Frequently asked questions

A plain-language guide for parents, students, teachers, principals and school management in Andhra Pradesh and Telangana

Updated 25 October 2026. This FAQ describes the app as it is today. Where something is not ready yet, we say so clearly. myVidya AI is run by ABR Traders, Guntur, Andhra Pradesh. Website: myvidyaai.com. Android app: "myVidya AI" on Google Play (com.myvidyaai.app).

What's live today

Last updated: 25 Oct 2026

Live

Sign-in with parent mobile OTP and "Who's studying?"

Live

Parent area, profile PINs, consent status

Live

In-app Sunday weekly report (with free sharing)

Live

Ask Vidya with page citations and hints-only mode

Live

Practice, homework, photo answer, explain it back, memory checks, my mistakes, mastery, adaptive tests, exam readiness

Live

Offline multiple-choice homework

Live

English and Telugu

Live

Teacher tools: assignments, AI quizzes, marking, heatmap, early warnings, fix queue, flagged chats

Live in the Android app

Admin tools: setup, bulk enrolment, consent records, data export and delete, activity log

Live in the Android app

Automatic data cleanup (photos 180 days, voice 30 days)

Live

Not live yet

SMS and WhatsApp homework reminders

Not live yet

Automatic WhatsApp weekly report to parents

Not live. Use the in-app weekly report.

"Send parent reports (WhatsApp)" button for principals

Switched off

Voice on/off setting for students

Not built yet

Exam countdown for students

Not built yet. Admins can save exam dates, but students do not see them yet.

School mini-website and web admin portal

Built in our code. Please confirm with us that they are open for your school.

About myVidya AI

Q1. What is myVidya AI?

myVidya AI is a learning app for schools. Students use it to understand lessons, practise and revise. Teachers use it to set homework and see how each child is doing. Students get an account only through their school, and our website says it is for Classes 6 to 10.

Q2. What does "AI" mean?

AI means "artificial intelligence". It is computer software that can read a question and write an answer in normal language. In myVidya AI, the AI helper is called "Vidya".

Q3. Which boards and languages does it support?

It supports NCERT, Telangana SCERT and Andhra Pradesh SCERT. The app works in English and Telugu. There is no Hindi or other language at present.

Q4. Does it follow our school's own syllabus?

Yes. The school adds its own syllabus and textbooks. A teacher can upload a textbook PDF, and the app splits it into chapters. The school checks and approves each chapter before students see it.

Q5. How is it different from ChatGPT or Gemini?

To be honest, it uses the same kind of large AI models underneath, from outside AI companies. It is not "smarter" than ChatGPT or Gemini, and they know much more about topics outside the school syllabus. The difference is how we use the AI. It answers from your school's textbook and shows the page, helps children think instead of only giving answers, keeps teachers in charge, tracks progress, and stays off until a parent gives consent.

Q6. Which AI companies are used?

Our Privacy Policy names them. Text answers come from Groq and Mistral AI. Speech is turned into text by Sarvam AI (India). We send them the question and the textbook lines, not the child's name, phone number or roll number.

For parents

Q7. Do I need to install a separate parent app?

No. There is no separate parent app. You use the same myVidya AI app on the family phone and tap the "Parent" tile. The Parent area shows each child, their class, whether the school has recorded your consent, and the weekly reports.

Q8. How do we sign in?

First, enter your school's code. Choose "Student or parent" and type the mobile number you gave the school. You get an OTP by SMS (a one-time password: a short code that works only once). Then a screen called "Who's studying?" shows each child and a Parent tile.

Q9. The app does not find my child. What should I do?

The school links your children to the mobile number it has on record. Please make sure you use that same number. If it still does not work, ask the school to check the number they entered.

Q10. I have two children in the same school. Can we share one phone?

Yes. "Who's studying?" shows each child separately. Each child has their own progress and history, so the work does not mix up. Switching between children does not need a new SMS.

Q11. What are profile PINs?

A PIN is a 4-digit number you can set for each child and for the Parent area. It is optional. It stops a child from opening a brother's or sister's profile, or the Parent area. If you forget a PIN, sign in again with your mobile OTP to clear the PINs.

Q12. What is the weekly report?

Every Sunday evening (around 6 pm IST), the app makes a short report for each child. It shows the grade, homework done, what the child is doing well, and topics to practise. You get a phone notification, and you can share the report from your phone, for example on WhatsApp, at no cost. The report needs about a week of activity, so it may say "No report yet" at first.

Q13. Will I get homework reminders on SMS or WhatsApp?

Not yet. These reminders are built but are not switched on today. The automatic WhatsApp weekly report is also not on. Today, the weekly report is only inside the app.

Q14. Do I have to pay anything?

No. There is no charge today for parents or students. Payments are switched off in the app, so nobody can pay for anything.

For students

Q15. What is "Ask Vidya"?

Ask Vidya is your study helper. Pick a subject and chapter, then type or speak your doubt in English or Telugu. Vidya answers from your own school textbook, shows the pages it used, and marks every answer as AI. In "hints-only" mode, it gives small hints instead of the full answer, so you think and solve it yourself.

Q16. What is "Explain it back"?

You explain a topic in your own words, by typing or with your phone's speech typing. Vidya gives a score from 0 to 100. It tells you what is missing or wrong.

Q17. What are "Memory checks" and "My mistakes"?

After you learn a topic well, it comes back as one quick question after 3, 7 and 21 days, so you remember it before exams. "My mistakes" shows why your answers went wrong, for example a concept gap, a careless slip or a calculation error. It then gives you 5 practice questions to fix it.

Q18. What are mastery, adaptive tests and exam readiness?

"My mastery" shows a 0–100 bar for each chapter, with no ranks or leaderboards. An adaptive test picks questions near your level. "Exam readiness" gives one score per subject and the 3 chapters that will help you most.

Q19. Can I answer on paper?

Yes. With "Photo answer", you write on paper and take a photo. The AI reads it and gives a score and feedback, and your teacher can change the score.

Q20. Can I do homework without internet?

Yes, for multiple-choice homework. Download it when you have internet and answer it offline. It uploads by itself when you are online again.

Q21. Can I use myVidya AI on a computer?

There is a student website (myvidyaai.com/student) for subjects, textbook, homework, notebook and notices. The AI learning tools, like Ask Vidya, are only in the Android app.

For teachers

Q22. How do I sign in?

Your school admin creates your account with your mobile number and a temporary password. You choose "I'm a teacher" and sign in. On first sign-in, you set your own new password.

Q23. Do I approve content before students see it?

Yes. You can propose chapters, upload chapter PDFs, or import a full textbook PDF. These go to the school admin for approval. Only approved content reaches students and the AI.

Q24. How do I set homework and tests?

Tap "New assignment". Make an AI quiz from a chapter, upload a worksheet photo, or create it yourself, then choose the students and due date. You can also photograph a printed question paper to make a draft test. You review AI-made questions before students see them. AI activities use only the subtopics you mark as "taught" in Lesson progress.

Q25. Who marks the answers: the AI or me?

The AI does a first check and shows which points are covered or missing. You stay in charge and can change any mark. Your change is what counts in the child's progress.

Q26. How do I see which children need help?

The class mastery heatmap shows each student, chapter by chapter, in red, amber and green. "Early warnings" lists children whose progress dropped over two weeks, so it needs at least two weeks of data. "Mistakes & retention" shows why the class goes wrong.

Q27. What are "Flagged AI chats" and the "AI fix queue"?

Some student chats are flagged automatically, for example if a child tries to misuse the AI or seems upset. You can read them, mark them reviewed, or escalate them. In the fix queue, you correct a wrong AI answer, and your answer is then shown to all students in the school.

Q28. Are all teacher tools on the website too?

No. A teacher website (myvidyaai.com/teacher-school) is built for classes, assignments, quizzes and marks. The newer AI tools, like the heatmap, lesson co-pilot, early warnings and fix queue, are only in the Android app. Please check with us whether the teacher website is open for your school.

For school management

Q29. What can a school admin do?

The admin sets up the school's name, logo, colours and principal's message. The admin adds classes, teachers and students, records consent, approves syllabus and question-bank items, and sees reports. The admin signs in with an email and password. An Activity log records admin actions, such as enrolling, consent changes and data deletion.

Q30. How do we add many students at once?

Use "Bulk enroll". Fill a CSV file (a simple spreadsheet file you can save from Excel) with up to 500 students, then upload it. The app shows which rows were added or skipped. Teachers can also be added in bulk, and "Promote students" moves children to the next class at year end.

Q31. What reports does the principal get?

"Academic insights" shows average mastery, weakest topics and students needing attention. The "School overview" shows each class and subject for the week. These fill up only after students take quizzes, and they update every night.

Q32. Can we set local examples for our area?

Yes. In AI settings, the admin picks the region (for example Andhra Pradesh or Telangana) and the example language (English or Telugu). Vidya then uses familiar local examples, like farming, cricket, markets and festivals.

Q33. Do we get a school website and a web portal?

The app has a school home page with the principal's message and events. Our code also has a free school mini-website (myvidyaai.com/s/your-school-code) with an admission enquiry form, and a web admin portal (myvidyaai.com/school-admin). We have not yet confirmed that these web parts are live for every school, so please check with us before you rely on them. All admin tools are in the Android app.

Q34. Can we turn features on or off ourselves?

Mostly not. Major features, like the AI tutor, are switched on or off by myVidya AI, not by the school admin. Some options, like the student notebook, depend on your school's settings. Ask us if you need a change.

Safety, privacy and consent

Q35. What is the DPDP Act?

DPDP means the Digital Personal Data Protection Act, 2023. It is India's law on how personal data, including children's data, must be handled. myVidya AI is built for India's DPDP Act. We do not claim any government certification.

Q36. Why do parents sign a paper consent form?

We want a parent to agree before any child uses AI. The school gives you a paper form, you sign it, and the school admin records it in the app. Until then, all AI features stay off for that child and the app shows a message. This is checked on our server, not just on the phone.

Q37. Can I take back my consent?

Yes. You can withdraw consent at any time through the school. Once the school records it, AI access stops for your child. The Parent area shows the consent status.

Q38. What data does the app keep, and for how long?

It keeps details like name, class, roll number, date of birth, parent phone and learning progress. Photos of handwritten answers are deleted automatically after 180 days, and voice clips after 30 days. Problem-report screenshots are deleted after 90 days.

Q39. Where is the data stored? Is it sold or used for ads?

Our Privacy Policy says account and learning data is stored in India (Mumbai). Some service providers, like the AI companies, work outside India (for example in the USA and Europe); they get the question and textbook lines, not the child's name, phone or roll number. We do not show ads, and we never sell or rent personal data.

Q40. Can our data be exported or deleted?

Yes. The school admin can export all of a student's data or delete it permanently, and each action is logged. You can also ask for deletion at myvidyaai.com/delete-account. The website says this is done within 7 working days.

Q41. What if a child writes something worrying to the AI?

Safety filters check chats automatically. Unsafe chats are blocked and flagged. Teachers and the admin see flagged chats, for example a child who seems upset, and can review or escalate them.

AI accuracy and limits

Q42. Can the AI make mistakes?

Yes. AI can make mistakes, even when it uses the textbook. Please check important answers against the textbook, especially before exams. The app is a helper. It does not replace the teacher or the textbook.

Q43. How are wrong AI answers fixed?

Every tutor answer has a "Report" button, and the report goes to the school's teachers. A teacher writes the correct answer, which is then shown to all students in the school. A reported question is held back from students until it is fixed. AI-made quizzes also stay as drafts until a teacher approves them.

Q44. Can the AI read every handwriting?

Not always. Unclear photos or handwriting may be read wrongly. The teacher can review and change the score.

Q45. Can a child use it to cheat?

Hints-only mode and "Explain it back" help children think, not copy. Our Terms do not allow using the app to cheat in a live exam. Attempts to misuse the AI are flagged to teachers.

What is live today and what is coming

Q46. What works today?

Sign-in with parent mobile OTP and "Who's studying?" — Live
Parent area, profile PINs, consent status — Live
In-app Sunday weekly report (with free sharing) — Live
Ask Vidya with page citations and hints-only mode — Live
Practice, homework, photo answer, explain it back, memory checks, my mistakes, mastery, adaptive tests, exam readiness — Live
Offline multiple-choice homework — Live
English and Telugu — Live
Teacher tools: assignments, AI quizzes, marking, heatmap, early warnings, fix queue, flagged chats — Live in the Android app
Admin tools: setup, bulk enrolment, consent records, data export and delete, activity log — Live in the Android app
Automatic data cleanup (photos 180 days, voice 30 days) — Live

Q47. What is not live yet?

SMS and WhatsApp homework reminders — Not live yet
Automatic WhatsApp weekly report to parents — Not live. Use the in-app weekly report.
"Send parent reports (WhatsApp)" button for principals — Switched off
Voice on/off setting for students — Not built yet
Exam countdown for students — Not built yet. Admins can save exam dates, but students do not see them yet.
School mini-website and web admin portal — Built in our code. Please confirm with us that they are open for your school.
We will update this FAQ when anything new is switched on.

Getting started

Q48. How does a school start?

Visit myvidyaai.com and fill in the "Request school access" form, or email contact@myvidyaai.com. Filling in the form does not sign you up for anything. We then contact you about your board, classes, number of students and a free pilot for your school.

Q49. What are the first steps after we join?

The admin sets up the school's name, logo and principal's message. The school adds classes, uploads or chooses textbooks, and imports the student list. Then the school prints the parent consent forms and records them when they come back signed. Parents need only an Android phone, the school code and the mobile number given to the school.

Q50. Is there training for staff?

Our website says school plans include onboarding support and a walkthrough for staff. Please ask us what training is included in your pilot.

Help and complaints

Q51. How do I get help?

Parents and students can first ask their school. You can also email contact@myvidyaai.com, or call or WhatsApp +91 93812 30995, Monday to Saturday, 10:00 am to 6:00 pm IST. We reply within 2 working days. We never ask for your OTP, card number or UPI PIN by phone or email, so never share them.

Q52. How do I report a problem inside the app?

Use "Report a problem" in the menu or settings. Describe the problem and add a screenshot if you want. For a wrong AI answer, use the "Report" button on that answer.

Q53. Who is the Grievance Officer, and what if I am not satisfied?

Our Grievance Officer is P. Sai Krishna Reddy (email: contact@myvidyaai.com; address: ABR Traders, 3-38 Ponugotivaripalem, Chittapuram, Guntur, Andhra Pradesh - 522658). We acknowledge complaints within 5 working days and aim to resolve them within 15 working days. Our Privacy Policy says you may also complain to the Data Protection Board of India. Legal disputes go to the courts at Guntur, Andhra Pradesh.

This FAQ is written in plain language. If it differs from our Privacy Policy, Terms of Service or Refund & Cancellation Policy on myvidyaai.com, those documents apply. Last updated 25 October 2026.

https://myvidyaai.com/faq