



Burscough Priory Academy  
www.burscoughprioryacademy.org  
Headteacher Mrs L MacLaren

REF:3531/LMA

26 October 2024

Dear Parent,

### Information System Upgrade in School

The team in school have worked hard this week to complete a smooth and successful update to our information system. The vast majority of the technical changes are complete, with the final work being completed after the weekend. We have checked the system this morning and we are pleased to let you know that our systems are functioning well with a minor and very manageable issue on School Gateway. If we could have completed this piece of technical work, we would have, but this product is managed by third-party company whose service we use. This should be completed Monday, if not soon after.

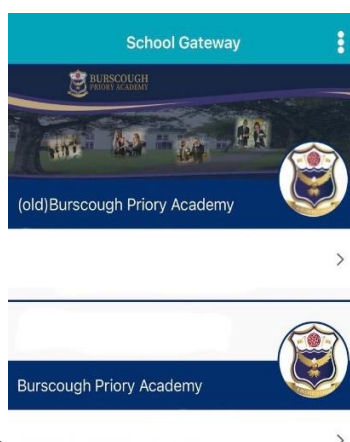
As of 10.00am today:

#### 1. ClassCharts

- ClassCharts is working in school and should be doing so for students and parents.

#### 2. School Gateway Accounts

- You may have received an email stating that, '...your email address and mobile phone number have been connected to an existing School Gateway account.' Your email address will be referenced in the message as reference. This is correct and you do not need to do anything - this is legitimate (and not spam or a scam). There was no notification to us in school, that this would be sent to you.
- There are two options visible on the Gateway app, it looks like this (with your child's name on):



An Endeavour Learning Trust School  
Registered in England  
Company Registration Number 7848372  
VAT Registration Number 125718416

01704 893 259  
enquiries@burscoughprioryacademy.org  
Trevor Road, Burscough, Lancashire, L40 7RZ



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- As a result of the update, as noted above in the end of term letter, there are two school 'accounts' available in Gateway. '**(Old) Burscough Priory**' and '**Burscough Priory Academy.**'
- Next week, up until the final migration, **correspondence will come from the '(Old) Burscough Priory' account.** This letter will have been delivered by this account and messages to school should be sent here until you are advised otherwise.
- It may look like you have two accounts (perhaps even per child) on the app or web version – please be reassured that no one has and only one will work at a time. As the changeover completes, the obsolete account '(Old) Burscough Priory' will become redundant and eventually removed.

### 3. School Gateway - Lunch Payments & School Shop

- The systems that work in our dining room are working in full and this means that all monies that have already been paid in on the 'Lunch Money' tab (before Friday) are available to use on Monday.
- **Until the changeover happens on Gateway, there is no facility to make a new payment for break or lunch.** If your child does not have money on their account because you are waiting to top up, please don't worry - students can still use their fingerprint to purchase food, we will look after everyone and make sure they can eat and drink. If the account goes into a temporary debt, we will take account of this and the money owed will be recouped when the top up happens shortly after. When the migration happens, the ability to see what your child buys will resume.
- Items will be available from the Gateway School Shop next week. If you need anything urgently, let us know at school.

We have technical support booked for Monday and as soon as we can, we will give you a further update next week as our primary users of Gateway.

Thank you for your support and patience – it is always appreciated. Best wishes for the final weekend of the half term break and we look forward to seeing all of our students on Monday 28 October at 8.45am.

Yours faithfully,

*L. MacLaren*

L. MacLaren  
Headteacher



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