

October 2018

Dear Parent/Carer

### **ParentPay implementation at High Storrs School**

We are pleased to inform you that, with effect from **Monday 5<sup>th</sup> November 2018**, High Storrs will become a “cashless” school. This means that we will no longer accept cash or cheques for visits/trips and payments for other items (e.g. study guides, exam resits/re-marks).

Students will still be able to bring cash to school to top up their school meal account **ONLY**, as this is managed by our Catering Provider (Taylor Shaw).

#### **What do you need to do?**

1. If you **are already using** ParentPay to pay for school meals - then no action is required. When a trip, or other item becomes available to your child, this will automatically appear on your ParentPay account.
2. You have a ParentPay account, but **you have not used it for some time** – please login and check that you can still access your account. If you experience any issues with this, please contact ParentPay on <https://www.parentpay.com> where you will be able to reset your password.
3. If you have **never logged in** to ParentPay, then you should do this with immediate effect. Please see enclosed your activation letter and if you have any issues logging on please contact [parentpay@highstorrs.sheffield.sch.uk](mailto:parentpay@highstorrs.sheffield.sch.uk)

We will also be setting up an online shop, similar to Amazon, where you can buy items such as study guides, mathematical calculators and other items. We will send further details of the items we have for sale as they become available. You do **NOT** need an account to buy items from the shop but you will need an email address to receive the confirmation that your payment has been successful.

#### **What happens when there is a trip/visit available for my child?**

You will receive a letter from school with details of the visit along with the date, price etc and an instruction to pay for this via ParentPay. The next time you log in, this trip/visit will be visible and you can pay all or part of it, depending on the cost (which will have been made clear in the letter). You will also give **CONSENT** for the trip, removing the need to return paper slips to school.

#### **I have more than one child in school – do I need to have multiple accounts?**

No. You can add all your children to one account (using the unique letter provided for each child). You can then view everything available for each child via the one login and password.

#### **What if I have already part-paid for a trip/visit?**

The new system is only in place for anything on offer after 5<sup>th</sup> November 2018. We are not able to transfer balances across to ParentPay, so, in this instance, we will write to you confirming the amount of payment due, and the method of payment for the balance.

Payment is straightforward and ParentPay holds a payment history for you to view at a later date; **no card details are stored in any part of the system**. Once you have activated your account you can make online payments starting on 5<sup>th</sup> November. ParentPay is used by hundreds of schools in the country. To find out more, please visit them at <https://www.parentpay.com>

Yours faithfully

Mrs D Bownes  
Business Manager

Mrs D Rose  
Administration/Human Resource Manager