

SIMS Pay is being rebranded. The product features and its functionality will remain the same. When you log into the system, you'll notice the Pay360 logo in place of the SIMS logo and the new name - **Pay360 Education Payments**, is used throughout.

What are Coventry City Council ICT Services for Schools doing?

- We will ensure that firewall restrictions are updated
- We will ensure that SIMS Services Manager is updated and the new packages are installed.

What do you need to do?

- Communicate with parents ahead of the change to let them know that the name and login link will be changing as of 26th July. The following is suggested text –
The system you use to make payments to school is changing names. From 26th July SIMS Pay will be known as Pay360 Education Payments.
 - *The way you make payments will remain the same - you'll just notice a different logo (Pay360 by Capita) on the login page and in the portal.*
 - *The link to log in will be updated to pay360educationpayments.com*
 - *When you make a payment, you'll notice the details on your card statement will show as 'Pay360*school_name' (rather than 'Capita*school_name').*
 - *We would recommend that you add the new email address noreply@pay360educationpayments.com to your contacts/whitelist to ensure the emails are not marked as spam*

Key dates

- **Saturday 10th July** - SIMS Pay will be off line between 9am and 5pm to enable ESS to carry out the required maintenance. ***You may wish to advise your parents of this down-time***
- **Monday 12th July** – Sims Services Manager will auto install packages overnight. Coventry City Council ICT Services for Schools will ensure that this has happened for your school.
- **Monday 12th July** - a notice will be added within the current SIMS Pay log in screen to advise parents of the name change. You are recommended to communicate with parents to make them aware of the name change as of 26th July.
- **Monday 26th July** - SIMS Pay will be off line between 1pm and 5pm to enable us to finalise the changes. ***You may wish to advise your parents of this down-time***
- **From 5pm 26th July** - SIMS Pay will be available as Pay360 Education Payments.