

7<sup>th</sup> October 2019

## Online Payments System Update

Dear Parents and Guardians,

ISS introduced our new online payments system (BlueRunner) for Jerry Clay Academy in April this year. The system had been in development for several months and we were really excited to share it with our customers. Unfortunately, we have been experiencing unforeseen operational issues with the system and therefore will be temporarily reverting back to our original system (Cypad).

Please find below key dates for the coming weeks.

- Payments can be made on the current system (BlueRunner) until **1pm on Thursday 10th October**
- Following lunch service on **Friday 11<sup>th</sup> October**, balances from BlueRunner will be transferred to Cypad
- Any parents without a login, e.g. parents of pupils in Year 3, will need to register on the Cypad system in order to make payments
- Parents can log on to make payments on Cypad from **Saturday 12<sup>th</sup> October**.

If you are already registered with Cypad (which should be the case if you were making online payments for your child/children last academic year) you will be able to login using the same information (username and password) as before. If you require a password reset, please follow the below link and click forgotten password.

We ask that you please take note of the above and visit the Cypad system when possible to register and/or make payments. Included alongside this letter is a leaflet which will help you to get setup and the link you need to access the payments website is as follows:

<https://payment.cypad.net/ISSEducationNorth>

Thank you for your continued patience; again, we apologise for any inconvenience caused. If anything in this letter is unclear, or if you have any outstanding queries, please contact us using the below contact information.

Best regards,

The ISS Online Systems Team  
[feedinghungryminds@uk.issworld.com](mailto:feedinghungryminds@uk.issworld.com)  
01924 792 334