

Cashless System Forward Planning!

It's the time of year when we ask each of our customers to spend a bit of time thinking ahead to the start of the new school year.

If we can help with anything in advance, please give us a call now or during the summer break to avoid waiting in any queues during the busy return period.

To help with this we thought it would be useful to share the top enquires and solutions from last year.

- **How do I change Prices and add new Products?**

Changes can be made in advance within the Product screen and then activated on demand by clicking Settings then, Activate Price Update.

- **Can you reset Impact \ iDStore passwords?**

We require an authorisation email from a member of staff to request passwords are reset, or new accounts created. We are unable to process these over the phone. Please email: support@crbcunninghams.co.uk

- **Can you remove leavers from the system?**

This can only be carried out if an online appointment is made via our website. Please visit the [support page](#) and select BOOK SYSTEM MAINTENANCE.

- **Why have the pupil's Years not moved up?**

If your system is linked to the school's MIS, changes will not take place until the first day back. Information on checking the operation of the MIS link can be found on the [support page](#)

- **Our Reval unit is not accepting money?**

If a Reval Unit is not displaying the account names when being used, it may have lost its network connection and require a power restart. If names are appearing on the display but coins or notes are not being registered, please check inside the unit for any blockages or foreign items. A short video on how to do this can be found on the [support page](#)

Kind regards,

Customer Support Manager