MANOR PARK CE (VC) FIRST SCHOOL & PRE-SCHOOL

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Inspiring all to learn and grow

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Dear Parents/Carers

We would like to introduce and invite all new parents to use a free and confidential app we have for sharing information with you. Parenthub is a communications platform that makes it possible for us to share information with parents/carers more easily. The school office can also post newsletters and trip letters to your phone for you to view immediately.

Parents/carers can download the Parenthub app from your app store. The Parent Hub app is available for both iPhone and Android, so you can use it on any mobile device. The app is free to download. The app works best installed on your mobile phone to notify you quickly about school information. You will only receive notifications when you are connected to wi-fi or mobile data.

Once you have installed the app on your device you will need to create an account. Once you have created an account you will be asked to add a school. Enter the handle @manorpark. This will add you to our school channel. If you are a parent or carer of a child in the school select 'I am a parent', you will be asked to verify your account. This will allow you to join channels for your child's class and groups they are part of, as well as the school channel. If you are a relative of a child in our school select 'I am not a parent', you are still able to download the app and follow our school channel @manorpark. This will allow you to keep informed about events and information.

For all parents who downloaded the app in the last academic year, we are aware there have been several teething problems with the updated version and have received the following advice from Parenthub:

1. **Check that you're on the latest version of the app (3.1.5 as of 21/09/18, increasing to 3.1.6 in the coming days).** We suggest deleting the app and reinstalling it, or you can go into the phone's app store, search for Parent Hub, and check from there. If you're not on the latest version, there'll be an option to 'Update'.
2. **Clear the app session.** This allows the app to restart from fresh. On iPhones, this is done by double tapping the Home button on the phone, and swiping upwards on the app screen. For Android phones, tap the left side 'recent apps' button, followed by the 'X' icon in the top right of the app screen.

3. **Make sure your phone has a good wifi or mobile data connection.** Without being connected to the internet, you won't be able to sign in, and the app won't be able to retrieve and display any new messages sent by the school.

We hope you will all download our app and take advantage of this fantastic service. If you have any questions about parenthub and how this will work please see myself in the school office.

Yours sincerely

Mrs L Powell
Admin Assistant