



## THE MOUNTBATTEN SCHOOL

Summer 2022

Dear Parent/Carer

Two years ago, we introduced 'epraise' for parents, students and staff. Epraise is designed to improve student engagement and motivation and to support parental involvement. Students have been very positive about how they can now track their own house points, including the 'getting it right' points for good behaviour (no demerits), 100% attendance, not being late to school.

Students have an individual epraise account that they can access using their school Google account details. They can download the epraise app for their phone or tablet to find out how many house points they have been awarded, along with the subject and the teacher that gave them to them. They can also see when they have been given a sanction and where they need to attend.

We have listened to a number of parents who have told us of their struggles to keep track of our communications over a number of different formats. Consequently, we are going to communicate all house points, support sessions and sanctions solely via epraise from September.

Parents also have an epraise account. Previously we have sent out invitations **using the email address that you have given us in the past**. You should use that email address to access your account and create your own username.

Once logged in to epraise, you may find these resources useful:

- The parents' guide from epraise, which is here:  
[https://epraise.co.uk/index.php?view=guide\\_parent](https://epraise.co.uk/index.php?view=guide_parent)
- A getting started with epraise video which is here:  
<https://www.youtube.com/watch?v=QRpIdNYk1NE&feature=youtu.be>
- A link to a video I made for students, which you may also find helpful.  
[https://drive.google.com/file/d/1zCagCMuQdRIGW5F3AD2CRBY8GimmpW\\_9/view?usp=sharing](https://drive.google.com/file/d/1zCagCMuQdRIGW5F3AD2CRBY8GimmpW_9/view?usp=sharing)

If you have any questions regarding epraise, please contact your child's head of year in the first instance. For any technical issues, please see the contacts mentioned on the FAQ sheet overleaf. I hope you find the system as helpful and exciting as we do!

Yours sincerely

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Assistant Headteacher

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## Frequently asked questions

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**Q:** Do I **have** to have an email address in order to access my epraise account?

**A:** Yes.

**Q:** I don't have an email address and I don't know how to get one. What can I do?

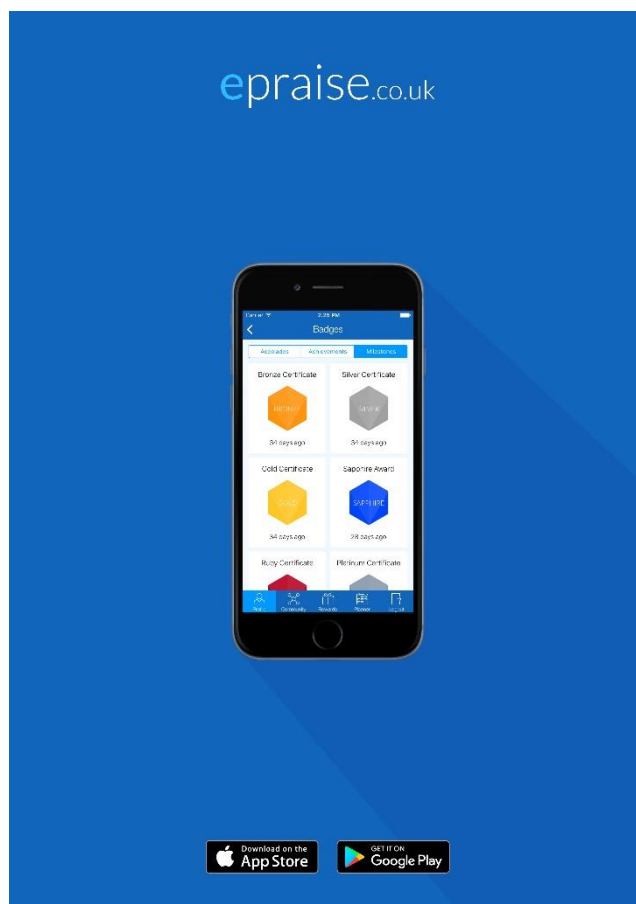
**A:** If you are not sure how to do this and asking Google or your own child doesn't help, please contact our reception on 01794 502502. Our very friendly IT support team will give you a call to take you through the process.

**Q:** My email address has changed and it's different from the one I gave you before.

**A:** Please contact us on [itservices@mountbatten.hants.sch.uk](mailto:itservices@mountbatten.hants.sch.uk) so that we can update your details and send out a new invite using the new email address.

**Q:** I have an email address but I haven't received an epraise invitation.

**A:** Check your Junk or Clutter folder first. If it's not there, it will probably be because the email address we used is not the one you currently use. Please contact us on [itservices@mountbatten.hants.sch.uk](mailto:itservices@mountbatten.hants.sch.uk) so that we can update your details and send out a new invite using the new email address.



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