

Millhouse Primary School & Nursery

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Millhouse
Primary School and Nursery

Headteacher: Mr G Allen

26th November 2019

Dear Parents / Carers,

Re: 'Studybugs' – reporting your child absent

As you will have seen from our email yesterday, we have introduced a new way of reporting pupil absence. We are now using a program called 'Studybugs'. This is mobile app based program which links directly with our register systems in school. This system is already up and running and will replace the need for parents to call the school to report an absence. To download the app, please go to <https://studybugs.com/about/parents> . It is a very simple and secure app to use (details of privacy notices and security can be found at www.studybugs.com/privacy)

Here are a few tips and details about using it:

- If your child was at another school previously that used it, you may need to change the school your child is linked to.
- It helps us if you use the same email address we have for you in school when registering on the app (otherwise it may not sync with our systems). If you have changed your email address, please let the school office know.
- The app works in partnership with Public Health England to support parents when their child is unwell by giving parents advice on how to treat or manage their child's illness.
- Please be specific when reporting absence so that the correct advice can be given and the correct code is entered onto the register.
- If no advice is given then generally it is expected that your child should be in school.
- Absences due to illness can be reported as well as absences for other reasons (please choose the correct option when messaging).
- If we do not receive a message from a parent, we will send a message via the app to ask for a reason for the absence. This will show as a notification on the app as well as an email.
- If your child is absent for more than one day, you will need to report each day's absence via the app.
- Please do not use this app to send messages to the school office, it is currently for reporting absences only and the office staff are not the people who monitor it. Please call or email the school office for any other messages.

As from Monday next week (2nd December) we will not be using the telephone message service for parents to report absences so please make sure you download the app this week.

If you have any questions about this, please come and speak to us and we will try to help you.

Kind regards,

A handwritten signature in black ink, appearing to read 'J Haken', written in a cursive style.

Mrs J Haken
Deputy Headteacher

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