



Registered Address: Canford Heath Infant School, Learoyd Road, Poole, BH17 8PJ  
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Company Number: 09484306

 @TEACH\_Trust

Dear Parents/Carers

### **Communication home, school trips and personal data**

As you will be aware, school funding is in crisis and at TEACH, we are trying really hard to find ways to cut costs and bring in extra income, to try and break even. One of the areas of school life which is massively over-spent, is in paper and photocopying. Therefore, as a Trust, we made the difficult decision to stop producing paper copy letters. All letters and weekly alerts will be sent to you by email. Where your permission is required for a trip or event held in school, whether it is a trip requiring payment or not, we will need you to confirm your permission and to make any payment via the School Gateway.

In order for you to obtain regular and important information regarding your child, you will need to download the School Gateway app for communications, and the SIMS Parent App for updating your child's personal records.



### **What you need to do to log on to School Gateway**

To receive emails from the school, if you have not already done so, please activate your School Gateway account. It's quick and easy to do. All you need is your email address and mobile phone number that school holds on record for you.

**Download the app:** If you have an Apple or Android supported smartphone, please download School Gateway from your app store (Apple App Store and Google Play). The app enables you to pay for school items and book your child(ren) onto school clubs, PLUS you can view messages sent from school for FREE.

**When installing the app, please ensure you say yes to allow push notifications, otherwise you will not receive notification of any new messages.**

You can pay for items via credit or debit card as well as by Instant Bank Transfer. *If you wish to make a payment on the app via Instant Bank Transfer, you must first fill in an Instant Bank Transfer mandate on the School Gateway website ([www.schoolgateway.com](http://www.schoolgateway.com)).*

**OR**

**Visit the website:** [www.schoolgateway.com](http://www.schoolgateway.com) and click on 'New User'. You'll receive a text message with a PIN number. Use this PIN to login to School Gateway.

We will notify you by text or email when there are new items to pay for, or clubs to book onto.

### **Can't activate your account?**

If you're having trouble logging in, it may be because the school does not have your current email and mobile phone number on record, therefore, please call the school offices to update the details on our system.



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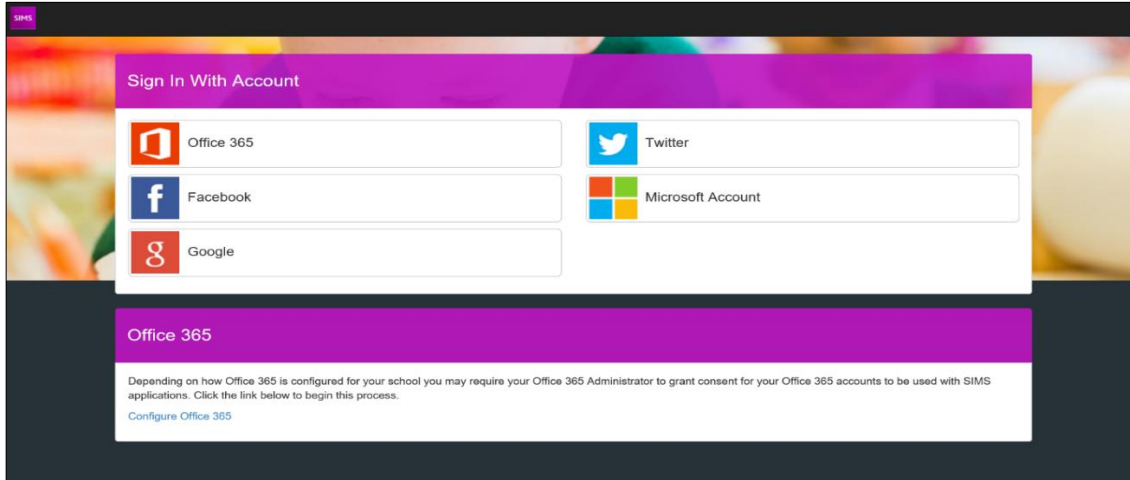
**TEACH Trust Poole**

## What you need to do to log on to SIMS Parent

**An email invitation will be sent shortly**, containing the instructions on how to confirm your registration. A link and code will be included in this email. The email will be sent from Capita SIMS ([noreply@sims.co.uk](mailto:noreply@sims.co.uk)). If you cannot find the email, please check your junk mail and ensure it has not been marked as SPAM.

Click the link within the email invitation. A new browser window will open.

1. Under **Sign In With Account** select the appropriate platform you wish to use for sign in. This will depend upon the type of account that you have chosen to use. Please note that you will need to use the same platform each time you log in.



2. Enter your email address and then click **Next** or **Continue**.
3. Enter the associated password with this email address and click **Next** or **Continue**.
4. Enter the **Invitation code** supplied by the school, the **Date of Birth** of your child, and click **Register**

### **To download the App**

The SIMS Parent app can be downloaded free from the Apple Store or the Play Store.

***NOTE: Before you can use the app, you will need to have completed the registration process above for SIMS Parent***

1. Open the Play Store or Apple Store on your device.
2. Using the Search facility, enter SIMS Parent.
3. Select **SIMS Parent by Capita Plc** from the search results.
4. Tap **READ MORE** for more information or **INSTALL** to download the app.
5. Once the app has downloaded successfully, tap **Open** to register and start using the app.

***NOTE: Once downloaded, the SIMS Parent app is available as a shortcut on your device.***

We hope that you will find School Gateway and SIMS Parent app to be a fast and easy way to pay for school items and book onto school clubs, and update your child's personal details. Thank you for helping us to make these important savings.

Yours faithfully

Mrs Sara Easton  
Trust Admin Manager



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