

Dear Parents/Carers

Joyce Frankland Academy Communications and Payments with PMXParentMail

Communicating with parents is an important part of what we do, making sure you get the correct information about activities, events and things that really matter.

We use PMXParentMail, a service used by over 6,000 schools, nurseries and children's clubs to communicate to parents. PMXParentMail will be beneficial to you because you can:

- Use a free mobile app on Android and iOS to pick up school messages instantly.
- Top up dinner money or pay for school trips/items in just a few taps.
- Receive all our communications straight to your email or mobile device.

We will inform you about items you need to pay through PMXParentmail and you will need to pay electronically using credit card or debit cards as well as PayPal and PayPoint. We are a cashless Academy and do not accept cash or cheques.

Payment for school lunches is via the bio-metric system which is linked to PMXParentmail, or via the cash loader situated in the canteen. For their first few days we would recommend your son/daughter brings in cash for the cash loader, if you have not registered with PMXParentmail or a packed lunch if they prefer.

Registering with PMXParentMail is very easy. You will be sent either an email and/or text message from PMXParentMail, when you receive this please just follow the instructions in the message. Please register as soon as possible.

Please be assured that PMXParentMail is registered with the Information Commissioner and guarantees that all information you provide will be kept private and will not be passed on to any other organisation.

Once registered, if you have an Android or Apple smartphone, we highly recommend you download the PMXParentMail App for the best user experience. To do this, simply search for "PMXParentMail" in your App store.

Please note, your bank statement will display either the school name or PMXParentMail, dependent on your payment method.

If you need any additional information or assistance, please use the help site: www.parentmail.co.uk/help/parenthelp/ or if you have not received any contact from ParentMail within 7 days of your child starting with us, please contact admin@jfan.org.uk.

Yours sincerely

Joyce Frankland Academy, Newport