

18 May 2018

Dear Staff member,

**RE: New cashless catering system**

We are pleased to announce that the academy is installing a cashless catering system which will launch in June. The system, provided by Live Register, will improve our ability to serve food quickly and efficiently. We plan to be in full operation from the **27<sup>th</sup> June**; parts of the new system will be installed prior to this date so that we can begin enrolling both staff and students in advance.

This system incorporates the latest technology and eliminates the need to carry cash throughout the day. It is also biometric (see FAQ's) so the system will recognise your 'finger image' at the revaluation pay points and at the tills. Future development may include the use of biometrics for the academy's library service.

Once the academy commences operation on 27th June, cash **will not** be accepted at the till points after this date. Once your account has been credited, any money spent on food and drink will be deducted on a daily basis.

As per current legislation, we will be operating an 'opt-in' policy which requires both students and staff to consent or object to the registration and use of biometric information. If you choose not to be registered on the biometric system, a 5-digit PIN code will be allocated.

In order for us to make the necessary arrangements, please read the attached information and complete the consent form; it is essential that all staff, that wish to purchase from the canteen, complete and return the form to the Finance Office by **15<sup>th</sup> June, 2018**. Enrolment onto the biometric system cannot take place without the returned consent form.

Attached to this letter:

- 'Frequently Asked Questions' about the new system
- Cashless biometric system consent form
- School Comms/ School Gateway Guide

If you have any queries or wish to discuss further, please contact the Finance Office. Thank-you for your support.

Yours faithfully,



**Suzanne Vallender**  
Finance Manager

### Cashless/biometric System Consent Form- Staff members

As per the Data Protection Act 1998, we are required to notify and obtain the written consent of each staff member before being able to use their biometric information for an automated system.

If you consent via the form below then you are authorising Ormiston Chadwick Academy to use your biometric information (finger image) until the end of your employment at the academy or until you cease to use the system. If you wish to withdraw your consent at any time, this must be presented in writing and emailed or sent to the Finance Office. Once there is no requirement for you to use the biometric recognition system, your biometric information will be securely deleted by the school.

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### Ormiston Chadwick Academy – Cashless/Biometric System – Staff consent

Please **tick one** box below: After reading the guidance provided by Ormiston Chadwick Academy;

**I give consent** for the academy to register and use my biometric information with immediate effect for the purpose of cashless catering. I understand that I can withdraw this consent at any time in writing.

**I do not give consent** for the academy to register and use my biometric information with immediate effect for the purpose of cashless catering. I understand that I can withdraw this consent at any time in writing.

Staff member name	Job Title
<b>Signature</b>	
<b>Date</b>	

Please return to the Finance Office by 15<sup>th</sup> June, 2018

### **Frequently Asked Questions about cashless catering for Staff**

**Q. What is a 'Cashless system'?**

**A.** A cashless catering system is an electronic accounting solution designed to allow schools to provide students and staff with a faster, more efficient service

**Q. What is 'Biometric'?**

**A.** Biometric is simply a method of identifying an individual person. The system takes a 'finger image' and this generates a unique number used in the system to identify your account and allow you to spend your pre-loaded credit. The finger image is not stored and cannot be used by any other system. It is not a fingerprint in any way, shape or form.

**Q. How does a biometric system work?**

**A.** The information of a student or staff member, who has been biometrically registered, is stored on a secure biometric controller within the school, which only our provider, Live Register, can access. Once an account is credited the student or staff member places their finger/thumb on the electronic point of sale (EPOS) terminal, which looks up their account details and allows them to purchase items. The academy will abide by all relevant regulations stipulated in 'The Data Protection Act 1998'.

**Q. How do I register on the biometric system?**

**A.** Once consent have been provided to the Finance Office, you will be advised to attend registration on a particular date and will be required to place your finger/thumb on a biometric sensor twice to obtain a matching image. This process only takes a few seconds. If you have chosen to 'opt-out' of this procedure, you will be allocated a 5-digit PIN code to use.

**Q. What methods of payment can be used to credit an account?**

**A.** Once an account has been credited, the monies can only be withdrawn in exceptional circumstances and has to be arranged via the Finance Office Any amount of funds can be credited to an account by the following methods:

#### **Cash at the Revaluation Units**

A revaluation unit will be located in the Houghton building and at the Main building's student entrance. This can be used to top up accounts by the student/staff member placing their finger/thumb on the sensor or by entering their 5-digit PIN Code followed by inserting the accepted tender below: £20, £10, £5 notes, £2, £1, 50p, 20p, 10p, 5p coins (**Please note – copper coins are not accepted.**)

#### **On-line Payments**

Online payments can be made via the School Gateway ([www.schoolgateway.com](http://www.schoolgateway.com)), however, you have to be registered on the School Comms before you can start using it. If you require assistance in signing up, then please contact the Finance Office. In order to register, it will require your work email and personal mobile number which is recorded on SIMS. For further information, please see the School Comms/Gateway guide.

### **Top-up at Academy Reception**

In exceptional circumstances you can credit your account by visiting Reception and paying via cash, card or cheque. Cheques are payable to 'Ormiston Chadwick Academy'. However, we would ask you to keep this as an infrequent method due to the busy environment of Reception.

#### **Q. How can I check the credit on an account?**

**A.** This can be done by the student/staff member placing their finger/thumb on to the revaluation machine/ balance checker or by entering a 5-digit PIN code. The current balance will then be displayed. Alternatively, staff can access their balance online via the School Gateway

#### **Q. Can anyone else use my account?**

**A.** No – Due to the extensive security on biometric templates, no-one will be able to access your account. If you are using a 5-digit PIN Code and think someone else has access, then please contact the Finance Office immediately. Furthermore, please inform the Catering Manager so that any fraudulent sale can be restricted.

#### **Q. What if I have visitors that require catering?**

**A.** The procedure for requesting hospitality for external visitors will not change. Staff must request hospitality via the 'Hospitality Request form' which can be printed from the 'Standard forms' folder on the 'Staff drive'. The form should be completed and authorised by the Principal and then handed to the Catering Manager, Claire Reilly, in **advance** of the requested date. Please note, catering provision is provided externally by Halton Borough Council at a cost to the academy.

## Staff guide to School Gateway Web

### Account activation

Navigate to [www.schoolgateway.com](http://www.schoolgateway.com)

Select the **New user** tab



Select **Send PIN** - your 4 digit PIN will be sent via text message to your mobile phone.

You will need this PIN number each time you log in so keep it safe!

Enter your work email address and personal mobile number that is registered with the school.

### Logging in

Navigate to [www.schoolgateway.com](http://www.schoolgateway.com)



Enter your email address and PIN number

Once you have logged in you will be directed to the **Home** screen

Instead of a linked student you will see your name displayed on screen

### Timetable

You should be able to view your timetable for the next 10 school days by selecting the Timetable icon from the Home page or icon from the toolbar

**Friday, 15 January 2016**

<b>English</b> J Sinclair Fri:1	<b>09:15</b> English Room 6 7D/En
<b>Mathematics</b> R Hatchett Fri:2	<b>10:15</b> Maths Room 5 7y/Ma1
<b>Science</b> A Abell Fri:3	<b>11:35</b> Science Lab 1 7D/Sc
<b>Technology</b> P Mughal Fri:4	<b>12:35</b> Technology 6 7y/Te2
<b>Art</b> K Burrows Fri:5	<b>14:30</b> Art Room 3 7D/Ar

**Monday, 18 January 2016**

<b>Religious Ed</b> A Pinkney Mon:1	<b>09:15</b> Humanities Room 5 7D/Re
<b>English</b> J Sinclair Mon:2	<b>10:15</b> English Room 6 7D/En
<b>Mathematics</b> R Hatchett Mon:3	<b>11:35</b> Maths Room 5 7y/Ma1
<b>Physical Ed</b> R Davidson Mon:4	<b>12:35</b> Sports Hall 2 7y/Pe1
<b>French</b> S Dumbell Mon:5	<b>14:30</b> Language Room 5 7D/Fr

**Tuesday, 19 January 2016**

<b>Physical Ed</b> R Davidson Tue:1	<b>09:15</b> Sports Hall 2 7y/Pe1
<b>English</b> J Sinclair Tue:2	<b>10:15</b> English Room 6 7D/En
<b>Technology</b> P Mughal Tue:3	<b>11:35</b> Technology 6 7y/Te2
<b>Technology</b> P Mughal Tue:4	<b>12:35</b> Technology 6 7y/Te2
<b>Music</b> T Smith Tue:5	<b>14:30</b> Art Room 1 7D/Mu

**Wednesday, 20 January 2016**

<b>English</b>	<b>09:15</b>
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**Thursday, 21 January 2016**

<b>Mathematics</b>	<b>09:15</b>
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**Friday, 22 January 2016**

<b>English</b>	<b>09:15</b>
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### Payments

To view and/or make a payment select the Payments icon from the Home page or icon from the toolbar.

**Payments for Support: Matthew's Green Abbey School**  
Select items to view their details and add them to your basket or to make changes to your basket content.

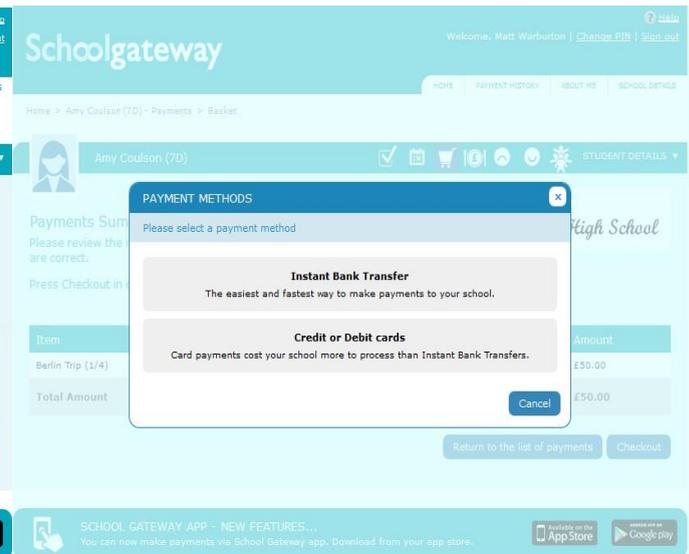
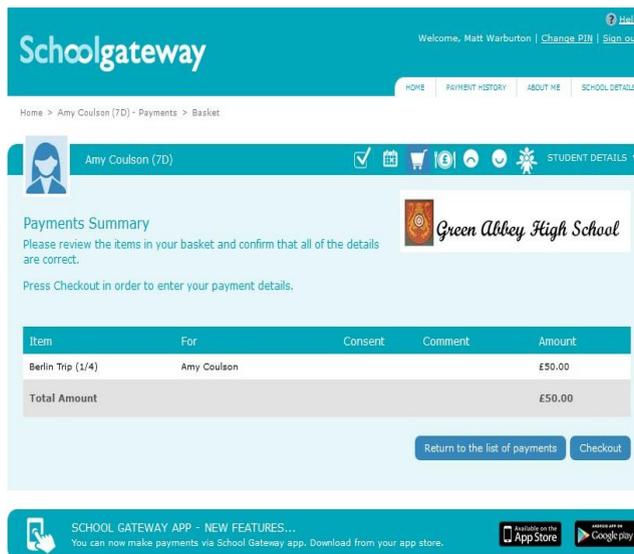
In basket?	Item	For	Due	Instalment	Amount
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 January 2016	1/4	£50.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 February 2016	2/4	£50.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 March 2016	3/4	£66.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 April 2016	4/4	£65.00

[View Basket](#)

Press the **Add** button next to the item(s) you wish to pay for.

Enter your comment in the **Comment** box if required.

To continue, choose another item to pay or if you have finished click the **View my basket** button, you will then be shown a summary of your payment.



To return to the items available for payment select **Return to the list of payments**.

If it is the first time you are paying you will see the option to pay via Instant Bank Transfer or pay by Credit or Debit card.

If you are happy with the amount you are about to pay press **Checkout**

## Setting up Instant Bank Transfer

**Setup Instant Bank Transfer**  
Enter the bank account details you would like to use for account transfer

**About you**

Firstname: \*

Surname: \*

Address Line 1: \*

City: \*

Post Code: \*

**Bank account details**

Account Holder Name: \*

Sort Code: \*

Account Number: \*

I confirm that I am the account holder and the only person required to authorize debits on this account.

**Proceed**

Choose the Instant Bank Transfer option and you will see the above page. After the initial set up you will not have to fill out any of this information. You will go straight through to a page so you can confirm the payment. The Instant Bank Transfer details are saved meaning that any future payment you make online will be a lot quicker with no need to enter any payment details. You will always have the option to pay via Credit or Debit cards if you prefer.

Your personal information will already be prefilled from what the school have on record for you and once you have entered your bank account details press the proceed button.

Liz Aaron (4SL) STUDENT DETAILS ▾

**Direct Debit Confirmation**  
Please check your bank details are correct

**Details**

Account holder name:	MRS A V HANNAH
Sort code:	535052
Account number:	56633823

Back Submit

 **SCHOOL GATEWAY APP - NEW FEATURES...**  
You can now make payments via School Gateway app. Download from your app store.




If your details are listed correctly and you are happy then press the Submit button. This will confirm that you wish to set up Instant Bank Transfer. At this point you will get the chance to read the Direct Debit guarantee and you will also receive an email confirming that Instant Bank Transfer has been set up.

Liz Aaron (4SL) STUDENT DETAILS ▾

**Review your payment**

**Payment method - [Change](#)**

Instant Bank Transfer: NATIONAL WESTMINSTER BANK PLC x-23 £0.01  
Payments made by Instant Bank Transfer will come out of your account approximately 3 days after you confirm the transfer.

Payment for Demo: Primary School , 01288354403

The reference shown on your bank statement will be School Gateway, ref: DemoPrimar

[View a copy of your Direct Debit mandate here.](#)

Return to Basket Make payment

Now that Instant Bank Transfer has been set up, you will see a screen that gives you the chance to review your payment before proceeding. This is the screen you will see straight away after selecting Instant Bank Transfer as your desired payment option as the initial set up has now taken place. To proceed select Make payment or to return to the basket to make any changes select Return to basket.

 Liz Aaron (4SL) 







STUDENT DETAILS ▾

### Confirmation

This payment will be debited on or shortly after **Monday 16 March 2015**

Please make sure you have funds available in your account **NATIONAL WESTMINSTER BANK PLC x-23**

It will appear on your bank statement as **School Gateway, ref: DemoPrimar**

A receipt has been emailed to **antoINETte.hannah@schoolcomms.com**

You can see a history of the transactions you have made at any time by going to [Payment History](#)

Item	For	Consent	Comment	Amount
After School Year 4 Swimming Club (1/1)	Sophie Aaron	<input checked="" type="checkbox"/>		£0.01
<b>Total Amount</b>				<b>£0.01</b>

[Make another Payment](#)

You will then see confirmation that the payment has taken place. Please note when you make your first payment using Instant Bank Transfer it takes 4 days for the funds to leave your account. After your first payment additional payments then take 3 days, however from the schools point of view money is credited instantly.

### Paying by Credit or Debit card



**sage pay** **Schoolgateway**

### Transaction Details

To Pay For : **This transaction will appear on your card statement as ISUZ/SchoolGateway**

Amount : **50.00 GBP**

### Select Payment Method

Please click below to select the type of card you wish to use.



Please only click the cancel button below if you intend to abort this payment process.

[Cancel](#)

#### FAQs

 If your browser is not showing the secure padlock on your screen click on this padlock.



The image shows a Sage Pay transaction details screen for Schoolgateway. It features the Sage Pay logo and the Schoolgateway logo. The transaction details are as follows:

To Pay For :	This transaction will appear on your card statement as ISUZ/SchoolGateway
Amount :	50.00 GBP

## Enter Card Details

Card Number:*	<input type="text"/>
Card Type	Visa Debit / Delta
Firstname:*	<input type="text" value="Sophie"/>
Surname:*	<input type="text" value="Aaron"/>
Valid from:	Month: <input type="text" value="v"/> Year: <input type="text" value="v"/>
Expiry date:*	Month: <input type="text" value="v"/> Year: <input type="text" value="v"/>
Security Code:*	<input type="text"/>

[Back](#)[Proceed](#)

Enter your card details and cardholder information

To complete your payment, click the **Proceed** button

To cancel the payment and return to School Gateway, click **Cancel**

You may be redirected to a security screen. This will be Verified by Visa or MasterCard SecureCode depending on your card type

When your payment is authorised the transaction details will be displayed

To print your payment summary, click **Print**

Select **Complete Payment**. You will then be returned to the School Gateway where you will be shown the Payment transaction details

You will receive an email confirming the details of your transaction

To return to the list of payment items available to you, select **Back to the payments page**

## Lunch money

Select **Lunch money** to view or top up your lunch money account

Home > Sophie Aaron (SBB) - Lunch Money

**Schoolgateway** Welcome, Matt Warburton | [Change PIN](#) | [Sign out](#)

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Sophie Aaron (SBB) [STUDENT DETAILS](#)

**Lunch Money**  
The current balance is £10.00. This was last updated at 10:05 on 1 February 2016.

[Top up lunch money](#)

Start Date:  End Date:

Date	Description	Type	Amount
1 February 2016	External Payment	Credit	£10.00
1 February 2016	Absent	N/A	£0.00
29 January 2016	School Meal	Debit	-£2.10
28 January 2016	School Meal	Debit	-£2.10
27 January 2016	School Meal	Debit	-£2.10
26 January 2016	School Meal	Debit	-£2.10

Click **Top up lunch money** to add funds to your lunch money account

You will be redirected to the **Make a Payment** screen

Select the Dinner money item and enter the amount you wish to pay. Press **Add to basket**

Home > Sophie Aaron (SBB) - Payments

**Schoolgateway** Welcome, Matt Warburton | [Change PIN](#) | [Sign out](#)

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Sophie Aaron (SBB) [STUDENT DETAILS](#)

Payments for Support: Matthew's Waters Edge School  
Select items to view their details and add them to your basket or to make changes to your basket content.

In basket?	Item	Instalment	Amount
<a href="#">Add</a>	Lunch Money	1/1	£10.00
<a href="#">Add</a>	test	1/1	£45.00

**Lunch Money**

Please review the details below.

**For:** Sophie Aaron

**Amount: \***

**Instalment:** 1 of 1

[Cancel](#) [Add to Basket](#)

[View Basket](#)

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You can now make payments via School Gateway app. Download from your app store. [Available on the App Store](#) [GET IT ON Google play](#)

Schoolgateway V2.4.12 © 1 Terms & Conditions | Privacy & Cookie Policy

To continue, choose another item to pay for, or if you have finished select **View my basket**.

You will be shown a summary of your payment.

To return to the items available for payment select **Back to payments**.

To proceed with your payment, select **Checkout**

## Payment History

Select **Payment History** from the menu to view and download your payment history.

Your transaction history will be listed.

**Schoolgateway** Welcome, Matt Warburton | [Change PIN](#) | [Sign out](#)

HOME | **PAYMENT HISTORY** | ABOUT ME | SCHOOL DETAILS

Home > Payment History

**Payments**

**Payment History**  
View and download your transaction history.

Start Date:  End Date:

Please select a transaction from the list to view the payment details.

Date	Time	School	School Member(s)	Payment ID	Amount
1 February 2016	10:08:52	Support: Matthew's Waters Edge School	Sophie Aaron	3bcc2c4d-eaac-4732-862c-6f415435cca4	£25.00
1 February 2016	09:44:30	Support: Matthew's Waters Edge School	Sophie Aaron	19491f8a-631f-46ff-bb9b-f086388b6ac1	£10.00

[Download transaction history](#)

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Schoolgateway V2.4.13.0 | [Terms & Conditions](#) | [Privacy & Cookie Policy](#)

Narrow your transaction history by changing the date range

To view details of a transaction click on the transaction and a new window will appear.

**Schoolgateway** Welcome, Matt Warburton | [Change PIN](#) | [Sign out](#)

HOME | **PAYMENT HISTORY** | ABOUT ME | SCHOOL DETAILS

Home > Payment History

**Payments**

**Payment History**  
View and download your transaction history.

Start Date:  End Date:

Please select a transaction from the list to view the payment details.

**Payment History transaction details** ✕

These are the details for the £25.00 transaction made on 1 February 2016.

Item	For	Instalment	Consent	Comment	Amount	Payment Type
Lunch Money	Sophie Aaron	1/1	<input type="checkbox"/>		£25.00	Online transaction

[Close](#)

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[Available on the App Store](#) [GET IT ON Google play](#)

Schoolgateway V2.4.13.0 | [Terms & Conditions](#) | [Privacy & Cookie Policy](#)

To save a copy of your payment history click the **Download transaction history** button

## School Details

The School Details screen will show information about the school, including their website.

Home > School Details

Support: Matthew's Green Abbey School

**Website:** [www.SchoolWebsite.sch.uk](http://www.SchoolWebsite.sch.uk)

**Details:** Not provided

Support: Matthew's Waters Edge School

**Website:** [www.Schoolwebsite.sch.uk](http://www.Schoolwebsite.sch.uk)

**Details:** Not provided

**SCHOOL GATEWAY APP - NEW FEATURES...**  
You can now make payments via School Gateway app. Download from your app store.

Available on the App Store | GET IT ON Google play

Small text at the bottom of the screenshot: Schoolgateway V2.4.13.0 | Terms & Conditions | Privacy & Cookie Policy

## Changing your PIN

If you would like to change your PIN number go to **Change PIN** in the top right corner of the screen

**Change your PIN number**

**Step 1: Enter your current PIN**

Current PIN

**Step 2: Enter your new PIN (twice)**

New PIN

Confirm new PIN

**Step 3: Click 'OK' to make the change.**

**OK**

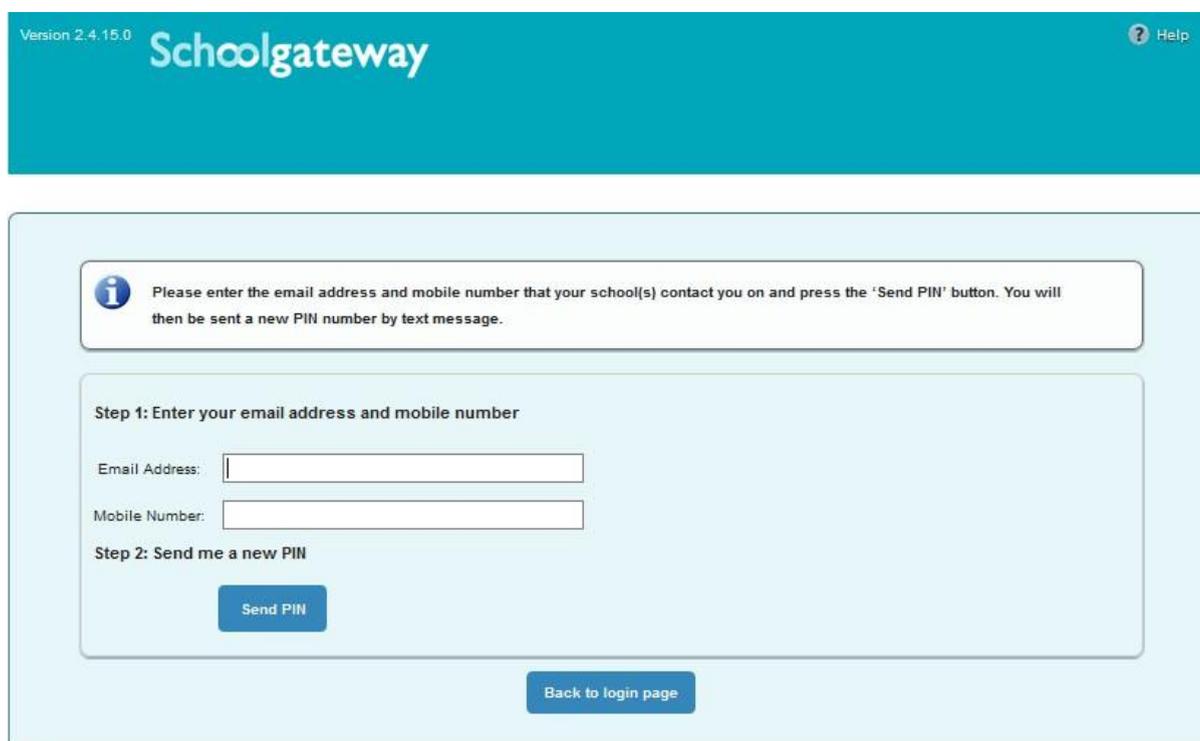
Enter your current PIN

Enter your new PIN and again to confirm it

Select **OK** to save your new PIN

## Resetting your PIN

To reset your PIN, select the **Forgotten your PIN** link on the login screen



The screenshot shows the Schoolgateway interface for resetting a PIN. At the top, there is a teal header with the version number 'Version 2.4.15.0' on the left, the 'Schoolgateway' logo in the center, and a 'Help' link with a question mark icon on the right. Below the header is a light blue box containing the form. At the top of this box is an information icon (i) followed by the text: 'Please enter the email address and mobile number that your school(s) contact you on and press the 'Send PIN' button. You will then be sent a new PIN number by text message.' Below this is a section titled 'Step 1: Enter your email address and mobile number'. It contains two input fields: 'Email Address:' and 'Mobile Number:'. Below these fields is a section titled 'Step 2: Send me a new PIN' which contains a blue button labeled 'Send PIN'. At the bottom of the form box is a blue button labeled 'Back to login page'.

Enter your email address and the mobile number that is registered with the school and select **Send PIN**

A new PIN will be sent by text message to your mobile phone