

FOXHILL PRIMARY SCHOOL



Headteacher - Mrs S Thomason

Dear parents,

A few parents have said they have stopped receiving texts. Please read the information below from the communications team.

The Delivered status against an SMS message sent from Teachers2Parents indicates that the receiving service provider has confirmed they have the message and are sending it to the end recipient's handset.

The two most common reasons for a parent not receiving an SMS message showing as Delivered in T2P are either that their handset is set to block calls/messages from withheld numbers, or that the messages have been flagged as spam.

In the former case, we recommend that the recipients ensure their handset is set to allow messages from withheld numbers- this is more commonly an issue with iPhones.

In the latter instance- more common on Android phones- the recipient can access their spam folder by going into their SMS messaging app, then going into the Settings option at the top-right of the screen and selecting "Spam And Blocked". If your messages are listed here, then the recipient should mark them as Not Spam so the app can learn that they are legitimate messages.

Kind regards

School Office