



# Self-Redemption Guide

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This guide will assist you with self-redeeming rewards and managing redemption pickups using 5-Star Students

✓ *Allow self-redemption rewards*

- ✓ *Redeem rewards from the Student App*
- ✓ *Error! Reference source not found.*
- ✓ *Error! Reference source not found.*
- ✓ *Error! Reference source not found.*

## Allow self-redemption rewards

The screenshot shows the 'Rewards' management page. At the top, there is a '+ add new' button and a dropdown menu for the school year '2019/2020'. Below this, there are navigation links: 'Eligible individuals', 'Redemptions', 'Edit reward', and 'Delete reward'. A row of buttons includes 'Add redemptions', 'Scan redemptions', 'Import redemptions', and 'Pickup redemptions'. The main content is a table with the following columns: Name, Type, Requirement, Other Criteria, Points Deducted?, and Available. Each row represents a reward item with edit and delete icons.

	Name	Type	Requirement	Other Criteria	Points Deducted?	Available		
	Churro	Points	10 points	Student	Yes	189		
	Draw String bag	Rank	Top 50	Student, Grades: 9	-	45		
	Festival T-Shirt	Points	25 points	Student	Yes	97		

The Rewards page can be used to help manage your point system incentives. Once you've defined a reward, you can easily see which individuals are qualified and even mark specific reward redemptions.

## Edit reward details

**DETAILS**

Name

Description

Image (optional)

Select image file... Max display size: 500x500 pixels  
Supported file types: png, jpeg, gif

Recognition period: 2019/2020

Reward type: Points

Points required: 0

Track redemptions?: Yes

Reward limit (0 for unlimited): 1

Are points deducted?: No

Redemption instructions

Optionally include information about how to redeem or pick up...

Allow self-redemption? **No**

Track inventory?: Yes

Initial Quantity: 0

Type: Student

Gender: All

Grades: Select optional grade lev...

Group: All

Private?: No

Closed?: No

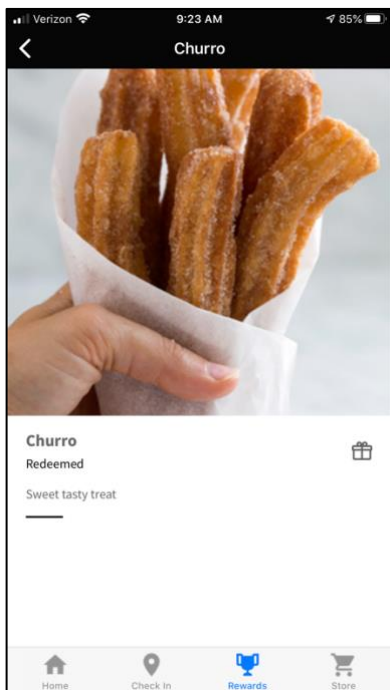
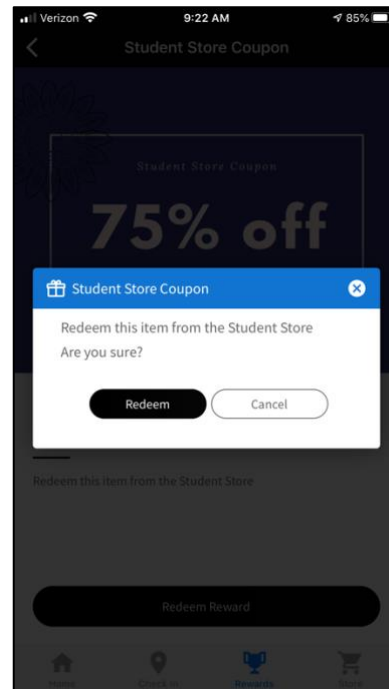
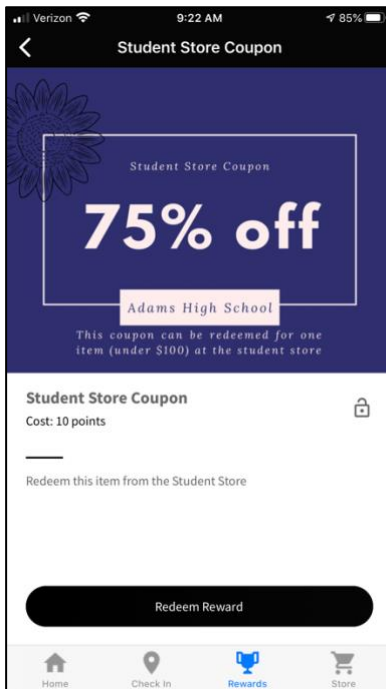
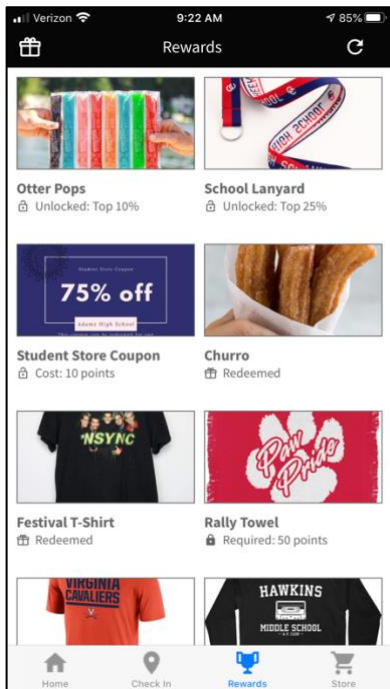
Save Save & Add Another Cancel

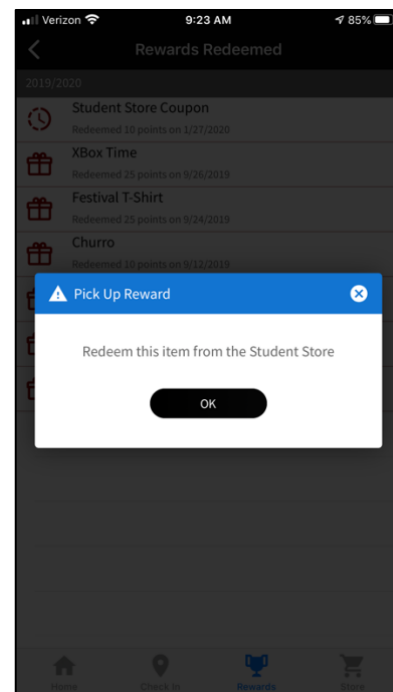
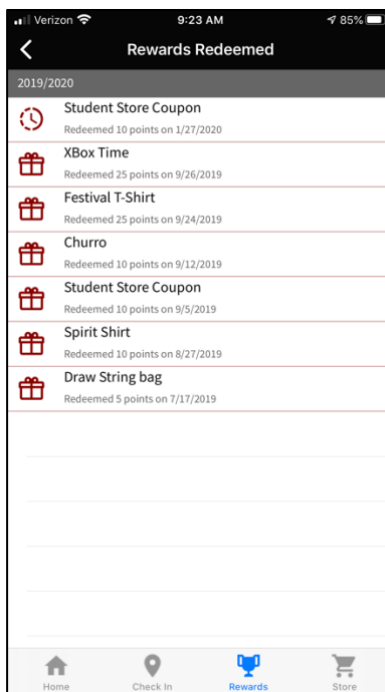
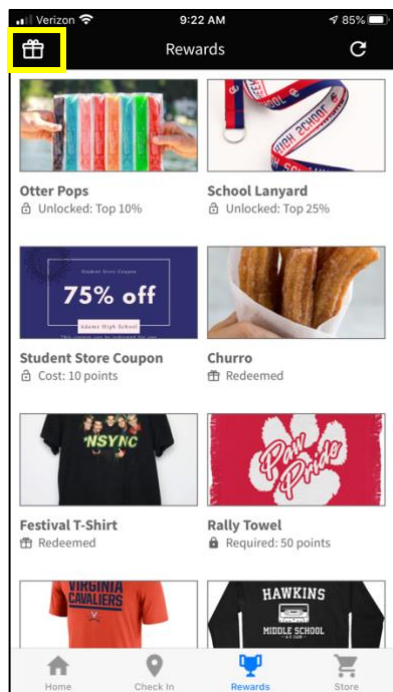
**Allow self-redemption?** – Choose **Yes** to allow individuals to redeem this reward themselves, via the Student App or school web page (if available). Self-redeemed rewards must be picked up or delivered by the school. You can view self-redemptions for each reward, or by individual, and mark them as received. If allowing self-redemptions, we recommend including details about how to pick up the reward in the **Redemption Instructions** area.



After making your selections, click the *Save* button to finish creating the reward. You can edit or remove rewards at any time by clicking the appropriate button next to each reward in your list.

## Redeem rewards from the Student App

By clicking on the rewards tab at the bottom of the screen, students can view the school reward store, the items they're eligible for, and the items they've already redeemed.

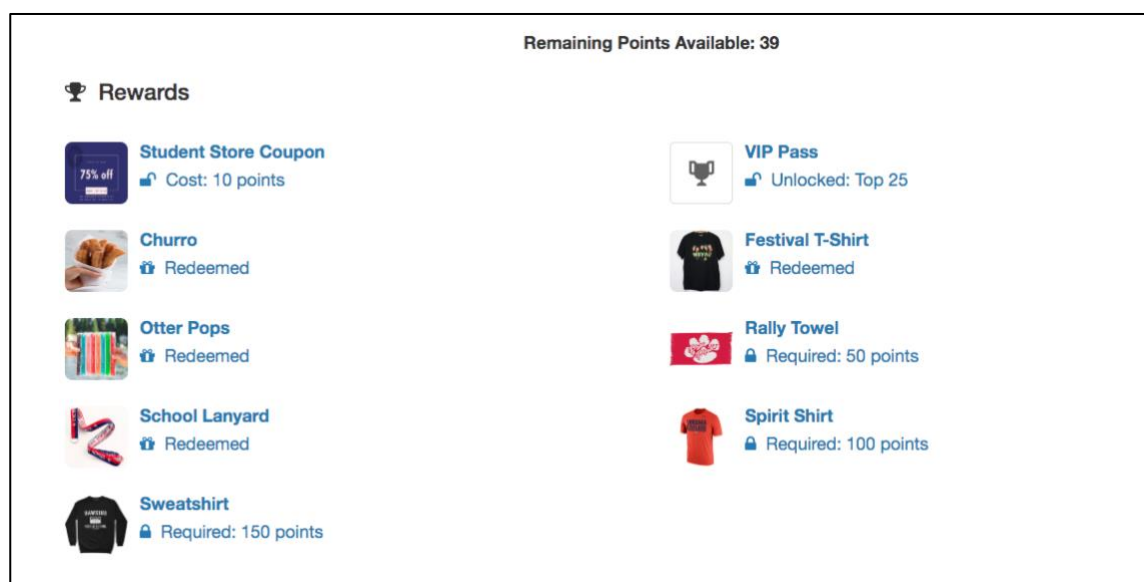


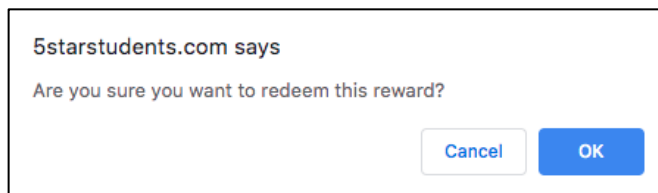
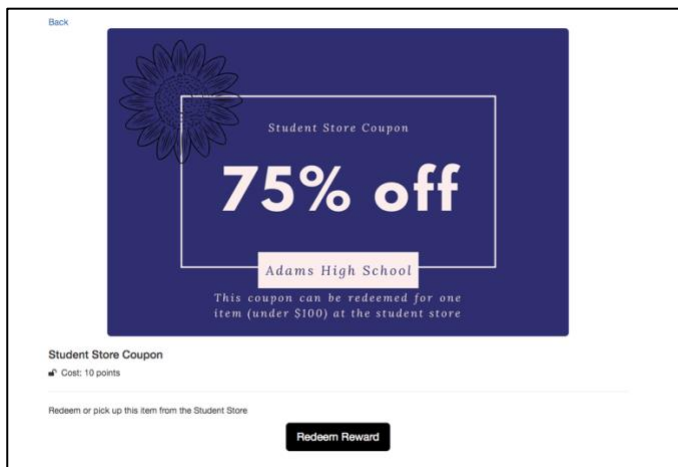


By clicking on the gift icon in the top left corner of the rewards screen, students can view the rewards they have redeemed  and received and any redeemed items they have not picked up yet .

### Redeem rewards from the School Webpage

After a student signs into the school webpage, they can view the school reward store, the items they're eligible for, and the items they've already redeemed. By clicking on the item, it will bring up the details and give them an option to redeem points for that specific reward, if options are setup and they meet the reward criteria.





Students will be able to view their redemption history, including any claimed rewards that have not yet been received.

🎁 My Redemptions				
Year	Reward	Date Redeemed	Received?	Points Redeemed
2019/2020	Student Store Coupon	2/7/2020	No	10
2019/2020	School Lanyard	2/7/2020	No	0
2019/2020	Otter Pops	2/5/2020	No	0
2019/2020	Festival T-Shirt	2/7/2020	Yes	25
2019/2020	Student Store Coupon	1/27/2020	Yes	10
2019/2020	XBox Time	9/26/2019	Yes	25
2019/2020	Churro	9/12/2019	Yes	10
2019/2020	Student Store Coupon	9/5/2019	Yes	10
2019/2020	Spirit Shirt	8/27/2019	Yes	10
2019/2020	Draw String bag	7/17/2019	Yes	5

## Pickup Redemptions

For rewards set to allow self-redemption from the school webpage or student app, click on the **Pickup redemptions** option. From the app or webpage, students will “claim” the rewards they want and will redeem their points. These claims will be stored on the redemption pickup page where **managers, users, or redemption** operators can mark the items off as received once the student picks them up.



Scan or manually enter the student’s ID number to view any items they have claimed, but not yet received. Check off the reward(s) the student is picking up to mark them as received.

Redemption Pickup [← back to rewards](#) [Recognition](#) > [Rewards](#) > Redemption Pickup


List Help

Scan barcode or enter ID

Search by name

Click : for additional column settings and filter options

<input type="checkbox"/>	<input type="checkbox"/>	Reward	Last name	First name	ID	Grade	Date redeemed	Quantity	Points redeemed
<input type="checkbox"/>	<input type="checkbox"/>	Otter Pops	Greenleaf	Zane	10345	12	2/7/2020 11:31 AM	1	0
<input type="checkbox"/>	<input type="checkbox"/>	School Lanyard	Adell	Damian	10209	11	2/7/2020 11:16 AM	1	0
<input type="checkbox"/>	<input type="checkbox"/>	Festival T-Shirt	Greenleaf	Zane	10345	12	2/7/2020 11:16 AM	1	25
<input type="checkbox"/>	<input type="checkbox"/>	Otter Pops	Andree	Anabelle	10047	10	2/6/2020 3:03 PM	1	0
<input type="checkbox"/>	<input type="checkbox"/>	Student Store Coupon	Andree	Anabelle	10047	10	2/6/2020 3:03 PM	1	10

You can also view the list of no received items by clicking on the redemption history button  next to the reward and selecting the *Redemptions Not Received* tab. This list displays all of the students who spent points on the Otter Pops reward, but have not received the item yet. You can mark students off from this page as having received the reward.

Otter Pops [← back to list](#) [Recognition](#) > [Rewards](#) > Redemptions

Redemptions Completed Redemptions Not Received Help

Click : for column settings and filter options

<input type="checkbox"/>	Last name	First name	ID	Grade	Date redeemed	Quantity	Points redeemed	<input type="checkbox"/>
<input type="checkbox"/>	Greenleaf	Zane	10345	12	2/7/2020 11:31 AM	1	0	<input type="checkbox"/>
<input type="checkbox"/>	Andree	Anabelle	10047	10	2/6/2020 3:03 PM	1	0	<input type="checkbox"/>
<input type="checkbox"/>	Adell	Damian	10209	11	2/5/2020 1:36 PM	1	0	<input type="checkbox"/>
<input type="checkbox"/>	Adams	Anna	10013	11	2/5/2020 9:54 AM	1	0	<input type="checkbox"/>

10 items per page 1 - 4 of 4 redemptions not received