How to set up Groupcall Xpressions

When you are ready to set up your Xpressions login make sure that the mobile phone number that you have recorded at the school is switched on.

1. Download the Xpressions app

2. When you have installed the app, open it and enter your email address then click 'NEXT'

*All personal details will be taken from the school records, so **the information you provide** needs to **match what they have on file**. If you are unable to enter details successfully you will need to speak to your school office. If you are sure you have entered information correctly but you still see an error message, it is likely that the school records are incorrect so please contact your school.*

3. *Enter your mobile number and click 'NEXT'*

When you have entered details correctly you will receive a text message to your mobile phone containing a 6 digit code.

4. *Enter the code on the screen and press 'LOGIN'*

If you do not receive a code, use the 'Resend Code' function. However there can be delays due to mobile phone providers and other factors outside of the control of The Xpressions app and the school so please wait for at least 5 minutes and ensure you are in an area with mobile phone coverage.

Where does the Xpressions app get my contact details from?

Every school has a software system called a Management Information System (MIS) which stores information about students. It contains personal details including: contacts, attendance, assessments and examinations information as well as attributes such as achievement and behaviour.

You can think of this like a giant electronic filing cabinet with 'records' for each child. At least once a year you will be asked to check and update the information the school holds in this electronic filing cabinet. It is essential that these are correct at all times in case the school needs to contact parents in an emergency.

The Xpressions app uses contact details stored in the school **MIS ONLY**. Please remember that if you change any contact details it is essential you notify the school. If you have changed your phone number or email address recently, or since the annual check, make sure school records are updated.
Your school will have a standard process to keep records correct so, please contact your child's school if any details need amending.

Security

It is essential that we can confirm that the person completing registration online is the person the school has invited.

The Xpressions app relies on correct contact details in the MIS to allow parents to log in securely. There are two things we use to confirm details;

1. Your email address (used as your login/username).

2. Your mobile phone number (used to send a verification code by SMS [text]).

Remember it is important that this information is correct in the school system.

Further Information

http://parents.groupcall.com/faqs/