



# teachers2parents

## App Guide for Parents

The Teachers2Parents Text & Email Service brought to you by Eduspot

# Contents

- 1 **Introduction**
- 2 **How to Download and Register**
- 3 **App Sections**  
Home, Messages, Noticeboard and Term Calendar
- 4 **Receiving Messages from the School**
- 5 **Multiple Schools in the App**
- 6 **Help**

## 1 Introduction

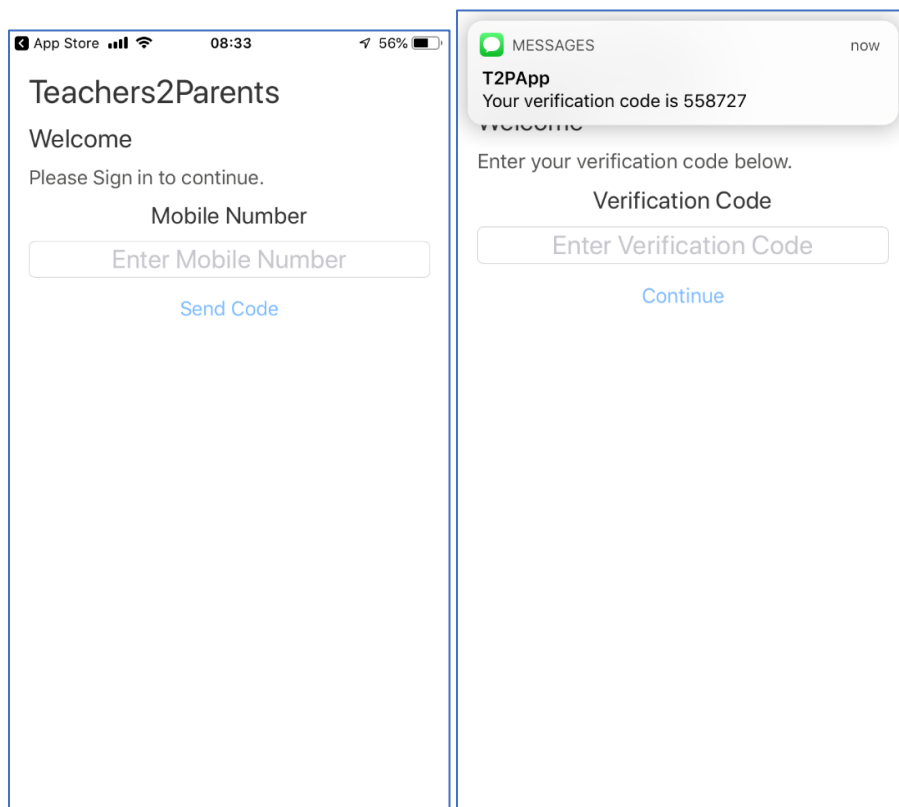
The Teachers2Parents App is a free-to-download messaging app for viewing messages received from your child's school and providing additional information about the school.

The app is divided into three main sections: Messages, Term Calendar and Noticeboard.

- Messages contains all the messages that you have received from the school and will notify you whenever you received a new one
- Term Calendar includes the term dates the school has posted, including start dates, half terms and end dates.
- Noticeboard contains general announcements to inform app users like you about important school events and information.

## 2 How to Download and Register

1. Go to Google Play (Android) or App Store (iPhone)
2. Search for 'Teachers2Parents'
3. Download the free Teachers2Parents App
4. Enter your mobile number e.g. 07532542423.
5. It will send you a Verification Code which you enter on the next screen

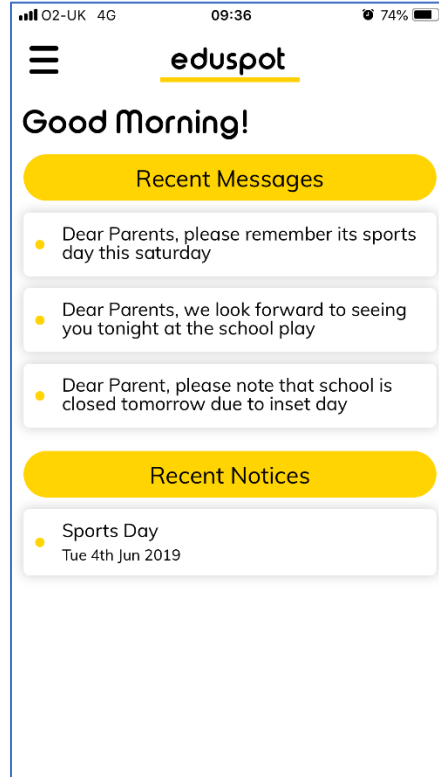


6. You will then be taken to the welcome message providing information on each section
7. Once completed (or skipped), you can now use the Teachers2Parents App.

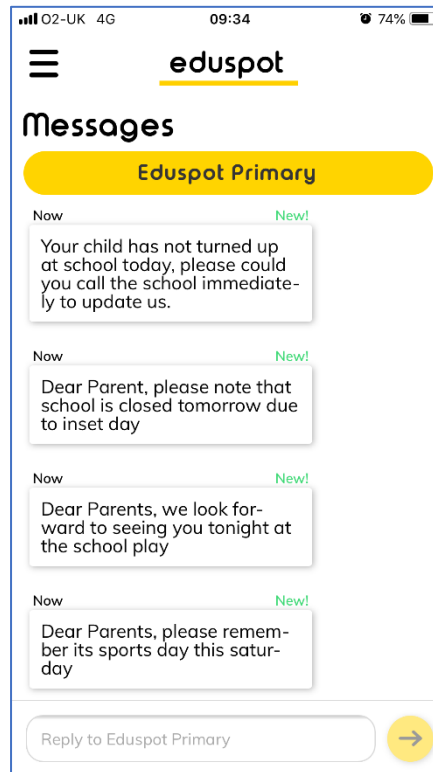
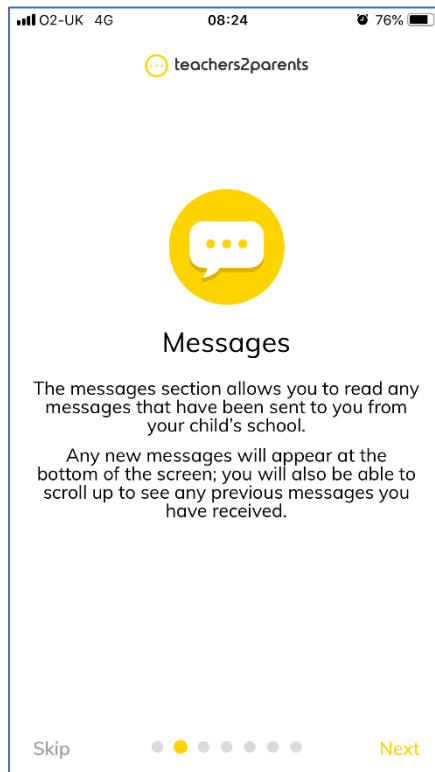
If you receive the error message "The mobile number you have provided was not recognized" then you should double-check with the school that the mobile number you are entering is the same one saved for your child in their Teachers2Parents Text Service.

## 3 App Sections

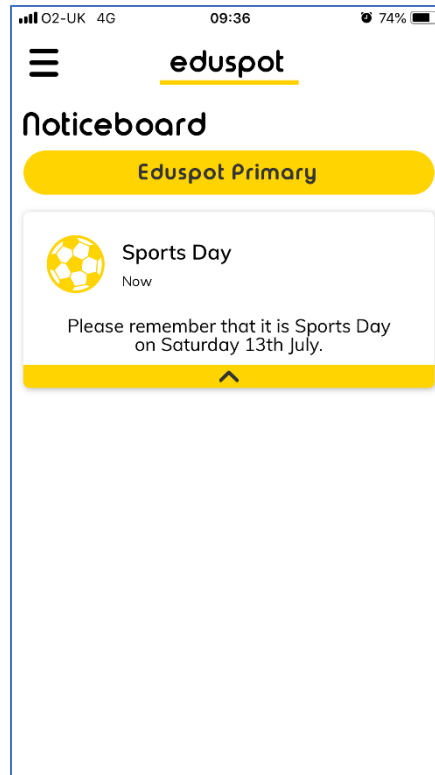
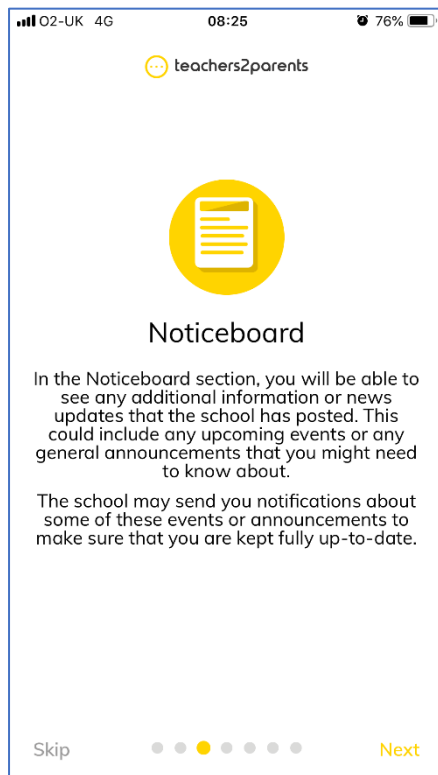
### Home



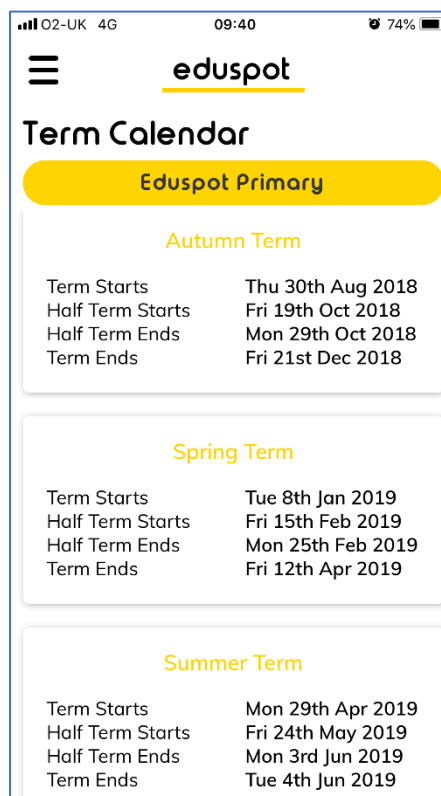
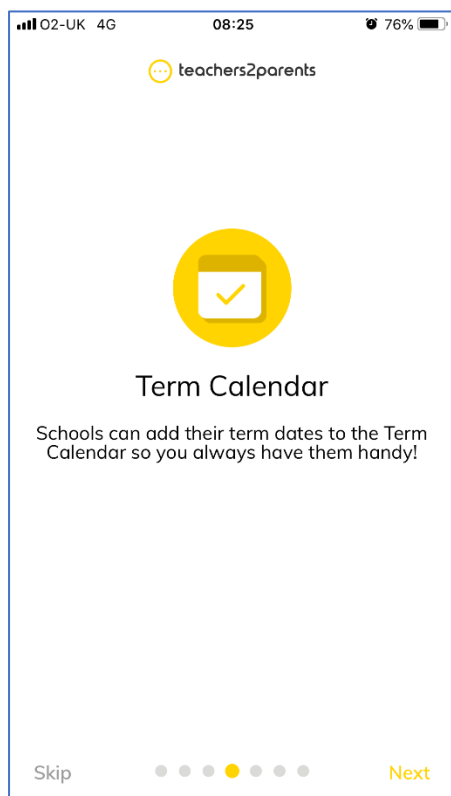
### Messages



# Noticeboard



# Term Calendar



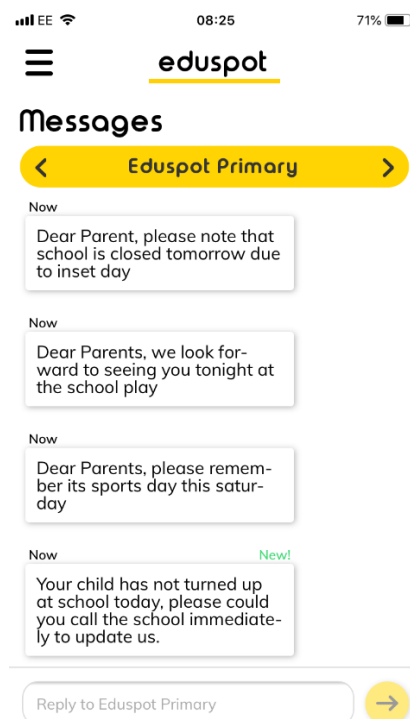
## 4 Receiving Messages from the School

Once you have downloaded and registered with the Teachers2Parents App, **you will no longer receive SMS messages from the school**. Instead you will receive messages directly to the app via your phone data or Wi-Fi connection rather than a cell network, like other instant messaging services.

When the school sends you a message, you will receive a notification like this:



You can then click on the notification to see that message in the app:



The only times you will receive an SMS message with the app installed is if you have no access to the internet or if you have disabled the notifications.

For Android phones, you need to check your main notification settings (e.g. Settings > Sound & Notification) rather than the app's notification settings as they will prioritize their main settings over the ones set up for the app specifically.

For iPhones, you need to ensure notifications are enabled and that the Banner Style is set to Persistent. To do this, open Settings and select the Teachers2Parents app, select the Notifications option and enable them, then select Banner Style and choose Persistent.

## **5 Multiple Schools in the App**

If you have a child at more than one school using Teachers2Parents, each of those schools will be present in the app and can be found under Registered Schools in Information.

Whenever you receive a message from one of the schools, it will say in the notification which school has sent it and you can switch between them in the app by swiping left or right.

The school that you are currently looking at will have their name in a bar at the top.

## **6 Help**

In the Teachers2Parents App, you will be able to find a detailed information section by clicking on the menu icon and clicking Help.