



Principal: Helen Corbett

30 June 2023

Dear Parent/Carer,

This letter contains some information regarding sQuid which is our parent payment system.

You should have received an email from sQuid advising you that they plan to upgrade the school system and sQuid Customer Portal in the coming weeks. This upgrade will improve system speed, performance and reliability, making it easier for all of us to manage payments for school meals, clubs and other activities.

This upgrade should not impact you greatly; once the upgrade is complete, when you log into your sQuid account, you will simply be redirected to the new web address for the Customer Portal. It will take a few moments longer than usual to log in whilst all schools complete the migration, so please be patient during this time.

Parents with children attending a different school

If you have a child attending another school which also uses the sQuid service, please be aware that the schools may not upgrade on the same day. Information for parents who manage multiple users at different schools is available on the [Parent Support Page](#), so please make sure you visit this for further instructions. sQuid will email you closer to the date of the upgrade, so please ensure that you read this and any further information they provide.

Although a redirect will take you to the upgraded Customer Portal, there are a few things you can do in preparation for the upgrade:

1. As there will be limited access to the sQuid service on the day of the upgrade, please make sure that your child's Catering purse is kept topped up with enough funds for them to purchase a meal, snacks or a drink as usual at school.
2. The sQuid app will be unavailable while schools are migrated to the upgraded system. During this time, you will need to use the online Customer Portal to manage your sQuid account which can be accessed via any PC, laptop or smartphone by [clicking on this link](#). Please ensure that you have your username and password ready to log in to the Portal. Should you no longer recall this information, you will be able to reset your login details when you have been redirected to the upgraded Customer Portal.
3. You will find further information and FAQs on the dedicated parent help page which can be found [here](#). Please ensure that you visit this page ahead of the upgrade to answer any questions you may have.

Thank you for your support and cooperation.

Kind regards

Jules Gordon
Vice Principal