

## Communications

### Schoolcomms (The School Gateway):

We use a system called Schoolcomms as an effective and efficient means of home/school communication. The contact information that you provide allows us to send school information to you by email and text, helping us to ensure that you receive important communications quickly and securely. We find that this is an immediate and cost effective way of communicating with parents so please inform us if any contact details change. In order that you do not miss any messages we advise that you add the school email address to your safe sender list so that it doesn't go into your 'spam' folder. This is: **SC3714606a@schoolcomms.com**

### School website and Social Media:

Our website, [www.mcauley.org.uk](http://www.mcauley.org.uk), should be your first port of call for all school information, news and announcements.

News articles are also published on Facebook, Twitter and Instagram.

### Letters home:

We send all letters by email. Please ensure that you update us with any changes in email addresses.

If we do not have an email address then we will send a paper copy of the letter by post. Please note that parents/carers who receive information this way will receive it later than others who have provided us with an email address.

### Text messages:

Text messages are sent to parents/carers for various reasons. For example:

- To provide urgent or important announcements (e.g. school closure, transport issues)
- Reminders about important events or dates
- To alert you to the fact that your child is not in school/or is late to school

It is important therefore that we have an up to date mobile phone number from yourselves. Please notify us if the number you have recorded with school needs to be changed.

### Online Payments using 'Parentpay':

This 'cashless' facility allows you to make payments for school lunches and trips without the need for cash or cheques. You will be able to register with this after **1<sup>st</sup> September** to make online payments. To register, you first need to provide us with an email address and mobile phone number. When you have done this, follow the instructions below to register for a School Gateway account:

- Go to [www.schoolgateway.com](http://www.schoolgateway.com) and select 'New User'. There is a link on the school website
- Enter the email address and mobile telephone number you have registered with the school.
- The system will send a PIN code to your phone; please enter this PIN code and your account will be activated for you.

We would encourage you to pay by bank transfer directly into your child's lunch money account. This avoids the need for your child to carry money around with them. You can also use debit/credit cards. Please use the direct transfer option if possible. It is free and it avoids the school being charged a fee (which it does for every debit/credit card transaction!).

Again, we recommend that you inform us of any changes to your email or mobile phone details to avoid experiencing difficulties when paying for anything via 'School Gateway'.

### **Mobile Phone App:**

There is a mobile phone app, 'School Gateway', which is available to download free of charge. This allows you to send messages to the school securely and **free of charge**.

### **Contact details:**

For families where there are two parents, whether living together or apart, it is crucially important that you provide us with contact mobile numbers and email addresses for both parents with Parental Responsibility. Our systems will then send emails/texts to both parents (if living apart).

### **Announcements**

Students are informed of general announcements and opportunities by email, common room plasma screen, announcements in registration, assembly and 'Activities' sessions. **Please check your school email as part of your daily routine.**