May 2023

Dear Parents, Guardians and Carers,

Regarding: Online payments and formal parental communications now being facilitated across the Trust by The ParentPay Group.

The Kemnal Academies Trust (TKAT) has recently appointed The ParentPay Group as its single trust-wide provider for online payments and formal parental communications.

Kemnal Technology College will therefore be moving from WisePay to ParentPay for online payments and Schoolcomms for communications.
Both Schoolcomms and ParentPay are online platforms within The ParentPay Group. The system switchover will occur in the coming weeks. The attached newsletter also contains further information.

Access will be via the free School Gateway app, you'll be able to book and manage your payments for school trips and clubs, etc. as well as receiving in-app messaging.

Apple iPhone users can download the app here: schoolgateway.co.uk/iosdownload

Android phone users can download the app here: schoolgateway.co.uk/androiddownload

Your login details will be automatically generated using the contact information our academy already has for you, so please make sure the details we hold for you are up to date. You can check and change these details by contacting the school office in the usual way.

If you have any questions or would like some more information, please see the School Gateway site here: https://schoolgateway.co.uk You can also login to the online version of School Gateway via this site if you do not have a smartphone, although we do recommend using the app if possible.

Making secure payments online using your credit or debit card:

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, or children at other ParentPay schools, you can create a single account login for all your children.

Making a 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 straight away.

Taking cash by PayPoint:

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school can be found here: https://consumer.paypoint.com/

Please notify the school finance office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. Each payment card costs £1.50 + VAT, including replacement cards if lost or damaged, and takes about two weeks to arrive. Whilst waiting for your card to arrive, a barcode letter can be issued as an interim measure.

Trip and activity information letters will carry a unique barcode which will allow you to make cash payments at your local PayPoint store.

We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. Your support in using ParentPay will help the school enormously, thank you.

You will receive your unique ParentPay Account activation details in due course.

Yours sincerely,

NJ Booker
Business Manager
Kemnal Technology College

ParentPay FAQs

● **When can I log in to my account?** - Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments. This letter will be sent to you soon by the school.

● **Which cards can I use?** - ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

● **Is it safe to make payments on the internet?** - Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

● **How can I check that it's secure?** - Standard website addresses begin with http: the address for a secure site will always begin with https. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start https.

● **What about our personal information?** - ParentPay Limited, and its group companies, operate in full compliance with Data Protection Law; Including the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679.

The ParentPay Terms and Conditions include a Data Processing Agreement (DPA), compliant with the GDPR, which details both parties' obligations relating to Data Protection. https://www.parentpay.com/schools/school-terms-and-conditions/

The ParentPay Privacy Notice, which is available to end users, provides further information on the processing activities undertaken by ParentPay. https://www.parentpay.com/privacy-policy/

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 02476 994 820.

● **I do not have a home PC so how can I use ParentPay?** - Why not visit your local library, internet café or see if you can get access to a computer at work. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.