



Wyke Regis Primary Federation

Developing caring, independent learners for the world community

Head of Federation - Mrs Wanda Roberts B Ed MA (Ed)
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Dear Parent(s)/Carer(s)

An online payment facility was recently introduced by the Junior School in response to requests from parents, particularly those with children wishing to participate in one of the residential visits. The [Schoolmoney.co.uk](https://www.schoolmoney.co.uk) facility is proving very popular with those parents that have used it; it allows you and the school to experience a more streamlined, cost-effective and efficient payment collection system with no transaction charges to you, all charges are met by the school on your behalf. We are pleased that feedback we have received confirms that it is on the whole simple to use.

The school staff spend an immeasurable amount of time collecting and keeping track of what payments have been received for the numerous events that take place. This, combined with the inconvenience that you may have in either finding the correct change, writing a cheque or having to queue at the school office can at times be frustrating.

When an opportunity arises for your child to participate in an activity or event, if a contribution is requested, we will send you an email and/or text inviting you to access the payment website, [Schoolmoney.co.uk](https://www.schoolmoney.co.uk). Payment can still be made in cash or by cheque at the school but we are hoping that you will find this alternative quick, easy and more convenient to use.

If you would prefer to keep paying in cash or by cheque, we would still encourage you to register your email with the service next time you receive advice that a payment is available. Registering your email means that when we inform you of the trip we can attach a copy of the letter and any other forms/information in case "pupil post" fails to get them to you! All you then need to do is print the permission slip and return to the school with any contribution requested.

If you would like an alternative payment method but do not wish to pay online, there is also an option to pay at any PayPoint. Should you wish to use this method please ask at the office and we can set this up for you.

I have attached answers to the most frequently asked questions, if your question is not included please do not hesitate to ask at the office.

Elizabeth Hayne
School Business Manager



F.A.Q'S

Do I have to pay online?

No you can still pay in cash or by cheque, or at your local Pay Point.

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

Not always, the school office can set up instalments for larger payments.

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

No, each time you start the payment process you will need to enter your card details. No confidential information is stored, making the process highly secure.

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

You will receive a text message and/or email stating you have a new payment to make for each child. However, if you sign in for one child's account the payments for any other children you have in the Junior School can be viewed and paid for, making it easy and straightforward to pay for your children's expenses.

What happens if I forget my password?

The password and payment details will be in each payment message that the school sends out, so don't worry if you forget the password or delete the message the school has sent you. The school can also re-send your password details; just speak to someone in the school office.

Can I change my password?

No, passwords cannot be changed. Schoolmoney.co.uk automatically generates your password and it will stay the same for the whole time you use school money.

Can I access the website on multiple devices?

Yes, you can use your computer/laptop, your mobile phone or a tablet. As long as you have access to the internet, you will be able to log in and pay.

What happens if I pay for the wrong thing?

If you pay for the wrong item or the wrong child, contact the school office to arrange for the payment to be transferred or if not possible for it to be refunded.

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

Please ensure any changes to your contact details are passed onto the school as soon as possible. If there are any delays, you may not receive new payment messages, and you could have problems logging in to SchoolMoney.

Who do I contact if I need help?

If you have questions or need help with anything, please contact Mrs Hayne who will endeavour to help or seek advice from schoolmoney.co.uk on your behalf.