

## School Gateway Frequently Asked Questions for Parents

### How will the emails get to me and what will they look like?

The emails will arrive in your inbox at your email address just like any other email and will have SC8815421a@schoolcomms.com in the 'From' box.

### I already get emails and texts from the school so why should I use School Gateway?

As well as saving the school money, you are able to do the following things using School Gateway:

- View your child's attendance and two week rolling timetable
- Advise the school of the reason for your child's absence via text message
- View and advise the school of updates to your child's contact details and medical conditions
- Send the school free text messages (App only)
- Carry out a Pupil Premium check

### Will I stop receiving regular emails and texts from the school if I don't use the School Gateway service?

No, as long as the school has up to date information you will continue to receive communication through regular emails and texts.

### Will I get any advertising or spam?

No, the contact details are not shared with anyone except the administrator in your child's school. You will only receive messages that have been sent by your school.

### What if I change my email address or mobile phone number?

Please contact the school and inform them of any changes to your contact details.

### Do I have to register separately for each child I have at KES?

No. Most of the time, you don't need to do anything. The school knows who the contacts are for each child.

### I have registered but don't seem to be getting any messages?

- Look in your junk email folder. Occasionally, email is sent to the 'Junk mail' folder automatically. To stop this happening, please flag Schoolcomms mail as not junk, or as trusted.
- It might be worth confirming with the school that they have your correct email address.

### Can I reply to emails or texts?

- Yes. For emails, click on the 'Reply' button and send your message – the email from school may give a specific address to reply to in the body of the message.
- For text messages, just reply as normal and send your message.
- We recommend that you save the school's text number in your mobile phone contacts list.
- Your mobile phone operator will only charge your normal text messaging cost for send messages to the school – it may even be included in your free bundle
- **NB:** You can only reply to the school from the email address or mobile number that is linked to the school. This helps prevent spam and nuisance messages.

### I don't have email but would like to be registered for text messaging. How do I register?

That's fine – just make sure the school have your mobile telephone number. They can link you for text messaging only.

I have children at another school and already have School Gateway, how do I access my KES School Gateway as well?

To use School Gateway for your children at both schools please ensure that both schools hold the same email address and mobile number for you. You will then be able to view all your children's information and receive messages from both schools.

Is School Gateway secure?

School Gateway encrypts all data stored on the phone and encrypts all communication between your device and the school. We always recommend that you have a lock on your phone to prevent access to text messages, e-mails and all of your apps – including School Gateway. If your phone is lost or stolen, you should contact your mobile phone provider to block all access to the phone. Then go to [www.schoolgateway.com](http://www.schoolgateway.com) and “forgotten PIN” to reset your PIN and prevent access to the app.

Can I delete messages from my phone?

No – this is a complete record of all messages that you have sent or received from the school in the last 3 months.

Can I install School Gateway on more than 1 device?

Yes. But you can only log in to one device at a time. When you log in on a second device you will be logged out on the first.

I don't have access to the internet or a smartphone, so how will I receive non-personalised letters and reports from the school?

Most libraries will provide computers for the public to use and access to the internet. Using one of these computers, you will be able to create an email account with one of the many free email providers on the web. Once you have created an email address, you need to provide it to [joanneburrows@kes.essex.sch.uk](mailto:joanneburrows@kes.essex.sch.uk) you will then receive non-personalised letters and reports to this email address. Non-personalised letters are also published on the school website in the Letters Home section and on the website kiosk in the school reception area.