

The Xpressions App is available for all parents/carers to allow effective communication with the school at no cost. The app is completely free to download and will send you push notifications.

It is supported by Apple iOS and Android devices.

More info can be found at:  
<http://parents.grouppcall.com/>

What do I do now?

- Download & install the app (Refer to the flyer attached to this for downloading the Xpressions App)
- Ensure the school has the correct email and mobile details for you
- Log in using unique information about your child

Want to find out more?

Visit the Groupcall messenger website for more information:

[http://www.grouppcall.com/oro\\_messenger.html](http://www.grouppcall.com/oro_messenger.html)

Please inform your child's school of any changes to your contact details as soon as possible, to ensure you don't miss out on information updates.



**EDUCATION SERVICES  
IMPROVING COMMUNICATION  
WITH PARENTS/CARERS AND  
STUDENTS IN PARTNERSHIP  
WITH SEEMIS AND GROUPELL**

Glasgow City Council, Education Services is always looking at ways to improve and enhance our communication with parents/carers and students. In recent years, changes to technology have allowed schools to send out text messages, make use of Twitter feeds and highlight their website information, so that parents/carers can keep up to date with what is going on in their child's school community.

Groupcall Messenger is now the main communication programme used by your child's school. It allows us to provide information directly to parents/carers on their mobiles and to their email addresses at high speed.

## What is Groupcall?

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Groupcall gives us the ability to send text messages to your mobile phones.

**We will also be using it to send you emails.** This new facility will enable us to get a message to parents/carers or the whole school very quickly.

We may use the Groupcall system to advise you of the following:-

- Emergency school closures
- Pupil absence notifications
- Exam reminders
- Reminders about meetings and after school activities
- Parents evenings
- Special school events
- When Report Cards have been issued to pupils
- Expected time of arrival when returning from a school trip
- Invitations to meetings

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Depending on the reason for contacting you, we will either send an email or a text message to your mobile phone. We may also choose to send some messages in duplicate (i.e. via text & email). If neither of these communication methods suit your needs, please let the school know.

**It is vital the school has your current email and mobile contact details.**

This allows us to send you copies of our newsletters and other school information, as attachments to the message.

SMS Text messages will sent when there is an urgent need for brief info. to be communicated to you.

Emails will be used for general school updates and information .

If you download the Xpressions app then this can be used by both the school and parents/carers for free.

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### Please note:

All text messages sent from the school will have the name of the school displayed at the top of the message. We will be able to see from school when the message has arrived in your phone and so we will know you have received it. If we are asking for information, you can respond to the text in the same manner that you would do with a standard text message.

### Additional Benefits for Parents

Groupcall Messenger also allows schools to send out the text and email messages in a number of other languages. It also allows the parents or carer to respond in their own language and the programme enables the response to be translated back to English, when received by the school.

# Groupcall Xpressions App

## View your child's information on your mobile phone!

An exciting new service is now available for parents to ensure communication between the school and yourselves is easier and more effective. **Groupcall Xpressions** is a new service created by the award-winning school communication company Groupcall Limited.

The app is completely free of charge to you and can be installed on your mobile phone or tablet. It currently supports both Apple iOS and Android devices (with Windows mobile to follow) and you'll be able to see information for your children.

If you have children in different schools and those schools also use **Groupcall Xpressions**, you will be able to view information on multiple children within the same app.

### What do I need to do now?

Please ensure we have your correct mobile number and email address on our school database to ensure you can use the new app as soon as it is available. A form is attached which you can complete to update your details. You'll need to make sure you keep these details up to date in future to maintain access to the service.

### What happens next?

Groupcall has now set up the system in your child's school. Once you ensure the school has your current email address and mobile number, you can then download the app by accessing <http://parents.groupcall.com/>

Once installed and set up you may receive emails or texts about:

- Emergency school closures
- Pupil absence notifications
- Exam reminders (where appropriate)
- Reminders about meetings and after school activities
- Parents evenings
- Special school events and newsletters
- When Report Cards have been given to pupils
- Expected time of arrival when returning from a school trip
- Invitations to a meeting



\*Enhanced Service