



Flip 101 for Parents & Guardians

Hello classroom families! We're so happy you're here!

Flip is a Web and mobile app built more than a decade ago at the University of Minnesota with a simple goal to empower classrooms around the world to amplify student voice through video. Since those humble beginnings, Flip has become part of Microsoft with top notch data privacy and safety measures and supports educators and students in more than 190 countries around the world.

On Flip, educators create safe, online learning groups where they post topics to serve as discussion prompts to build on classroom learning. Once a student has joined the classroom group, they can use the Flip camera to respond to topics with video, audio, or text and an array of creative features like lenses and stickers. This creative and fun process helps students engage more deeply in classroom learning, express their uniqueness, and collaborate and learn from their peers.

So let's get started! Here's a quick FAQ to help you better understand how Flip works.

Q. Where do you get the Flip app?

Flip can be easily [downloaded for free](#) in the Android or Apple store. Before you download, check to see if your school IT department has already downloaded it for you. In some school districts, Flip is automatically loaded to student devices where it can be accessed via the Flip app icon, or via your school's learning management system like Canvas and Schoology.

Q. How does my child/student log in?

To sign into Flip, you'll use your student email provided by your school. If you are unsure what your child/student's school email address is, your child/student's educator should be able to provide it. Once signed in, you can join your classroom group through one of three methods: a join code provided by your child/student's educator/group lead, a QR code, or a join link. You can learn more about the sign in process [here](#).

Q. How do I find my child/student's classroom & group?

Your child/student's educator will either manually add your student to the group using their student email address so they automatically have access on sign in, or they will provide a join code, join link, or QR code to access the group. The groups your child/student has access to will be listed on the left-hand side of the app, in order of most recent activity. Learn more about joining a group [here](#).

Q. Is Flip a social media app?

Flip is not a social media app, though it does promote social learning which helps students deepen their understanding of curriculum and build important skills like presentation skills, collaboration, and digital citizenship. You'll find Flip does have many features that are similar to social media apps, like a dynamic camera with stickers, text, and lenses, and the ability to comment on content that is visible to you within your learning group. This enables students to use the creativity tools they use in other facets of their life for the purpose of learning, in small and secured groups controlled by their group lead/educator.

Q. What is the age requirement to use Flip?

Flip was built to be used by learners of all ages, from 5 to 95 and students of all ages use it today as members of groups. To lead a group and control the settings of that group and its contents, we take several criteria into consideration to ensure everyone using Flip has been assigned an appropriate role and permissions level.

Q. Can other students download my child/student's videos and post them to other places?

Other students cannot download your child/student's videos. Members on Flip can [download their own videos](#) to share in other places if they like. We find this especially helpful for secondary, high school and higher education students who may want to share an oral assessment as part of his or her college application or resume.

Q. How does the teacher keep the group safe, and how do I know my child/student's videos will not be seen by anyone he/she doesn't want seeing them?

Your child/student's educator has complete control over the classroom group's settings, which includes who can access it and which content they can see. Some educators prefer to use Flip as a safe space for students to share videos that only they can view, while others prefer to set up their classroom group so students can see each other's videos, comment and build on one another's ideas. You can learn more about group settings [here](#), and we would encourage you to confirm with your child/student's educator how they've set up their classroom group.

Q. What other videos can my child see? Is it like YouTube where they can search for videos?

Flip is not like YouTube where there are videos available for public consumption. Members can only see videos from classrooms groups they have been given access to. Within a classroom group, it is up to the educator who leads it to set the privacy settings to either allow all videos to be visible to all students, or to make them all private. You can learn more about classroom group settings [here](#), and we would encourage you to confirm with your child/student's Flip educator how they've set up their classroom group.

Q. Can I see what videos my child creates or watches?

Only the students and educator in a classroom group can see the content submitted in the group for privacy and security. Much like how an educator might send home classroom assignments in your child's backpack, many educators choose to share videos with parents to show their progress and mastery of the topics being discussed in Flip. If you are interested in seeing the videos your child creates on a regular basis, we encourage you to notify your child/student's educator.

Q. How does Flip ensure bullying won't occur inside of a classroom group/topic with other students?

Flip has a robust moderation process in place, and last year, more than 99.99% of all content shared on Flip was in line with our Code of Conduct. If a student tries to submit text with inappropriate words, they'll receive a popup that explains why it needs to be changed. We also provide a feedback option so that users can let us know if their message was detected by error. Our machine learning service also automatically reviews all media on Flip. If content is detected as inappropriate, it's sent to our human moderators for additional review. If for any reason our systems do not detect content that you find inappropriate, you can also [report inappropriate content](#) at any time.

Q. What if my child is shy or insecure about having to be on camera?

Flip is designed to make learning fun and engaging for all, even the camera shy. If your child is not comfortable recording videos, there are other features inside the Flip camera to share their ideas including Create mode which allows the student to share ideas in text on a graphic canvas and audio only mode which captures their voice but not their face. Visit our Help Center to learn more about Flip [features to support camera-shy learners](#).

Q. My child accidentally deleted his/her homework. What do I do?

If a student accidentally deletes a video before it is submitted or deletes it from their My Videos, it is unfortunately not able to be recovered. If your child/student deletes a video from a topic within Flip, it can still be recovered in My Videos. A good way to safe proof and back up videos is to have a downloaded copy outside of Flip, providing your child/student's educator has enabled the setting that allows you to download videos from your classroom group. You can find instructions on how to do that [here](#). This ensures that a video that was posted to Flip but accidentally deleted at a later date will still exist on your child/student's personal device. If working on an iOS mobile device, your child/student may also be able to recover his or her video from the phone Camera Roll, if it is set up to back up their photos and videos.

If you have any additional questions, please be sure to visit our [Help Center](#).