



# St. John's Church of England Primary

*With God, all things are possible - Matthew 19:26.*

September 2023

## School Parent Portal

Dear Parent

As an Eco-friendly focussed school, we want to do all that we can to try and help look after our environment and the planet. Therefore, our aim is to send out the vast majority of any communication to you via electronic means. This means, that we will be communicating with you through email, text messages and through the parent portal which can be accessed via the school website or the school spider app.

By communicating with you through email, text messages and the school spider app, parents will be able to:

- Receive reminders of upcoming events at school;
- Receive letters and electronic permission requests (such as for trips & sporting events);
- Book parent evening or SEND (Special Educational Needs & Disabilities) clinic appointments;
- Complete surveys enabling you to share your opinions, thoughts & ideas;
- Make online payments for things such as dinners and school trips..

By downloading the School Spider app onto your phone or tablet device, it will make it a lot easier for you to keep up to date with what's happening in school rather than always having to go through your email or school website. Attached to this letter, are instructions for how you can download the school spider parent app and the benefits that it brings.

At the bottom of this letter, you will see some frequently asked questions that parents have asked. But if you do have any other questions or queries that are not answered, please don't hesitate to ask me either in person or drop me an email. [head@stjohnssandbach.co.uk](mailto:head@stjohnssandbach.co.uk)

Kind regards

Mr Rob Whittle  
Headteacher

## **Frequently Asked Questions:**

### **Will all parents receive login details from school spider?**

No.

If both parents reside in the same house as your child, then only the parent who is nominated as priority contact number one, will receive the login details. However, the login details are for BOTH parents and both are able to login in to school spider, either through the app or the school website.

For parents who DO NOT reside in the same house, they will receive separate login details with separate passwords.

Only parents with parental responsibility for the children will receive login details.

### **What if I haven't received my login details?**

If you haven't received any login details in an email from school spider, and you believe that you should have, then please email Mr. Whittle. His email address is [head@stjohnssandbach.co.uk](mailto:head@stjohnssandbach.co.uk)

### **What if you do not have an email address?**

If you do not have an email address, then you will need to speak with Mr. Whittle, who will be able to help you to login in using the school spider app. If you do have an email address but haven't yet given it to school, please email it to Mr. Whittle or call in at the school office.

### **I can't find our school on the School Spider App drop down list?**

There are many schools called St. Johns.

Our school is listed as 'St Johns Sandbach Primary School'

### **How do I book parent evening or SEND clinic appointments?**

All parent's evenings or SEND clinics are now booked using school spider. On the app, simply click on the tab that says 'Evenings'.

If you login using the school website, simply click the 'parents evening' tab at the top of the screen.

### **How do I give permission for my child to attend trips or join a club?**

If using the school website, simply click on 'Surveys and Forms'. If using the school spider app, simply click the 'surveys' tab.