



The Southwater Infant Academy

“Growing, Learning and Succeeding Together”

Dear Families

School Communications with ParentMail

We use PMX, ParentMail’s latest platform, to communicate letters etc. to our families.

Using ParentMail means you can easily pick up school messages on your smartphone by downloading the free ParentMail App on Android or iOS.

- Access ParentMail even when there’s no network connection.
- No need to search through your busy personal inbox for school messages.
- Instant access – no need to login to complete forms or read messages.
- In app ‘notifications’ help make sure things don’t get missed or forgotten.
- Helps preserve your data allowance.

To use the latest version of ParentMail all you need to do is verify your account. Once your child’s details have been entered onto our database you will be sent either an email from ParentMail. When you receive this, please just follow the instructions below.

If you have both a mobile number and an email address registered on your account, you will receive a registration invitation by text **and** email. You can decide which way you register – but you will only need to register once.

Mobile registration:

Please click on the link from the text message and follow the verification process. You will be asked to enter some details, answer a security question to verify who you are and to set a password for your account.

Email registration:

Please click on the link from the email and follow the verification process. As above, you will be asked to enter some details, answer a security question to verify who you are and to set a password for your account.

Please be assured that ParentMail is registered with the Information Commissioner and guarantees that all information you provide will be kept private and will not be passed on to any other third-party organisations.

If you would prefer to receive paper copies of all our communications, please notify the academy office in writing. Otherwise it would be much appreciated if you could register your account with PMX as soon as possible. If you have any queries with the process please contact the academy office.

Yours sincerely

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