



Friday 19th September 2014

Dear Parents and Carers

Online Payments – Change of Provider

Finding the right change or writing a cheque for school dinners, trips or other items can be tiresome and time consuming. You have to take the payment/s to school (now limited to Tuesday 8.30-9.30am or Friday 2-3pm) and the school office has to count and record it. We have therefore decided to implement *Schoolcomms* to offer you an online payment method which puts you in control. You can access it at any time by phone or by PC/laptop or Ipad, track how much you have paid, what is outstanding and make payments directly to us using your debit or credit card. Wisepay will no longer be available from Friday 26th September.

Getting started

You will need to register for a School Gateway account from www.schoolgateway.com. You can do this using a PC/laptop or you can download the app to your phone. You will need to enter your email address and mobile number we have on record for you. Please let us know if we don't have your email otherwise you could miss out on valuable communications and newsletters. Please ensure we have the most up-to-date parent contact details.

When you have entered your email address and mobile number, select the Send PIN button, a PIN number will be sent to your mobile phone. You can then use this PIN number to log into the School Gateway and view/ make payments.

Payment requests

When there is money owing to school by you, we can set up payment requests and you will be notified by text or email that there is a payment request available. Simply log in using your email address and your PIN number, select the payment request(s) you wish to fulfil and follow the Wizard through to pay.

Please note that school dinner payment requests will be sent to all Key Stage 2 parents – however, for children eligible for Free School Meals or those bringing a packed lunch from home, the balance will be zero.

Convenient

You can give your consent for trips online, saving you the need to fill out permission slips and write notes into school about trips. When a trip is due you will be sent a text or an email to let you that you need to log in to the school gateway and give your consent, it's as easy as that.

You can see a record of the payments that you've made and receipts are sent to your registered email address for all transactions you make. Depending on your school you will be able to see what meals have been taken by your child and your current meal balance and receive reminders to top up when you are getting low.

If you have more than one child at this school or another school that also use the *Schoolcomms* payment module you can merge the accounts so one log in gives you access to all your children's payment requests and history.

The new system removes the need to bring money into school, removing the chance of money going astray, making it convenient for you to pay when it suits you, from anywhere at any time of day or night.

Secure

Your card details are not visible or stored in the *Schoolcomms* or school system. All card information is processed by Barclaycard. You log in using the email address registered with the school and with your PIN number.

A Guide to using the School Gateway is attached to this email. If you have any questions about this, please contact the school office.

Kind regards

Mr Deena Chetty

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