**School App (Maged)**

**How do you know my mobile number?**

The mobile number used is the one provided to your child’s school as your main contact number.

**If I get a new mobile number, can I still use the app?**

Yes, just install the App and Sign In, using the same details you used when you originally signed up to the App.

**Does it cost me anything to use the app?**

No, the App is free to use.

**Is the App secure?**

Yes, all information processed via the App is end to end encrypted. Please remember, anyone who has access to your device can access the App.

**How current is the information I see on the app?**

The information you see in the app is up to date, however, if you have had the app open on the same screen for a long period we recommend that you refresh in case anything has been updated.

**What do you do with my information?**

Your mobile number and message data is stored on a secure UK server to ensure that you can receive messages and notifications from the school.

**Is my phone supported?**

The School App is supported on the following platforms:

IOS 10 and above (iPhone)

Android 4.4 and above

**Is it safe to receive messages in the App?**

It is just as safe as receiving regular text messages from the school. No one else can see the messages sent specifically to your mobile number and only the staff members at the school with access can see the messages sent to you.

**I have installed the app, but why don’t I receive text messages from the school anymore?**

Whilst the App is installed, the system will automatically send messages from the school to the App rather than as an SMS text message.

**Can I delete the messages showing in the app?**

No, the Messages section keeps a permanent record of all the texts that have been sent to you. The App allows you to see all of the messages sent to you from the school.

**Why don’t I get a notification when I receive a new message?**

If you are not receiving notifications, please check your phone’s notification settings and ensure that notifications are enabled for the School app.

**Why won’t messages load?**

Messages should load instantly but this can be affected by your Wi-Fi strength and speed that may slow things down. Messages will be displayed in the Messages section of the app. Any new messages will appear at the top of the screen but you can also scroll down to see messages that have been sent to you previously.

**Can I still receive messages even when I am abroad?**

As long as you have access to Wi-Fi or mobile data, you will receive messages in the app as normal.