

<Parents Title><Parents Surname>

<Address>

<Locality>

<Town>

<Post Code>

<Date>

To the parent/carer of <Forename> <Surname>

**Child Account Reference for <Forename> <IPAYIMPACT ID>
<Surname>**

Dear Parent/Carer

Online e-payments for school meals and other online purchases.

Aberdeenshire Council is introducing a secure and easy way of making payments to your child's primary school for school meals and more. Your primary school will be activated on the system on <go live date> and you will be able to make payments a few days in advance of this. There is no upper limit to the amount you can add to your child's account and if you wish you can provide sufficient funds for weeks or even months in advance.

If your child is eligible for free school meals, the system will recognise this and automatically allow meal purchases. You can still create an account to see meal purchase histories and to pay for non-food items (trips/activities etc) when that option becomes available.

All users will be required to access the system using "myaccount" which has been set up by Scottish Government as a simple approach to accessing public services. It allows parents/carers to access online services whilst ensuring their details are secure.

To sign up for and begin using this new system, please follow these instructions:

Step 1: Visit the Aberdeenshire Council website at www.aberdeenshire.gov.uk and choose "Pay" from the list of online services, then select "School Meals".

Step 2: If you already have a myaccount, click on the sign-in logo above then move to step 4, if you do not have a myaccount choose "Register" then "Create New Account". (Please note if you have an NEC card you can use this for a quick registration process).

You will be asked to add your name, Date of Birth, email address and home address, and you will be asked to create a username. You can use your email address if you wish.

Following this step you can complete further information or bypass this and “Complete registration”.

Step 3: *You will be sent a temporary password to the email address you provided, follow the instructions in the email by clicking on the link and entering the temporary password. You will then be asked to provide a permanent password. On your first time logging into myaccount you will be asked to share your details, this will allow you to use the same login with future council services. Once you are signed in, you will be directed to school payments system.*

Step 4: *If you are an existing school payments user and have used the same email address to register through myaccount the system will recognise this and you will be asked to link your logins by entering your original password. Your login will then be joined and you will be able to continue to use the system. You will only need to complete this step once.*

If you are a brand new customer, please choose “Link Childs Account” and enter your child’s reference number from the top corner of this letter. You can then opt to ‘link further children’ and use further codes to link additional children.

Making Payments: *Once logged into the School Payments System, go to the homepage and add items you wish to pay for to your basket. When you proceed to checkout you will be taken to the Aberdeenshire Council Payment Gateway where you can enter your debit or credit card details securely. Please note a 2% fee is applied for credit cards. A receipt will be emailed to your nominated account.*

Any pre purchased meal tickets can be returned to your child’s school and these will be credited to their account.

A video guide to the registration process is available online at https://youtu.be/YwH9_3n7O4I and is also available to view on our school catering webpages. Should you have any queries or issues with registering for this system please contact our helpline on 03456 08 12 02.

Kind regards,

Allan Doig

Catering Services Manager.