

# Improving School Communications with ParentMail

Communicating with parents and carers with information about what's going on at RHSC is an important part of what we do. To improve the way we do this, we are moving our main communications platform from PSConnect to ParentMail, a service used by over 6,000 schools, nurseries and children's clubs to communicate to parents and carers. This is also the platform in use at all Synergy Multi Academy Trust schools so, if you have children at more than one Synergy school, you can manage emails, online payments and update information the school holds about you in one single app.

I know any change of system can be slightly off putting, but we really think this will be much better for all.

ParentMail will be beneficial to you because you can:

- Use a free mobile app on Android and iOS to pick up school messages instantly.
- Have an account simply for school messages (away from your busy email inbox)
- Connect to other schools, nurseries or clubs that use ParentMail.
- Highlight important messages or archive old messages to make life easier.
- Messages can be sent directly to anyone on your child's list of contacts

RHSC online payments (currently ScoPay), will also be made available via the app or the ParentMail website so that payments for trips, music lessons etc. can also be made via the same account. Further details about this will be sent via ParentMail over the next few weeks.

Registering with ParentMail is very easy. Over the next few days you will be sent either an email and/or text message from ParentMail, when you receive this please just follow the instructions in the message.

Please be assured that ParentMail is registered with the Information Commissioner and guarantees that all information you provide will be kept private and will not be passed on to any other organisation.

Once registered, if you have an Android or Apple smartphone, we would highly recommend you download the ParentMail App for the best user experience. To do this, simply search for "ParentMail" in your App store.

The app allows you to:

- Receive push notifications to alert you to new messages, enabling you to access important information with ease.
- Keep up to date on school communications from the comfort of home or while out and about.
- Manage all school messages in one place.
- Manage communications for more than one child, across different schools, with one ParentMail account.
- You don't need to log in to pick up messages or attachments - communications are quick and easy to access in moments.

We occasionally send text messages to our parents. However, text messages are very expensive for our school, and we know they can be an unsatisfactory form of communication for some; if all parents download the free ParentMail app, we hope to make a noticeable saving. So, we ask that you please download the app for free from the Apple App store or the Google Play Store.

During the transition period, until Easter, we will send any messages using both the old and new systems to ensure that important communications are received while we iron out any teething problems and to allow you time to register with ParentMail and download the app. During this period, you may receive duplicate emails then, from the start of next term, ParentMail will be the only system used.

If you need any additional information or assistance, please visit the help site: [www.parentmail.co.uk/help/parenthelp/](http://www.parentmail.co.uk/help/parenthelp/) or if you have not received any contact from ParentMail within 7days please contact the school office.

Yours sincerely

Head Teacher