

**The School App will be the first form of communication with parents. If parents are having issues with their school app, please uninstall and then reinstall. If the problem persists, please contact the app supplier as below:**

## **Customer Support and Service**

For customer service, please email [support@edtap.com](mailto:support@edtap.com)

If you are reporting an issue, please provide as much information as possible as this allows us to more quickly resolve issues.

Please include the following information (as possible and appropriate)

1. Your name and contact number and a contact email address.
2. The name of the app.
3. A summary of the issue or service request
4. What does the issue/service request relate to (e.g IOS App, the Android App, the Parental Portal, the Administrative Dashboard)
5. For issue/requests relating to apps, please provide a screenshot of "About App" screen as this provide us with key diagnostic information.
6. or issue/requests relating to the administrative dashboard, the type of browser that was used (e.g Chrome, Firefox, Safari).