**CDFpay parent announcement**

Send the following email/announcement to parents via email, newsletter or your main form of parent communication

**New school ordering app now available**

A hand holding a phone

Description automatically generated [INSERT SCHOOL NAME] will be using CDFpay for online canteen ordering, uniform shop, events, fundraising, and over-the-counter purchases at our school from [the start of Term X or Monday DD Month YYYY].

Please find instructions below for closing your existing Flexischools account and opening a new CDFpay account. With CDFpay, there will be no 29c order fees, and the mobile app will ultimately provide a one-stop shop for many of our school services.

**How to close your existing Flexischools account**

1. In the Flexischools mobile app, select the ‘**Profile**’ icon from the bottom navigation bar, then select ‘**Manage my details**’.
2. Scroll down, then select the red ‘**Close my Flexischools account**’ button. If you have an account balance, it will be refunded back to you.

**Note:** If you have children at other schools using Flexischools, rather than closing your Flexischools account you can simply remove any children linked to [INSERT SCHOOL NAME] in your Flexischools account, then follow the steps below to register and add them to your new CDFpay account.

**How to register for a CDFpay account**

1. Download the CDFpay app on the [Apple](https://apps.apple.com/app/cdfpay/id6651832522) or [Google](https://play.google.com/store/apps/details?id=com.cdfpay) store, then click ‘**Sign up now**’.  
   **No app?** [Register here](https://user.cdfpay.flexischools.com.au/register)
2. Enter and confirm your email address, then click ‘**Sign up**’.  
   **Note:** You can use the same email address as your original Flexischools account if you wish.
3. Check your email inbox and follow the prompts to complete your account registration (check junk/spam if lost).

After you have registered and entered your child’s details, you can:

* [Add your child’s student card number](https://flexischools.zendesk.com/hc/en-au/articles/8621993621017-How-do-I-link-a-student-card) to enable over-the-counter purchases.

|  |  |
| --- | --- |
| **Student name** | **Student card number** |
| Mail merge | Mail merge |

* Top up your parent wallet (optional, you can also pay per order) and set daily spend limits for your child.
  + To avoid card surcharges, top up $50 or more using a debit card or bank transfer any value.
* Order and pay in seconds!

**Have questions?** Visit the CDFpay powered by Flexischools [Help & Support](https://flexischools.zendesk.com/hc/en-au/) page for detailed FAQs or chat to the Flexischools Digital Assistant. If you cannot find what you are looking for, please complete the online [Contact Form](https://flexischools.zendesk.com/hc/en-au/requests/new) and Flexischools will get back to you directly.