

My Home Call Parent FAQ

Common questions answered

About the service

What is My Home Call?

My Home Call is a secure, phone free communication platform. It allows your child to contact you from a kiosk in school using a quick facial scan to identify themselves, with no need to carry a mobile phone.

Why is the school using it?

It gives families a reliable way to stay in touch during the school day without reintroducing personal mobile phones. It supports the school's phone free policy while still ensuring your child can reach you when they need to.

Is it compulsory?

Registering is strongly encouraged so that your child can use the kiosks if they need to. However, no child is forced to use the system.

How it works

How does my child identify themselves?

They enter their name on the kiosk and complete a quick facial scan. The system matches this to the profile you registered. There are no passwords or phone numbers to remember.

What messages can my child send?

The kiosk offers three pre-written messages: a lunch money top-up, a running late message, and a forgotten item message. The message is sent in your child's name to your approved contact, for example that they need their lunch money topping up. Two of the messages let your child fill in one detail, up to 50 characters: a reason for running late, or which item has been forgotten. Aside from these two fields, there is no open chat or free-text messaging. These three messages cover the everyday school day, and schools can request additional messages over time.

Can my child make a call?

From the school kiosks, no. These are set up for messaging only, so students don't spend lesson or break time on phone calls and kiosks stay available for others. Everywhere else, yes. If your child is in any situation outside the school day where they need to reach you, the full My Home Call service (including a short call to a saved contact) is available from any borrowed smartphone or tablet via the My Home Call website. This is the safety net the platform was built for.

How quickly will I receive a message?

Messages arrive instantly as a text message (SMS) on the mobile number you registered. There is nothing to log into and no app notification to check. You receive it the same way you would any other text.

Privacy and safeguarding

Is the facial scan stored as a photo?

No. The facial image is never stored. It is converted to an encrypted code, and the original is deleted. There is no photograph of your child kept anywhere.

Who can see my contact details?

Only My Home Call holds your contact details. We are compliant with UK laws on general data processing regulations (GDPR). They are never displayed on the kiosk and the school never sees them through this platform.

Can my child message anyone they like?

No. Only the trusted contacts you have approved can be reached. Your child cannot add new contacts themselves.

Can the kiosk be used for anything else, like the internet or social media?

No. The kiosks are locked down to My Home Call only. There is no browser, no app store, and no social media access. The tablets do not have SIM cards. They run on the school's Wi-Fi only.

Practical questions

What if I don't see the message right away?

The text message sits in your phone's SMS inbox like any other text and will be there when you next check your phone. You can also add a second trusted contact (for example, a partner or grandparent) so a backup person receives the same text at the same time. For anything urgent, the school will always contact you directly through its usual channels.

What if I change my phone number?

Update it in the My Home Call app and the change applies immediately. There is no need to inform the school.

What about school trips or outside school?

This is where My Home Call really comes into its own. If your child is on a school trip, or is in any situation outside the school day where they need to reach you, they can use any borrowed smartphone or tablet to access myhomecall.com, identify themselves with a facial scan, and send a message or make a short call to a saved contact. The same security applies: only your approved contacts can be reached, and your phone number is never displayed.

Does the school see my account?

No. Your account is held by My Home Call directly. The school does not have access to your registration, contacts, or messages.

What if I have more than one child at the school?

You can register multiple children under a single parent account.

Is there a cost?

The standard service is free. There is an optional family upgrade available in the app with additional features, but this is not required.

Who do I contact for help?

For questions about the app: hello@myhomecall.com. For questions about how the school uses the system: please contact the school.