



Hanbury's Farm Community Primary School

Federated with Oakhill Community Primary School

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Dear Parents/carers,

INTRODUCTION TO OUR NEW COMMUNICATION APP - School Gateway

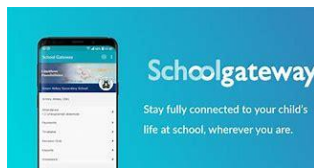
We are very excited to be introducing our new communication parent engagement app called **School Gateway**.

This app will offer so much more and over the coming weeks we will be able to share with you some of the additional communication benefits it will bring to us as a school and to parents that our current communication service doesn't provide.

Our current text messaging service is provided via Teachers2parents or Eduspot (depending whether you have this app installed). We have recently reviewed this service and following some feedback, has been decided that a more reliable service is required between school and parent communication.

What will School Gateway offer

We need ALL parents to download the School Gateway app in your app store.



The app is free to use which means the school will not incur any additional costs for sending normal text messages so please make sure you download the School Gateway app. If you require help doing this, please come to the school office.

TEXT MESSAGING: Until you have downloaded the app, you will receive your text messaging from a SMS number. This will show as 01827230657. Once you receive this first text message, please add this to your phone contacts e.g School Gateway HF or Hanburys Farm School. Further text messages will then appear as a Hanburys Farm however, we still need you to **download the app as soon as possible as each text sent to parents without the app will be a cost to the school.**

ADDED BENEFIT OF THE TEXTING SERVICE: Parents will now be able to respond back to a school text from School Gateway. We will receive this into our inbox through our school portal inbox.

EMAILS: We are also able to send emails through the app under the same principle. Emails will appear as Hanbury's Farm Community Primary SC8602346a@schoolcomms.com. Again, you are advised to

save this email address to your address book as this will minimise the risk of emails bouncing and being marked as SPAM mail.

ADDED BENEFIT OF THE EMAIL SERVICE: Again, you can respond back to the emails. This will come through to our school portal inbox. **Please note you can still email the school office email as normal if you prefer.**

ADDITIONAL BENEFITS

Additional benefits the app will offer for future events will include our parents evening booking system, viewing your child's academic reports and the added benefit of parents being able to reply back to texts.

When will this start from and what parents need to do now

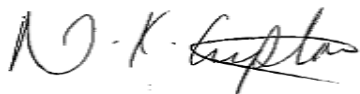
We will start using School Gateway from 28th November. Teachers2parents will stop on Friday 25th November.

- Parents need to download the **School Gateway app** from your play store as soon as possible.
- On Monday 21st November, we will send out a welcome text and email to parents. These may appear as explained above if you haven't downloaded the app by then. Please look out for these. If you do not receive these from us, please contact the office as the contact details we hold for you may be incorrect.
- If you have changed your contact numbers or email address or would like to check what we hold the correct information for you, please contact the school office.
- The school office will be available at the start and the end of the school day to help you download the app if you are having difficulties with this.

We appreciate your continued support and co-operation with the change over of our communication providers and hope that this doesn't cause too many issues for you however, as with anything new, we may come across some teething problems.

We kindly ask for your patience during this time. Please do not hesitate to speak to the school office if you have any questions or need any help with accessing the app.

Kind Regards



Mrs N Gripton
Executive Headteacher
Federation of Hanbury's Farm and Oakhill Primary Schools