



City of Norwich School

An Ormiston Academy | Excellence in all

5th September 2023

Dear Parent/Carers

New Online Payment System

My sincere apologies for the late notice being given, this is due to reasons beyond our control. We need to ask all parents or carers to register on a new payment system.

In order to reduce the amount of cash and cheques that enter the school premises and to provide parent/carers with greater convenience to make payments for school meals, lockers, school trips, and other resources we are inviting you to create a My School Portal.

The supplier of our previous system "Pay360" have ceased providing this service and transition to a new system has taken a lot longer than anticipated. We are asking parents/carers to set up an account on a new system "My School Portal" to allow payments to be made for cashless catering purposes as well school trips, equipment, and other purchases throughout the year.

We encourage all parents to use our online payment facility 'My School Portal'. You will need to request an account to access the system, which can access by going to <http://www.cns-school.org/OnlinePaymentAccount> you will then be promoted to enter your email address in the "Forgotten Password" field, you must enter the same email address as you have previously registered with CNS. You will then receive an email with a link to set up your password. The email will be similar to the example below, you should then open the link included in the email:

City of Norwich School

Reset your City of Norwich School password

Dear technical,

We received a request to reset your password for your City of Norwich School account: [REDACTED] We're here to help!

Simply click on the link below to set a new password:

[REDACTED]

We'll keep the link above valid for 24 hours, after that you will need to request a new reset password link if you still wish to reset your password.

If you didn't ask to change your password, don't worry! Your password is still safe and you can delete this email.

If you are still having a problem logging in once you have reset your password please contact your school who will be happy to assist.

Kind regards,

City of Norwich School

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Once you have created your account, you can login to the account by going to <http://www.cns-school.org/OnlinePayment> and login with your email address and the password you set up previously.

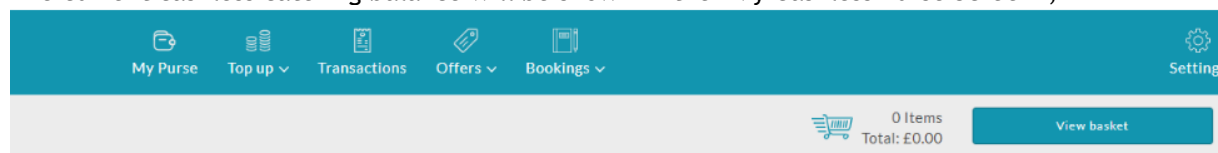
Once you have logged into My School Portal, you can access the payment section by clicking "Online Payments" at the top of the page and then click "Online Payments" in the drop down menu which appears:

Home **Online Payments**

Online Payments

The first time you access this page, then you will need to set up a “Cashless Purse”, follow the instructions which appear to create this.

The current cashless catering balance will be shown in the “My Cashless Purse Screen”;




My Cashless Purse


Bookings and Offers Purse


PURSE NUMBER : 633799007211163090 ⓘ


PURSE REFERENCE : 8PXBKT ⓘ





BALANCE :
£0.00

 [0 offers available](#)

 [0 part paid offers available](#)

 [0 bookings available](#)

 [0 bookings unpaid](#)

 [View transactions for this purse](#)

Additional credit can be added by clicking the “Top up” icon at the top of the page.

We are in the process of gradually adding school trips to the new system, please be patient as these are uploaded. These can be found by clicking the “Offer” link at the top of the page, choose the item you wish to purchase and add “Add to basket”. You must then click “View Basket” the top of the page and then click the “Checkout” button, to complete the payment process and finalise your purchase. During this process you will be asked for your payment card details to complete the payment.

Free School Meals will function as usual. If any of the allowance is spent at break it will be deducted from the balance available at lunchtime.

Where required cash can continue to be provided for use with our Cashless catering system, however this can not be used to make payments at the till which purchasing food, it must be preloaded into the students account using one of the Cashloader kiosks in the school, prior to the purchasing.

If you have a question about regarding the online payment system, please contact the school techsupport@cns-school.org who will be able to assist you further.

Yours faithfully

Philip Wilson

Operations Manger

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