

Dear Parents/Carers

8th January 2019

School Spider Parents' Area

We are launching our School Spider communication platform for parents. This will allow you to receive important information directly from the school quickly and easily. **This will replace the current Teacher2parents text and email service, which will cease within the next 2 weeks when our current contract ends.**

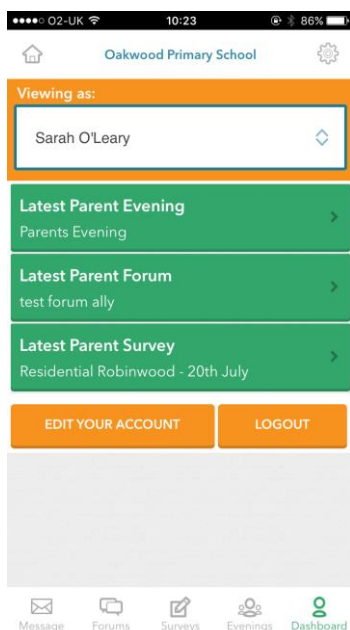
You will have already received your individual logins and will have used them to book parents evening appointments. Your login is via our website by selecting parent login on the top black bar or, via our School Spider app. You can download the app for free from Google Play or Apple App Store by searching School Spider. **You will need to do this to receive text messages.**

You will be able to do the following in your parents' area:

- Book parents' evenings
- Complete online surveys and forms (these could include school trip/club bookings in due course)
- Smartphone messages (**app only**)

You will receive an email when there is something you need to complete, and if you are logged into the app you will also receive notifications.

We appreciate that this is a change in the way we communicate with you, but governors have listened to parental comments, considered options and agreed to utilise this service, which comes at no additional cost from our website provider, therefore saving the school valuable funding in not renewing current T2P contracts. As with any change, we may encounter initial 'hiccups', but will endeavour to overcome any problems as quickly as possible.



Using the app

When you download the app, select our school using the dropdown bar. Once you have done this you can access recent news/gallery/blogs/calendar items we have posted on the website.

To receive information related to your child/children, select Parent Login and enter the username and password we send you.

If you have more than one child at the school, click on the child's name and it will show all other children in the school so you can switch accounts.

You will receive notifications informing you what you need to complete, use the icons on the bottom row to respond.

You can watch this YouTube tutorial on the app for more information <https://youtu.be/jPmH-CEhLcg>

Please ensure once you have logged in you have notifications turned on. We will be using this to replace text messaging so it's important you do this.

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