School Money App

We have been in touch with teachers2parents regarding the issues some of you have been experiencing on the School Money App. Please see below the response we have received.

There have been some updates on the App recently that may have affected parents logging into the system.

It has been monitored by the development team and we have tested the app this morning & it should now be working correctly.

If parents are still unable to use the app:

If the parent is able to complete the following steps this should hopefully resolve the issue -

- Ask the parent to clear their history/cache from the device they are using
(if they search how to do this on the internet it will give them instructions for their device/browser)

- Ask the parent to try a different device/browser.

- Make sure that the parent isn't keeping the website up in the background on their phone. Advise them to close all browsers/apps/webpages that are open and make sure they are going through to the website fresh each time instead of just selecting a page that is already open.

- Delete the App and then re-install, ensuring the latest version is installed.

Check that the parent isn't running any additional antivirus online security software on their devices, as something maybe blocking the connection

After the above steps have been tried, please ask the parents to try logging back in.

If any affected parent needs to pay for the time being, they could use the School Money Parent login instead, by going to www.eduspot.co.uk and clicking the Sign In button at the top.

https://support.eduspot.co.uk/guide/schoolmoney-parent-login-tips/

We do apologise for any inconvenience that this may have caused.