

Who do I contact with queries relating to my SIMS Agora account?

If you have a question about your child's SIMS Agora account please contact the school directly, who will be able to help.

Telephone: School Office: 01223 577017

Email: office@grove.cambs.sch.uk/finance@grove.cambs.sch.uk

Where can I find out more about SIMS Agora?

More information about SIMS Agora online payments can found at the following places:

- SIMS Agora website: www.payyourschool.co.uk
- Capita Children's Services website: www.capita-sims.co.uk/agora



The Grove Primary School

Welcome to our school
online payment system

www.payyourschool.co.uk

w/c 23 rd November 2015	Activation letter sent to parents
w/c 23 rd November 2015	Step by step guide available on website
1 st December 2015	Payment system goes live
April 2015	No more cash payments accepted in school

www.payyourschool.co.uk



Welcome to SIMS Agora online payments

SIMS Agora provides a safe, secure and easy way to pay online for school items such as school meals, trips, events, music lessons, transport and other school activities.

- ✓ SIMS Agora Allows you make online payments to the school whenever and wherever you like, 24 hours a day, 7 days a week
- ✓ Makes it easy to make payments for school items by debit or credit card
- ✓ Reduces the need for children to carry cash to school
- ✓ Peace of mind that payments are made safely and securely to the school
- ✓ Payment for larger items such as school trips can even be made by instalment up to the due date
- ✓ You can also merge your accounts if you have more than one child at the school, or from other schools that also use SIMS Agora

Is SIMS Agora safe – are my payments secure?

- ✓ Yes - SIMS Agora is safe and secure and tested for the highest security
- ✓ All information on Agora is secure and only accessible by completing several security steps and automated checks
- ✓ Payments are secure - no card details are ever stored on the system or accessed by the school
- ✓ Agora is PCI DSS Level 1 certified and uses the highest levels of card payment security & 3D fraud protection measures
- ✓ You will receive an email receipt for all payments and you can check at any time what and when you have paid the school through Agora

How do I get started with SIMS Agora?

- ✓ The school will send all families an activation letter containing a unique reference for your child – you will need this reference to access your child's account. This will be sent out during the week commencing 23rd November 2015.
- ✓ You will need your child's date of birth to log on.
- ✓ You will also need a Microsoft Account - you can use an existing account or create a new one online – they are free, very easy to setup and you can use any email address and password.
To get a Microsoft Account please go to: <https://signup.live.com>
- ✓ To access SIMS Agora please go to **www.payyourschool.co.uk**
- ✓ Follow the few simple steps to activate your account. A step by step guide will be available on the website from week commencing 23rd November 2015.
- ✓ You will receive an email to confirm your account has been activated; once you have clicked the link in the email you will be able to make payments for school items straight away.
- ✓ If you have more than one child at the school, you can easily merge their SIMS Agora account into a single combined view – please see the Frequently Asked Questions within SIMS Agora on how to do this.