

## School Spider Explained

With nearly all our communication going out via School Spider, it is really important that every parent knows how to access the information.

### **If you have a smart phone:**

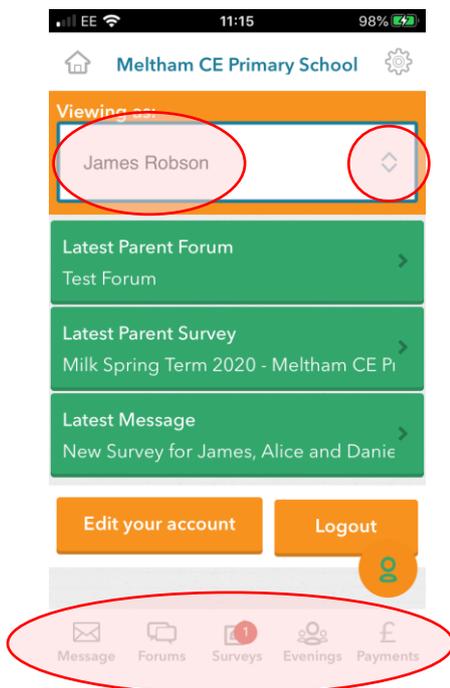
You can access School Spider by downloading the free app via your app store.



This will take you to the School Spider login page:



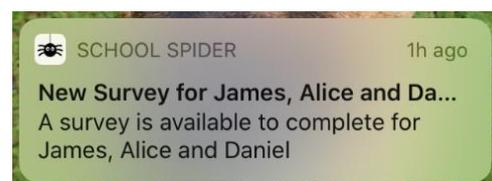
Your Username and Password were emailed to you at the end of September. If you can't find the email, please check your junk/spam folder as you will need to ensure you receive future emails to your inbox. If you still can't find your login details, please contact the school office who will help you.



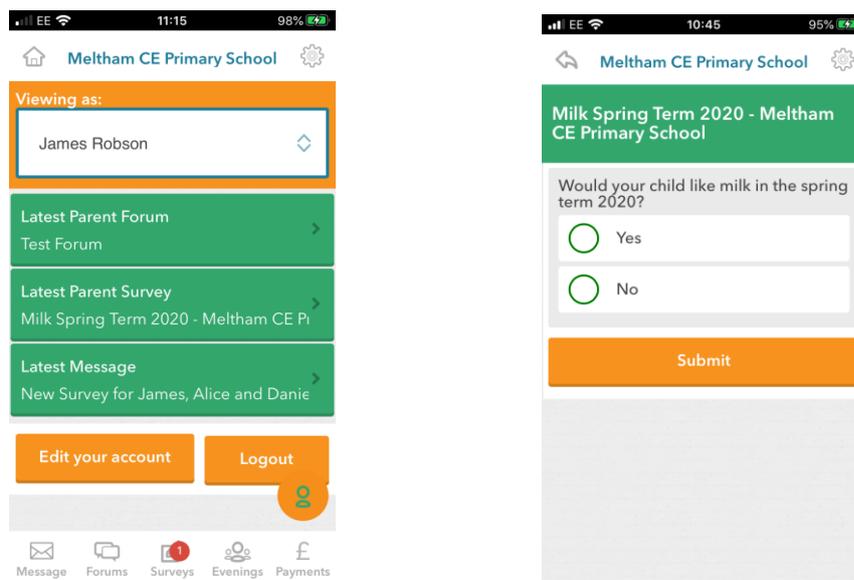
Once you have logged in you will see your child(ren)'s details. The white bar shows you which child you are currently viewing. If you want to view a different child, select them from the dropdown box.

You can see what you have been sent at the bottom and you simply select the highlighted option.

When you receive emails/app alerts from School Spider, it will tell you which child the information relates to:



Make sure you have selected the relevant child before viewing surveys, parent's evenings, messages etc. This is often the cause of 'missing' information.



Another frequent question is that surveys are blank. This is because the closing date for that survey has passed and can no longer be completed.

Please note that a survey is the term used for a questionnaire, a parent's evening etc. If you receive a survey, it means we need information from you about your child so it's really important that you respond. So far, surveys have been sent out in relation to parent's evening, spring term milk, Christmas dinner etc. If we don't receive a response from you, your child might miss out on something.

Headlines is also sent out via School Spider and this contains lots of information about what has gone on in school during the week, what's coming up over the coming weeks, dates for your diary etc.

Sometimes it is necessary to logout of your School Spider account and log back in so that you can see the latest information for your child(ren). This is something we have raised with the developers.

If you currently are not receiving any information from us, please call or pop in to the school office where we will try to figure out a solution for you.

Our phone number is 01484 850671 and there is a member of staff in the office Monday to Friday, 8:30am to 4pm. Avoid lunch which is 12:30-1:30pm if you can.