Dear Families

We are very pleased to announce that we are introducing a fantastic new way to communicate and share information with you, our parent community. We want you to feel as much a part of their education as possible. With the increased use of smartphone technology we want to make best use of it.

MyEd is the free parent app that gives you a multitude of communication and information features to stay in touch with what is going on at school. The app gives you direct access to your child's attendance, absence records, reminders, and much more. You will also see that we update and change the information in the app as the school year moves along.

We are able to send you messages directly to the **MyEd** app relating to important information about your child's education and to remind you of events that are taking place at school.

You will receive a notification if we send you a message and there is no charge for the messages you send to us.

The **MyEd** app is available now for both Apple iOS and Android devices and can be found on either the Apple App Store or on Google Play - https://www.myedschoolapp.com/

Once you have installed and opened **MyEd**, search for **TADPOLE FARM** and follow the simple instructions to identify yourself.

If your child is registered as having English as an additional language, the App can be able to translate into your home language - Please see the school office if this would be useful to you.

We hope you enjoy using the app and find it a useful source of information.

Trouble shooting for users

If you are no longer receiving emails from the school it may be that you have not added the sender to your safe list. There are some solutions to this here -

Possible causes -

1. Emails have been moved into the Spam or Junk folder due to scoring highly on the mail providers screening - this is especially likely with emails about payments or with attachments - to combat this the user needs to mark this as safe or trusted (depending on their mail client).
2. They have not been delivered to the user at all because the user previously marked such emails as Spam and so they are being filtered by the provider.

Solutions -

Please add the sender ID to your provider's whitelist "*@schools.ps-connect.cloud*" -

- **Gmail** - https://support.google.com/a/answer/60752?hl=en
- **Outlook** - https://support.microsoft.com/en-gb/office/safe-senders-in-outlook-com-470d4ee6-e3b6-402b-8cd9-a6f00eda7339
- **Hotmail/Live**-https://answers.microsoft.com/en-us/outlook_com/forum/all/e-mail-domain-name-whitelisting-for-hotmail-users/65cf50f8-65a1-4128-81d7-3d2e8f4bbbd6
- **Yahoo** - https://www.whitelist.guide/yahoo/
- **Aol** - https://www.whitelist.guide/aol/

If the issue still exists you will need to contact your email provider and ask them to unblock our sender ID.

If you require any further assistance please contact Iris Reach direct, via their help page - https://www.iris.co.uk/education/engagement-suite/iris-reach/