

**Rivers Primary Academy**  
**A part of the Windsor Academy Trust**

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Place of registration: England

Dear Parent

### **Improving communication with ParentMail**

As part of our commitment to improving how we communicate with you, we are delighted to be launching ParentMail on Monday 21st September.

### **What we will be using ParentMail for**

ParentMail is a secure smartphone app that allows us to communicate with you in a much more effective and simple way. It will be used as our main form of communication with you as well allowing you to make payments and book events, such as parent evenings.

We will be using ParentMail for the following:

- **Communicating with you** - we will send you parent letters, messages and reminders about activities and events via messaging in the ParentMail app and text
- **Booking events** - you will be able to book after school clubs, appointments for parents evenings and other events
- **Making payments** - you will be able to make payments for lunches, trips and other items

ParentMail will allow you to do a wide range of activities in one place, making processes quick and easy for you and saving you time. All data stored in ParentMail is kept private and will not be passed on to anyone else.

### **What you need to do**

#### **1. Register with ParentMail**

To get ready to use ParentMail from Monday 21st September, you need to register before this date.

Registration is easy and over the next few days, you will be sent either an email and/or text message from ParentMail with details on how to register. When you receive this, simply follow the instructions.

#### **2. Download the ParentMail app**

*'We Inspire to Aspire'*

Once you have registered, we highly recommend downloading the ParentMail app on your smartphone. This will allow you to receive alerts on your phone and do everything within the app rather than via email.

To download the app, search for 'ParentMail' in your app store. Once downloaded, you can log in using the details you registered with.

If you need any additional information or assistance, please use the help site:  
[www.parentmail.co.uk/help/parenthelp](http://www.parentmail.co.uk/help/parenthelp) or contact Mrs Cooper in the school office.

Yours sincerely

**Lucy Wright**  
Headteacher