



Throughout the information we give to you, you will see the word “ParentMail”.
This page gives more information about what this is and how you can use it.

What is ParentMail?

ParentMail is a communications and payment system from IRIS, that school uses. The company that created it are a trusted provider that many schools use – you may already have experience of using it from another school.

Why do we use ParentMail?

In our Home School Agreement, the school agrees to provide families with regular communication on a range of matters. We ask that you engage with communication sent out by us. This helps to maintain the working partnership between home and school to support your child’s education.

As most people have mobile phones and use email, paperless methods are the most effective ways of sharing information. Sending a message to your mobile phone or email is the quickest way to share urgent information such as if the crossing warden is off sick or school is closed because of snow. In addition, ParentMail helps to save on photocopying costs and reduce waste – so it is better for the environment too.

The other function of ParentMail is online payments. This enables you to pay for school dinners, trips and other events using a credit or debit card or PayPal account. It is a secure system which enables you to track payments and balances.

How do I access ParentMail?

The easiest way to use ParentMail is to download the app onto your phone. Once your child has started our school, we will send you a link by text to set up your ParentMail account. You cannot set up your account without the link we send you. Please click on the link and follow the instructions. You will be asked to enter your child’s date of birth, your email address and then create a password and PIN number. The app can then be downloaded from your usual app store – search for ParentMail. If you need any help with setting up your account, please talk to one of the staff in the school office, they will be happy to help you.

What type of communication will I receive?

We will keep you informed of important dates and events through our fortnightly newsletter and also through emails and forms. When you receive information about dates and events, it is helpful to add them to your phone or family calendar so that you don’t miss anything. Forms are often used to request permission for something, such as a school trip. When you receive a form, we ask that you complete and submit it as soon as possible.

How often should I check ParentMail?

If you are using the app, please keep an eye on emails regularly and especially look if you have a notification that something new is there. Once you have finished with a message, you can delete it.

How do parents and carers communicate with school?

This system is the main way we will communicate with you. It is, however, a one-way system as you are not able to text or email us back on it. However, please submit forms on ParentMail and there is a facility to message us about your child’s absence. For any other matters, you can come into school, phone us or email us at enquiry@wlprimary.co.uk

We are always here to help you so please don't hesitate to get in touch.

We look forward to working in partnership with you.