



Beamont Collegiate
Academy

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Ref GHA/AVR/ARBOR/001

18 March 2022

Dear Parent/Carer

Arbor Parent App and iPayimpact payments system

Communicating with parents and carers is an important part of what we do, making sure you get the correct information about activities, events and things that really matter. In addition to this, we want parents and carers to be able to check the information we hold about their children including the names and telephone numbers of any contacts; medical details; dietary needs and parental consent. And we would like all of these to be accessible via app.

Over the next half term, we will be launching Arbor parent app which will be our platform for communicating with you. **Arbor Parent & Guardian Portal** will enable you to see other relevant information about your child such as *Attendance, Conduct – achievement and behaviour points, Timetable and School Reports*.

On **19th April 2022**, we will be sending you a registration link so you can create an Arbor Parent account using your registered email address. Please visit http://bca.warrington.ac.uk/?page_id=12545 for more information.

Furthermore, we will be introducing **iPayimpact payments system** to replace the existing Pay360. 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 http://bca.warrington.ac.uk/?page_id=12549.

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 Tuesday **19th 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.

Please see below important information:

From Friday, 1st April 2022, Pay360 will NO longer accept payments.

- Please check your child's account on the day before and make sure that they have enough money on their account to last them for at least 3-5 school days in case you have problems with registering for the new system.

- If you struggle to make payments online during the changeover, students can bring cash and still use the top-up machines in school.

From Tuesday, 19th 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 http://bca.warrington.ac.uk/?page_id=12549

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, found on the first page of this letter.



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.

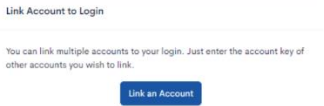
Who do I contact for help?

If you need more help, please read through the 'Frequently Asked Questions' (FAQs) document below or on our website http://bca.warrington.ac.uk/?page_id=12549

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 FAQs, please contact us by email mail@bca.warrington.ac.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 G Harris
Principal



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