



Padgate Academy

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  padgateacademy

Principal: Mrs M Barclay BSc (Hons) NPQH

Tuesday, 22 March 2022

Dear Parent or Carer

Replacement of Pay360 with iPayimpact payments system

As you may be aware, we have experienced several issues since the beginning of the academic year with the online payment system, provided to us by a third-party software provider. We have now made the decision to move the online payments system to another provider who are responsible for the catering and till system, which will bring everything together under one roof. This direct link should therefore resolve all issues we have had and make it an all-round better experience.

We will be moving to iPayimpact, which is an easy and efficient way for you to top up your child's account online for a variety of school payments, including meals, trips, uniform, stationary, plus much more. iPayimpact updates cashless meal accounts in real-time, meaning your child can spend any money you have added within minutes.

For more information on iPayimpact, how it works and how to register an account, please visit <https://padgateacademy.co.uk/ipayimpact-payments>.

We will be sending you a Pupil ID/Account Ref, which you will need when registering. This code will be available to all Parents and Carers from **Friday 1st April 2022**.

What do I need to do?

For us to move from Pay360 to iPayimpact, there will unfortunately be interruption to you adding money to your child's account. We estimate that this downtime should be no longer than a few days and we have intentionally carried out this move at the end of term to allow you to register over the Easter break.

Please see below important information:

From 2pm on Wednesday 30th March 2022, Pay360 will no longer accept payments.

- Please check your child's account on the day before as this will be the last day that you can make a payment and make sure your child has enough money on their account to last them until at least the end of the week.
- If you struggle to register or make payments online using iPay, students can bring cash and still use the top-up machines in school.

From Friday, 1st April 2022, iPay must be used for all payments.

- You can get started straight away once you have received your Pupil ID / Account Ref.



How do I register?

We have created a quick start guide for Parents and Carers, please follow the instructions to get registered. You can view this guide on our website by visiting <https://padgateacademy.co.uk/ipayimpact-payments>.

Remember, you will need to create your own account using your email address to use this service.

Please enter your email address carefully as you may have to confirm your address before accessing the system.

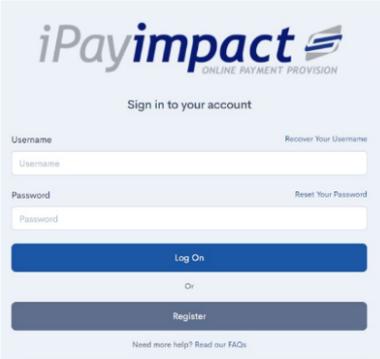
You will also need to enter the account ref for one of your children when registering.



Set Up Your iPayimpact Account

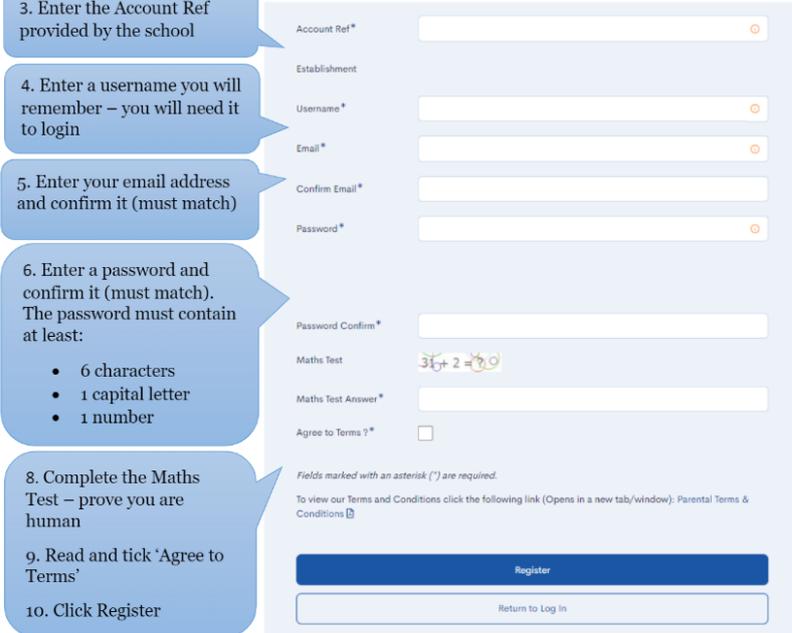
Please do not set up more than one iPay account. If you have more than one child at the school or use iPay at another school, follow the Link Accounts instructions on the next page.

- Go to www.ipayimpact.co.uk
- Click Register



iPayimpact Quick Start Guide for Parents

- Enter the Account Ref provided by the school
- Enter a username you will remember – you will need it to login
- Enter your email address and confirm it (must match)
- Enter a password and confirm it (must match). The password must contain at least:
 - 6 characters
 - 1 capital letter
 - 1 number
- Complete the Maths Test – prove you are human
- Read and tick 'Agree to Terms'
- Click Register



- Now go to your email account and find your iPayimpact email. Click the ACTIVATE link in the email.
- You will now be able to Log in to your account. When you first login you will be asked to enter some personal details such as your name and address. This is to ensure that you don't have to keep entering these details when making a payment.
- If the school is transferring from another parent payment system there may a short delay while balances are updated.



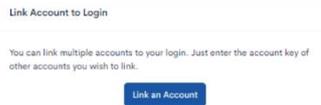
Who do I contact for help?

If you need more help, please read through the 'Frequently Asked Questions' (FAQs) document below or on our website <https://padgateacademy.co.uk/ipayimpact-payments>.

How do I link accounts?

If you have other children at this school or other schools, you can link them so that you can use the same account for all your children:

1. Log in to your existing account
2. On the Home page, click the 'Link an Account' button



3. Enter the Account Ref for the child – provided by the school
4. Click Find Account and Establishment – select the school from the list (if offered)
5. Click the Link Account button

How do I reset my password?

1. Go to the log in page at www.ipayimpact.co.uk
2. Click on 'Reset your password'.



3. Enter your Username.
4. Enter your email address.
5. Click on 'Reset Password'. A message will be sent to your email address with instructions on how to reset your password.
6. Click on the link in the email.
7. You can now enter your new password and confirm this by entering it again.
8. Click on 'Change Password'.

How do I pay for meals?

1. Go to the Home Page
2. Enter an amount
3. Click 'Add To Basket'



What happens for Free School Meals?

If your child is entitled to free school meals, their account will be automatically credited with the allowance on a daily basis. If your child needs would like to buy more from the canteen you will need to make a top up their account as above.

How do I pay for other items?

1. Go to Accounts
2. Click 'Select' against the child's account



- **School Shop/Supplies** - Click 'Shop'. Use the list find the right category and click 'Select Category'. Click on 'Details' for the required item. Complete any information needed (such as quantity) then Save Item in Basket required
- **Trips** - Click 'Pay' against the trip. Enter any information needed then click 'Save Item In Basket'



If you still need help after reading through the FAQ's, please contact us by email - itsupport@padgateacademy.co.uk

Thank you in advance for your patience and continued support whilst we work to get this new system online as quickly as possible.

Yours sincerely

Mr. Stephen Lears
IT & Facilities Manager