

28 February 2025

Dear Parents/Carers

IMPORTANT INFORMATION

We would like to inform you that City of Norwich School will be changing its online payment provider from MySchoolPortal to ParentPay.

This transition is being made as MySchoolPortal's outsourced payment provider SquidPay, is ceasing trading in the UK on Friday 14th March 2025. The switch to ParentPay will take place on Monday 17th March.

- Monday 3rd March to Wednesday 5th March - Parent/Carers will receive details on how to set up student accounts in a staggered approach. Parent/Carers will receive this information via the primary contact email we have on record and students we do not have parental emails for will be receiving letters to take home.
- Friday 14th March - All trip balances will be manually adjusted on the new online payment platform. Please do not pay into your MySchoolPortal account after this date.
- Monday 17th March - All dinner balances will automatically be transferred over to the new online payment platform and will be reflected in student's accounts.

If as a parent or carer, you have any questions or concerns regarding this change, please do not hesitate to email the school via office@cns-school.org or studentservices@cns-school.org

Yours faithfully

James Roberts, Operations Manager
City of Norwich School