



A year like no other!

Back to school 2020

A few last minute updates

Charging LVNG cashless cards

- Login to your family account on your school's portal:
 - [Portail LVNG](#) for LAC parents
 - [LVNG Gateway](#) for EVO parents
- Select your child's name from the selection box.
- Click on "Cantine" or "Canteen".
- Enter the amount to recharge your card and click on "Recharge".
- You will be directed to a secured payment website.
- A confirmation email will be sent to you to confirm the recharge process.
- The card balance on the portal will be updated with the new amount
- You can set the daily spending limit for your child and check the current balance from the same page.

Please note that:

- It may take a few days until all students have their ID cards so please send enough water supply with your child if he has no card yet to purchase water.
- **Water selling at school will only start as of next week. However all students will be provided with a free bottle of water with their hot meal.**
- The students may use the credit in the student ID card for buying snacks (when the snack canteen opens).
- The students need their school ID cards for any purchase process.
- Strictly no cash transactions are allowed in the canteen.
- Please note that the balance is assigned to a specific student and attached to his/her ID card.

Reflection on LVNG online store

- Overall, we have received positive feedbacks on this new project. However, there were few drawbacks that we highlighted in our follow-up email.
- We will keep enhancing the online shop based on the feedback received from you and from our staff involved in the process.
- We highly appreciate your understanding and support as usual and would like to apologize for any inconvenience caused to any parents due to technical or delivery related issues. We promise, we will be always working on improvements.
- Please rest assured that both schools will be flexible in applying the uniform code as long as we are still having some stock shortages.

Please ...

- Send plenty of water with your child.
- Ask for medical advice to raise their immunity.
- Talk to them and remind them of the importance of abiding to the new normal with all what comes with it with the different rules and regulations that may not always be convenient. It is only for the sake of the safety and welfare of everyone.
- Provide your child with enough masks, face shield, sanitization gel, healthy snacks and anything else that you believe will help keep them safe and well.

Launch of our new admin building

- Inline with our expansion plans, we are glad to announce the launch of our new admin building.
- This building hosts most of the administrative departments providing parents support like Student affairs and Finance.
- The building is located between both schools and has its own entrance.
- During the school day, this is the only building that parents may be allowed in. However, we kindly recommend coming with a prebooked appointment.
- The general rule is that **“if the meeting can be done online, then let it be online”**. Our official platform for online meetings is **“Microsoft Teams”**

Communicating with admin

- We are proudly glad to see our community grow in numbers in terms of students and staff. That comes with the necessity to apply some changes to our administrative team support channels to accommodate for this growth.
- That said, we appreciate your understanding that support from the following functions will be as follows:

DEPARTMENT	EMAIL (PREFERRED AND MAIN CHANNEL OF COMMUNICATION)	WHATSAPP ONLY NUMBER (NO VOICE CALLS AND WILL BE CANCELLED SHORTLY TO BE COMPLETELY REPLACED BY EMAIL ONLY) *
Uniform	uniform@lvng.net	01222302782
Finance	finance@lvng.net	01001194421
Transportation (General issues and reporting By Car for both schools)	transportationng@lvng.net	01066582267
Evo Digital Support	dlc@lvng.net	-
LAC Digital Support	it@lvng.net	01098444642

*Should there be a need to call you back, the employee in charge will do that.

Cashless environment

- With the current direction towards a cashless environment, please make sure that you have a bank card that you may use for online payments.

Calendar updates

- We got many queries on whether there are any confirmed updates to the calendar or not.
- Due to the uncertainty of the surrounding conditions, let us take a couple of weeks to stabilize and then communicate accordingly.
- We will sure keep you posted.

What should we expect next?

- With all the surrounding uncertainties, we will keep doing what we are doing, relying on your support and understanding, exerting all financial and professional efforts to be on top of any of the unprecedented incidents that may show up.
- Things may not always go well:
 - The Internet may or may not help us in running our full-fledged hybrid system.
 - The newly developed systems may have some problems
 - God forbid, some of us will be sick
- **BUT** we are in this together and we will only move forward with your support, understanding, tolerance, acceptance and most importantly your constructive feedback



Looking
forward to
welcoming our
students back

