

# HOLY TRINITY

## C.E. (VA) Primary School

Headteacher: Mr J Wood



21/01/2025

### **New School App**

Dear Parent/Carer,

Following a review of our parent communication app, we are delighted to inform you that we are moving to a new provider called Parent Hub. This is in response to the ongoing issues that our android users have been experiencing for several months, which Parent Apps have been unable to resolve.

Parent Hub will give new and additional functionality with benefits for all parents.

Our 'go live' date for Parent Hub is Monday 27<sup>th</sup> January. Please follow the details in this letter to ensure that you are set up for this date. We will no longer use or monitor Parent Apps after this date.

Please download the new app using the flyer on page 5 of this letter – we have also set out some further guidance below.

### **Setting Up:**

Once you have visited the App Store or Google Play Store and downloaded the app, you will be prompted to create your account using your email address (the one registered to school) and choose a password when prompted.

Enter your first and last name as prompted and click create profile.

We would suggest that you allow notifications so that you don't miss important messages.

Join Holy Trinity using the handle **@HolyTrinityOssett** and click 'Join School' when it shows you the page with the school details and Mr Wood as Headteacher.

You will be prompted to enter your mobile number for verification purposes – please ensure that you enter the mobile number that we hold for you in school. You should receive a 4 digit code by text, please enter this code when prompted.

The final stage of registration is to enter the date of birth for your child – you only need to do this for one child if you have several at this school, the app will automatically link siblings (if they are linked on the school registration system).

The app will then show you the channels that you are already following – we have added an example below.



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You're now following these channels at  
Holy Trinity CE Primary School:

### PRESET CHANNELS

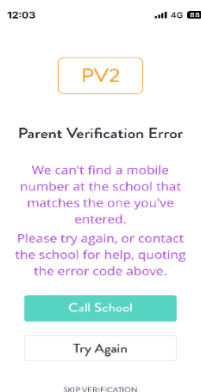
- Holy Trinity CE Primary School
- Class 4LT
- Year 4

OK

The channels are as follows:

- **Holy Trinity CE Primary School** – this is a general channel used for whole school letters and notices. This can be followed by any member of the family, provided they add the @HolyTrinityOssett handle – however, access for the Year and Class groups is restricted to those with parental responsibility.
- **Year Group** – this channel will provide you with anything sent out to your child's year.
- **Class** – this channel will provide you with anything sent out to your child's class.

If you receive the below error, please message [enquiries@holytrinity.wakefield.sch.uk](mailto:enquiries@holytrinity.wakefield.sch.uk) with your up to date mobile number and we will update your school record.



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## Key Information:

**Messaging School** – if you would like to send a message to the office or your child's class teacher, we will leave open a Message School chat which will allow a parent to send an incoming message.

An example of such messages would be:

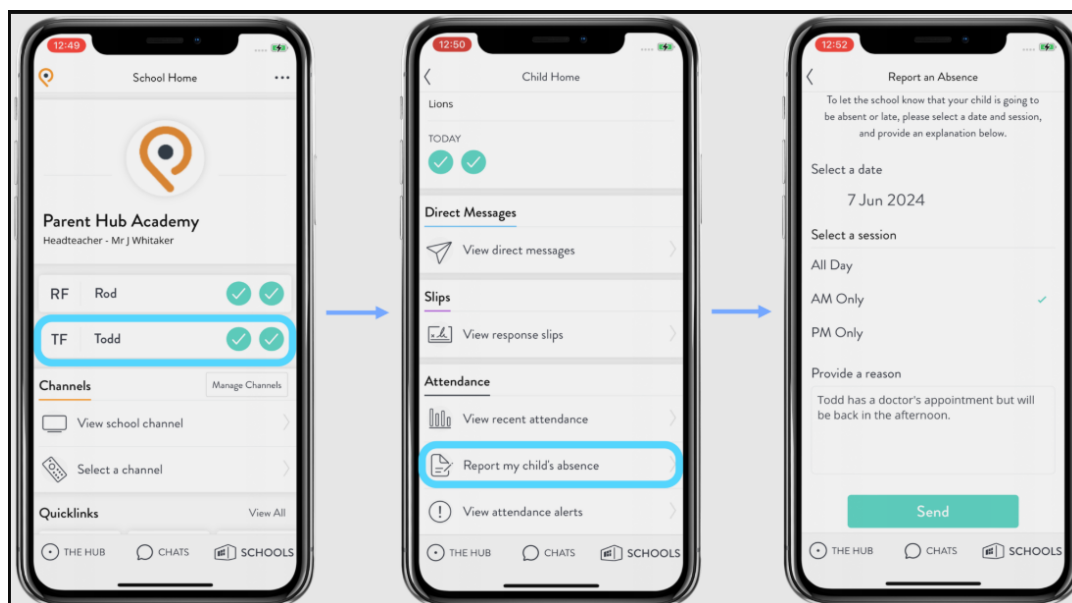
- letting us know of an early collection due to an appointment;
- advising that another parent is collecting your child on a particular day; or
- requesting a call back from your child's class teacher.

Over time, this 'Message School' chat will drop down your list of 'chats', therefore, you will need to use the search function (magnifying glass) at the top of the list of chats to filter to the open chat.



**NB** – this chat will be opened once all users are on the app which is expected to be on/around Monday 27<sup>th</sup> January.

**Absence Reports** – please use the function on the app to report absence, prior to 9.30am each day, or telephone our dedicated absence line on 01924 266543, Option 2. The following screenshot shows an example of absence reporting via the app:



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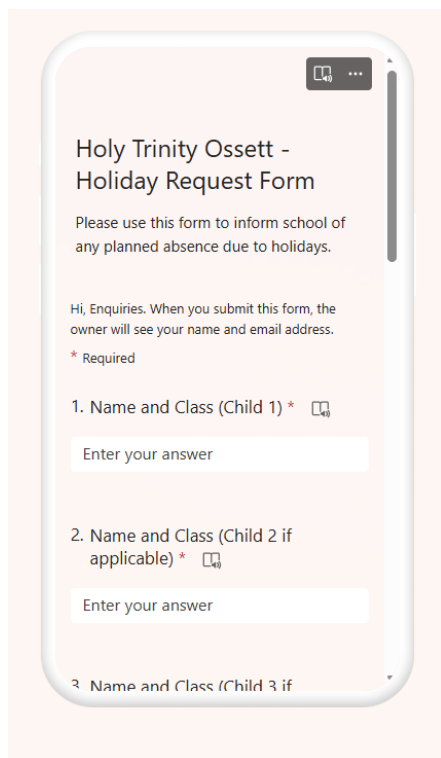
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**Holiday Requests** – these will be managed via Microsoft Forms – a link can be found here <https://forms.office.com/e/hSktQw5nP7> Or on our website under **Absence and Holidays**

When submitting a holiday request, the form will look like this:



The screenshot shows a mobile view of a Microsoft Form titled "Holy Trinity Ossett - Holiday Request Form". The form includes the following text and fields:

- Title: Holy Trinity Ossett - Holiday Request Form
- Instruction: Please use this form to inform school of any planned absence due to holidays.
- Introductory text: Hi, Enquiries. When you submit this form, the owner will see your name and email address.
- Requirement: \* Required
- Field 1: 1. Name and Class (Child 1) \* [Text input field with placeholder "Enter your answer"]
- Field 2: 2. Name and Class (Child 2 if applicable) \* [Text input field with placeholder "Enter your answer"]
- Field 3: 3. Name and Class (Child 3 if applicable) \* [Text input field with placeholder "Enter your answer"]

We thank you all for your support whilst we get everything up and running.

Yours sincerely



Jonathan Wood  
Headteacher



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## Holy Trinity CE Primary School

would like you to join their school on Parent Hub.

Just tap "Join a School" in the app and enter the handle below...

@HolyTrinityOssett

The Parent Hub app is FREE to download and use.



### What is Parent Hub?



Parent Hub is a FREE app that helps keep you up to date with what's going on at school. You'll receive messages, pictures, documents and newsletters, all in one handy place.

### Instructions for Parents



1. Download the Parent Hub app from your app store (iPhone or Android).
2. Create yourself an account.
3. Choose "Join a School" and enter the school handle (above).

Visit [www.parenthub.co.uk](http://www.parenthub.co.uk) to find out more

