Dear Parents/Guardians,

In order to strengthen current communication lines between ‘School’ and ‘Home’ (In addition to the current communicate avenues already in place - newsletter, assembly, notices, website, e-mail, telephone, face to face) Lilydale West has acquired the services of a product called Tiqbiz. The product is centred around an **APP (Application)** that enables school staff to ‘send out’ a range of information, (i.e. instant messages), to smartphones, tablets and computers. For example, to confirm the starting time of a school Open Night, we may send out a message saying – “Tonight is the Lilydale West Open Night, starting at 6:30 in the school gym.”

**Important Points**

- Refer to the Tiqbiz leaflet for instructions detailing how to acquire the app and how to connect with our school.
- You can link with a range of L.W.P.S sub groups, including a group for each year level. A majority of messages sent through from the school will be via the ‘whole school’ group, therefore ensure that you link up with this.
- In order to receive authorisation to connect with a sub group, (i.e. Lilydale West PS – Grade 2) a password must be inserted. **The password – GoWesties (no space) is applicable to all Lilydale West groups, except for the School Council Group.** School Council members will be given a separate password to enable them to access this group.
- If you would like your device to beep and a message to appear instantly on the screen when something is sent through from the school, it is **VITAL** that when you download the app, when asked whether you want to receive PUSH NOTIFICATIONS that you answer **YES**. If you answer NO, the message will still come into the app, but without the notifications. Also ensure that in your device settings, notifications are enabled.
- If you do not have a Smartphone, tablet or computer, please be assured that whenever something is communicated via Tiqbiz, it will also be communicated using other processes. Tiqbiz will mainly be used for reminders and confirmations.
- It will not be possible to send out reminders for ‘everything’ via Tiqbiz. The newsletter, website and notices will still be the main communication tools for our school, therefore you will still need to read and refer to the information published in these forums.
- At this stage, our newsletter and calendar of events will still be located on the L.W.P.S website. **If you click on the calendar button in Tiqbiz, it will link you to the calendar on the website.**
- If you have **TECHNICAL ISSUES** relating to the app and the device you are using to access it, please contact Tiqbiz. **The school is not involved in this side of things.**

Website: [www.tiqbiz.com](http://www.tiqbiz.com)
E-mail: team@tiqbiz.com
Phone: 9800 1489

We look forward to working together to ensure that this fantastic new technology helps to strengthen our communication and therefore our partnership.

Scott Clarke
Acting Assistant Principal