



Friday 8 November 2024

Dear Parent/Carer

Student Access to the G4S APP

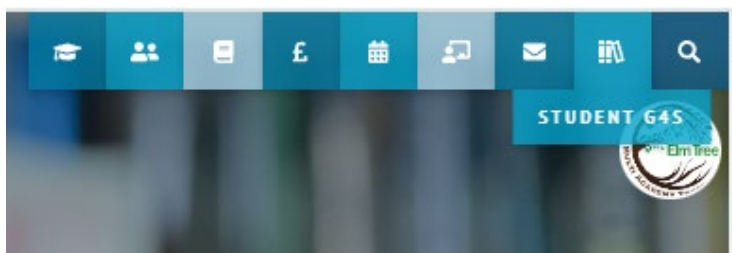
We are aware that some students may have experienced issues when trying to use the G4S APP, after investigation this seems to have been caused by the incompatibility of students Microsoft single sign on. Thank you to parents and carers who have notified the school, we apologise for this issue and have now created a work around below.

In order to use the G4S APP, students must use their school email address and then must set a new password. The instructions below will help students to be able to set up their password so that they can access the G4S APP, which will support them in monitoring their rewards and any homework set by teachers.

Before students download the G4S APP to use on their phone or any other device (e.g. Ipad) they will then need to create a new password to log on to the APP with. The steps below explain how to create a password for the first time, once this has been done students can log straight on to the APP using their school email address and their new password.

Steps to set a new password:

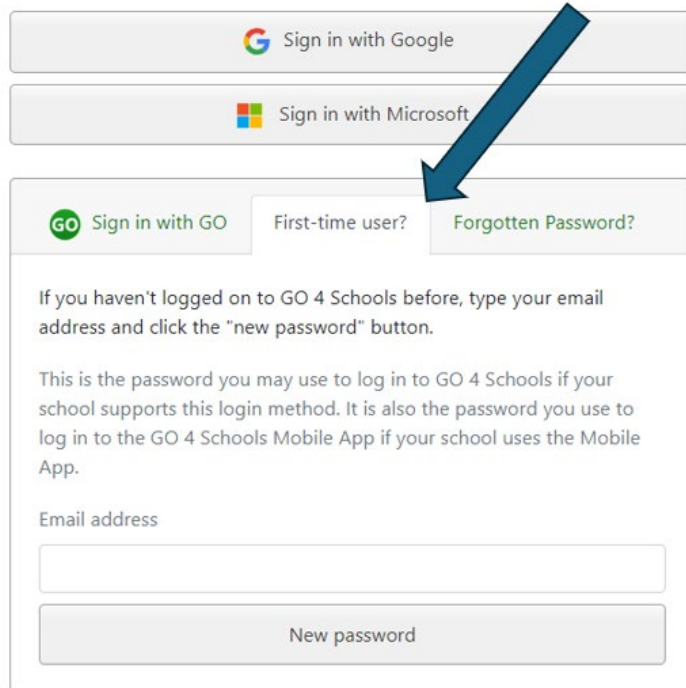
1. Go to the [North Leamington School Website](#) and click on the G4S Link which can be found as an icon at the top on the right hand side.



2. Click on **'First Time User'** to see this screen

Sign in

Please note that not all login methods are supported by all schools.



Sign in with Google

Sign in with Microsoft

GO Sign in with GO First-time user? Forgotten Password?

If you haven't logged on to GO 4 Schools before, type your email address and click the "new password" button.

This is the password you may use to log in to GO 4 Schools if your school supports this login method. It is also the password you use to log in to the GO 4 Schools Mobile App if your school uses the Mobile App.

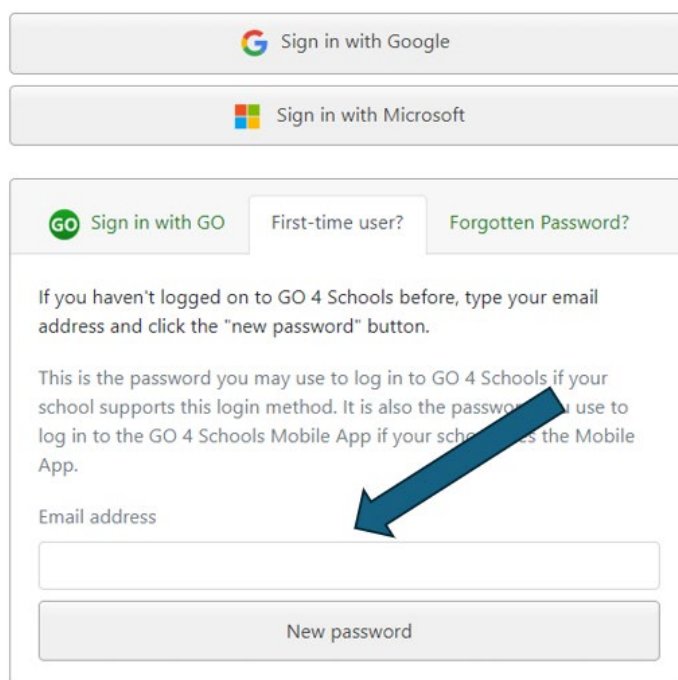
Email address

New password

3. Next, students add their **student school email address** and click on **New Password**.

Sign in

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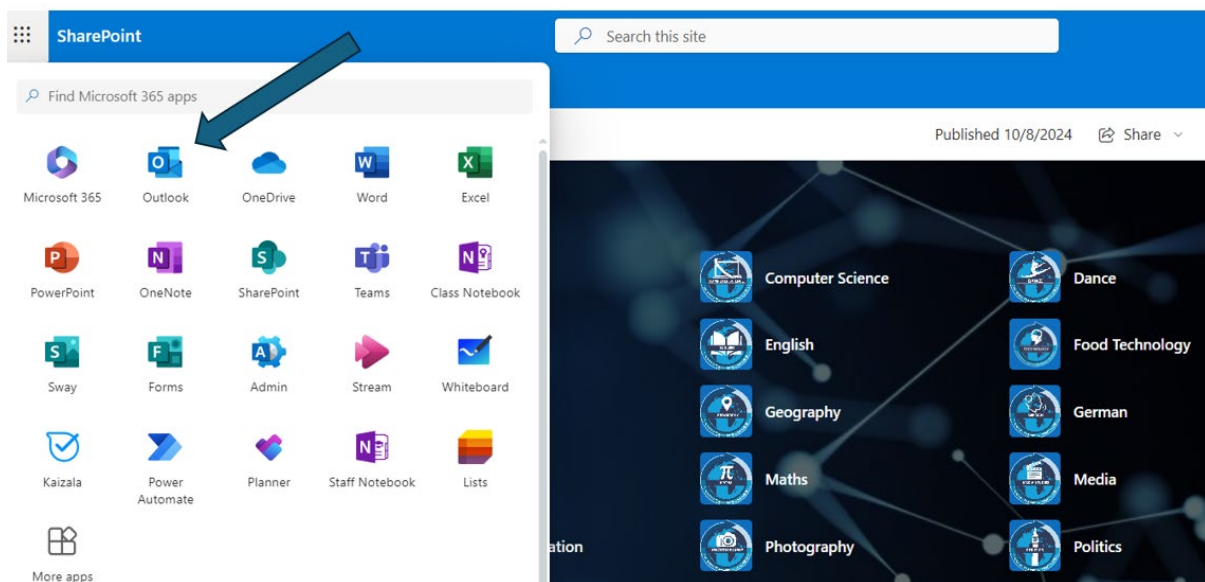
This is the password you may use to log in to GO 4 Schools if your school supports this login method. It is also the password you use to log in to the GO 4 Schools Mobile App if your school uses the Mobile App.

Email address

New password

- Next, students will need to **log on to their school email**. This can be accessed again from the school main website page, clicking on the **'Digital Learning Hub'** icon at the top on the right-hand side.

From there the **grid** which will show all the Office 365 APPs including **'Outlook'** where the school email is located.



- Students will receive an email from G4S asking them to set a new password.
This must be not be the same as their school password and one that they can remember.
- Once the new password has been created students should download the G4S APP from their device's APP Store and log on using their school email address and the newly created password

We will be supporting Year 7 students in tutor time on Monday 11 November to ensure that they are all able to access the G4S APP but if your child needs any further assistance please ask them to contact ICT Helpdesk helpdesk@northleamington.co.uk or ask their tutor for support. This information has also been updated on our [website](#).

Yours sincerely

Ms Muddyman