**CDFpay staff announcement**

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

**New school ordering app now available**

A hand holding a phone

Description automatically generatedAs you know, [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 staff 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).

**Important:** On the ‘**Add student**’ screen:

* Enter your first and last name.
* Search and select ‘**[INSERT SCHOOL NAME]**’ under ‘**School name**’.
* Select ‘**Staff**’ under ‘**Year level**’ and ‘**Class**’.
* Add your [staff ID card number, school username or other depending on what has been enabled with Flexischools] to enable over-the-counter purchases.

Staff with children at [INSERT SCHOOL NAME] can add their children in the mobile app by clicking ‘**Profile**’ in the bottom navigation bar, then ‘**Add new**’ next to ‘**Students**’ on the Profile page.

Now you are ready to start ordering!

Note: You can avoid card surcharges by topping up your parent wallet $50 or more using a debit card or bank transferring any value.

**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.