



Driffield Junior School

10th September 2018

Dear parents/carers

SIMS Agora – online payment system

As you may be aware there have been issues with SIMS Agora recently. Unfortunately this is beyond our control and we have been waiting for the software company, Capita, to solve the problems. As yet, the issues have not been resolved.

In the meantime, to enable us to continue to use Agora, we have made some adjustments to the system. Unfortunately this means that school meals taken last week do not show on Agora. Therefore the balance showing on Agora does not include a charge for meals taken between Tuesday 4th September and Friday 7th September inclusive. Please bear this in mind when checking your child's school meals balance and add on £2.20 per day for meals taken between those dates.

If you are still experiencing problems logging into Agora please let the school office know and we will issue you with a new activation code.

The children in year 3, and other new children to our school, will be bringing a letter home this week with an activation code and information on setting up an account.

We apologise for any inconvenience this may cause. We will, of course, let you know when the system is running correctly.

Yours sincerely

Mrs L Tuck
Office Manager