

*Brighstone C.E Aided  
Primary School*

*Headteacher – Mrs Teresa Fox*

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New On-Line Payments System from 24 April 2017

We are very pleased to inform you that after Easter we will be accepting on-line payments from parents at Brighstone CE Primary.

'SchoolMoney' is linked to our Teachers2Parents Text Messaging Service and will provide a more streamlined, cost effective and efficient payment collection service in a secure and safe environment. It will free up valuable admin time in the School Office and hopefully help you too – a quick online payment rather than hunting for cash or writing cheques.

To begin with we will still be able to accept cash and cheque payments (and will have the facility for you to pay by debit or credit card via the school office) however we hope that you will embrace the change and manage your individual on-line account for all payments into school.

We will send out the first message by text straight after half term to invite you to log onto the system in time for summer term payments.

Once up and running communication regarding booking and paying for all school activities will be via text linked to the new SchoolMoney system.

The system works via Smartphones and tablets; if gaining access to it is going to be a problem to you please inform the office staff.

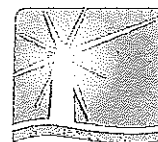
We are going to use the SchoolMoney System to accept payments for school dinners (KS2), trips, clubs, music and uniform sales – in fact all payments into school.

On the back of this letter are a few Questions and Answers regarding the new system. We do have a detailed 'Parents Guide' booklet in the office which will be available on our school website should you wish to refer to it.

Thank you for your patience while we get our heads around and learn this new system together.

Suzanne Norman and Melissa Jones  
School Office

## 8. FAQ



### **Do I have to pay online?**

Your child's school will advise you whether they are going completely cashless or not. If not, then you will still be able to pay by cash or cheque in the school office. If you are unsure, it is best that you check with the school directly.

### **Do I have to pay for the whole expense in one go?**

The school may set the payment to allow partial payments or payments by instalment. This is up to the school and depends on what they are asking you to pay for.

### **What happens if I change my mobile number or email address?**

If you change any of your contact details, you need to let the school know as soon as possible. If they do not have the correct contact details for your child then you may not be able to access your **SchoolMoney** account and you won't receive message updates from the school.

### **Does SchoolMoney store my card details when I make a payment?**

**SchoolMoney** never stores card details, making the process of paying for your child's school items highly secure. Each time you start the payment process you will need to input your card details.

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

You will receive a password for each child that you have registered at the school. However, if you sign in under one child's details then all of your children will be registered on the account. This enables you to pay for every child at once, not just the one you have signed in with. This is done automatically.

### **What happens if I forget my password?**

If you have forgotten the password that the school has sent out to you or you have deleted the message then you will need to contact the school directly. They will be able to issue you a password reminder.

### **Can I change my password?**

You cannot change your **SchoolMoney** password. The system automatically generates the password for you and it stays the same for the duration of your child's stay at the school.

### **Do you offer the facility to pay by PayPal?**

We do not currently offer the facility to pay by PayPal. If you would like more information on which payment methods the school allows other than online, you will need to contact them directly.

### **Do you offer the facility to pay by PayPoint?**

PayPoint enables you to pay for your child's trips, dinners, etc without using the online facility. You will need to contact your child's school and request a PayPoint barcode sheet. Once you have this sheet, take it to your local PayPoint and ask them to scan the relevant barcode. You can pay by cash or card. **Please Note: Not all schools will offer this facility.**