



15th November 2018

Dear Parents/Carers,

Methods of Communication

At our recent Parent Forum meeting, it was agreed that it would be a good idea to confirm to parents/carers how we communicate information to you.

We communicate school information in 3 main ways, text, email and Twitter.

Text:

Text messages are used to communicate short messages, of no more than 160 characters. The text message system is used for reminders and important, urgent information, such as school closures etc. If you have more than one child at the school, you may receive the text message more than once as your mobile number is assigned to each of your children in the school.

Email:

Letters, newsletters, event publicising etc. are sent by email. Communications that are too long to be sent as a text message may also be sent via the email system. **Please note that letters are only sent home by hard copy if written consent is required or if there is a form to complete.**

Twitter:

Twitter is used to promote the school, celebrate the children's work and the school's successes. Twitter will not be used for any other purposes. Tweets can be reposted on Facebook but only on the Emmbrook Junior school page.

Teachers2Parents

The school uses an online service called Teachers2Parents to communicate via text and email. This is set up automatically by the school when your child joins us, using the mobile and email details provided to us on your child's data information sheet.

Please note that text messages can only be sent to ONE number. The school uses the mobile number from the parent/carer listed as the **first priority contact**. If you wish for an alternative number to be used, please contact the school office. Emails are sent to TWO email addresses. The school will use the parent/carers email addresses listed on the data information sheet.

For ease, you are able to download a Teachers2Parents app on your mobile phones. Please see the attached sheet for more information, including FAQ's.

Contacting Teachers

There are a number of ways in which you can communicate with your child's teacher. These include:

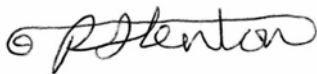
- Face to face meeting on the playground at the end of the school day
- Appointment made by contacting the school office
- Comment in Reading Record
- Emailing the teacher (please email the office directly on admin@emmbrook-jun.wokingham.sch.uk to be forwarded to the relevant teacher)

Please note, urgent information must always be telephoned to the school office.

If you need to make contact with the school regarding any matter you must make contact with your child's class teacher initially, then if required an appointment can be made with either the Inclusion Manager, Assistant Head Teacher or Deputy Head Teacher, then if required the Head Teacher.

We hope that this information assists in clarifying the school's methods of communication.

Yours sincerely,



Mr R Fenton
Head Teacher

Teachers2Parents Mobile App (Eduspot)

The Teachers2Parents mobile app allows you to see all of the messages sent to you from the school.

Messages will be displayed in the **Messages** section of the app. Any new messages will appear at the bottom of the screen but you can also scroll up to see messages that have been sent to you previously.

FAQs

How do you know my mobile number?

The mobile number used is the one provided to your child's school as your main contact number.

If I get a new mobile number, can I still use the app?

You will first need to inform the school about your new mobile number so that they can update their records. You will then need to either re-register with your new number if using the same phone, or install the app and register your new number if using a new phone.

Does it cost me anything to use the app?

No, the app is free to use.

Is the app secure?

Yes, all information processed via the app is end to end encrypted. Please remember, anyone who has access to your device can access the app.

How current is the information I see on the app?

The information you see in the app is up to date, however, if you have had the app open on the same screen for a long period we recommend that you refresh in case anything has been updated.

What do you do with my information?

Your mobile number and message data is stored on a secure UK server to ensure that you can receive messages and notifications from the school.

Is my phone supported?

The Eduspot mobile app is supported on the following platforms:

IOS 10 and above (iPhone)

Android 4.4 and above

Is it safe to receive messages in the app?

It is just as safe as receiving regular text messages from the school. No one else can see the messages sent specifically to your mobile number and only the staff members at the school with access to Teachers2Parents can see the messages sent to you.

I have installed the app, but why don't I receive text messages from the school anymore?

Whilst the app is installed, the system will automatically send messages from the school to the app rather than as an SMS text message.

Can I delete the messages showing in the app?

No, the Messages section keeps a permanent record of all the texts that have been sent to your mobile number.

Why don't I get a notification when I receive a new message?

If you are not receiving notifications, please check your phone's notification settings and ensure that notifications are enabled for the Eduspot app.

Why won't messages load?

Messages should load instantly but this can be affected by your Wi-Fi strength and speed that may slow things down.

Why did I receive an SMS message even though I have the app?

If the system is unable to send a message to the app, it will send as an SMS message instead. This is usually because you did not have access to either Wi-Fi or mobile data.

Can I still receive messages even when I am abroad?

As long as you have access to Wi-Fi or mobile data, you will receive messages in the app as normal.