

Frequently Asked Questions:

Q: I have downloaded the app but it has not linked me to any pupils?

A: Please check that the school has the correct mobile number and email address listed for you by emailing datamanager@bayhouse.gfmat.org. If you have provided the school with 2 mobile numbers (work and personal mobile), please note that the number you are registering on to the app must match the main contact number the school has on record for you otherwise you will not be able to access your child's information

Q: My contact details have changed – what do I need to do?

A: You will need to notify the school immediately for a change of details. If this change includes a change of mobile number and email address, you will need to uninstall and reinstall the app ensuring that you register with your new information. Please note – updates can take up to 24 hours to process

Q: Both parents would like to receive all information sent out from the school

A: All of our school communications are sent to contacts with 'parental responsibility' (PR). This includes MyEd in app messages, emails and SMS messages. If a parent is recorded on our system as having PR but they do not live with the child, they will still receive the information (unless we have been instructed otherwise by the parent directly)

Q: My child would like access to the app

A: Unfortunately, the app is for parental use only. Please do not allow your child to download this on any of their devices as they will not be able to access any of the information. Pupils have been made aware of this.

Q: I have an issue/problem with the app – who do I contact?

A: Please send an email to datamanager@bayhouse.gfmat.org or contact your child's year office who will pass your concerns on to us. Alternatively, please log on to <https://www.myedschoolapp.com/> and complete the 'Contact Us' section

Q: I haven't downloaded the app and I am not sure how to do this?

A: Please visit <https://www.bayhouse.hants.sch.uk/parents-and-carers/myed-app> where you will find a variety of information regarding MyEd. Alternatively, you can contact us directly via datamanager@bayhouse.gfmat.org and we will be happy to assist you

Q: Is my device compatible with the MyEd App?

A: The only device that we are currently aware of that is not compatible with MyEd is a Windows Phone. It can be downloaded on all other smart phones and android tablets

If you are yet to download the app, we would encourage all parents/carers to do this in order to give you instant access to data regarding attendance, behaviour, achievements, online pupil timetable, progress data/reports (uploaded termly). You are also able to use the free messaging service within the app to notify the school of any absences and for your convenience, there is also a link to the school's online payment system plus a variety of other school information.

For any further questions, please contact datamanager@bayhouse.gfmat.org