

Troubleshooting Tips for Emails & Texts using eSchools

• EMAILS

- Have you accidentally **UNSUBSCRIBED** to emails? If so, click here <http://www.eschools.co.uk/subscribe-school-emails> to re-subscribe.
- Please check your 'Junk' email folder. Add no-reply@eschools.co.uk to your **Safe list/whitelist** (and add to your **Contacts**).
- Please note that **Letters Home** are sent to the email account of the **Priority 1** contact details. (1st Emergency person).
- If you have downloaded the *eSchools APP, an **Email/Letter notification** is **ALSO** sent to the APP.

• TEXTS

- Texts are sent as an **APP notification ONLY**, if you have **downloaded the APP** (which actually saves us the cost of a traditional SMS text message!!)
- If you **DON'T** have the APP, texts are sent as **traditional SMS messages** and the school is charged a pre-arranged amount.

* The School name for the App is: **theshawthorns**.

- Please contact the Office if you have lost/forgotten your login details or if you continue to have issues with receiving Emails/Texts (Notifications).
- Please see our '**Parent Communications Help**' guides in the **Parent & General** areas of our School Website for further information - <http://www.hawthorns.wokingham.sch.uk/website>