



ParentMail

We are currently in the process of moving over to Parentmail system for all payments and communication. Over the summer you should have received an email link to sign up for your account, once signed up you can log in via the internet (google, firefox, bing etc) or can download their **FREE** app.

Key Dates

- 04/09 – 15/09 – **ALL** parents need to have signed up for an account. We will continue to take cash for all payments during this time.
- 18/09 – we will be going cashless. **ALL** payments, except tuck money and fundraising events will be on ParentMail.
- 09/10 – **ALL** communication will take place on ParentMail – this includes all letters, first aid, tshirt ordering etc. We will no longer use Teachers2Parents text service from this date.

Please note. from 09/10/23 all first aid messages (e.g. grazed knee, nose bleed, minor head bump) will be sent via email on the Parentmail system.

What do I need to do now?

- Make sure you have created your Parentmail account, and where possible, downloaded the app.
- From 18/09/2023, any payments you need to make must be online via Parentmail. This includes dinner money, club money, purchasing tshirts, trips etc.

If you need any assistance please don't hesitate to contact the academy office or visit the Parentmail website directly for help guides - <https://www.parentmail.co.uk/help/parenthelp/>

Is the system easy to use?

YES! – The Parentmail system/app is very user friendly and if you get stuck we are here to help! If you have multiple children at EWOA, they will all appear on the same account. You will be able to see all emails, text, letter and forms that we send to you with 1 click of a button.

How do I make a payment?

- On your account you can provide a regular payment card or make single payments to “top up” your child’s account.
- For dinner money, breakfast and care clubs you will top up your account – when your child then uses that facility, e.g. has a dinner at school or stays for 2hrs of care club in a week – your account will then be debited.
- For t-shirts, swim hats and trips – these items will appear in the “shop” function. You add them to your cart and then checkout them. This sends a notification to us and we record your payment/provide you with your ordered item.

We will keep you updated with how the switchover to Parentmail is progressing, for many of us (parents and staff) this is a completely new system, we appreciate your support and will help in any way that we can.