

NORTH POINT SR. SEC. BOARDING SCHOOL (ARJUNPUR / RAJARHAT/ BOLPUR BRANCH)

IMPORTANT NOTICE REGARDING SCHOOL MOBILE APP AND PERSONAL DETAILS

Dear Parents,

Hope you all are doing well and are safe in this pandemic crisis, and we pray that we shall sail through this crisis at the earliest.

Starting with School mobile app, all Parents are required to mandatorily download the school mobile app and login using the user id and password sent to them in their registered mobile number and check the profile, and incase anything needs to be changed then they can send us change request through email. Though many parents have downloaded the school app and using it, however many haven't probably due to non-receipt of user id and password. The **User id and password** has been sent to everyone through SMS in the month of April 2020, but some may not have received due to change in their mobile number which was not updated to school.

In above context, we would further like to bring to everyone's kind notice that though we are receiving email communication from parents and our team are trying their level best to provide all kind of support and resolution especially in case of User id and password for School mobile app. However it is seen that many parents are sending emails from **multiple unregistered email ids** asking for user id and password for school app or any other school related communication, and also in some cases the requested are made to us to send user id and password in certain **mobile number which is also not registered** in our school database.

In view of the above, it our request to all the parents to send emails or communications from registered email address or mobile numbers provided during admission. This shall enable us to ensure confidentiality of personal details of them and their wards is maintained so that it doesnot go in wrong hand. It is also requested that parents to use only the mobile numbers or email address available in school database for official communication.

Kindly be apprised that under no circumstance, school shall entertain any mails or communication from unregistered email id or mobile number especially pertaining to School app. Please donot request for user id and password over phone. The School shall provide important notification through **Website, SMS, Email, and mobile notification**. Hence all are requested to keep a tab on these options made available to them on regular basis.

Those parents who wish to change their email id and mobile number in school database, may please give the same in writing and submit to school office, and the same shall be updated in the system. No telephonic requests shall be accepted in this regard.

Another clarification, it may be noted that School mobile app is not meant for any online classes. For that parents need to access School website which is npsbs.org.in.

Regards,

(Admin Dept.)