



To try our best at everything we do

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Dear Parents/Carers

Wisepay

You may be aware that our online payment system, Wisepay, has been down since Monday. It is now back online.

We have been notified this morning that the reason for the outage was due to a cyber-security issue at Wisepay. As a precaution Wisepay have asked all users to reset their password and you will not be able to access their platform until you have done this. I have attached a document that explains how to reset your password. Of course if you need any support with resetting your password please contact us:

Market Rasen: 01673 842395 (Option 4)

Nettleton: 01472 851455

We are in communication with Wisepay to find out if any of our parents have been directly affected by this security issue. We will contact parents individually if Wisepay let us know that their details have been compromised. In the meantime it may be prudent to check that has been no suspicious activity on any accounts that have been linked to Wisepay.

Please get in touch if you have any further questions. Apologies for any inconvenience caused.

Kind regards

Andrew

Our Key Values: Commitment to Achieve, Caring, Respect, Co-operation, Happiness, Independence

