

Trentham Academy

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10th October 2022

Dear Parents and Carers,

We have installed a new cashless till system called Pebble. Can I first apologise for the inconvenience this may have caused over the last few weeks while we have had some significant technical issues. These have now mainly been addressed and we will be finalising the last few issues this week. Students will be issued with an updated QR code today to be used from Tuesday.

Information from Pebble

We're always looking for new ways to improve the catering service. We've heard from parents and students that they'd like more information about purchases and the ability to check their account balances with ease. So... we've got an app for that!

What do I need to do?

If you have an up-to-date smartphone then please visit the Google Play store if you use Android or the Apple App store if you use iOS. If you don't use an Android or Apple device we're really sorry but for now you can use the schools online payment system.

For those who are using Android and Apple, in the search function please type Till App or use these links below:

Google Play store if you use Android

<https://play.google.com/store/apps/details?id=couk.mypebble.till>

Apple App store if you use iOS

<https://apps.apple.com/us/app/till-app/id1551622451>

You will be presented with a number of options. Scroll through these until you locate the app icon with a green circle. Tap this to move to the next screen. From here you can read further details and confirm the app has been developed by our new catering system provider Pebble. Download this app onto your device.



Then what's the next step?

Please email hello@tillapp.support for your unique registration code.

When you first register on the app you'll be given a choice of selecting which profile type you would like. Please select 'parent' and follow the registration steps.

You can share the pupil registration code with your child if you'd also like them to stay up to date with their balance.

Can multiple parents or carers have access to the Till App?

Yes, each parent or carer will need to download Till App via the Google Play or Apple App store.

They will need to request a unique registration code for a parent profile. Please ensure they select 'parent' and follow the registration steps. They should also be issued additional registration codes for each of the children they want linked to their account.

What if there's a technical issue with Till App?

If you're experiencing a technical issue with Till App or you've got a suggested improvement then please use the support function in Till App or email: hello@tillapp.support

If you think your contact details need updating please ensure you contact the school with up to date details.

I hope you can now download the Till App and register following the guidelines from Pebble. This will enable you to see live data streams such as balances and what students have purchased. Please do not contact the academy regarding balance transfers as Pebble are on hand to do all this for you. Please contact them via hello@tillapp.support and they will assist with your enquiry and rectify any ongoing issues.

Yours sincerely



Mike Whittingham
Headteacher

