On Monday, all parents received their individual log in details for the new payment and communication app via email.

The below information was sent in the email and we have also included some further advice and top tips to help too.

We are sending this in paper form to all families to ensure everyone is aware of the new app. This will be the only paper letter sent as we are now a paperless school.

If you have signed up to the app, you can discard this letter. If you are struggling with the app or require your log in details again, please contact Mrs Tintor.

Please note: next week, after school clubs and trips will be available via the app.

Dear Parent/Carer

Before the summer, we communicated that we would be moving away from Pupil Asset as our student information system.

We are now ready to introduce the new system – 'My Child at School' is our new app-based way to communicate between school and home. It works with all our school systems and will allow you to update and pay for dinner money/school trips/after school clubs, as well as receive updates, letters, reports, information on your child's achievements and much more.

We will be starting basic with payments and the booking of clubs, introducing more elements once it is up and running.

Below are the login details that you will need in order to access your child's school account.

Please visit https://mychildatschool.com and then click **"Redeem Invitation Code"** and enter the following details:
School ID: **XXXXX**
Username: [XXXXXXXXXXXXX]
Invitation Code: [XXXXXXXXXXXXX]
Please note these are case sensitive.

If it says your username or password is incorrect, please make sure you clicked "Redeem Invitation Code" first, as the invitation code is not your password - you set the password yourself.

Follow the onscreen instructions to set up your account and create your own password (This must be 8 characters or more and contain a combination of upper and lower case letters, numbers and special characters).

If you have multiple children at our school, all information will be accessible via this one account.

Once your account has been set up you can download the app on your smartphone or tablet by searching "My Child At School" in the app store.
Please remember to tick 'Allow notifications' on the app. This will allow communications to come to you via the app.

We have sent invites for the app to Priority 1 contacts who have parental responsibility. If there are additional contacts or you are a split family and require separate accounts to be set up, please contact the school office.

In the app, you can check the information we hold for you is correct. Please go to the **Data Collection** form by clicking the three lines on the left side. You can then click edit details and click either student or personal. Please check we have the correct contact number, address and email address.

As we are now in a new school year, we also need parents/carers to check parental consents. This can be found in the app by clicking the three lines on the left, then **Parental Consent**. Please read through each statement and click on the grey circle if you give consent, then click save.
If you wish to revoke consent, you will need to contact the school office.

We are hopeful you will find the transition to the new app much smoother than last year. We have spent the summer trialling and testing it but as with any new system, there may be teething problems.

PLEASE DO NOT ADD ANY FURTHER PAYMENTS TO PUPIL ASSETT.

I have attached a quick 'How to' step by step for adding payments and booking clubs below.

Adding Dinner Money

- Click the three lines on the left
- Click Dinner Money
- Add the amount you wish to top up (School meals are £2.50 per day, £12.50 per week and **must** be paid in advance)
- Click add to basket

Booking Breakfast/After School Club

Any existing bookings that were made for the clubs before the end of last year, will not be showing on the app. Please re-book the sessions you require using the app.

- Click the three lines on the left
- Click Wraparound Care
- Click on the magnify glass of which club you are booking
- Here you can see any sessions already booked and any outstanding payments
- On the calendar at the bottom, tick which date is required
- **For the After-School Club, remember to tick which session you require**
- Click proceed – a message will be displayed to confirm the sessions and the amount that is required. Please ensure you have credit in your account or you are paying at the time of booking (unless you pay via childcare vouchers). All wraparound care must be paid for in advance (excluding childcare vouchers)

Adding Breakfast/After School Club Money

- Follow steps above
- Click the green pay button
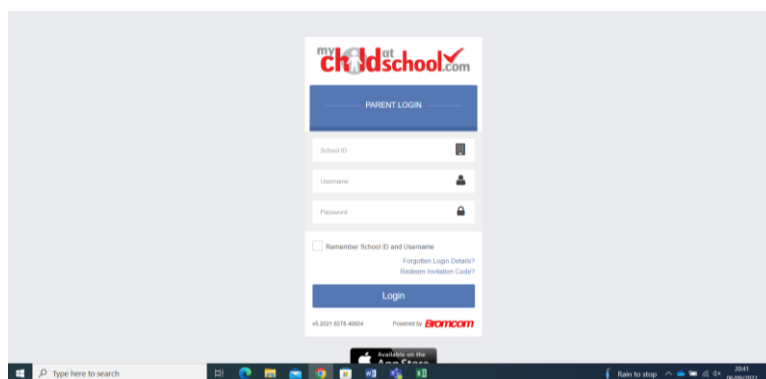- Add amount and submit
- This will add to your basket

You can also access any outstanding payments by clicking the three lines on the left – **Outstanding Payments**. This will list anything that is outstanding and allow you to add to your basket for payment.

If you have multiple children at our school, you can switch between them and add everything to one basket for one payment.

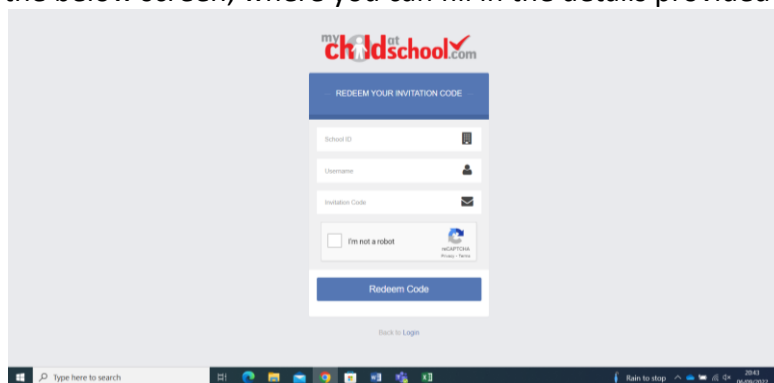<u>**Further Instructions & Top Tips**</u>

The main issue we have come across, this week, is the way that people are logging in for the first time and missing the 'Redeem Invite' step. I have put together the below step by step to hopefully help avoid this –

Click on the link in the email to https://mychildatschool.com which will take you to the below screen –
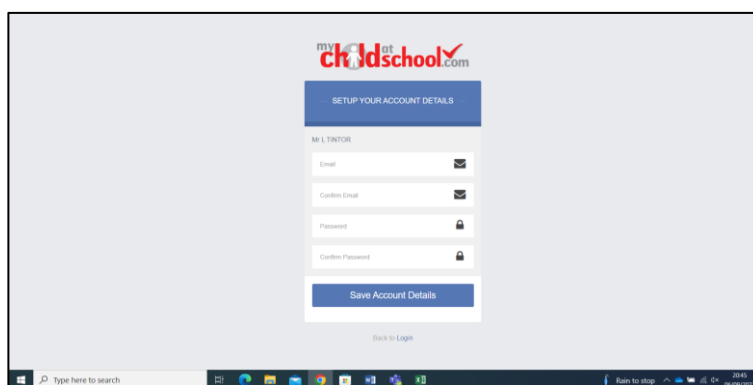

Do not fill in any of these fields – you need to click on the **'Redeem Invitation Code'** link, just above the login button.

This will then take you to the below screen, where you can fill in the details provided on your log in letter.

You will then be taken to this screen, where you will put in your email address and create a password. The password needs to be 8 characters, including upper and lower case letters, numbers and a special character – the system won't allow you to use a password that contains your personal information – name/DOB etc. If the page just refreshes to the same page, the password you have attempted to use doesn't meet requirements.

Once you have created a password, your account will be created. You can then download the 'My Child At School' app.

If you have followed the above steps, and still unable to log in, please contact the school office.

Thank you for your patience during the set-up process

Thanks
Mrs Tintor

PLEASE ENSURE YOU TURN NOTIFICATIONS TO RECEIVE ALL COMMUNICATIONS FROM SCHOOL.

PLEASE BE VIGILENT WHEN COMPLETING THE CONSENT FORM. YOU WILL NEED TO CLICK 'YES' TO GIVE CONSENT FOR EACH STATEMENT. IF YOU MAKE AN ERROR, PLEASE CONTACT THE SCHOOL OFFICE WHO WILL HAPPILY REVOKE. SCHOOL ARE UNABLE TO DOUBLE CHECK IF THESE PERMISSIONS ARE CORRECT – THE RESPONSIBILITY LIES WITH ALL PARENTS/CARERS TO PROVIDE THE CORRECT INFORMATION.

WE ARE STILL IN THE PROCESS OF TRANSFERRING THE BALANCES FROM PUPIL ASSET - HOPEFULLY THIS WILL BE COMPLETED TODAY.
PLEASE DON'T WORRY ABOUT YOUR BROMCOM ACCOUNT BEING IN DEBIT AT THE MINUTE, WE WONT BE CHASING FOR ANY PAYMENTS UNTIL WE ARE CONFIDENT THE NEW SYSTEM IS UP TO DATE. THANK YOU.