



Northwood Broom Academy
ESPRIT Multi Academy Trust
Keelings Road, Northwood, Stoke-on-Trent, ST1 6QA
Telephone: 01782 234379 Email: northwoodbroom@espritmat.org
Executive Principal & Safeguarding Officer: Mrs S Moran
Deputy Principal & Deputy Designated Child Protection Officer: Mrs L Brandrick



Our ref: GA/LB

1st April, 2019

Dear Parent/Carer

We would like to thank all parents/carers who have helped in the successful implementation of ParentPay (making us a cashless academy). As an academy, we are currently at 95% uptake but we need to aim for 100% - please help us to achieve this!!!

For those parents/carers who have not yet activated their accounts, please do so as soon as possible to avoid your child missing out on activities, for example extra curricular activities. Please communicate via your child's communication diary if you require any assistance with activating your account and we will give you the support needed.

We are always looking for ways in which we can improve communication, therefore, we would like to share some useful information which we would encourage all parents/carers to set up on their ParentPay account.

- It can be difficult to keep track of balances and payments, so why not set up an alert to notify you of any low balances against your school dinners. (known as BALANCE ALERT).
- Would you like to take advantage of knowing when an activity happening in our academy has been loaded straight to your account? (known as NEW ITEMS ALERT).

Both of the above can be notified to you via a **free of charge** email notification or a text message notification (chargeable at 6p per text).

Please note - Text message alerts can only be received if you have credit in your text message balance. Charges for text alerts are deducted from the text message balance each time a text is sent. Texts are charged at 6p per text.



PLEASE UPDATE THE ACADEMY OFFICE IF YOUR CONTACT DETAILS CHANGE

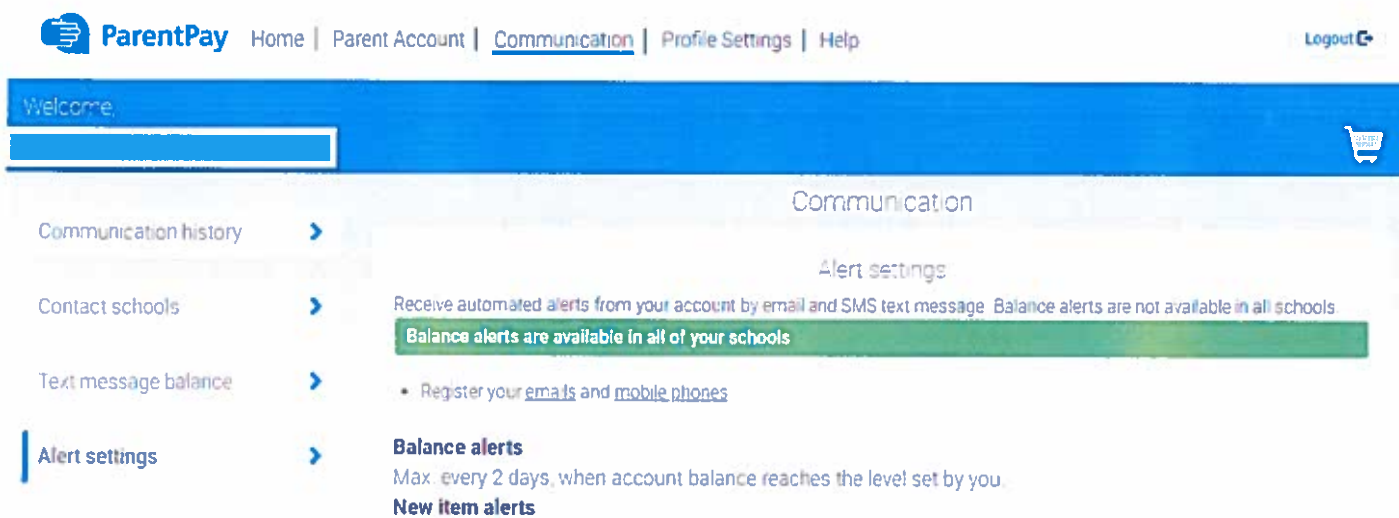


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Please follow the simple instructions below to set up your chosen alert:

1. From within your ParentPay account, navigate to **Communication > Alert settings**



2. From this page, select which type of alert you would like to be notified about. Remember to choose notification via email (**free of charge**) or text (chargeable).
3. ParentPay will allow you to set a low balance alert on your account so that you are always in control of your finances.

Balance alerts

Service	Child	Threshold	Email alert	Text alert
School meal bookings - Green Meadows	Jack	£0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Oliver	£0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Samuel	£0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dinner Money payments - Apple Orchard Primary	Florence	£2.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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New Item Alerts

Select to receive alerts when your child is added to a new trip or item for payment. Alerts can be set individually for each child attached to your ParentPay account. A maximum of one alert per child can be received per day.

New item alerts

Child	Email alert	Text alert
Jack	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Oliver	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Samuel	<input type="checkbox"/>	<input type="checkbox"/>
Florence	<input type="checkbox"/>	<input type="checkbox"/>

We are, as ever, very grateful for your continued support and hope that you will find this information valuable.

If you have any questions or queries regarding the above set up, please don't hesitate to communicate through your child's diary.

Yours sincerely

Mrs Aldridge
 Senior Administrator and Finance Officer



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