdue show what's waiting.
- Open a homework to see each student's work and give a score.



New homework



Your homework list

2.6 · IN CLASS

Write feedback after the lesson

A line or two per student after class. Students and parents see it right away.

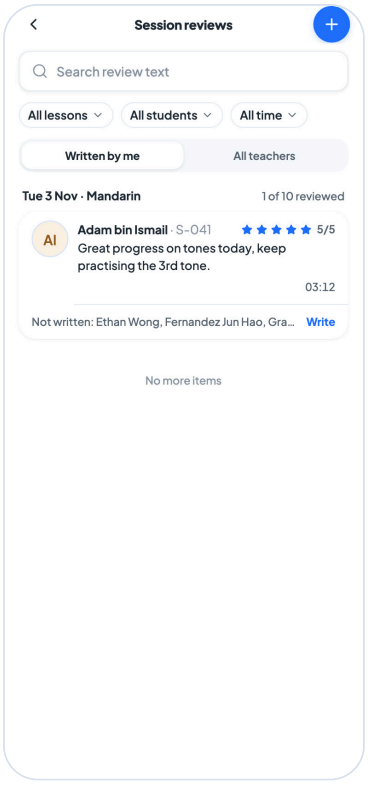
▶ Video: Write feedback for students after a lesson — communex.net/help/teacher#feedback

1. On Home, tap Feedback. The Session reviews screen opens.
2. Tap Write reviews and choose the lesson you just taught.
3. For each student, type how they did in the box. Tap the stars to add a rating if you like.
4. Tap Publish all, then Confirm.

You can also open a lesson from Schedule and tap Write feedback, or Add a lesson note for what the class covered.

TIP

Be specific: "Great progress on tones today, keep practising the 3rd tone" helps a parent far more than "Good job".



See who you haven't written about yet

2.7 · IN CLASS

Your students and their growth

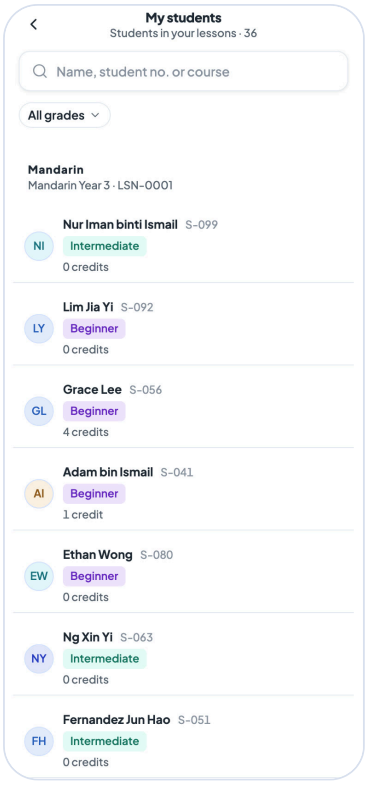
See the students in your lessons, how they're doing, and record milestones.

1. On Home, tap Students. You'll see the students in your lessons, grouped by lesson.
2. Tap a student to open their profile.

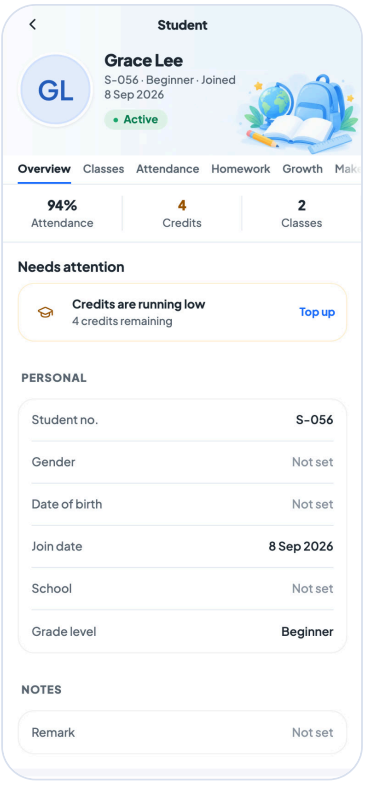
A student's profile shows their classes, attendance, homework and growth. Needs attention points out anything to act on, such as credits running low.

Growth records are milestones parents can look back on: a first performance, a level passed, a big improvement.

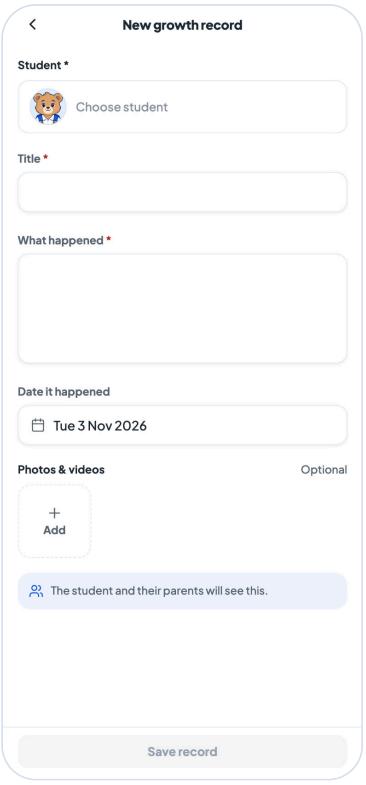
1. On the student's profile, open the Growth tab and tap Add growth record.
2. Write a Title and What happened, pick the date and add photos or videos if you have them.
3. Tap Save record.



My students



A student's profile



New growth record

2.8 · REQUESTS AND YOUR ACCOUNT

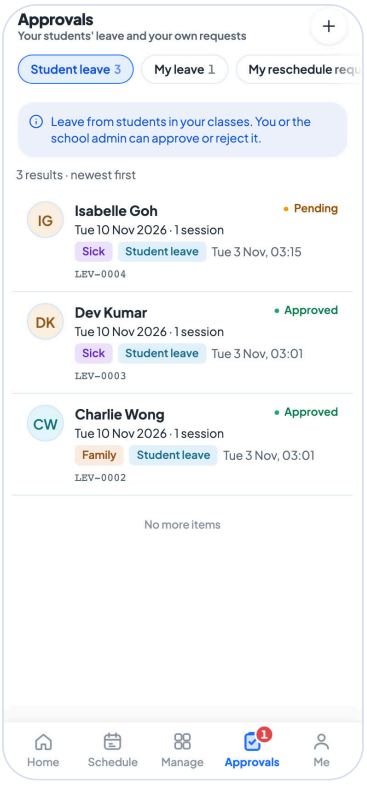
Approve your students' leave

When a parent applies for leave for your lesson, you or the office can approve it.

▶ Video: Approve a student's leave request — communex.net/help/teacher#approvals

1. Tap Approvals at the bottom. Student leave shows requests for your lessons.
2. Tap a request to see the dates, the reason, the lessons affected and when the family would like a make-up.
3. Tap Approve, then Approve leave. Or tap Reject and say why.
4. A Pick makeup time sheet opens. Choose a time and tap Confirm, or Cancel to arrange it later.

You or the school admin can approve it. Approved leave frees the student's seat and, where your school's rules allow, gives their lesson credit back.



Approvals → Student leave

2.9 · REQUESTS AND YOUR ACCOUNT

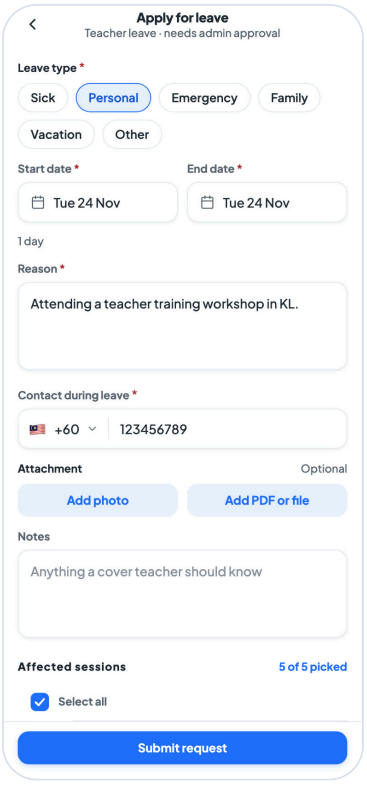
Apply for your own leave

Tell the school early. Pick the days and the lessons you'll miss, and the admin arranges cover.

▶ Video: Apply for leave — communex.net/help/teacher#my-leave

1. Tap Me, then My leave.
2. Tap + at the top right.
3. Choose the leave type, then the Start date. Change the End date for more than one day.
4. Type the Reason and a Contact during leave number.
5. Check Affected sessions: the lessons you'll miss are ticked.
6. Tap Submit request.

Your request shows as Pending under My leave until the school admin approves it. You'll get a notification either way, and the school arranges cover for your lessons.



Apply for leave

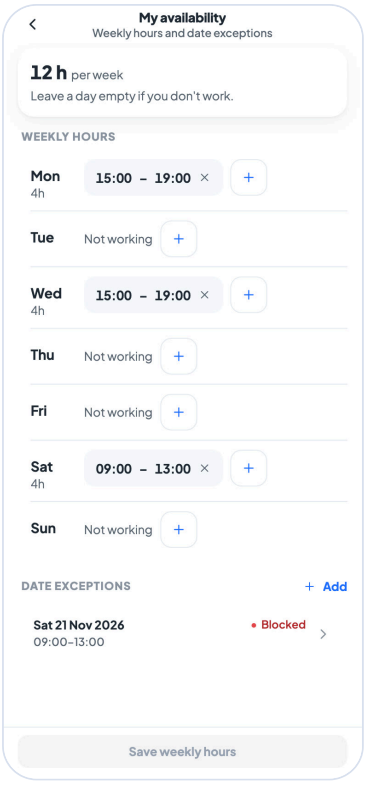
2.10 · REQUESTS AND YOUR ACCOUNT

Set your availability

Tell the school when you can take extra lessons, such as 1-to-1s, flexi classes and make-ups.

1. Tap Me, then My availability.
2. Add the hours you're free each week, for example Monday 15:00 to 19:00.
3. Under Date exceptions, block any day you're away.
4. Tap Save weekly hours.

If your school offers flexi classes or make-up bookings, families can only book you inside these hours. Keep them up to date.



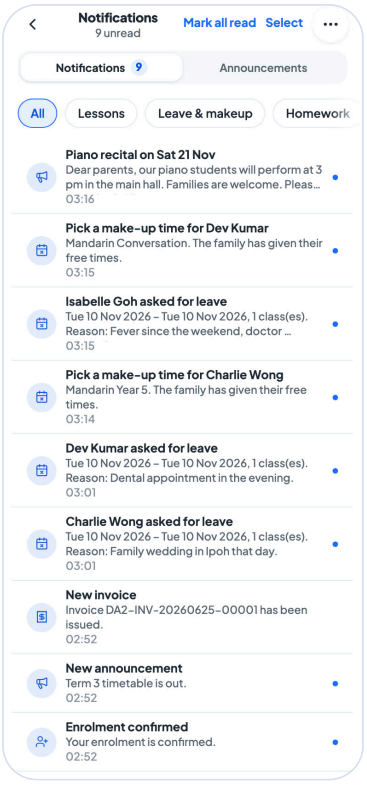
My availability

2.11 · REQUESTS AND YOUR ACCOUNT

Notifications and announcements

Leave, homework and lesson changes come to your notifications, and school news to Announcements.

- Tap the bell on Home to open your notifications.
- Use the filters to see only Lessons, Leave & makeup or Homework.
- The Announcements tab has news the school has sent to everyone.
- When the app asks, allow notifications so you hear about lesson changes and leave requests.



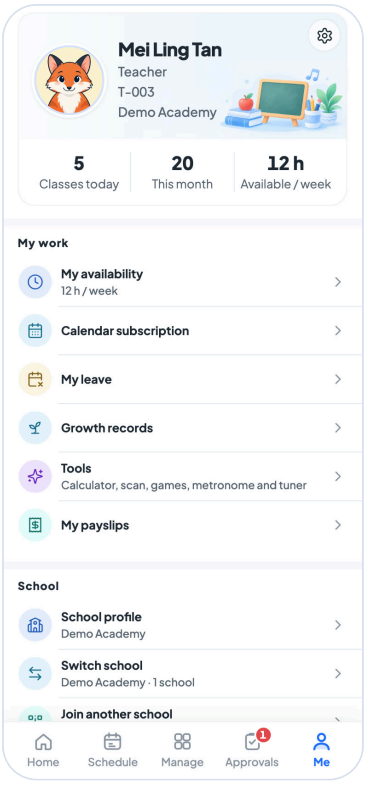
Notifications

2.12 · REQUESTS AND YOUR ACCOUNT

Your profile and settings

Me has your profile, your own tools and your settings.

- Tap your profile card to change your photo, contact details and subjects.
- My work has My availability, Calendar subscription, My leave, Growth records and Tools.
- Tap the gear for settings: language, password and notifications.



Me

Your routine

Before class

- Check Home for today's lessons
- Look for Conflict labels and Needs attention
- Have the app open when class starts

In and after class

- Mark attendance at the start
- Write a line of feedback for each student
- Set homework before you leave

Every week

- Clear Approvals → Student leave
- Apply for your own leave as early as you can
- Keep My availability up to date