

4 September 2017



Dear Parents, Carers and Students

To coincide with the start of the new college year, we are launching a new system to improve the efficiency of communication to and from parents' and carers' mobile phones. The new system includes a smart phone app, 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.

The app is free for you to download and, unlike standard text messages, the college won't incur a cost for messages sent to you via the app; not only will it help us improve communication with you but it will help the college save money.

Alongside the messaging service, School Gateway also gives you access to your child's attendance information and we will soon be adding more facilities, such as easy access to timetables and reports. You will also be able to view positive and negative incidents that are logged for your child (we will continue contact you directly regarding any serious incidents).

As with any new system, this launch may not be without teething problems. However, we will work hard to rectify any issues quickly and ask for your patience while we do so. We hope that you will find it a really useful way of keeping informed about your child's progress at college.

We will continue to send more in depth communication by email and sometimes by letter. If you do not have a smart phone, you will continue to receive standard text messages.

If you have recently changed your email address or mobile telephone number, please let us know so we can update our records. We will amend the details as soon as possible, but please consider that this launch may prompt many people to advise us of changes which have to be entered manually.

Downloading the app to your phone

If you already use the School Gateway app for communication with another school, and the contact information you have registered with The Spires College is the same as that at the other school, your child's profile will already be available to you and you will not need to take any further action.

For new users, 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 or Google Play on your phone or go to www.schoolgateway.com/apple for Apple devices or www.schoolgateway.com/android for android devices;
2. Install the app and, if you are asked, 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 us;
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 the system set-up, all of the text messages we send you will appear in the app. You will receive a notification/alert from the app each time a new message is received.

If you would like to find out more about the app, please click [here](#). Please note that not all of the services provided by School Gateway are available to you at this time.

Thank you for your support with this new facility.

Yours sincerely

The Spires College

