8 November 2018

Dear Parents and Carers

Receiving GroupCall Emails

As you know, we use the GroupCall email system to communicate with parents on general School matters. We have noticed that some GroupCall emails are not being delivered to some parent contacts. This may be because of email providers such as BT Internet or Hotmail blocking email addresses that may once have been identified as spam – even if right now there is no email from Rickmansworth School in the spam, junk or clutter folder in question.

School letters issued on GroupCall are also posted on the website http://www.rickmansworth.herts.sch.uk/752/parents-and-community/parents/letters and listed in the Head’s Weekly Message; however there may be letters of a more private nature that are not posted or listed, so it is important that you receive GroupCall emails.

It may be that you no longer wish to receive communication from us – for example, if you are a secondary contact and the primary contact deals with all School administration. In this case, we can stop GroupCall emails for you. Please bear in mind if you do this, you will not be able to sign any online reply slips for your son/daughter and you will need to contact us if you wish to reinstate GroupCall communication.

To ensure you can still receive email communications from us, we ask that you follow these steps:

- Check on Progresso that the email address we have for you is still correct. Do this via the ‘Manage Profile’ button in the top right hand side of the screen
- Add the email address 9195400@groupcallalert.com as a trusted email address in that email’s address book
- Check that you receive the GroupCall email “Head’s Weekly Update” which is normally issued on Thursday afternoons. This is sent to both parent contacts, where email addresses have been provided.
- If you have not received a “Heads Weekly Update”, it may well be that your email address is still blocked, in which case you need to contact us at admin@rickmansworth.herts.sch.uk.

Please remember that it is the parent/carer’s responsibility to let School know of any changes in personal details such as email addresses, home address and emergency contacts. You can update these yourself in Progresso in the ‘Manage Profile’ area. It is also your responsibility to ensure you update the School of any change in your son/daughter’s medical condition; this can be done by contacting the School Welfare Assistant.
If you have any queries, please email admin@rickmansworth.herts.sch.uk to log your concern.

Yours sincerely

Mrs J Chasseguet
SLT Administrator