**Wonde: Frequently Asked Questions**

**What is Wonde?**

Wonde is an application that takes key information from schools’ SIMS and other Management Information Systems such as Arbour automatically and uses it to inform another process or system. This is done in a secure fashion and because the process is automated it speeds it up and saves multiple data entry. Many schools will have already come across Wonde because they use software that uses it – including ParentApp and Renaissance.

For further information please visit [www.schoolvouchers.com](file:///C%3A%5CUsers%5Cwealleanse%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5CFRQXBOHS%5Cwww.schoolvouchers.com) or attend a 15 minute webinar by [clicking here](https://docs.google.com/document/d/1Rq4MErMMJkycO3AnlQv334gaPTwrvIO3BLfKXslJvJM/edit)

**Why am I being asked to set up a Wonde Account?**

The Council have identified e-vouchers as a way of providing funds to ensure those children who are entitled to a free meal over Christmas are able to have one. To use this application schools need to have a Wonde account. Many schools will already have an account because they use applications such as ParentApp or Renaissance that use Wonde for data extraction from SIMS but others won’t and are being asked to set one up.

**How can I set up an account?**

You have been sent a link to the Wonde website where you can enter your details. Wonde will then contact you. Wonde have been notified that Cumbria is implementing this solution and a list of schools has been supplied to them. In this way we aim to ensure that every school that doesn’t have an account will have one set up shortly. The schools’ SIMS Support Team will need to set up a user account for Wonde on their SIMS database to enable them to extract the data needed. By applying for the account you are giving us permission to do this on your behalf. If your school database is hosted by a MAT trust, you will need to liaise with your technical team to get this completed.

**What about GDPR?**

Wonde are ISO 27000 industry standard approved. Our software is designed to extract only the parent/carer data required.

Full details can be found at [https://www.Wonde.com/downloads/Wonde%20-%20Data%20Handling%20Agreement.pdf](https://www.wonde.com/downloads/Wonde%20-%20Data%20Handling%20Agreement.pdf)

**What if I already have an account with Wonde?**

If you already have an account with Wonde you will be able to activate e-vouchers by logging on to your Wonde portal and following the prompts. To log on you will need to enter the school name and the email that was used to set up the account initially. If for whatever reason you need to change the email details on the account you will need to request a reactivation link by emailing Emily Van Heerden evanheerden@Wonde.com. Please do not use this email for anything other than reactivating an existing account.

**How do I order the e-vouchers?**

When you log on to the portal, you will be able to activate the e-voucher application by following the prompts. Wonde will use the contact information in the Parent and Home Tab of SIMS to email/text the parents/carers of eligible children so it is important that the information is entered correctly. User notes have been provided previously but are included with this communication. Please note that the voucher value for Cumbria FSM is £33 per voucher.

**Will families know that the communication from Wonde is legitimate and not a scam?**

The Council will promote the Wonde e-voucher scheme through media, but schools should act before this promotion to ensure all the contact information needed is on SIMS. Schools should think about how they can let families know about this; they could put a message on the school website, Twitter or Facebook Account or with a push notification from ParentApp if they have it. Wonde will use the contact information from SIMS to ask families to nominate a supermarket where they will spend the e-voucher, but this shouldn’t be the first time the family hear about the approach. Schools know the best way of communicating with their families. A template letter is attached to adapt.

**What if families don’t get a communication from Wonde?**

If the mobile phone contact details have been entered into SIMS correctly, there is no reason why families won’t be contacted. However, schools should stress the importance of accurate contact details to families and give them the means of providing them to ensure the system can work efficiently. Again, this information can be posted on the website and made available through other social media platforms.

**What if families have questions about how the process works?**

Wonde are currently working on a set of guidance notes that will explain how the process works and what families need to do. Schools will be able to issue these notes to families

**We’ve done everything we can but we still don’t have a way of getting an e-voucher to families or families don’t have a means of accessing them i.e. a smartphone – what can we do?**

If families are unable to access a voucher on a smartphone, they should let their school know as soon as possible. Alternative arrangements include the school receiving the vouchers and printing on behalf of parent/carer.

**Is there a cost for this to the school or the families?**

No, Wonde have confirmed the software is available free of charge. Cumbria County Council will be invoiced for the school’s e-vouchers.

**When do we start issuing vouchers in this way and how long do we do it for?**

Schools will be starting to issue vouchers as soon as numbers have been confirmed and the system is set up and will continue to do so until every eligible young person has been accounted for on the SIMS system. A deadline for WONDE e-vouchers applications has been set for 14 December. This is because the schools will close on the 18th December and any follow up for parents/carers with the school will not be possible.

**Who do I speak to if I have a question?**

If you have a question about WONDE contact details are:

**Phone**: 01638 779144 **Email**: support@Wonde.com Wonde will provide further information when the school account is activated.

**Example letter to Parents/Carers**

Dear Parent/Carer,

Cumbria County Council wants to ensure every child who receives Free School Meals continues to be supported over the Christmas period.

To do this the council is working with a national company called Wonde who will provide families with e-vouchers that can be spent on food and drink in a range of supermarkets and shops. The voucher will be worth £33 for each child and covers the 11 day Christmas holiday period.

School is working with Wonde to ensure they have the right contact details for you. It is important that the email and mobile contact details we hold are up to date. Please let us know if **immediately** your details have changed.

Wonde will contact you to ask which supermarket you would like to use your voucher in. The supermarkets currently available are ASDA, Aldi, Tesco, Sainsbury’s, Iceland, Mc Colls, Waitrose and Morrisons.

The voucher will then be sent via TEXT or EMAIL. If you do not have internet access on your mobile and are therefore unable to view the voucher you can forward the message to someone who has and they can help you redeem the voucher, or school can help by printing vouchers for you.

If you have any questions about the message that you receive from Wonde, or if you believe you should have received a message from Wonde and haven’t by 14 December, please contact the school office.

Yours etc