

# School Bytes

## How to use School Bytes

### Changes to the Way you Receive and Respond to Communication

Our school will be engaging the services of School Bytes who offer a simplified digital system for communicating with parents and carers.

#### Changes you can Expect

- Online permission notes for excursions/incursions will be emailed directly to you via School Bytes with a link enclosed. Select the link to open the secure online form.
- The online form will have information about the event/activity with a section for a digital signature (either with a mouse or your finger) prior to submitting.
- If the activity involves a cost, there will be a **make online payment button** on the form, which will allow you to pay securely, quickly and easily via credit or debit card after granting permission.
- Emails will be sent to you from [noreply@mail.schoolbytes.education](mailto:noreply@mail.schoolbytes.education).



### What do you need to do to prepare for the change?

- You do not have to sign up or register with School Bytes.
- You do not have to download an app.
- You do need to ensure your email address and contact details up to date as you don't want to miss critical information being sent to you.
- Monitor your email inbox for communication we send to you.
- Ensure emails sent to you from [noreply@mail.schoolbytes.education](mailto:noreply@mail.schoolbytes.education) are not marked as spam/junk in your email system.
- Respond to digital correspondence received via email or complete the online digital permission form and submit.



## How to Access School Bytes

To access the School Bytes payment portal or to sign an online permission note, you will receive an email from the school, sent from School Bytes, with a unique link you can select.

This link will automatically log you into the School Bytes application where you can then continue to make a payment or enter the details into your online permission note.

The emails are sent from [noreply@mail.schoolbytes.education](mailto:noreply@mail.schoolbytes.education).

If you are not receiving these emails, please check your spam/junk mail folder and add the email address to your safe senders list.

The following guide is available for Outlook users to help add School Bytes to your safe senders list.

## Adding School Bytes to your Outlook Safe Senders List

If you are a parent/carer using an Outlook email address (i.e. @outlook.com, @hotmail.com, @live.com.au) and you're not receiving emails from your child's school sent through School Bytes or if the emails are going to the junk folder you, can follow the steps below to add School Bytes to your Outlook safe senders list.

1. From your Outlook home page, select the 'Settings' cog in the top right corner of the menu bar. This will open a settings panel on the right-hand side of the page.
2. Select the 'View all Outlook settings' link at the bottom of the panel.
3. Select the 'Junk email' heading.
4. Select the blue '+ Add' button from the 'Safe senders and domains' heading. A text input box will show.
5. Type in the email address – [noreply@mail.schoolbytes.education](mailto:noreply@mail.schoolbytes.education)
6. Once the email address has been typed in, press 'Enter' on your keyboard.
7. Select the blue 'Save' button.

Any future emails sent by your child's school through School Bytes will now go directly to your 'Inbox' folder.

## Completing Online Permission Notes

Our school will use School Bytes for online permission notes that are sent directly to parents via email.

Online permission notes include a link to a secure payment site via the Westpac Parent Online Payment (POP) system (Visa and Mastercard credit/debit cards accepted).

When parent permission is required for a student activity, such as an excursion, an email will be sent to you, with a link to open the secure online permission form.

The online form will contain information about the activity or excursion, as well as a section for you to complete and sign (with your mouse or finger). If the activity involves a cost, the online form will show a make online payment button.

Information submitted by you will be stored securely for the school to review. Your individual response can only be accessed by school staff, due to the sensitive nature of the information you provide.

To complete an online permission note sent by the school follow the steps outlined below.

### GIVE PERMISSION:

1. Select the [blue view online form button](#) in the email.

2. Review the details of the event.

Please note:

Some sections of the note may contain links to an external website. If required, you can click on the links to review any further information. If you wish to print the activity information, click on the blue [Print](#) button on the right-hand side underneath your school's logo. To add the event to your calendar select the blue [Add to calendar](#) button next to the print button.

3. Provide consent by selecting **yes or no**.

4. Complete the required sections of the note.

All required sections are marked with a **red asterisk**.

5. Provide a signature.

In the parent/carer signature section, you will need to provide your signature digitally. This can be done with a mouse if you are using a computer or your finger if you are using a mobile device.

6. Select submit form.

Once you press submit, your response will be recorded. If you need to make any changes to your response, you will need to contact the school.

## MAKE A PAYMENT:

1. Select open link beside make online payment.

2. Select the fee for the activity.

To change the amount you are paying for an item, enter the desired amount in the balance column.

Please note:

Your school may not invoice the activity which means it will not appear on the payment portal as a line item. In this case, you will need to select the add other item button to add the line item manually.

3. Populate the payer details then select next.

4. Populate the payment details in the secure make a payment page and select [submit payment](#).

## Use unallocated credit in the parent payment portal

School Bytes allows you to view owing items and allocate an unallocated credit when making a payment in the parent payment portal.

Within the parent payment portal in School Bytes, you will be notified of an unallocated credit you may have for your family. This can be allocated to one or more owing items if a payment is also being made at the same time.

The School Bytes payment portal is linked with the Westpac parent online payment (POP) system. Once fees are selected to pay in the School Bytes payment portal, you will then be prompted to enter your card details and finalise your payment.

## STEPS:

1. Select use credit on the 'you have unallocated credit' pop up displayed when you open the parent payment portal.

Note: You will only see this pop-up if you have an unallocated credit and fees listed on your statement.

2. Select OK.

3. Select apply credit on the item lines that you are using credit on.

If you missed selecting the use credit pop-up and do not see the apply credit option in your parent payment portal, select the use credit button.

4. Adjust the credit applied amount if needed.

If the credit has only covered a portion of the fee balance, the amount in the balance column will be adjusted accordingly.

5. Enter the payer details and follow the prompts to finalise the payment.

If you try to use your unallocated credit to pay for the total balance of outstanding fees, you will be prompted to contact your school office. As no actual credit card payment is being made, you will not be able to submit a payment. Please get in touch with your school to advise them that you wish to use your unallocated credit to pay for your nominated fees.