



Important update regarding SQUID accounts (13/04/2021)

We are happy to report that many of the systems affected by the cyber attack are beginning to get back to normal. It has been quite a challenging few weeks and we thank you for your patience and support during this time.

The SQUID system is working once again which means that pupils can top-up their accounts, using one of the machines in school and, of course, electronically. Any purchases they make will then be debited straight from their account.

For those of you who use their online SQUID account you may have noticed that over the Easter holidays there have been a number of transactions entered onto your child's account. These are genuine transactions, and they represent any items purchased by your child during the period when the system was inaccessible in school (from 10th March until 26th March) which was 13 school days.

Over the Easter break the catering team have reviewed their daily records of transactions, for each child and updated their accounts. For a child that has used the canteen on a daily basis, there may be 13 separate transactions or more, representative of the 13 school days.

Over the next couple of days, if your child does have an account with a debit balance, we will send you a text to let you know. Whilst we do appreciate that it may have been difficult for you to monitor your child's spending limit, we would kindly ask that you make arrangements to clear any outstanding balance on their account as soon as is possible. We will be happy to discuss details with you if you cannot access this information yourself online. Please contact the school email address office@medenschool.co.uk where someone can help you with this.

Please could I ask that if your child would like to purchase from the canteen that you either send them with some cash to top up or that you top up yourself using the SQUID app. If you haven't got an account, please get in touch and we can help you with this.

A final reminder that the allowance for Free School Meals is £2:30 per day. This is only available to the children at lunch time. If your child is entitled to FSM and they wish to purchase items at break, you will need to add some funds to their account.

Once again, thank you for your continued support. If you have any queries then please contact school by emailing office@medenschool.co.uk.

Kind regards
Mr Jim Smith