



## eSchools Parent Communication Checklist

### Checklist

1. Are you receiving our latest Letters & emails?
2. Are you using the Priority 1 Contact login details for the APP?
3. Are you receiving APP Notifications for Letters?
4. Are you receiving a copy of the emails in both your Inbox and as an APP notification?

If you have answered **NO** to any of the above, please see our Troubleshooting Tips below.

### Troubleshooting Tips for Emails & Texts using eSchools

- Please check your 'Junk' email folder. Also add [no-reply@eschools.co.uk](mailto:no-reply@eschools.co.uk) to your **Safe Senders** list (or add to your Contacts).
- If you think you may have **UNSUBSCRIBED** to emails, please click the link below to re-subscribe. <http://www.eschools.co.uk/subscribe-school-emails> .
- Please note that **Letters Home** are sent to the email account of the **Priority 1** contact details. (1<sup>st</sup> Emergency person). This has been the case in our previous system.
- The Letters are also accessible through the **eSchools APP** of the **Priority 1** account or by logging on to the eSchools website - <https://thehawthorns.eschools.co.uk/login>
- The **APP notification** is only visible to the **Priority 1 account**. (Please ensure the APP notifications are turned **ON** – \*See next page for IOs example)
- Please ensure you have the latest version of the **eSchools APP** on your device as there have been some issues reported of attachments not opening on Android devices.
  - IOS (Apple) Latest version is 2.3.5 (Aug 2017)
  - Android – Latest version 2.2.3 (18<sup>th</sup> May 2017)
- Please avoid from **unsubscribing** to the eSchools Emails as this will interfere with communications.
- If you accidentally **unsubscribe** to emails, please contact the school, who will contact eSchools on your behalf, to get your email reinstated.

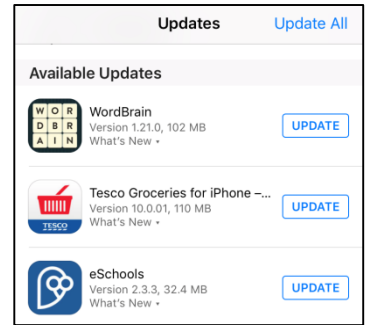
**Please contact the school if you continue to have issues accessing any Letters.**

(For Device/App Notification examples – see next page)

\* Device Notification examples – (IOs screen shots)

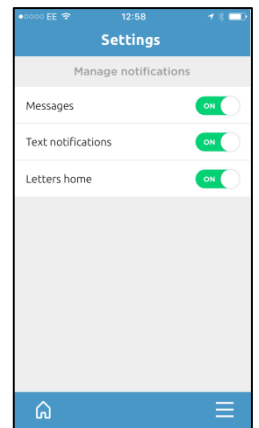
1. **General device APP Updates**

Please check your device regularly for new updates.



2. **eSchools APP Settings**

Please turn **ON** all 3 Notifications.



3. **eSchools APP Notifications**

Please Allow Notifications as shown.

