



Hughenden Primary School
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4th November 2014

Dear Parents,

We have recently been experiencing a lot of issues about receiving emails sent from Eschools. Having looked into this with the customer support team they have recommended to take the following steps.

1. Check that emails from Eschools are not being sent to a Spam/Junk inbox.
2. Ensure you have verified your email address with Eschools. (An email would have been sent to you after you logged on for the first time. Click the link to confirm your email address.)

On Thursday 6th November we will be sending out a test email, in the morning, from Eschools to assess who is having problems receiving the emails. If you find that after following the steps above and you have not received anything from school, please contact the school office.

We apologise for any inconvenience this has caused.

Kind Regards

Sarah Leighton