



ScholarPack Parents App Information

We use the ScholarPack Parents app to send important and urgent reminders to parents, quickly and easily.

The app is free to install from Apple or Google app stores.

If you have multiple children linked with the ScholarPack app, you will see your children pop up in a list.

Please click the child you wish to view. On the main dashboard you will see information about your child's form, year and the school's address. You will also see a percentage overview of your child's attendance. Below this, you will see the following five options: -

- Attendance
- Contacts
- Permissions
- Dietary Information
- Medical Information

Click on these icons to see an overview of the information the school holds for your child. To update any of this information please click on the edit button.

**** ADDITIONAL IMPORTANT INFORMATION ****

We will no longer be sending reminders/information to parents by text message. Instead we will be using the ScholarPack App service only.

Information sent by app will include: Club reminders, club cancellations, changes to return timings of an education visit or residential, school closures etc.

The only time we will use the SMS service is to locate a child missing from the register in the mornings.

Please make sure that you have downloaded the ScholarPack App.

Just as with an SMS message, if your settings are set correctly, your phone should alert you to any App Messages we send. If this is not happening, please check your phone's settings (see below for more information.)

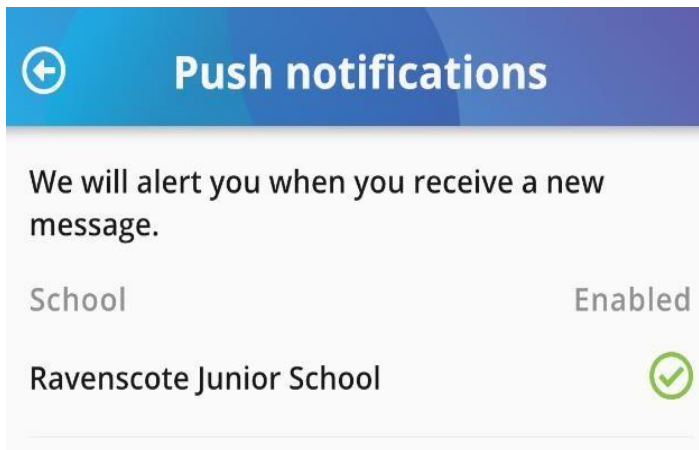
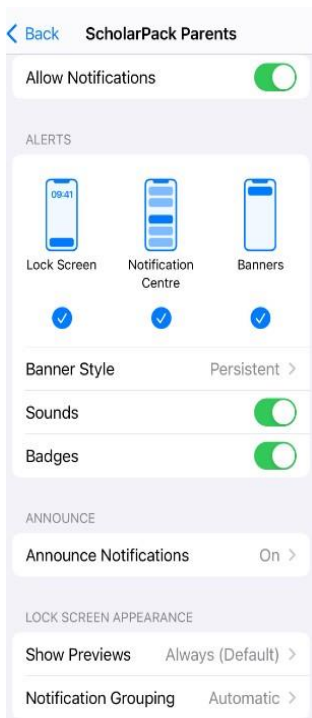
The app button will also show a notification if you have any new messages – as shown.

We also use the app service to remind you about your child's Ravenscote after school club.



Please make sure you have your notifications are set correctly. If you have your notifications switched on (you can do this in your phone's settings area) then when you receive a message from the school you will be notified on your phone.

Alternatively access the app and then click on messages to see all of your ongoing and historic messages.

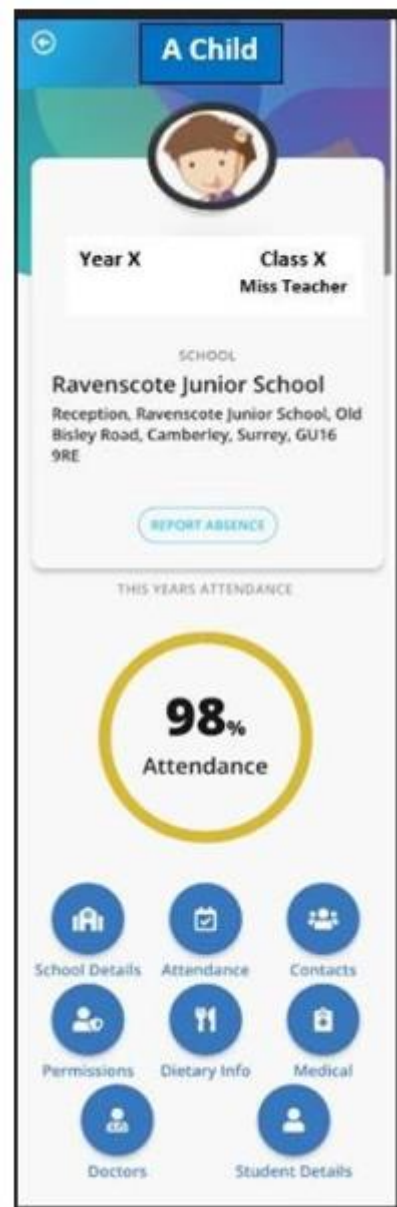


You will need a 'link up' code to install the app.

If you change phones you will need a new link up code – please contact the school.

All parents and carers, with parental responsibility, can have access to the app service. If you require access please speak to the school office.

For more information on how to navigate the app you can watch the video guide available by searching on YouTube for 'How to use the ScholarPack Parents app - for parents' or please view – <https://scholarpack.com/parents-app-support/>



Emails sent from the school

We also use ScholarPack Communications to send parents any emails (letters, newsletter and all other information.)

These emails will just come through to the email accounts that you have given the school. Emails do not come through your app.

Please do add the following email address to your contacts -
'*ravenscotejuniors@scholarpacksupport.com*'

This will hopefully stop the emails going into your spam/junk emails. Please do not respond to this email address.

If you wish to send the school an email please send to info@ravenscote.surrey.sch.uk. If your email is for a class teacher, please put the teacher's name and class in the subject bar. Please allow 5 working days for a response.

Please remember to update the school if you change your email address.

We are a very busy school and send out a lot of information – please do take the time to read all communication sent to you.

Letters and Newsletter can always be found on our website under 'Our Families'.

