



3 February 2022

Dear Parent/Carers

I am writing to update you on our home school communication system, Kinteract. Firstly, I would like to apologise for the number of issues that have arisen with parent/carers logging on to the system and getting the app working. We have been working closely with Kinteract for the past two months and they assure us that they have managed to solve the following issues:

- Password reset button is now live on the Kinteract for both Android and Apple with the latest version being 1.22.1
- Removed the 'accept' banner on the top of the app which a user needed to click when they first sign in as this was giving false login statuses
- All parents will be sent an invite to have notifications turned on for the mobile app
- Kinteract will also let school know if any parent/carers emails do not get sent and bounce back to their mail server.

Parent/carer invites will be sent to your email address today. If you have already activated your account and the app is working for you, no action is required.

I would also like to reassure you that as a school we have continued to print and send all letters home, we have added letters to our website news section and communication via text has also been in place. The hope is that moving forward the Kinteract activation emails sent today will work smoothly and you will be able to log into the app without any problems. If you do have any issues, please email [parentsupport@forestway.leics.sch.uk](mailto:parentsupport@forestway.leics.sch.uk) and we will respond as soon as possible and if needed pass the concern on to Kinteract immediately to resolve.

Thank you for your patience and support as we continue to resolve the issues with Kinteract. The hope is that all home/school communication can run smoothly from one platform, making it easier for everyone.

Your faithfully

Sarah Wallace  
Deputy Headteacher

