



Dear Parents/Carers,

We are excited to announce that to improve communication with our entire school community, we have launched a smartphone app which is free to download and works with iPhones and Android phones.

As a school, we believe it is essential to work in partnership with parents and carers. Part of this is achieved by ensuring that you receive clear, relevant and regular communications.

Benefits of the App for Parents and Carers

- The App is secure; you set up a PIN/ Touch ID to access on your phone
- Our school website powers the App. When you download it, you will have a single place to receive and access important messages, calendar events, newsletters, the latest news, and all information pages within the school website.
- You no longer need to go searching for letters at the bottom of school bags
- Messages appear in your inbox in the condition that they left school; you will receive secure individual and group messages as well as whole school notices
- We can be confident that you have received the message

Benefits of the App for the school

- We will be able to reduce costs as, unlike texts, messages we send are free of charge, and it will reduce our admin time by keeping all communication tools within one place.

To set up the App

- Download the App as a guest user by visiting your app store and searching for TheSchoolApp or scan the QR code below using your mobile device.



How to install/update your school app

Should you have an Apple device you will need to visit the App Store and search for TheSchoolApp. You will see this appear as the below.



Select the blue 'Get' button which will appear next to the app in the store to start the download of the app onto your device.

If you have an Android device, you will need to visit the Google Play Store on your device and search for TheSchoolApp. You will see this appear as the below.



Tap the green 'Install' button to start the download of the app onto your device. Once downloaded the app will sit on the home screen of your device for use.

Should you already have TheSchoolApp installed on your device from previous use, you will need to update the app itself to the very latest version. To do this, you will need to go to either the App Store or Google Play Store on your device and check for any available updates for the app. This will be listed within the store itself. You may have your device set to automatically update your apps to the latest versions when your device is on charge, if so, you will not need to go and manually do this.

The process for Authentication:

You will have the ability to view the app as a guest or as an authenticated user. Should you be an authenticated user of the app this means that you will receive private messages from the school should they wish to send any. Anyone viewing the app as a guest can receive public messages from the school, but these would only be whole school messages, not private messages relating to individual children or groups.

- *Note: Should you require the authentication process to be displayed in another language to help assist you through the process, you can click the Translate with Google icon in the top right corner.*

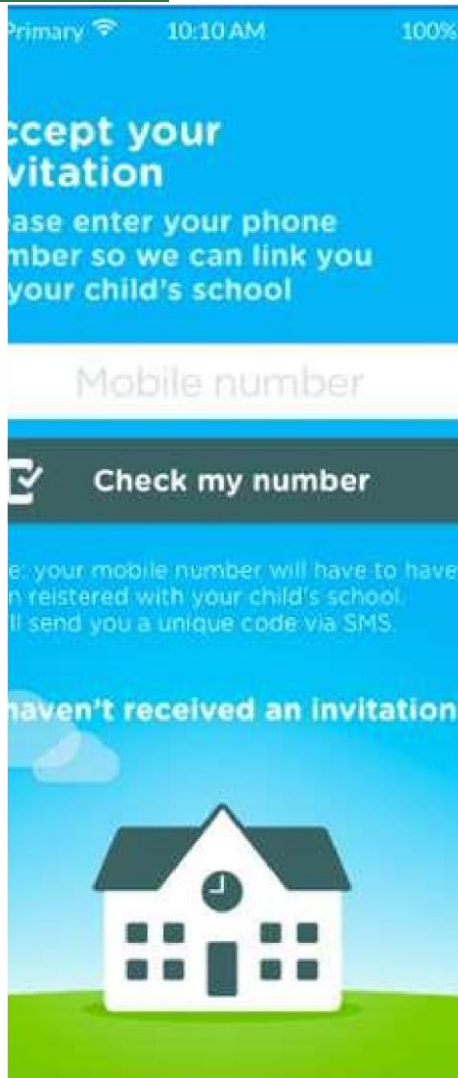


In order to receive private messages from the school, you will firstly need to be given access by the school. Once you are given app access you will receive an invite via a text message to start the authentication process.

The text itself will come from 'TheSchoolApp' and the wording will be as follows: 'Your school have given you access to receive private app messages'

To verify your phone number, please follow this link

<https://theschoolapp.page.link/install>



- To start you will need to type in your mobile number and tap the 'Check my number' button. If you have been granted access by the school, this will automatically generate a text message to be sent, with a unique access code, which you will need to enter on the next screen. 'TheSchoolApp verification code: 123456. This code will expire in 10 minutes.'
- If you have not actioned the code within the SMS in the 10 minutes it's active for, you will need to follow these steps for TheSchoolApp to recognise you would like to receive individual messages for your child/children.
- Open the app and tap the word 'More', click the school in question, which will now show you are a guest of, tap the 'Verify' button, and then tap the 'I understand' button.
- The next screen, will ask for your mobile number to be filled in, complete this and a new access code will be sent through straight away. The access code will need to be tapped into the box and then tap 'enter'. This should now allow you to complete the process as an authenticated user.
- Once the unique code has been received and entered correctly, you will then be asked to set a 4digit pin. You will need to again confirm this once set.

You will now see the school and pupil/s you are subscribed to by name. Next tap the 'Done' button.

To keep you fully updated, we must have the most up-to-date parent/guardian contact details and emergency contacts for your child. If any information changes throughout the school year, please notify us immediately.

Please feel free to contact the school office if you need further information about this service.

Kind regards

Beechwood School Office