



NOWER HILL HIGH SCHOOL

Nower Hill High School
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30644/LV/JOH
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Dear Parent/Carer

ParentPay IT Issues

You may have heard that ParentPay, the company that manages the school's online payments facility, are currently having major issues with their IT system.

Essentially this means that although ParentPay is accepting online top-ups from parents, the monies being received are not showing up on your child's account on the tills in the canteen.

If your child had a balance on their account before the ParentPay system crashed on Tuesday, then they will be able to use the tills as usual.

However if you have recently topped-up your child's account then these monies will be showing on your child's account on ParentPay but not on the tills. In this case your child will have a zero balance on the tills but they will still be able to purchase food/drink in the canteen. The canteen staff will make a manual record of what your child has purchased so that these items can be allocated to your child's account once the IT issues have been resolved.

The school will send out another email to parents once ParentPay have confirmed that the issue has been resolved and that the monies on ParentPay are once again showing on the tills.

Please be assured that no student will be refused food or drink but it might be helpful in the meantime if students could pay for their items by cash or bring a packed lunch.

On behalf of the school I apologise for any worry that this issue has caused you but the matter really is outside the school's control.

Yours faithfully

Louise Voden
Deputy Headteacher, Student Support

