



GET IN TOUCH WITH US

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21/04/2021 | Pupil Asset Issues

Dear parents/ carers,

We have been made aware of some issues with the Pupil Asset app, and wanted to make all parents aware, whilst reassuring you that a solution is being worked on, and provide a temporary work-around.

### Temporary Solution

We understand how inconvenient these issues are, and share your frustrations. Our staff are in daily discussions with developers to ensure that an update for the app is sent out as soon as physically possible, and we will update parents as soon as we have more information.

In the meantime, we have the following work-arounds:

1. We recommend that parents use the website version of Pupil Asset. The Pupil Asset website has no issues and works. To access this, just search on Google for 'Pupil Asset Parents' or visit <https://parents.pupilasset.com/> and click 'log in via portal'
2. If you cannot log in – contact our school office with your booking request ([churchfieldoffice@watertonacademytrust.org](mailto:churchfieldoffice@watertonacademytrust.org)) and either a member of the office staff or Mr Bean will make a manual booking for you.
3. If you cannot log in – to pay for lunches, breakfast club or PlayZone the school bank details are below and you can make a bank transfer, using your child's name as the reference. We will then manually add this to your account.

Sort code 30-97-51

Account Number 69784960

### Known Issues

Since the app has been rolled out, we have discovered some small bugs that the developers are now working to fix. Some parents may experience no bugs at all; however, these are:

1. A 'spinning circle' appearing when the app is loading, but then staying on the screen.
2. Not receiving an email when selecting 'first time logging in'.
3. Not having the option of 'repeating bookable events' like Breakfast Club or PlayZone.

### The Move to Pupil Asset

We moved to Pupil Asset over the Easter break for a number of reasons:

1. Efficiency – In school we used separate systems for registers, payments, bookings and communication. Pupil Asset allows us to bring all of these services into one system. This is also the case trust-wide. By having one system and approach, Waterton are able to easily communicate with parents easily.
2. Features – The Pupil Asset app is much more feature-rich, and allows parents to do so much more, such as: seeing your child's full attendance pattern, viewing what your

child has picked for lunch, giving consent for trips, viewing reports and even reporting absences.

3. Cost – the cost of the old system was increasingly dramatically. This is money that we could be spending on resources in school for our children and families.

We have been assured that a fix will be in place very soon for those who are experiencing issues. As always, we are happy to help – please contact us if you have any questions.

Thank you

Mrs L Y Gray  
Executive Headteacher

Mr J Bean  
Head of School