

IMPROVED PARENT COMMUNICATION SYSTEM

From time to time, we send information to parents via text message to your mobile phone. A new, free, smartphone app for parents is now available for download called 'School Gateway' for Apple (iPhone 3GS or later, iPad, iPod Touch) and Android (2.3 / Gingerbread or later) devices. Please could you download this new app to your phone (it's free) as it will help us improve communication with parents – and save the school money.

The set-up process is simple and will take no more than a couple of minutes:

1. Search for "School Gateway" in the Apple App Store/Google Play or on your phone go to www.schoolgateway.com/apple (Apple) or www.schoolgateway.com/android (Android).

2. Install the app and if you are asked then say yes to "Allow Push Notifications".

3. When you launch School Gateway for the first time, please select 'New User' and enter the email address and mobile telephone number you have registered with the school.

4. The system will send a PIN code to your phone; please enter this PIN code and the app will be activated for you.

As soon as you've got the system set-up, all of the text messages we send to you will appear in the app; you'll receive notifications/alerts as normal. You'll also be able to pay money to the school online rather than send cash or cheques.

The school will be using email as its first preference of communication; with the exception of urgent messages that you need to know quickly. This is due to the limited amount of information that we can provide by text, which results in lots of telephone calls into school to clarify the message. We hope that by using email more frequently, we can provide you with all the information you need and attach letters etc to the email for your attention.

If you've recently changed your email address or mobile telephone number, please let us know so we can update our records.