



Dear Parent/Guardian,

Assalaamu Alaikum (Peace Be Upon You)

Re: Text / E-mail Messages

Potential Text problems

In recent days we have noticed a few parents have not been receiving our text messages from the school.

The problem could be that many parents have installed the Teachers2Parents App and therefore will receive the school's messages directly to the App and NOT as a Text message.

The other problem that can occur with this is if parents have not "enabled notifications" for the App correctly when installing it, they will not be made aware (notified) by their phones when they are receiving messages sent from the school.

To resolve this issue, parents need to enable the notifications in their phone settings for the App or you could just uninstall the App completely, which will allow you to receive messages as normal.

You cannot receive both text and app messages; it is one or the other.

If you have changed the main contact holder's mobile number, do let us know as soon as possible.

Potential E-Mail problems

Regarding E-Mails not being received, your E-Mail provider's server could be viewing the E-Mails we send you as "SPAM". Please check your junk mail to see if you have been receiving E-Mails into your junk folder.

If you have changed your E-Mail address, do let us know as soon as possible.

If you have any further questions, please feel free to contact the Office Manager by calling the school or E-Mail info@egslough.staracademies.org.

Kind Regards,

Mrs Fatima Kazmi
Senior Business Support Officer/Office Manager