

16th January 2019

Dear Parents

With online payments on the rise, Eduspot (as providers of SchoolMoney) would like to remind you to be extra vigilant when making payments.

Recently, there have been a small number of reports of attempts to defraud parents whilst using SchoolMoney. We thoroughly investigate all reports of attempts to defraud parents using our system (including separate, independent checks) and can confirm that we found we found that no fraud, data breach or malicious attack has occurred.

We believe however, that it important to remind parents to be extra vigilant when making payments online. NEVER give out your ATM pin to anyone – no system or person should ever require this to complete an online transaction. If something looks suspicious, do not complete the payment, close down your browser and start again making sure you are using a genuine website.

You should also ensure all system and app updates are applied to your PC or mobile devices and that they have reliable, up-to-date anti-virus software installed. Increasingly, mobile devices are the targets of malicious software so it's important that these also have adequate protection.

Later this month, parents will notice when they login, a new option in the top right of the screen, where they can change their password themselves, removing your need to do this.

For added security, when a parent decides to change their password, they will receive an SMS or Email notification to let them know this has happened. It will not divulge the password in the message, it will simply prompt them to login using the password they have set themselves, and act as a security prompt just in case this was unexpected.

Based on parent feedback, we are also changing the link in the SMS message they receive when a new item is ready to pay for, so that parents will no longer be taken to www.eduspot.co.uk, but instead will be taken directly to the parent login page, to avoid any confusion of where to go to log in.

Further down the line we will be adding self-service password resetting tools for parents who have forgotten their password and unable to log in.

Eduspot remains committed to protecting your online security and providing you with an easy to use solution to securely make payments to your schools. If you spot something that doesn't look right relating to SchoolMoney, please contact us at support@schoolmoney.co.uk.

The Eduspot Team

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