



# St Edmund Arrowsmith Catholic High School

Prepare the way of the Lord

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Dear Parent or Carer

## WISEPAY UPDATE

Following the cyberattack on the school network that we experienced just before Christmas, it has been a challenge for everyone to adapt to modified ways of working in school. I would like to thank you for your patience and understanding over the last four weeks as we have worked tirelessly to get everything fully operational again.

I am delighted that our staff email accounts have now been fully restored and teachers now have their surfaces returned, although the IT suites for pupil use and pupil email accounts will take a little longer.

**WISEPAY** has been unaffected by the cyberattack, but we blocked its use as a precautionary measure to make sure that the data from Wisepay had not been compromised. We are now in a position to unblock Wisepay so that parents can access their accounts.

However, there has been some concern about the amount of arrears that pupils are building up from purchasing food and drink whilst Wisepay has been blocked. A daily record has been made of all the purchases that each pupil has spent and this will be displayed in Wisepay as soon as we can update the system, which is likely to be over February half term.

As the accounts will be 6 weeks in arrears at this point, could I suggest that you consider loading some money onto your child's Wisepay account **before** half term to reduce the amount of arrears the account will be in? You could do this directly on Wisepay, or you could send a cheque or cash to the Finance Department via your son/daughter and we will do this manually for you.

If sending a cheque, this should be made payable to:-  
**"Catering Academy Ltd"**.

Please click on the link here to reset your password with Wisepay:  
[https://www.wisepay.co.uk/store/generic/template.asp?ACT=account\\_reset&mID=58952](https://www.wisepay.co.uk/store/generic/template.asp?ACT=account_reset&mID=58952) or click the forgotten password link from the Wisepay link on our website:

After completing the form shown opposite an email will be sent with instructions on how to complete the resetting of your password. The link in the email is only valid for 24 hours and can sometimes be found in your junk/spam mailbox.

Many thanks for your continued support, which is most appreciated.

Yours faithfully

**M J DUMICAN**  
Headteacher

Welcome to our Online Payment Area

COOKIES: By logging in, you accept that cookies will be used during your visit to Wisepay. Further information >

Username / Email:

Password:


Sign in

Home

Reset my Password

If you have forgotten your account password you can use this page to request a reset password email.

1. Security Challenge

 Enter the code displayed in the box

This challenge is to prevent automated systems from using this feature maliciously. [Load New Code](#)

2. Enter your Email Address

Wisepay will send an email to the address you provide containing instructions for resetting your password.

Email:

Confirm Email:

Reset Password