

Groupcall Xpressions app FAQs

Getting Started

[Can I use Xpressions on my smartphone/tablet/media player?](#)

Currently, the Xpressions app is only supported by Apple and Android devices. Unfortunately, it is unavailable on Windows devices, but this is hoped to follow soon.

[Can I use Xpressions on my Laptop or Desktop computer?](#)

Not at present.

[I'm being asked for a password but I have not set one and I am not able to use the 'Forgot Password' button. What is wrong?](#)

If you have entered your email address into Xpressions and are immediately asked for a password, but do not have one (or cannot remember what it might be) it is most likely that Xpressions does not recognise the email address as being a valid one from the school with which you are associated.

You may also have clicked the 'Forgot Password' button and been told that there are "No password recovery methods for this login". This is also indicative of the email address being unknown to Xpressions/your school.

To rectify this issue, and access your child(ren)'s information simply speak to your school's office and confirm/update the email address and mobile number they hold for you. Please note, it may take 24-48 hours for any updates to be entered and to synchronise due to the way school's admin processes operate.

If you have children from multiple schools that also use Xpressions, be sure to confirm/update the information with each one so that you can see information from all schools.

My Account

[Can another person have their own login details to access my/our children's information?](#)

Your personal login shows you details of children (and their schools) for which you have parental responsibility (PR) as legally granted and recorded in the school system. Schools have a legal and statutory requirement not to breach confidentiality by ensuring information about children is only displayed to people with parental responsibility.

- The Xpressions app only shows those people that have current parental responsibility for a child. This is a legal requirement.
- Anyone who has PR will be allowed to see the child(ren) and will have the option to setup their own account/login details.
- This means that several people in a family could have Xpressions accounts. This could be across a split or separated family where the adults do not live together. The key is the school system having PR marked against a contact.
- We do not recommend shared logins are used.
- Anyone who does not have PR, such as a grandparent or other family member, will not be able to have a login of their own, however you can show them information on your device when you are with them if you would like to.
- Anyone who may at one time have had PR, which has now been rescinded, will not be able to see the children for which they once had access.
- If, for example, the child's father had PR and signed up for an account and then later had PR rescinded by a court, their login to Xpressions would still work, however they would not see the child for which PR has been removed. This may mean they see a blank app once logged in.

- In the case of a change to PR, you should make sure the school are advised so that the school filing system can be updated.
- In all cases, the school system must reflect the current arrangements for parental responsibility to ensure that Xpressions has access to the correct information and access rights.

Can I use my login on multiple devices?

Yes. Simply download the app to any supported devices and login!

You should make sure you can control access to any devices on which you install the app; make sure you balance convenience with security and logout of any devices that you don't use regularly.

I have an account across multiple schools; who do I contact regarding an issue with my account?

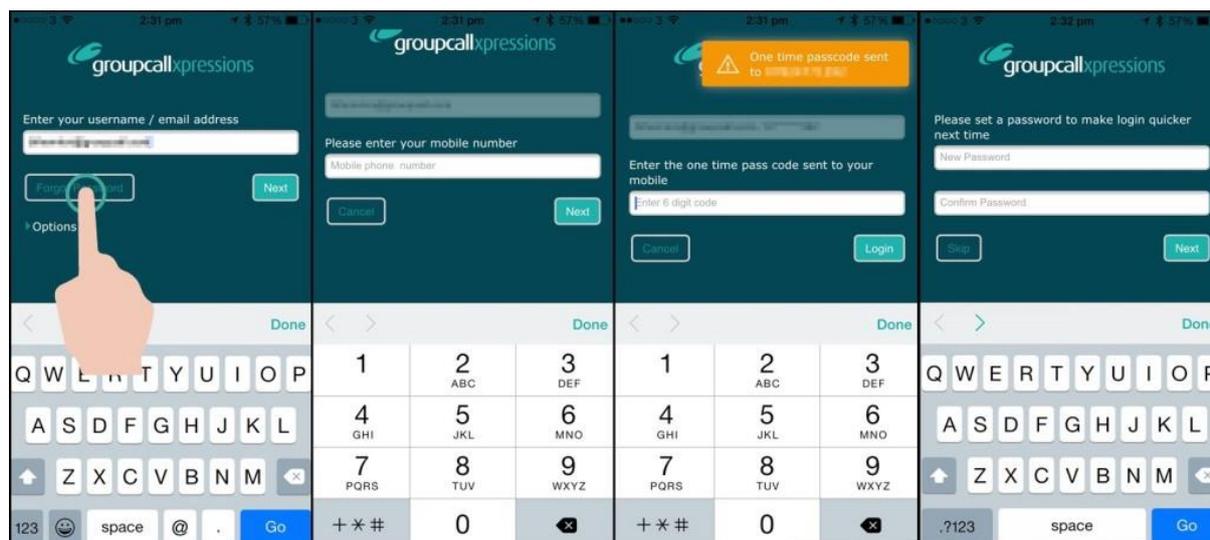
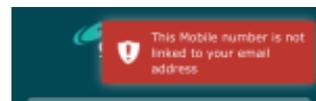
If your issue relates to a specific child you should speak to the school at which that child is enrolled. Any information relating to a specific child is controlled by the system at their school.

However, any of the schools associated with your account can help. Just speak to the school office and explain your issue. If necessary they have access to a support line where they can go for advice. If one school is unable to help, you could always try another; just make sure you explain clearly what the problem is!

I have forgotten my password; how do I reset it?

From within the Xpressions app;

1. Enter your email address
2. Click on 'Forgotten Password'
3. Enter your mobile number
4. A code will be sent to the phone number entered above. If you enter a phone number not linked to your email address in the school, you will see an error message. Be sure to enter the same mobile number as the school has on file for you.
5. Enter the code
6. Enter your new password once then a second time to confirm it.
7. Set a passcode to secure the app. You will be automatically logged in and able to use the app again.



From a web browser;

1. Go to <https://login.groupcall.com>.
2. Enter your email address.
3. Click on 'Forgotten Password'.
4. Enter your mobile number
5. A code will be sent to the phone you entered above. If you entered a phone number not linked to your email address in the school you will see an error message. Be sure to enter the same mobile number as the school has on file for you.
6. Enter the code.
7. Enter your new password once and then a second time to confirm it.



[I have more than one child – can I have a single login?](#)

If your children are all at the same school then you will see them all automatically under the same login. Click [here](#) to troubleshoot.

If your children are at different schools that subscribe to Xpressions, you will see them automatically as long as your email address and phone number are recorded as being the same in all schools.

Ensure you update your contact details if they change at all connected schools

[I have changed my email address/phone number; what should I do?](#)

If you change your contact details you should update the school as soon as possible. Until you do this, the Xpressions app will not know about the changes and you may therefore be unable to access the app or receive messages.

Be sure to advise all schools that use Xpressions so that there is no conflict between them causing interruptions to your Xpressions account and associated information.

[What happens to my Xpressions account when one or all my children leave school?](#)

The visibility of children in your account will depend on a number of factors once they have left school.

Within 24 hours of the school marking a child as no longer enrolled with them in their filing system, that child will disappear from your Xpressions app/account. If your app/device is offline the child will remain visible until you logout or go back online.

If you have other children in the same school, you will still see the school information. If your last or only child in a particular school has left, you will still be able to login, but you will not see any icons (such as calendar etc).

Your account will remain enabled until you ask the school to delete it. This means that if, for example, your child leaves primary school and goes to a secondary school that also subscribe to Xpressions, your child will re-appear in your account.

Two-Way Messaging

Can I send messages to the school(s)?

Yes! There are several ways you can contact your school.

If the school have sent you a message that requires a reply, you can send one right from the timeline as soon as you receive it, or at a later date if you need to. Please note that the option to reply will only be available if the school have requested a reply, such as in the case of an absence message as shown to the right.

To send a reply, simply;

1. Tap the box that says "Write a reply..."
2. Type the message you want to send.
3. Press return on the keyboard to send your message.

If the school have sent a message that is for information only, you won't be able to reply to that message – this helps save the schools' time.

If you want to send the school a message you can text or email them using your tablet or phone as normal.

Can I attach files to messages I send from Xpressions?

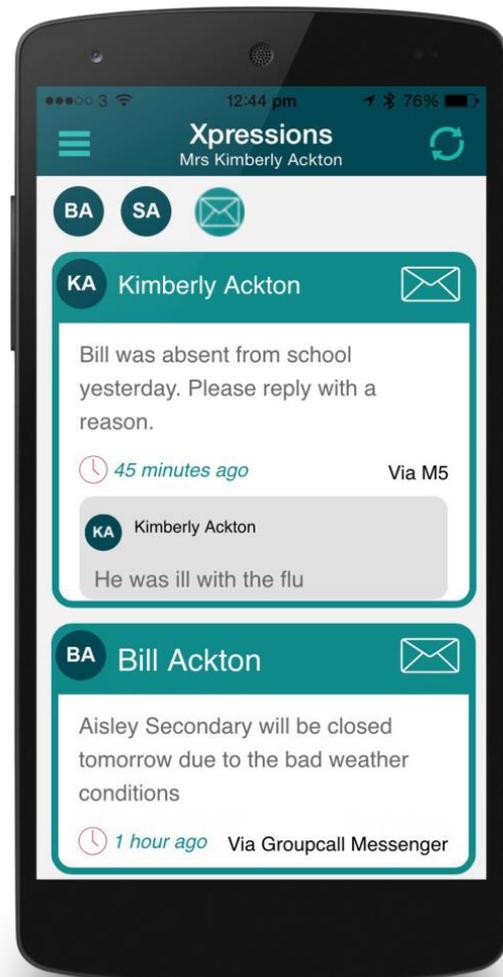
The only type of message that supports attachments is email. Sending an email to the school from the Xpressions app is the same as sending an email directly from any other email app.

Is there any charge to me if I send messages to school from inside Xpressions?

There are 2 types of message you can send from the app to the school; 'Email' and 'Reply to an Xpression'.

Sending either type of message is free, however it does require the device to have an active Internet connection. In the case of email you to have a valid email account configured on the device.

An Internet connection may be chargeable by your mobile provider or Internet Service Provider. This is the same for anything you may send from your device, regardless of whether it originates from Xpressions or not.



Using the App

Can I still use Xpressions outside the UK? For example if my work sometimes takes me abroad or when I am on holiday.

Xpressions relies on an active Internet connection to get data from your school. Wherever you have access to the Internet, you have access to the information in the Xpressions app.

You should be aware however that any Internet access that is not included in your mobile data allowance can be chargeable by your mobile provider. This includes roaming on networks outside the UK.

How quickly is information passed from the school to the Xpressions app?

The information in the Xpressions app is not 'live'; it is however updated regularly. How regularly depends on the type of information being accessed;

- Attendance data - updated hourly.
- Student names/registration group/house etc. - updated nightly.
- Parent contact information - updated nightly.

Internet access is required on the device running the app for the information updates to be received.

I can't see all of my children in the app. What should I do?

Only children in a school that subscribes to Xpressions will show in your app. If you have children in different schools, they may not show.

If all your children are in the same Xpressions subscribed school then it is possible that the school filing system does not have you linked as the parent of multiple children correctly. You will need to speak to the school.

If you do not have legal parental responsibility for all your children then the school cannot show you any children for which you do not have PR.

I'd rather not use my mobile network to download data to Xpressions, is it possible to set it to only sync when linked to a Wi-Fi connection?

Whilst Xpressions uses very little data, depending on your device you may be able to restrict its use to Wi-Fi only.

This can be done from your device settings for an Apple device running iOS 7+;

1. Open the 'Settings' app.
2. Tap 'Cellular'.
3. Scroll down to the list of apps.
4. Turn the slider to off (grey) for Xpressions.
5. The app is now blocked from using your 3G/4G connection.

Other iOS versions may differ. There are many resources available online to assist you.

For Android devices you will need to install a third party app to allow you to achieve this. There are many resources available online to assist you with this.

The school are sending me messages but I keep missing them. What is happening?

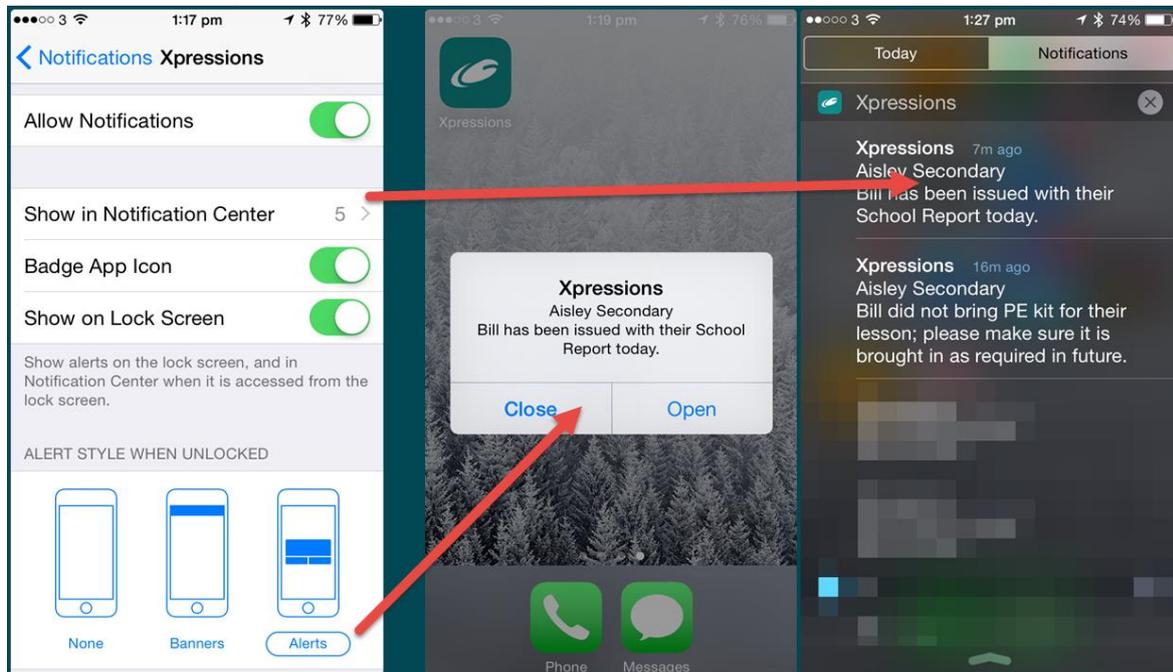
When a message is sent to you it will appear in the Xpressions Timeline. Whether or not you receive a notification alerting you that a message has been received will depend on your device.

Apple iOS Devices;

You can configure the behaviour of notifications on Apple devices. The below indicates the best way to ensure you never miss a message, however you may wish to alter this to suit your own circumstances

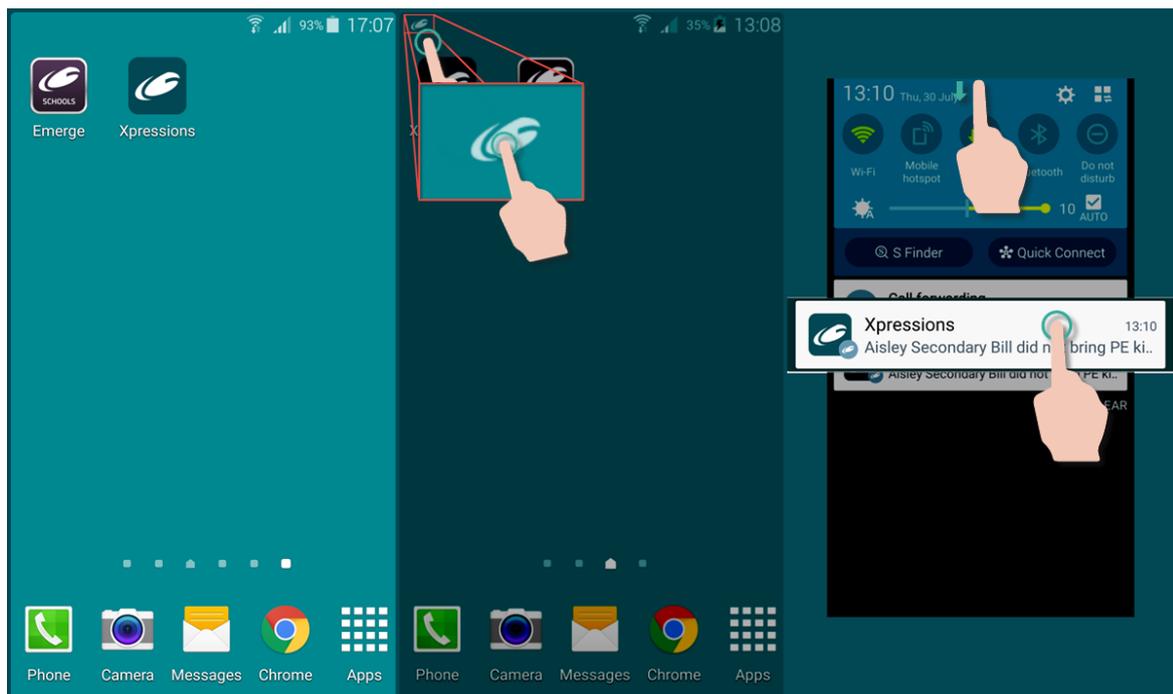
Open your device's settings;

1. Open the 'Notifications' section.
2. Scroll to find the Xpressions app.
3. Ensure 'Allow Notifications' is on.
4. Set 'Show in Notification Center' to at least 1 or greater.
5. Ensure 'Badge App Icon' is on.
6. Ensure 'Show on Lock Screen' is on.
7. Set 'Alert Style When Unlocked' to 'Alerts'



Android Devices;

It's not possible to configure the behaviour of notifications on Android devices directly. You may be able to get a third party app that does allow this however. By default Android devices will display an icon in the top left



corner indicating there is a message waiting for you. From here you can open the Xpressions app and read the message.

There is some information in the Xpressions app which concerns me – who do I contact to discuss this?

You need to speak to the school from which the information originates.

There is some information in the Xpressions app which is not correct – who do I contact to discuss this?

You need to speak to the school from which the information originates.

What should I do if I lose a device which has the Xpressions app on it?

Before you lose a device...

The Xpressions app can be secured with a PIN code that is independent of any other codes set on the device. We recommend you set one when you initially login. This can be done at a later date by clicking the padlock icon in the upper right corner of the Xpressions app home screen and entering a 4 digit code.

Apple and Google both provide services that are designed to either help you find a lost device or remotely erase it should it be lost irretrievably. There are also third party solutions available.

- Apple's "Find My iPhone" service is built in to every Apple device that supports the Xpressions app.
- Google's "Android Device Manager" is available on the majority of devices that supports the Xpressions app.

If a device has already been lost...

1. You should change your Xpressions password. See above 'Reset Password' FAQ.
2. You should make use of any Apple or Android service with which you are registered that can locate or erase the data held on your device.
3. If you are unable to do the above and you are still concerned about the data on a lost device, you can speak to your school who can disable your account. This can take some time to become effective on the lost device and so should only be used as a last resort.