Cashless Catering Arrangements in Secondary Schools

Dear Parent/Carer,

We have been working to implement systems removing the need for any touch points on machines when paying for and collecting food from school canteens. This can be done by downloading an app called Fusion Mobile or by using a contactless card provided by the school. Please see below for further information.

Fusion Mobile App

Downloading this app will allow pupils to pre-order and pay for items from their school canteen using their mobile phones. Pupils will now be able to use the Fusion Mobile app which is integrated with iPayImpact (iPay). This works the same way as before with parents/carers being able to top up their child's account via iPay but will now allow pupils to view their balance from their phone and place their orders in advance of collection.

Information on how pupils can download the app is provided at the end of this letter (**attachment 1**) and pupils can register their account when downloaded using their GLOW email address and by creating their own account password. More details on how you can connect to your child's account through iPay is also provided in this attachment. For further information on iPay please also visit: - https://www.westlothian.gov.uk/article/44151/parentsportal-scot

Contactless Cards

'Contactless cards' will also be issued to pupils as an alternative to the mobile phone app. These new contactless cards will be unique to each pupil and will only display a pupil's first and surname alongside the name of their school. The cards use a proximity reader similar to other contactless card payment methods. The cards for each pupil are linked to their parent/carer iPay account and these can be topped up as normal through iPay. Payments are now able to be made using the card without the need for any touch points. Pupils will be able to view their account balance at any time whenever they use one of the card reader machines. Just like ordinary contactless cards, it is really important that these are always kept in a safe place by pupils to ensure these are only ever used by the card owner. We recommend that when these cards are being used they are topped up frequently and in small amounts as a safeguarding measure in case a card is ever lost. Any lost cards need to be reported to the Catering Manager in the school who will deactivate the lost card and issue a replacement. A cost of £5 will be incurred for a replacement which will be deducted from the account. If pupils are using the Fusion Mobile app we also strongly recommend that parent/carers keep hold of the contactless card to reduce the chances of this getting lost at school as the app and card should not be used together but instead be an option of preferred payment to be used.

Although we currently do not have the ability for orders to be placed in advance outwith the new mobile phone app, this is something that is currently being developed and will be available in the near future enabling all iPay users to place orders via a web browser.

We have also included an FAQ section (**attachment 2**) which we hope you will find useful. This includes more important information in relation to these two new cashless catering methods that will be used in secondary schools from the school return in August. If you have any queries at all which you do not feel have been fully answered in any of the attached please contact your school office who will be able to help or get in touch with us direct.

Kindest regards,

Education Services
Civic Centre
Howden South Road
EH54 8ER
educationcustomerservices@westlothian.gov.uk

Attachment 1: Guide for Pupils on How to Download the New Fusion Mobile App

Getting started

Download the app

You can download the app by scanning the relevant QR code for your phone, or by searching 'Fusion Mobile' on your app store.

If you have problems finding the app, head on over to https://connect.crbcunninghams.co.uk for the download links.

Create an account

After you have downloaded the app, you will need to create your account that can be used to pre-order your food. On the login page, tap on the **Sign-up** option.

Next, either click on the **Scan Code** button and follow the on-screen instructions to scan your *onboarding code* below or simply type it in.

Your unique onboarding code for #N/A #N/A is:
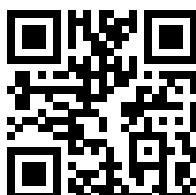
O10TGLR4XTC5KPK

Now please enter your GLOW e-mail address. Enter a password and choose a security question, providing an answer that you will remember (You'll need this if you ever forget your password).

Tap on the **Register** option and you'll receive an activation e-mail shortly afterwards. Follow the instructions in the e-mail to complete your registration. Please check your junk mail for the email if not delivered

Once activated, you can log into the app and start placing orders.

What can you do in the app?

Check your balance

No longer do you need to queue at a device in the school to check your balance; you can now check your balance at home or on the school bus, at any time of day.

Order your food in advance

Choose when you're ordering for, where you want to collect your food from, and then select from our available menus.

Bring your phone with you to collect your meal to show your unique order number and our canteen staff will have your food ready and waiting for you to collect.

View your upcoming meal selections

If you've placed multiple pre-orders, it's easy to check what you've ordered from within the app. The app will show you all your meal choices along with your unique order number, so that when it's time to collect your food all you need to do is turn up and show your order number.

What if I need help with the app?

Please contact your school office if there is anything at all you need help with. You can also visit https://connect.crbcunninghams.co.uk/help to view a range of articles that might also be helpful.

Attachment 2: Frequently Asked Questions

1. *Does the Fusion Mobile app cost any money to download or use?*

   The app is free to both download and use however a connection to the internet is required for both. Internet charges may apply if not using a Wi-Fi connection.

2. *Do I need to pay for one of the new contactless cards?*

   The first card will be provided at no cost. If a card is lost there will be a small fee for the new card (replacement cards are £5).

3. *What happens if my child loses their card?*

   If a card is lost this should be reported to the school office immediately so that the card can be deactivated. We strongly recommend that our parents/carers top up their iPay accounts frequently and in small amounts where their child is using a contactless card in order to mitigate any financial loss resulting from cards falling into the wrong hands. These cards will only work on school machines for canteen purchases and will not work out-with the school. A new card can be reordered and activated by the school if lost cards are not found or returned.

4. *What personal data relating to me and my child will be used?*

   Our schools currently use iPayImpact (iPay) for all school online payments. The Fusion Mobile app usesthe same provider, allowing for the app and iPay to be integrated. If you choose to use the mobile phone app as your child's contactless catering method no new additional personal information will be requested or required (other than the school GLOW email address for your child when they are registering their account after downloading the app). Personal information will not be used any differently than it is now in relation to the authentication and management of your iPay account.

   The contactless cards are created by Inprint Services, the Council's in-house print management and reprographics service. The only information we will share with Inprint to create your child's unique card is your child's name and school.

5. *How do I link my iPay account with my child's Fusion Mobile app or contactless card?*

   You do not need to do anything, this will be done automatically when your child signs up for the app. The sign-up detail provided identifies your child linked to your iPay account and in turn makes this link for you. The contactless card is issued pre-linked to your iPay account so no additional action is required.