Missing licences or tools in My Apps

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If a teacher or student finds a tool in My Apps that they know should be there, it may be because the purchased licences have not been assigned. If this occurs, you should always contact your Skolon administrator in the first instance.
A guide on how to do this can be found here.

It may also be because the tool has been assigned but could be hidden.

To assign licences in Skolon, the user must be a Skolon administrator.

If you are an administrator in Skolon but cannot find your licences in Skolon's tool management, it may be due to the following:

Your licences have not yet been delivered

Most licences are created automatically after you order them from our library. However, in some cases, the supplier may need to manually intervene for you to find your licences in Skolon.

This manual intervention can take up to 5 working days.

If you have waited more than 5 working days for the delivery of your licences, please contact us via the following form. Don't forget to include your order number!

You have ordered an external tool

Most digital learning resources available in Skolon's library are so-called integrated tools. This means that licences are delivered directly within the platform. The library also contains a few tools that are not yet fully integrated into the platform and are therefore delivered externally, i.e., outside the Skolon platform.

Read more here about how external delivery of tools works.

You have not ordered the licences from Skolon's library

If you have not ordered the licences directly from Skolon's library but from another reseller or directly from the supplier, manual handling is required from the supplier. In these cases, the licences cannot always be delivered directly.

Therefore, we always recommend that you make your purchases directly via Skolon!