8 September 2022

Dear Parents/Carers

We are aware that not all parent/carers have had access to the MyEd App previously and would benefit from guidance on getting started. Please find below some instructions to assist.

How the MyEd App can be downloaded by a parent/carer The MyEd App is available for both Apple iOS and Android devices and can be found using the links below:

Step 1 - Go to your App Store

Step 2 - Search for MyEd

Step 3 - Download the Free app

Once the parent/carer has installed and opened the MyEd, they should allow the request for notification and then search for your school name and then complete the fields presented - name, mobile number and email address, and tap the Link Account link. A security code will be sent to the mobile number given. This security code should be input in the relevant field on the App and the Create Account link should be tapped. After a short period of time the parent/carer will then be able to see and access the public - facing buttons on your App.

Overnight, Iris Education - also referred to as Keep Kids Safe or PS Engage, will check that the mobile number given by the parent/carer matches the number attributed to a priority one – P1, in the school's MIS system, if this number is correct the parent/carer will be able to see the relevant child/children on the My Students button on the App. If this number does not match and/or is not attributed to a P1 in the school's MIS then the parent/carer will not have access to this area. If you cannot access the MyEd please call the school to discuss.

The following are links to the MyEd App

Apple iOS App: -
Click here for the Apple version

Google Android App: -
Click here for the Android version

Or watch the video by clicking here

MyEd App - How the MyEd App deals with multiple students for the same parent/carer.

If a parent/carer has more than one child in your school and the parent/carer taps the My Students button, the names of all of the children, that they are responsible for, will be listed.

The parent/carer taps on the name of the relevant child and MyEd will show the details pertaining to this child.

Please Note: Once a parent/carer has downloaded the app and connected to a school they are immediately able to start communicating with the school, and receive useful information regarding your child/children.

We hope this information is useful

Yours sincerely

Denefield Admin Team