



19th October 2023

Dear Parent/Carer,

New parent communication app – School Spider

Following on from the launch of our new school website, we are now looking to launch our new parent communication app, called School Spider. This new parent app is a vital form of communication and ensures that you are kept up to date with what is happening in school and if school needs to contact you with any important messages.

As well as replacing ParentApp, the new School Spider app will also be the new communication tool to receive and send messages to your child's teacher, replacing Showbie.

The School Spider Parent app can be downloaded for free from the Apple App Store or Google Play App Store for Android. Please follow the below steps to create your account with School Spider:

- Download the FREE School Spider App **PARENTS**
- Click 'Create Account'
- Input the email address we have on file for your child/children
- Select our school – **Red Marsh School**
- Click on Send Link
- Follow the final steps in the email you receive. Please note, your username is NOT your email address. Your username will be located within the registration email that you will receive.

Once you have completed the above steps and gained access to your account, you then have access to the parent area. Once in the parent area, you will be able to do the following:

- Receive smartphone messages (app only)
- Receive emails
- Newsletters from school
- Book parents' evenings
- Complete online surveys and forms (these could include school trip/club bookings)
- You will receive an email when there is something you need to complete, if you are logged into the app you will also receive notifications.
- You can access recent news/gallery/blogs/calendar items we have posted on the website.

We are looking to move over to the School Spider Parent app as soon as possible after the October half term break, so please can we ask that you activate your account as soon as possible.

If you are struggling accessing the new School Spider Parent app, please contact the school office on 01253 868451. We will also be holding in-school workshops to help assist parents with accessing the new School Spider Parent app. Dates for these will be sent out after the half term break.

Also attached is our School Spider Parent app guide for more information.

Thank you for your support with this.

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Guide to our app for parents & carers



School Spider allows you to receive and return information directly to and from the school. Receive instant messages, complete surveys, book your parents' evenings and report absences.

Select your school to get started!



How to get started

Once you have selected the school, you will see posts from the school website. Click parent dashboard to login or create an account. Create an account by pressing "create account" and enter your email address.

You must have your email linked with the school!

Take a look around...

See all action items on your dashboard

Click to respond or book for each child



Click the envelope to see your recent messages

Click these 3 lines to:

- Switch between areas
- Edit your profile
- Logout

DOWNLOAD NOW



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