



Telford Infant School

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Dear Parents/Carers

We recently informed you about the introduction of MagicBooking, and we're delighted to share that the system is now live.

WHAT'S CHANGING?

Account Management

Your account will automatically be created by importing yours and your children's data from our School Management System.

Bookings

All bookings will now be completed online. Bookings for Autumn Term 1 are now open, and you will need to log in and book the sessions you require for that term and make your payment.

I know most of you already have sessions that you thought were permanently booked, or I have confirmed are secure. Please don't worry, there are enough sessions to accommodate everyone's requirements.

Payments

Payments will also move to MagicBooking, enabling you to pay securely by card or through Tax-Free Childcare (TFC) or Childcare vouchers. The system will calculate the balance due once you have booked your required sessions.

Childcare Vouchers and TFC

For childcare vouchers you'll still need to instruct your provider to transfer the funds to us in the usual way.

Tax Free Childcare Vouchers

You can integrate TFC payments directly during the booking process.



WHERE TO FIND YOUR ACCOUNT

To access your account please follow the link <https://telford.magicbooking.co.uk/Identity/Account/Login> When you get to the login page, click the link 'Forgotten Password', enter the email address we have on file for you, and follow the instructions received in the email to create your password. Check your junk folder if you don't see the email in your inbox.

Please ensure you answer all the questions when you are booking your first sessions. You will only need to do this once.

Please also fill in the details of any adults other than the child's Parents/Carers that may come to collect your child from SMILES. This will alleviate the need to let me know in advance or for me to have to contact you if you haven't done so.

This is found through 'children' on your top bar menu, then 'contacts' and then scroll down to 'collectors'

However, in the event that a third party not listed is going to collect, you can still advise me in the usual way to enable us to release your child to them.

There is a 'help' option on the top bar menu should you encounter any issues whilst you are booking and paying for your sessions.

However, If you have any other questions, please contact me at smilesclub@welearn365.com . Thank you for your cooperation.

Yours sincerely.

Francesca Berry

Smiles Manager

