

Dear Families,

Ref: School Gateway App Fault Fix, iPhone users only

Some of our parents have experienced technical problems with their School Gateway App e.g. loss of messages and not receiving messages. We contacted Schoolcomms who have identified the error and sent instruction on how to fix the problems.

How to fix the problem

- Log out of the current app on your phone **(ensure you know your pin first before logging out of your app, if unsure contact Mrs Damms in the office who can reset your pin 01709 828988).**
- Download the new version of School Gateway app; 2.34.3.46 from the App Store.
- Sign in again with your details you used to set-up the account and we hold at school



Please accept our sincere apologies for any inconvenience this may have caused.

Yours sincerely



Mr I Tankard
Head Teacher