

Dear Parent/Carer

Gateway Schoolcomms - Email and Text Messaging Communication System

We send **all information** regarding your son/daughter, school activities, trips and events to parents/carers via Gateway SchoolComms. Emails and text messages can come direct to your mobile phone/computer. A free, smartphone app is available for download called 'School Gateway' for Apple (iOS 8 on the iPhone 4S or later, iPad, iPod Touch) and Android (4.0 / Ice Cream Sandwich or later) devices.

So that we are able to send this important information to you, please could you download this app to your phone (it's free) as it will help us improve communication between the school and parents/carers.

The set-up process is simple and will take no more than a couple of minutes:

1. Search for "School Gateway" in the Apple App Store/Google Play or on your phone go to www.schoolgateway.com/apple (Apple) or www.schoolgateway.com/android (Android)
2. Install the app and if you are asked then say yes to "Allow Push Notifications"
3. When you launch School Gateway for the first time, please select 'New User' and enter the email address and mobile telephone number you have registered with the school
4. The system will send a PIN code to your phone; please enter this PIN code and the app will be activated for you.

As soon as you have got the system set-up, all of the text messages and emails we send you will appear in the app; you will receive notifications/alerts as normal. Once you have the app you can reply and message to Ash Manor's SchoolComms. Please ensure we hold the correct contact details for you as if you do not receive emails/texts from us and you have the app, this could mean that we hold incorrect details for you on our system. Please let us have this as soon as possible so that we can update our system and you can receive the relevant communications relating to your son/daughter. Please do not forget to let us know if you have recently changed your email address or mobile telephone number, let us know as soon as possible so we can update our records and ensure continuity of contact.

Thank you for your help and please let us know if you require further assistance.

The School Office