

People Directorate

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Dear Parents / Carers,

Important Information about School and Early Years Communication - Groupcall App

Working in close partnership with families is very important to us in Dundonald - good communication is key to this partnership. Like all schools in the Marr Cluster, we use an App - called Groupcall - or emails to share important updates and school letters with you. Groupcall is also used by Marr College, our associated Secondary School. If you have children at Marr College, the Groupcall App means that all school communication will appear in the same place.

What is Groupcall?



Groupcall is an award winning app (similar to Whatsapp or iMessage) which allows schools to send messages to individual families and groups of parents quickly and easily - it also allows us to see that these messages have been correctly delivered to you.

Nothing can replace a telephone call when it is needed and so Groupcall messaging and emails will only be used in appropriate situations. Examples of this might be:

- Absence notification, emergency closure, late buses
- Changes to school meetings or events
- Cancellation of after school activities
- School letters - such as newsletters, letters from the NHS, school trip letters
- Reminders for notes when pupils are absent

How do I download Groupcall?

Please may we ask for the support of all parents in downloading the free 'Groupcall Xpressions' App to your mobile phone or tablet? It is available for both Apple iOS and Android devices.



1. To download Groupcall, log onto the iPhone/iPad App store or Google play and search for 'Groupcall Xpressions'.
2. When you have installed the app, open it and enter your email address then click 'Next'.

Please use the email address which we (Dundonald Primary and Early Years Centre) hold on file for your **child's main contact**. The information you provide needs to match what we have on file. More than one parent or carer can download the App, however, you must register the App using the main contact's email address and mobile phone number.

If you are sure you have entered information correctly but you still see an error message, it is likely that the school records are incorrect so please telephone our school office.

3. Enter your mobile number and click 'Next'.

When you have entered details correctly you will receive a text message to your mobile phone containing a 6 digit code.

4. Enter this code on screen and press 'Login'.

If you do not receive a code, use the 'Resend Code' function. However there can be delays due to mobile phone providers and other factors outside of the control of Xpressions and the school so please wait for at least 5 minutes and ensure you are in an area with mobile phone coverage.

5. Create a Password (Recommended).

It is recommended that you create a password for your account at this stage. If you need to login again, or on another device, having a password will make the process easier.

Once installed and set up you will be able to see information sent by the school in the app. It would be helpful if you could switch on the app alert, to ensure that you are alerted to incoming information.

Having Trouble?

Please don't be put off if the App doesn't work straight away - as with all new technology, teething problems can occur and we are here to help.

The trouble-shooting team at Expressions recommend that you check the following if your App doesn't work:

Please check that:

- You are logging in with the same email address you have supplied to the school
- You are using the same mobile number as the one you have supplied to the school
- The school has accurately recorded both your email address and mobile number in their school database, and they have recorded those details in the correct place in their database - please check by phoning our office on 01292 690 075 or by emailing Dundonald.mail@south-ayrshire.gov.uk
- The school have not added additional information to your email address or mobile number in their database, such as 'work', 'mum', 'try first'. This will cause issues with your login - check with your school
- If you have recently changed your email address or mobile number, check that the school have updated these details in their database

Any changes the school makes can take up to 48 hours to fully filter through to Xpressions.

TIP: You should never need to log out of the Xpressions app (except to solve an issue) - if you do log out of the app, you will stop receiving notifications for new messages until you log in again. Avoid logging out as much as possible. You can always close the app, and Xpressions will restart automatically when your device restarts.

What can I do once I'm logged in?

Once you have logged in, you can access all messages that have been sent to you by us. If you have children in Marr College, you will be able to view their information on the same app.

This Expressions App has many benefits as it reduces the need for us to send information home in school bags; from experience, we understand that paper copies of letters can be lost or damaged before they are delivered. Access to the App also allows you to have a record of all information sent by the school in the same place.

There are also financial and environmental benefits such as a reduction in photocopying, paper costs and staff time. E-mails are free for the school to send, therefore we will increasingly use that method of communication, where appropriate.

We recognise that there will be times when we require to provide parents/carers with paper copies of documentation but with your support we will aim to reduce this.

Please get in touch if your details have changed

Many parents have already provided us with their mobile telephone number and e-mail address, but to allow us to make the best use of this facility, it is important that you keep us updated with any changes.

Should you not be able to receive the information via text or email, hard copies will be available from the school office.

Yours sincerely



Head Teacher