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### **IMPORTANT CHANGES TO SQUID ACCOUNT & PAYMENTS IN SCHOOL.**

Dear Parents/Carers,

We wanted to make you aware that we are changing the company we use to process our parent payments. We have been forced to change our system and having reviewed several options, feel that ParentPay meets all our needs and offers a more simplified system for Parents/Carers. We currently use SQUID, but from Friday 14<sup>th</sup> March this will no-longer be an option as SQUID will cease trading on that date. We understand that SQUID should have contacted you by now with more information.

**The transfer to ParentPay is planned for early next week but we are still awaiting confirmation of the exact date ParentPay goes live.** Therefore, we will be contacting you again in the next couple of days requesting you to set up a ParentPay account to replace your SQUID account immediately. We suggest that you load a minimum amount to cover your child for two days catering during your set up to cover this transition. Your activation letter will contain a temporary username and password that links to your child. Once you log in for the first time, you will be asked to update this.

Please support us by setting up a ParentPay account as soon as you can to enable the transfer to be as smooth as possible.

### **What will happen to my SQUID account after you transfer to ParentPay?**

Any current balance on SQUID will not be carried over to ParentPay in anyway. We suggest that you review your account immediately and maybe reduce any large top ups you may have recently made by requesting a part refund. You will still be able to log on to your squid account up until 30<sup>th</sup> April but **after the transfer to ParentPay you should not** make any payments to SQUID. We would recommend that you check your balance after the transfer date to ensure that there is no remaining balance on there. You can request a refund when you are logged on to the SQUID website. All refunds must be requested via the SQUID website by 14<sup>th</sup> April to ensure this is returned.

### **How do I set up my ParentPay account?**

Over the next week all Priority 1 Parents/Carers will receive an email from school and a follow up text message with instructions on how to set up an account. You can set up a ParentPay account any time up until the transfer date, in readiness for the transfer, but the account will not link to Newark Academy until it goes live on the transfer date.



### **How does ParentPay work?**

ParentPay works in a similar way to SQUID, and you will be able to use it to top up your child's catering and pay for trips and other items in school. **This is the only method of payment accepted by the school for trips and other items, cash and cheques are no longer accepted.** Students can at present still add cash top-ups to their catering account using the black machines situated in the dining area. As with SQUID, ParentPay will allow you to view a breakdown of the items your child purchases at dinner time.

You can log on to your account using a computer or using a smart phone just go to and enter your log on details. There currently is no separate phone app. All payments are secure, and you can either use a card for payment or if you prefer you can set it up to take payments from your bank account. In addition, PayPoint is another option available via ParentPay.

### **I already have a ParentPay account, what do I need to do?**

Some primary schools already use ParentPay. If you have already set up an account, all you need to do is to 'add a child' from the 'Payer Dashboard'. Just add the username and password given to you for your child at Newark Academy.

### **Separated or Blended Families**

For separated or blended families, ParentPay gives the option to set up secondary payer accounts. This allows pupils to have 2 or more payers on the ParentPay system. Each payer would have their own unique log in and would be able to make payments for any item or trip that their child is assigned to. Please contact us on [office@newarkacademy.co.uk](mailto:office@newarkacademy.co.uk) if this applies to your family.

If you have any further questions, there is a designated site for Parents/Carers offering further support and FAQs, or you can email us on [office@newarkacademy.co.uk](mailto:office@newarkacademy.co.uk) and we will try and help.

Please remember that this system is new to us, as a school, so we really appreciate your patience whilst we are navigating this new system.

Kind regards,



Inma Peña  
Headteacher