



schoolmoney

Good Afternoon,

As some of you may be aware, we have had an issue with the SchoolMoney system today in which several messages for the Junior School were sent out to Infant School parents.

This has happened because the link between the School Data Base and SchoolMoney imported the Infant Information into the Junior School.

You may have received passwords, but you will not be able to login to the pupils account without all the relevant login information (mobile number, email address, password and child's name). If you or another parent were to login to the incorrect account, the only information you would see would be the child's first name, as we do not store sensitive information such as card details, form groups, year groups, etc on the parent login page.

This issue only occurred on the Junior School. No Infant school information has been sent to any Junior School parents.

SchoolMoney are investigating the issue and steps are being put into place to resolve the problem and prevent it from happening again.

We apologise for any inconvenience caused and advise that you delete any messages from SchoolMoney that you have received today.

Kind Regards,

SchoolMoney Support