



Hanbury's Farm Community Primary School

Federated with Oakhill Community Primary School

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Dear parents

NEW COMMUNICATION APP - School Gateway

Following on from our last letter to you regarding our new communication app – School Gateway, we are writing to you to apologise for the delay with the set-up of this changeover, we have experienced a few issues that we have been working on with School Gateway to resolve.

As we're sure you can understand, there are always some teething problems when setting something new up and we really appreciate your patience and co-operation with this matter.

If you haven't already done so, could we please ask you to download the School Gateway app in your app store as soon as possible



The app is **FREE** to use which means the school will not incur any additional costs for sending messages out so please make sure you download the School Gateway app. **HOWEVER**, we have been informed by School Gateway that if parents log out of the app and a text is sent by school, it will come through as a normal text message and school will be charged therefore, **WHEN YOU HAVE**

DOWNLOADED THE APP, PLEASE STAY LOGGED IN WHERE POSSIBLE TO PREVENT THESE EXTRA CHARGES.

Our current communication service provider is Teachers2parents or Eduspot (depending whether you have this app installed). We will terminate the service with this provider on Friday, 13th January.

We will start to use School Gateway from tomorrow, Friday 6th January.

We understand some parents experienced issues with the test texts/emails from before therefore, if you still do not receive these texts or emails from School Gateway or are having trouble downloading the app, please contact the school office.

The office staff will be available on Monday and Tuesday morning of next week for you to pop in if you need help with downloading the app or are having any issues you need to discuss

We kindly ask for your patience again during this time.

Kind Regards

School office