

5 July 2021



Dear Parents

### **SCHOLARPACK PARENTS APP**

We have been using the ScholarPack Parents app, a new method of communicating with parents, since the beginning of May.

**Thank you** if you have already downloaded the app. The app is available **free of charge** on Apple and Google app stores. Guidance notes on installing and using the app are on the following pages.

If you haven't already downloaded the app, would you please do so as from 12 July 2021 if you do not have the app you will miss out on important information. Also, there are additional costs involved for the school to send a message to parents who do not have the app. I'm sure you would agree with us that the school funds are best spent on the pupils and we would therefore be very grateful if you could download the app as soon as possible.

If you would like assistance downloading this app to your device, we will hold a surgery where somebody can help guide you through the process. Please come along on Thursday 8 July 2021 at 10am if you need help with this (come to the school office).

Kind regards

*Helen McGovern*

Headteacher

CARTERHATCH JUNIOR SCHOOL  
CARTERHATCH LANE  
ENFIELD EN1 4JY

**T** 020 8804 2101  
**W** [WWW.CARTERHATCHJUNELT.ORG](http://WWW.CARTERHATCHJUNELT.ORG)  
**E** [ENQUIRIES@CARTERHATCHJUNELT.ORG](mailto:ENQUIRIES@CARTERHATCHJUNELT.ORG)

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**HEADTEACHER** MS H McGOVERN • **DEPUTY HEADTEACHERS** MISS C NEWTON & MRS A FRY



## Setting up ScholarPack Parents



### Installing the app

The ScholarPack Parents app is available free of charge on Apple and Google app stores. Simply search **ScholarPack Parents** and download.



Once you have installed the app and opened it on your phone, click 'let's get started'. You will be prompted to enter a link-up code and your mobile number. You will receive the link-up code from your child's school in a letter. This code will last 60 days, if you do not link-up in that time you will need to request a new one from the school.

After you have entered the link-up code, add your mobile number (please make sure this is the same number you have given to the school) and clicked 'continue'. You will be sent a 'one time passcode' via text message. Enter this passcode and submit. You should then see a 'connection successful' message. You have now completed the link-up with the app and school.

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. If you need to add another child please speak to your school.



## Dashboard

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 Info
- Medical

Click on these icons to see an overview of the information the school holds for your child. Please contact the school if any of the

information is incorrect or needs updating.

## Navigating to messaging

Getting to your messages is easy. Once in the app, click 'messages' at the bottom of the screen and you're in. From here you will be able to view your new messages, reply to any messages (where applicable) and view historic message threads.

## Receiving a message

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.

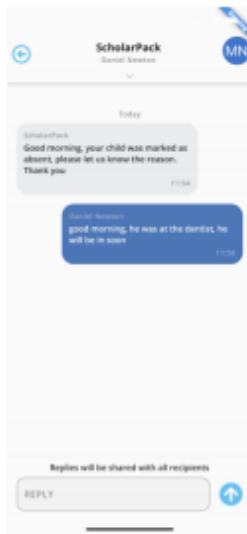
The app button will also show a notification if you have any new messages.

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

Just click on the message to read what has been sent. Once you click on the message, this will take you to the message thread which is explained in this next section.



## Messaging Threads



On some messages that you receive you will have the option to reply to the school. To do this just click into the reply box at the bottom of the page and type your response. This creates a message thread.

The school will then be able to see your reply.

**Top Tip:** You may not always be able to reply to a message. The school may choose to disable replies for certain messages. If you feel it needs a response, get in touch with the school through other means.

## Group messages

Occasionally the school may send a message relating to your child to multiple contacts (e.g. Mother and Father) when this is the case you will be able to see at the top of the screen who else is included in the message thread.

Please note: *Any messages you send in a group message will be seen by everyone!*