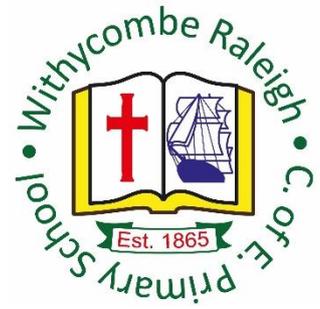




groupcall  
Xpressions



## All your school messages in one place

We currently use a range of methods to communicate with our families, and depending on the priority of the message we may send you a text, email or post messages on our Facebook page.

To make it easier for you to keep an eye on important communications from school you can download a free app which will keep all your messages together in one place.

*This is great! No more scrolling through all my personal emails and texts searching for information about school trips or mufti days!*

You can download the **free Xpressions** app onto your smart phone or tablet - whether you are an iPhone or Android user you'll never miss a message again. You will be alerted when the school has sent you a message, which you can then read within the app. You can also log into a web version to access your account on a computer.

If you have more than one child at school you use the same app and login details, making it much easier for you to keep track of things.

**Our aim is to improve the effectiveness and reliability of all our communications.**

## Here's what to do:

1. Go to Google Play for Android or visit the App Store for iPhone and download the Xpressions app.

We strongly suggest you allow the app to send you notifications.

2. Enter your email address then click 'Next'.

Important - the information you provide **needs to match what we already have on our school system**.

If you are unable to enter your details successfully at this stage, you will need to speak to the school office to check which email address and mobile phone number we have stored for you.

If you see an error message, it is likely that the information you are using does not match what the school has stored- please contact us so we can correct our records.

3. Enter your mobile number and click 'Next'.

When you have successfully entered the details which match our records, you will receive a text message to your mobile phone containing a 6 digit code.

4. Enter this code on screen and press 'Login'.

If you do not receive a code, use the 'Resend Code' function. There can be delays due to mobile phone providers and other factors outside of the control of Xpressions and the school so please wait for 5 minutes and ensure you are in an area with mobile phone coverage.

5. Create a Password

It is recommended that you create a strong password for your account at this stage.



## FAQs:

There are a full range of FAQs on the Xpressions website, but here are some we think you might find particularly helpful.

### How secure is Xpressions?

The system is designed to be highly secure. By setting a strong password and using a PIN number you keep your account and the data stored within it secure.

Xpressions features industry standard security measures similar to those used on mobile banking and therefore has an additional security layer requiring a PIN to use it when re-opening it from your device.

There's more advice about setting a secure password, and dealing with lost or stolen devices, on the Xpressions website.

You can find the full Privacy Policy on the website or on your app store.

Xpressions is fully GDPR compliant.

Please be reassured that we cannot see anything on your device – we do not have access to your personal contacts or photo library via the app.

### What will the school message me about on Xpressions?

The Xpressions app will be our preferred method for most of our communications. We can send you brief messages and alerts, or we can send longer messages with attachments.

We will use Xpressions to notify you of school closures due to severe weather, and to let you know about events such as mufti days or school trips.

**Emergencies:** If your child is unwell or has an accident and needs to be picked up from school urgently, we will continue to do this via a telephone call.

### What happens if I don't download Xpressions?

We would like to encourage everyone to start using the Xpressions app as we believe it will make communicating with you more effective, but if you are unable to do this we will continue to use other methods to contact you.

Our systems will know whether you have set up an Xpressions account and will prioritise that method to message you.

If our systems do not find a registered Xpressions account, they will instead text or email you as appropriate. If a message fails to deliver to an Xpressions app that has been set up, the system will attempt another method of delivering the message.

### Will Xpressions replace Groupcall and ParentPay?

Xpressions is incorporated into the Groupcall SMS service we currently use and will largely replace the current texting service. We won't usually send messages via both the app and SMS – you will only receive one or the other.

You will still need to use your ParentPay account to book school lunches, and for other payment items like school trips.

### Can I use Xpressions to contact the school?

You may notice on the Xpressions website that there are a range of advanced features, including being able to contact schools via the app. We may trial some of these options in the future, but for now we will focus on the primary feature of being able to send you messages.