



Bishop John Robinson CofE Primary School

Headteacher: Mr Matthew Harris NPQH
Assistant Headteacher: Miss Sarah Biney NASENCO
School Business Manager: Mrs Karen Fletcher CSBM

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Tuesday, September 19, 2023

Dear Parents and Carers,

As we are no longer using Pay360 I have put together a little guide to help you understand the new parentmail system for booking clubs. I have also added the instructions for booking parent evenings.

How do I book and pay for school meals or clubs?

1. Go to **Accounts**, then for the required student, select the menu or club.
2. From the calendar, select the date you want to make meal choices or book a place for, then make payment.

Dates are colour coded by availability. Use the status types to identify available dates. If there are no dates you can make selections for, contact the school.

If you select **PAY LATER**, the items are saved in your **Basket**. When you are ready to make payment, go to **Basket**.

What are repeat bookings?

If you are making a booking for a club, from the **Repeat Selections** window, select from the following options:

- **Repeat** – to make the same bookings for a different week.
- **Continue** – if you do not want to make the same bookings for a different week.
- **Cancel** – to return to the booking details and make any changes.

Select the weeks you want to repeat the bookings for from the listed options, then select **Continue**.

How do I remove items from my basket?

1. Go to **Payments**, then select **Basket**.
2. Find the required item, then select **REMOVE**.

Was my payment taken?

If an error message is displayed when you are making a payment using IRIS ParentMail, check the following:

- debit or credit card details entered are correct
- expiry date is entered in MM/YY format
- try using another card

If you have checked all the above but still cannot make a payment, contact the school. They can confirm if they have successfully received the payment.



What do I do if I miss a payment installment?

If you have missed a payment, the item is displayed in **Payments**. To make a missed payment, select the item from **Overdue Items**, then follow the steps to make payment.

If the item is not displayed or you need to discuss the payment, contact the school.

How can I get details of items purchased?

To get details of items you have purchased or items your child has purchased, such as, school meal items, go to **Payments**. Select **History**, then the required date to display the items purchased.

How do I manage my Parents' Evening appointments?

You can view, change, or cancel any Parents' Evening appointments you have booked in your IRIS ParentMail account.

How can I access my booked Parents' Evening appointments?

Go to **Parents Evening**, then select the Parents' Evening.

How do I send a copy of my appointments to my email?

Go to **Parents Evening**, select the required Parents' Evening, then **EMAIL MY APPOINTMENTS**.

How do I book Parents' Evening appointments?

When the school invite you to a Parents' Evening, available appointments can be booked from your IRIS ParentMail account.

You can only book appointments for Parents' Evenings that have **Accepting Bookings** status.

1. Go to **Parents Evenings**, then for event you want to book appointments for select the invite.
2. Choose a session, then to view available appointments, select **BOOK NOW**.
3. For the appointment time you want, select **BOOK**.

How many appointments can I book?

The school set how many appointments you can book. If an appointment is greyed out, you cannot book it.



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How do I book a longer appointment?

The school set the length of the appointments. To book a longer appointment, either book more than one appointment, or contact the school to arrange your appointment.

Why are some appointment times grayed out?

Grayed out appointments are unavailable because they have already been booked.

How do I cancel a booked Parents' Evening appointment?

If you have booked a Parents' Evening appointment that you no longer need, or want to change to avoid a conflict with another appointment, cancel the booked appointment.

1. Go to **Parents Evenings**, then select the invite to the Parents' Evening.
2. Choose the session with the booked appointment, then **CHANGE BOOKING**.
3. For your booked appointment time, select **CANCEL**.

If you need help cancelling or changing an appointment, contact the school.

Yours faithfully,

Mrs K Fletcher

School Business Manager