



11 January 2019

Dear Parents, Guardians and Carers

Using the **GO 4 Schools App** will enable you to view on your smartphone or tablet the following information on your child:

Timetable

- Summary of current lesson and the next lesson.
- More detailed information on your child's daily timetable including timings and teachers.

Homework

- New tasks set.
- Tasks due today.
- Tasks due tomorrow.
- Tasks due within seven days.
- Extended pieces of homework set.

Additionally, you will be able to click on homework pieces to access:

- detailed homework explanations;
- website addresses required to complete the homework;
- downloadable, attached documents.

The **GO 4 Schools App** will also send to your smartphone and/or email address summary notifications/emails on the homework set in the last twenty four hours as well as homework due in the next seven days, so that you are fully informed on the homework that your child must complete.

Also, all messages sent to you can be found in your message inbox in the App or in your online inbox on your child's page on the GO 4 Schools website.

To receive information on your child via the App, it is essential that we have your current email address. If you have changed, or about to change email addresses and would like to change your current email address, please contact **Student Services**.

To login to the **GO 4 Schools App**, your username and password are the same as the GO 4 Schools site.

The **App** is a great way to keep in touch with how your child is doing at school. Don't forget however, you can also login to the main GO 4 Schools site for more detailed information. To understand how to use the app, please see the frequently asked questions below.

Mr Simon Killen

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Frequently Asked Questions

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What information can I see via the mobile app?

The first version of the app will show timetable information (if available from your school), plus homework information if your school/your child's school has a subscription to the GO 4 Schools homework module.

As the app is developed further, it will show information from other GO 4 Schools modules, such as behaviour, attendance, and attainment data. Eventually it will allow schools to send ad-hoc notifications/messages to parents and students.

Please note that the exact information you see will depend on the GO 4 Schools modules your school/your child's school has subscribed to and which modules they have enabled for the mobile app.

Are there different versions of the app for students and parents?

No – there is just one app that is used by students and parents.

I have children at multiple schools that use GO 4 Schools, do I need to install the app for each student/school?

No – only one installation is required. You can enter multiple sets of login details to see your child/children at multiple schools.

I am a student at two schools that use GO 4 Schools, do I need to install the app for each school?

No – only one installation is required. You can enter multiple sets of login details to see your information at multiple schools.

How do I log-in to the app?

You must log in to the mobile app using a valid GO 4 Schools email address and password. If you already log in to GO 4 Schools as a student or parent you should use the same details for the mobile app.

If you don't already log-in to GO 4 Schools you will need to log-in to the GO 4 Schools **parent** or **student** sites first to set your password and check that you are happy with the privacy policy. After this you can then log-in to the app with the same email address and password as long as your school/your child's school has a subscription for the GO 4 Schools mobile app and has enabled access for you. If you are in any doubt about whether your school/your child's school has a subscription to the GO 4 Schools mobile app, please contact the school.

Please note that the list of valid email addresses for students and parents comes to GO 4 Schools from your school/your child's school. For data protection reasons we are unable to confirm any details relating to which email addresses we hold. If you believe you should have access but don't you will need to contact the school.

How do I change my notification settings?

Currently to change how you receive GO 4 Schools notifications from your school, you need to do so via the website and the "My Settings" link at the top of the page when you login. Students are unable to change the frequency that they receive messages. In the future this will be changed to allow you to do so from within the app.

What do I do if I have forgotten my email address/password?

If you have forgotten your email address, you should contact your school/your child's school to see which address they have registered for your log-in. If you have forgotten your password, you'll need to use the password reset functionality on the student or parent sites to set a new password.

Why have I been signed out of the app?

Parents and students can be signed out of the app for various reasons:

1. You have been signed in for more than one year.
2. Your email address has been changed – this is either because you have provided the school with a new email address (as a parent) or the school has issued you a new email address (as a student).
3. Your password has been changed/reset – this is either because you have changed it on the website, or the school has forced a password reset.
4. You have been removed from the school system – this can happen for various reasons, most commonly:
 - As a student, you've left the school, and your leaving date has passed. This would also remove parental access to that specific student, but any remaining students would still be accessible.
 - As a parent you've had your record at the school amended to remove the parent link.
 - You have requested the school does not process your data under GDPR protections.

What is the meaning of the error codes I have received?

Error codes that you may see as a user are listed in the table below. If you experience any problems, please first check that you can log-in to the GO 4 Schools student/parent website.

Error Code	Error Meaning
102	Timeout error when receiving information.
103	Connection issue reaching system.
106	User needs to login again (see above for possible reasons).
108	Lost connection.
206	The school has implemented the Exam Embargo, which prevents the sharing of exam information prior to the official release day.
207	The school has disabled access for your/your child's year group.
208	School has disabled the mobile app.