



**schoolmoney**

# Parent User Guide

Dear parents,

Welcome to **SchoolMoney**; an easy, safe and secure way to pay for your child's trips, dinners and other expenses online via your debit or credit card. The following user guide has been created to take you smoothly through these processes, so that you and the school can gain the most out of the system.

If you have any questions about making payments, simply contact your school and they can get in touch with us!

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# 1. Logging into SchoolMoney

To log into your **SchoolMoney** account, you will first need to open a webpage on your device and enter the following address:



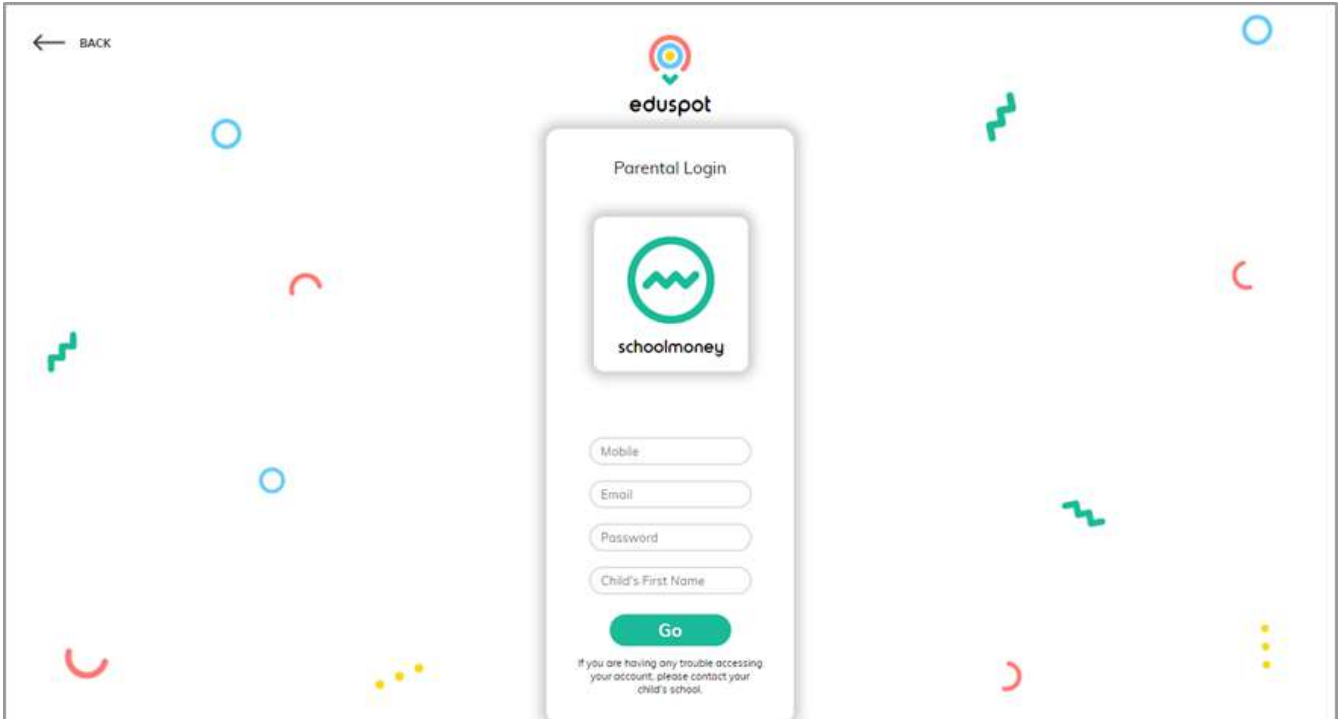
This will take you to our eduspot website.

In the top right hand corner of the screen is a sign in button. Please click on this.



A drop down box will appear with our products listed. Click on the bottom option of **SchoolMoney parent login**.

This will then send you to the parent login page.



Please enter the following information:

- Your mobile number
- Your email address
- The password the school has sent to you by text or email
- Your child's first name

Press Go when you are ready.

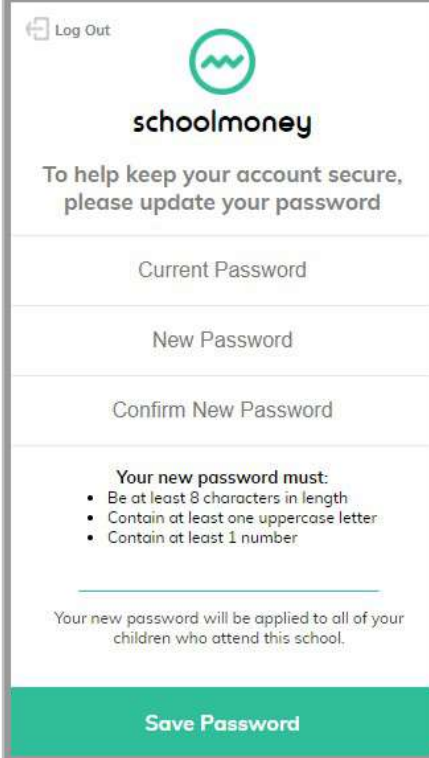
**Please note:** The school will have sent you a password via text/email. If you have not received a message with a password in it, please contact the school directly to request one.

**Please note:** Only enter your child's **First Name**. This needs to be spelt in the same way as the school has it entered on their system, e.g. If the schools records have your child's name spelt as Samuel you should not enter Sam.

You will be logged into your SchoolMoney account providing the details that you have entered are correct.

**Please note:** If for any reason it won't allow you to log on, we would advise that you contact your school to double check the mobile number/ email address that they have recorded against your child on **SchoolMoney**. If you are entering different details to the school, you will be unable to login until the school change your child's details.

If you are logging in for the first time, you will be required to reset your automatically generated password.



The screenshot shows a mobile-style form for password reset. At the top left is a 'Log Out' button with a house icon. Below it is the schoolmoney logo, which consists of a green circle with a white wavy line inside. The text 'schoolmoney' is centered below the logo. A message reads: 'To help keep your account secure, please update your password'. Below this are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. A section titled 'Your new password must:' contains a bulleted list: 'Be at least 8 characters in length', 'Contain at least one uppercase letter', and 'Contain at least 1 number'. Below the list is a horizontal line and a note: 'Your new password will be applied to all of your children who attend this school.' At the bottom is a green button labeled 'Save Password'.

A box will appear upon logging in that will ask you to type in your current password and then also create a new password you can use going forward.

**Please note:** If you forget this password, you will need to ask the school to send you a reset password message.

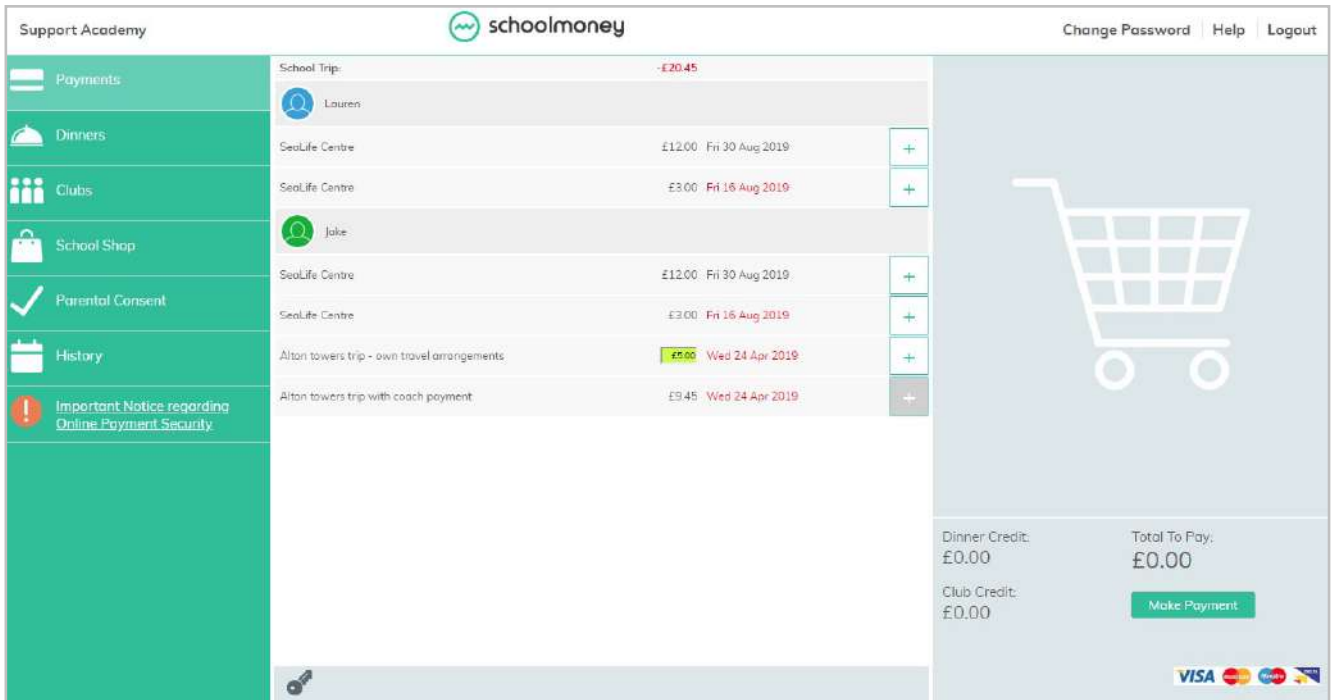
Once you are happy with your new password press Save and you will proceed to your account.

## 2. Making a Payment

Once you have logged into your account, you will then be able to make payments for your child.

If you have more than one child that attends the school then their payments will show beneath their names. Names are listed alphabetically.

Any dinner arrears that your child has accumulated will appear first on the list, followed by payments that the school has set up for things such as trips, clubs and fees.



Support Academy schoolmoney Change Password Help Logout

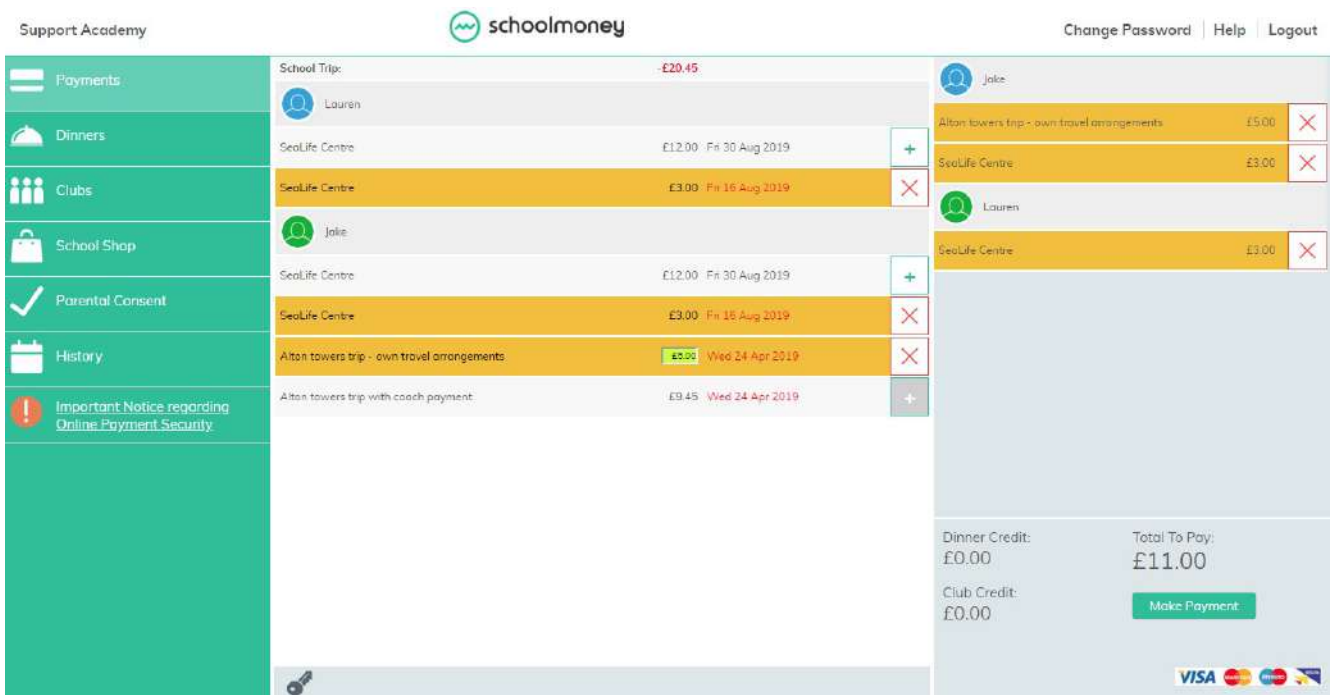
Child	Item	Amount	Date	Action
Lauren	School Trips	-£20.45		
	SeoLife Centre	£12.00	Fri 30 Aug 2019	+
	SeoLife Centre	£3.00	Fri 16 Aug 2019	+
Jake	SeoLife Centre	£12.00	Fri 30 Aug 2019	+
	SeoLife Centre	£3.00	Fri 16 Aug 2019	+
	Alton towers trip - own travel arrangements	£5.00	Wed 24 Apr 2019	+
	Alton towers trip with coach payment	£9.45	Wed 24 Apr 2019	+

Shopping basket icon

Dinner Credit: £0.00  
Club Credit: £0.00  
Total To Pay: £0.00  
Make Payment

VISA, Mastercard, American Express, PayPal logos

To pay for an item select the + sign next to the payment. This will add the payment to the basket and turn the payment yellow to show that it has been selected.



Support Academy schoolmoney Change Password Help Logout

Child	Item	Amount	Date	Action
Lauren	School Trips	-£20.45		
	SeoLife Centre	£12.00	Fri 30 Aug 2019	+
	SeoLife Centre	£3.00	Fri 16 Aug 2019	X
Jake	SeoLife Centre	£12.00	Fri 30 Aug 2019	+
	SeoLife Centre	£3.00	Fri 16 Aug 2019	X
	Alton towers trip - own travel arrangements	£5.00	Wed 24 Apr 2019	X
	Alton towers trip with coach payment	£9.45	Wed 24 Apr 2019	+

Shopping basket icon

Dinner Credit: £0.00  
Club Credit: £0.00  
Total To Pay: £11.00  
Make Payment

VISA, Mastercard, American Express, PayPal logos

Harry Potter Studios	£30.00	Wed 28 Feb 2018
PGL	£130.00	Fri 12 Jan 2018

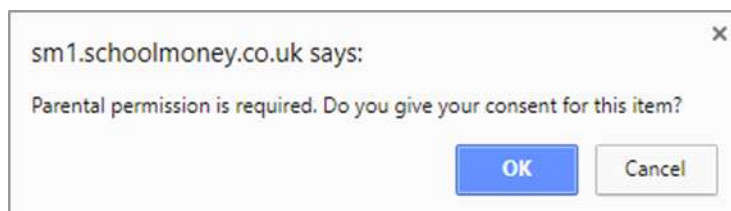
You may find that some of your payments are highlighted in a different colour:

**Green:** this means that you can pay off the amount in smaller chunks up until the due date, when you will need to pay it off in full. Click into the green box and amend the amount.

**Orange:** this means you can pay as much towards this payment as you would like. This will then remove any remaining cost so that you do not have to pay any more towards it. You can pay either more or less than the amount stated.

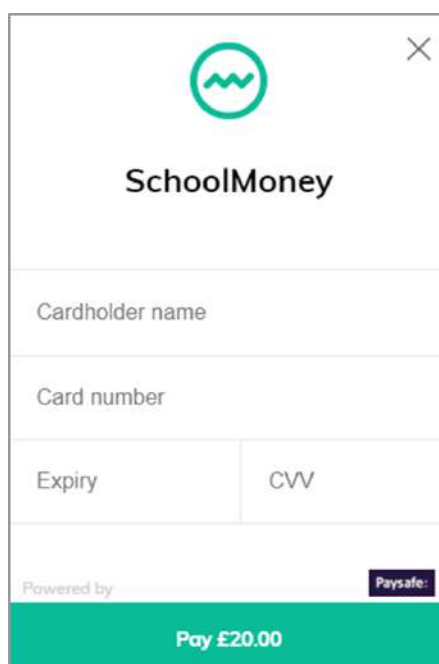
You will also be able to see that some of your due dates are in grey and some of them are in red. The due dates that are marked in red are payments that are overdue and need to be paid as soon as possible.

You may also find that when you select a certain payment, a pop up will appear asking for your consent. You will have to give your consent to pay for this item/instalment.



Once you have selected all of the payments you would like to purchase you will find them listed on the right hand side of your screen. If you want to remove anything from your basket at this point, click the X next to the item. Click on the 'Make Payment' button when you are ready to check out.

The system will take you to a screen where you can enter your card details. You will have to do this every time that you want to make a payment due to security on the system. **We do not store debit/credit card details.**



SchoolMoney

Cardholder name

Card number

Expiry CVV

Powered by Paysafe

Pay £20.00

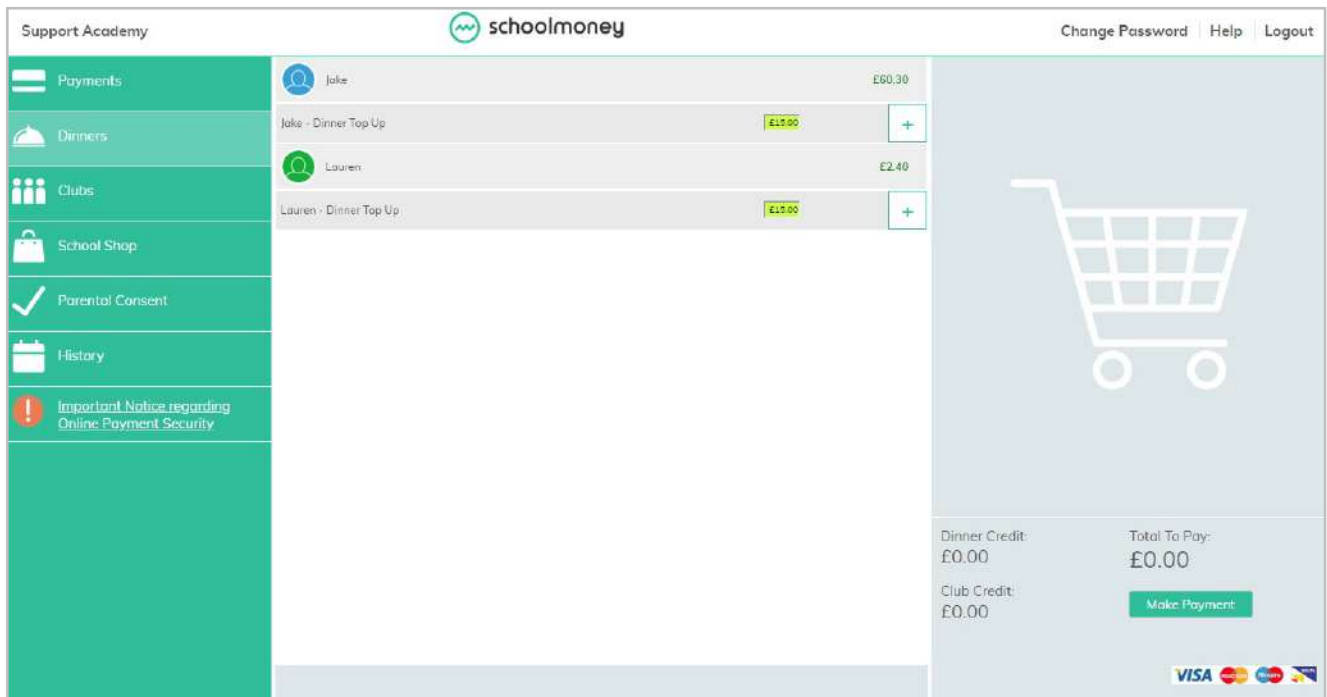
A confirmation pop up will appear once you have selected 'Pay Now' so that you know the details have been processed and you will receive an email receipt shortly afterwards.

# 3. Dinners

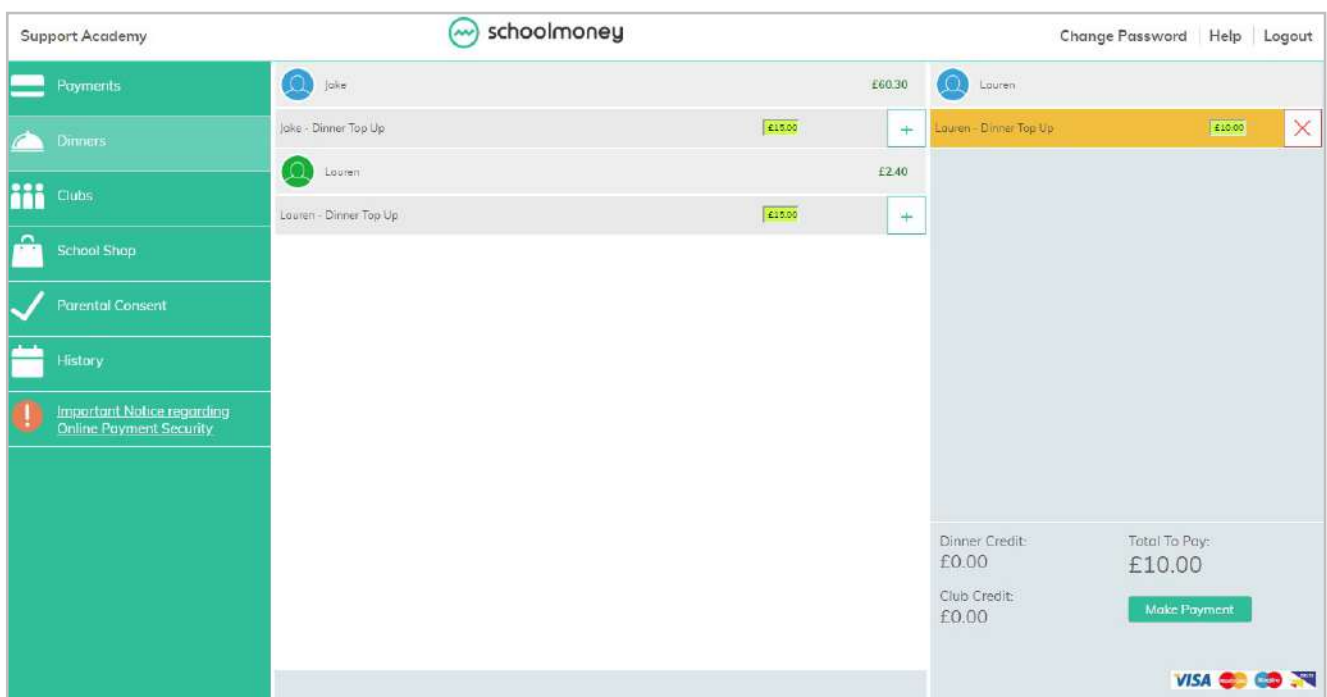
## 3.1 Dinner Top Up

If your school asks you to top up your child's dinner account then this will be found in the Dinners section of the options menu on the left hand side of your screen.

When you click on Dinners it will come up with a screen that shows your child's dinner balance with an option to top up below



To top up, change the cost in the green box to the amount you would like to pay and click the + sign. This will add the cost to your basket on the right.



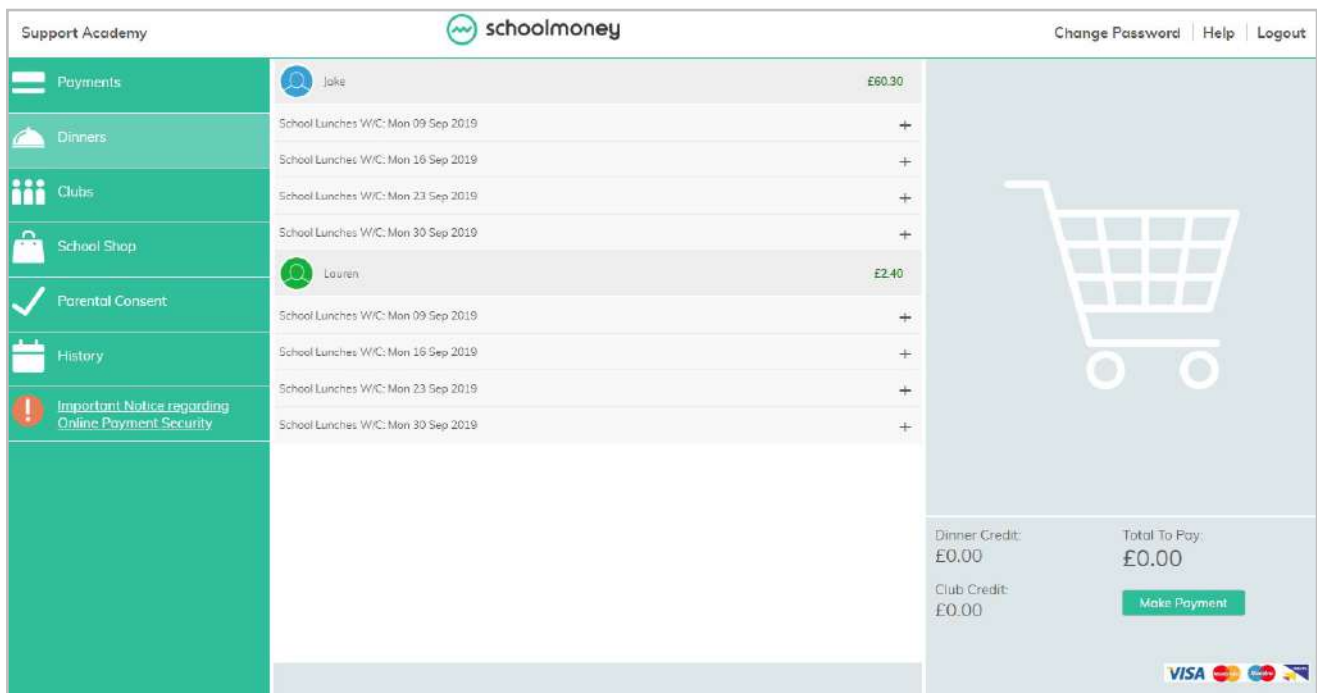


## 3.2 Dinner Bookings

If your school wants you to book dinners, there are a few ways that they could ask you to do this.

**Please note:** If your child is eligible for free school meals or universal infant free school meals then you can book as normal but you will not be charged.

Regardless of the various options, the first thing that you need to do is go to Dinners in the options menu. This will take you to a screen which will show each of the dinner weeks that are available to pre-book under your child's name.



The screenshot shows the 'schoolmoney' interface for 'Support Academy'. On the left is a green navigation menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an important notice about online payment security. The main area displays a list of dinner bookings for two children: Jake (total £60.00) and Lauren (total £2.40). Each booking is for 'School Lunches W/C' on specific dates in September 2019, with a '+' sign next to each entry. On the right, there is a large shopping cart icon. At the bottom right, it shows 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00', with a green 'Make Payment' button and logos for VISA, Mastercard, and others.

### Pre-Booking Dinner Days

If your school requests you pre-book dinner days for your child:

- Select the + sign next to the week you would like to pre-book



The screenshot shows a form titled 'School Lunches W/C: Mon 09 Sep 2019'. It indicates a 'Cost per meal: £2.50'. Below this is a table with columns for the day of the week and the meal option. The meal options are 'None', 'Meal', and 'Packed Lunch'. The total amount is shown as 'Total £0.00' with an 'Add To Basket' button.

Day	Meal Option	Cost
Monday	None	£0.00
Tuesday	Meal	£0.00
Wednesday	Packed Lunch	£0.00
Thursday	None	£0.00
Friday	None	£0.00

- Tick the box next to the day you would like your child to eat
- Once all of the days have been chosen, click the 'Update Booking' button in the bottom right hand corner
- A pop up box will appear letting you know that the booking has been saved
- Repeat for any other weeks you want to book

## Pre-Booking Meat and Vegetarian Options

If your school wants you to book whether your child is having a meat meal or a vegetarian meal:

- Select the + sign next to the week you would like to pre-book
- In the drop down box next to the day you would like to book, choose the option of Meat or Veg



School Lunches W/C: Mon 05 Mar 2018		
Cost per meal: £2.60		
Monday	No Meal	£0.00
Tuesday	No Meal	£0.00
Wednesday	No Meal	£0.00
Thursday	No Meal	£0.00
Friday	No Meal	£0.00
Total £0.00		<input type="button" value="Add To Basket"/>

- Tick the box next to the day you would like your child to eat
- Once all of the days have been chosen, click the 'Update Booking' button in the bottom right hand corner
- A pop up box will appear letting you know that the booking has been saved.
- Repeat for any other weeks you want to book

## Pre-Booking Specific Meal Options

If your school asks you to book specific meal options for your child:

- Select the + sign next to the week you would like to pre-book



School Lunches W/C: Mon 05 Mar 2018		
Cost per meal: £2.60		
Monday	No Dinner Chosen	
Tuesday	No Dinner Chosen	
Wednesday	No Dinner Chosen	
Thursday	No Dinner Chosen	
Friday	No Dinner Chosen	
Total £0.00		<input type="button" value="Update Booking"/>

- Select the drop down box next to the day you want to book for and choose one of the options available
- Once all meals have been chosen, click the 'Update Booking' button in the bottom right hand corner
- You can repeat for any other weeks you want to book.

# 4. Clubs

## 4.1 Club Top Up

If your school asks you to top up your child's club account then this will be found in the Club section of the options menu.

The screenshot shows the 'schoolmoney' app interface for 'Support Academy'. On the left is a green navigation menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an important notice. The main area shows two child profiles: Lauren (£0.00) and Jake (£10.00). Under Lauren's profile, there is a 'Club Top Up' row with a green box containing '£15.00' and a '+' sign. Below this are several rows for 'Afterschool Club - WC' with dates from Sep 02 to Sep 30, 2019, each with a '+' sign. On the right side, there is a large shopping cart icon. At the bottom right, it shows 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00' with a 'Make Payment' button. Payment logos for VISA, Mastercard, and Apple Pay are at the very bottom.

When you click on Clubs it will come up with a screen that shows your child's club balance with the option to top up below.

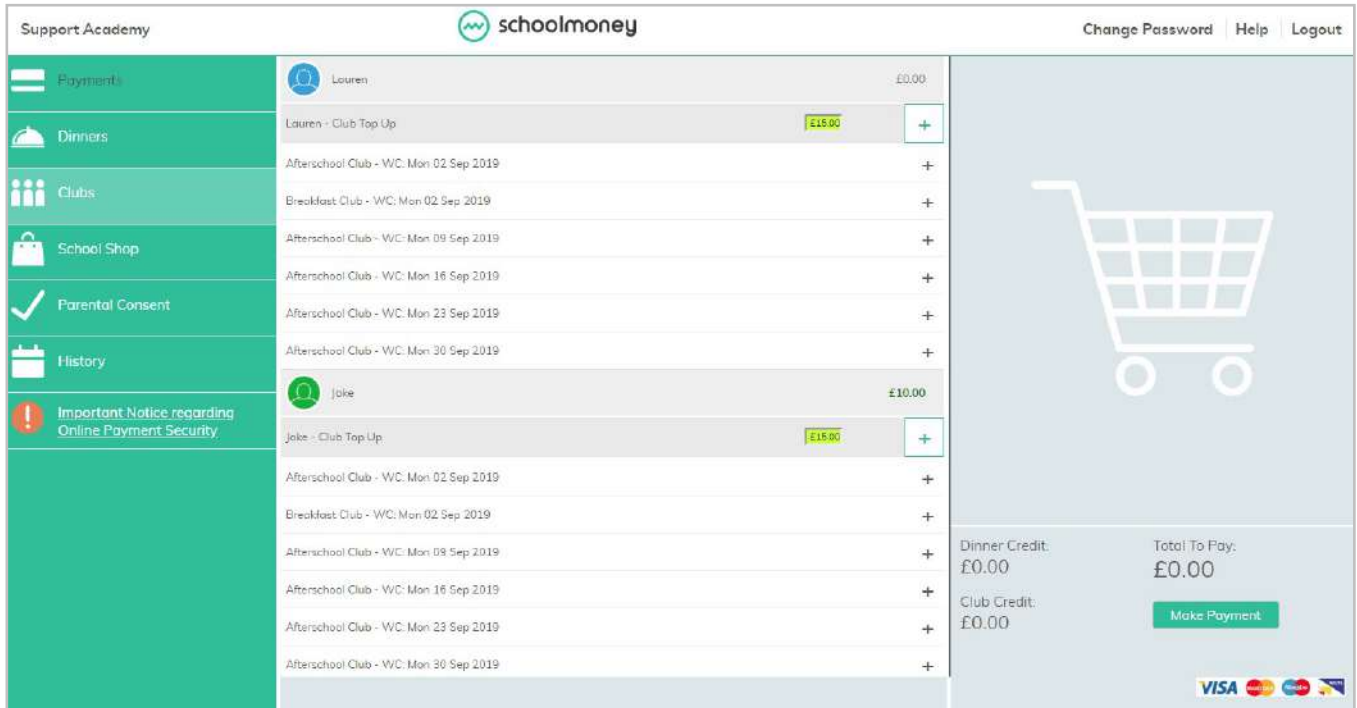
To top up, change the cost in the green box to the amount you would like to pay and click the + sign. This will add the cost to the total at the bottom of your screen, as well as your basket.

This screenshot is similar to the first one but shows the result of clicking the '+' sign. The 'Club Top Up' row for Lauren now has a yellow background and a red 'X' icon, indicating it has been added to the basket. The 'Total To Pay' at the bottom right has updated to '£15.00'. The rest of the interface remains the same.

## 4.2 Club Bookings

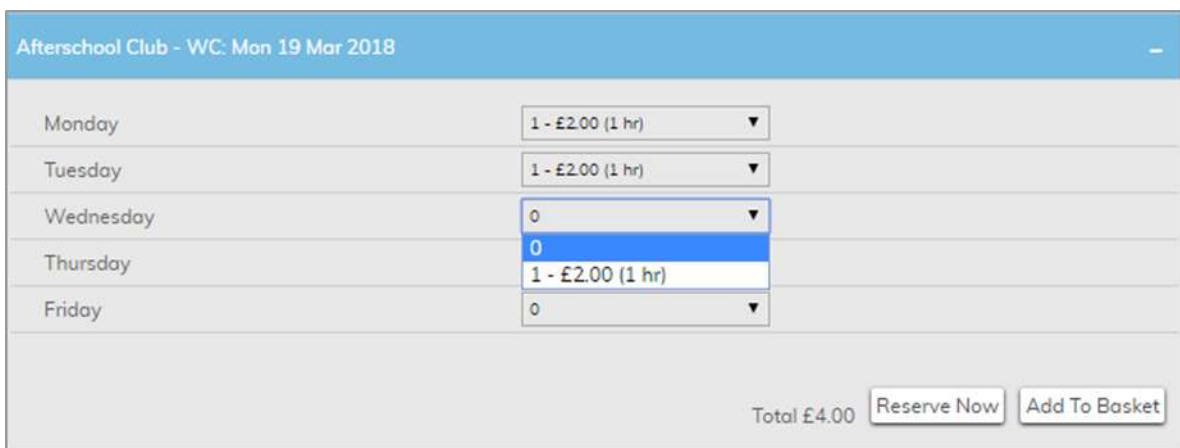
If your school asks you to pre-book your child's club sessions then this will be found in the Clubs section of the options menu.

Each club that is available to book will appear underneath your child's name and will be listed in date order. They appear on a week by week basis.



The screenshot shows the 'schoolmoney' interface for 'Support Academy'. On the left is a navigation menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an important notice. The main area displays a list of bookings for two children: Lauren and Jake. Lauren's bookings include a 'Club Top Up' for £15.00 and several 'Afterschool Club' sessions from Mon 02 Sep 2019 to Mon 30 Sep 2019. Jake's bookings include a 'Club Top Up' for £15.00 and several 'Afterschool Club' sessions from Mon 02 Sep 2019 to Mon 30 Sep 2019. On the right, a shopping cart icon is shown above a summary of credits: Dinner Credit (£0.00) and Club Credit (£0.00), leading to a Total To Pay of £0.00. A 'Make Payment' button and logos for VISA, Mastercard, and American Express are also visible.

- Click on the + sign next to the week you would like to pre-book. This will open the booking and show you the days that are available
- Click on the drop down box next to the day you would like to book and choose the session you need



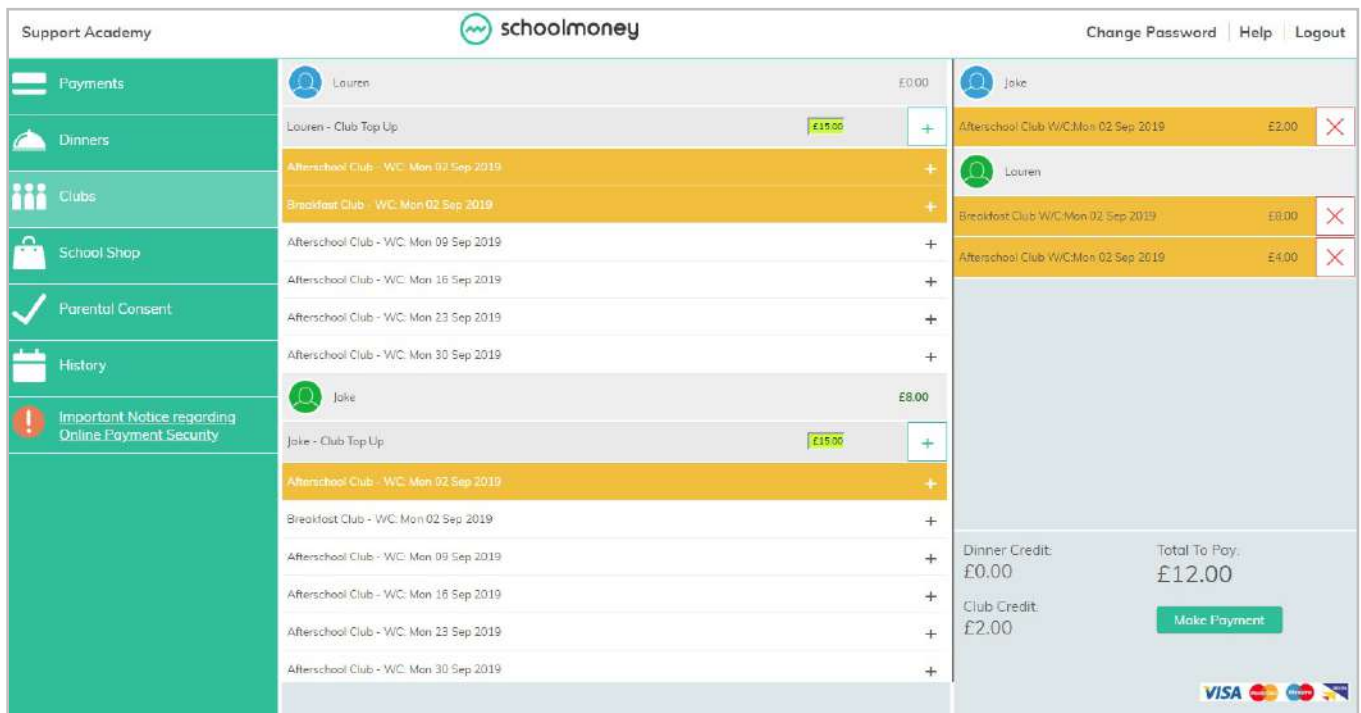
The screenshot shows the booking selection interface for 'Afterschool Club - WC: Mon 19 Mar 2018'. It features a table with columns for the day of the week and the number of sessions to book. The 'Thursday' row is selected, showing 1 session for £2.00 (1 hr). The total amount is £4.00. At the bottom right, there are 'Reserve Now' and 'Add To Basket' buttons.

Day	Selection
Monday	1 - £2.00 (1 hr)
Tuesday	1 - £2.00 (1 hr)
Wednesday	0
Thursday	1 - £2.00 (1 hr)
Friday	0

Total £4.00 [Reserve Now](#) [Add To Basket](#)

- Once all sessions have been chosen, click 'Add to Basket' or if available and you do not want to pay yet, 'Reserve Now' in the bottom right hand corner.

**Please Note:** Reserve Now may not be a feature available when booking. Allowing reservations for sessions without payment, is at the discretion of the school.

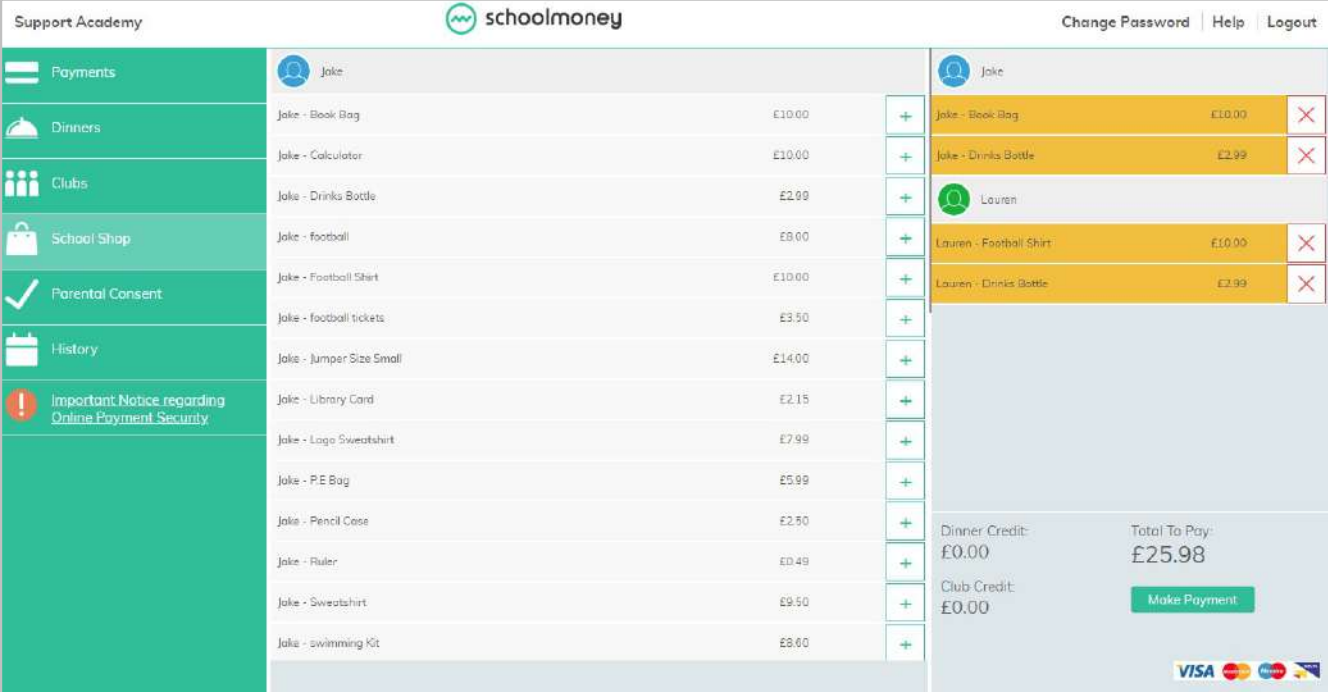


The screenshot shows the 'schoolmoney' interface for 'Support Academy'. It features a navigation menu on the left with options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an important notice about online payment security. The main area is split into two columns. The left column shows the account for 'Lauren' with a balance of £0.00 and a list of items in the basket, including 'Afterschool Club - WC: Mon 02 Sep 2019' and 'Breakfast Club - WC: Mon 02 Sep 2019', each with a price of £15.00. The right column shows the account for 'Jake' with a balance of £8.00 and a list of items in the basket, including 'Afterschool Club WC: Mon 02 Sep 2019' (£2.00), 'Breakfast Club WC: Mon 02 Sep 2019' (£8.00), and 'Afterschool Club WC: Mon 02 Sep 2019' (£4.00). At the bottom right, there is a summary section showing 'Dinner Credit: £0.00', 'Club Credit: £2.00', and 'Total To Pay: £12.00', with a 'Make Payment' button and logos for VISA, Mastercard, and American Express.

- A pop up box will appear letting you know that the booking has been saved. The club will highlight in yellow to show that it has been added to your basket.
- Repeat for any other weeks you want to book.

## 5. School Shop

If there is a school shop in which you can purchase items such as uniform or stationery, then the school may make this available in the shop section of the system. This section will always be available for you to log in and order/pay for.



The screenshot shows the 'School Shop' section of the 'schoolmoney' interface. On the left is a navigation menu with options: Payments, Dinners, Clubs, School Shop (selected), Parental Consent, History, and an important notice. The main area displays a list of items for 'Jake' with prices and a '+' sign to add them to the basket. The basket on the right shows items for 'Jake' and 'Lauren' with their respective prices and a 'Total To Pay' of £25.98. A 'Make Payment' button and logos for VISA, Mastercard, and PayPal are visible at the bottom right.

Item	Price	Action
Jake - Book Bag	£10.00	+
Jake - Calculator	£10.00	+
Jake - Drinks Bottle	£2.99	+
Jake - football	£0.00	+
Jake - Football Shirt	£10.00	+
Jake - football tickets	£3.50	+
Jake - Jumper Size Small	£14.00	+
Jake - Library Card	£2.15	+
Jake - Logo Sweatshirt	£7.99	+
Jake - PE Bag	£5.99	+
Jake - Pencil Case	£2.50	+
Jake - Ruler	£0.49	+
Jake - Sweatshirt	£9.50	+
Jake - swimming kit	£8.00	+

Item	Price	Action
Jake - Book Bag	£10.00	X
Jake - Drinks Bottle	£2.99	X
Lauren - Football Shirt	£10.00	X
Lauren - Drinks Bottle	£2.99	X

Dinner Credit: £0.00  
 Club Credit: £0.00  
**Total To Pay: £25.98**  
[Make Payment](#)

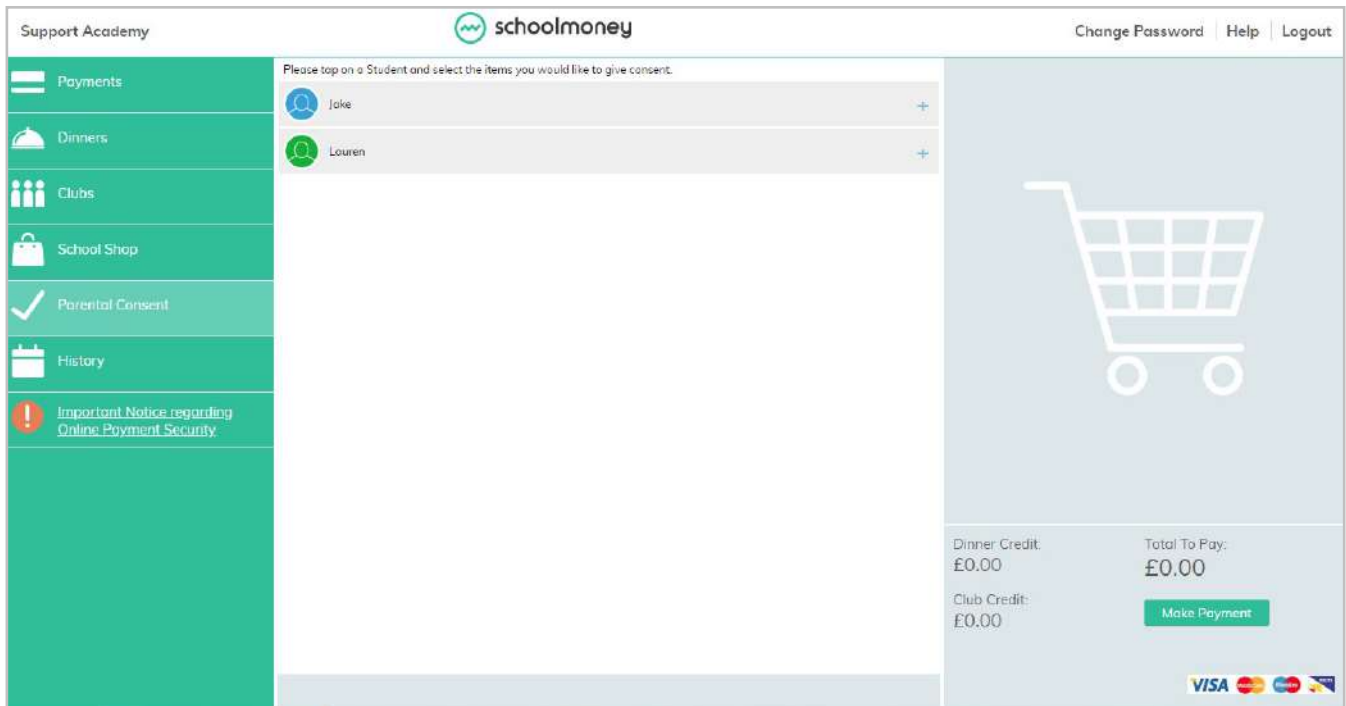
You will be able to purchase items for all of your children, so please ensure the correct child is selected. Please make sure to scroll right down to the bottom of the page if you have more than one child at the school as they will be listed alphabetically.

Select the + sign next to the item you would like to purchase. This will add the cost to basket on the left hand side of the screen.

If you want to purchase more than one item, select the + sign as many times as you need.

## 6. Parental Consent

When schools set up payments, such as school trips or clubs, they can request that you give parental consent when you pay.



This section of your account enables you to check which payments you have given consent for and amend as appropriate.

Select the + sign next to the child and give or take away consent as needed by selecting the box next to the relevant payment.

Lauren		
Swimming Autumn Swimming Lessons	Wed 21 Aug 2019	<input checked="" type="checkbox"/>
School Trip Madam Tussauds	Sat 31 Aug 2019	<input type="checkbox"/>
Residential residential trip	Wed 21 Aug 2019	<input checked="" type="checkbox"/>

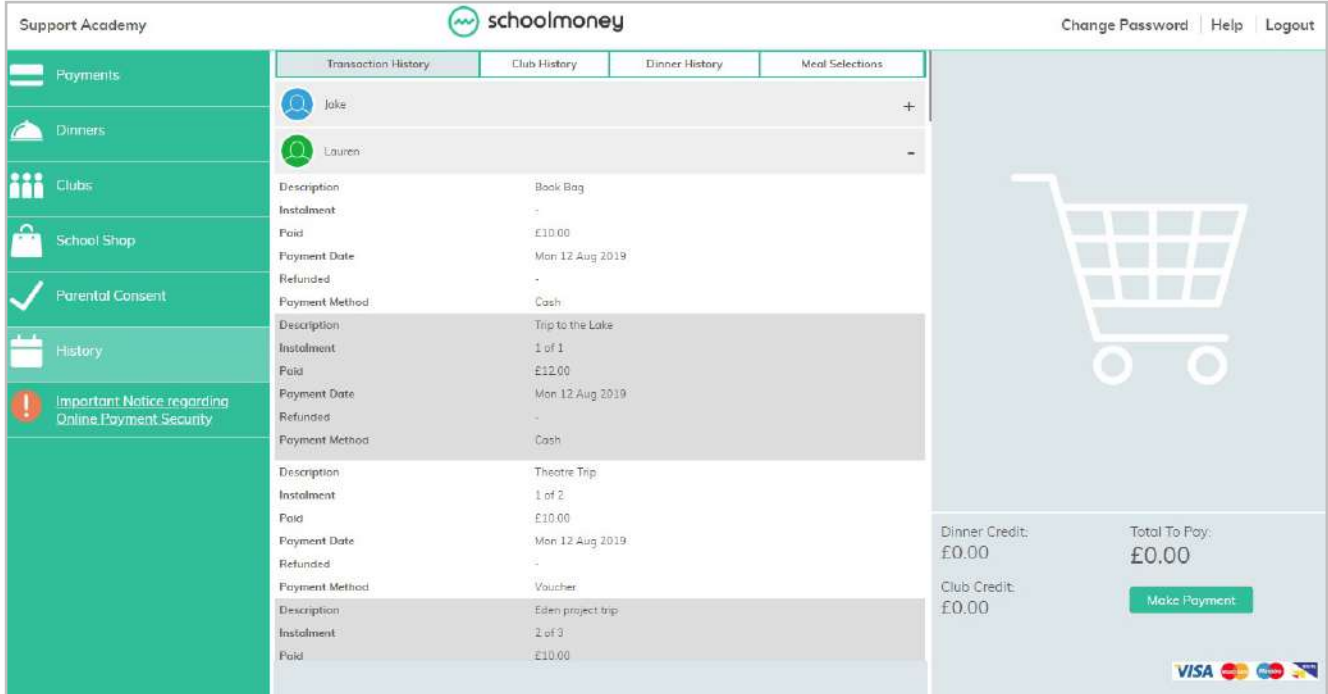
A green box means that you have given consent, a blank box means that you haven't. To give consent for a payment simply check the blank box and it will turn green.

A pop up box will appear letting you know this consent has been saved.

# 7. History

If you would like to know what transactions you have made or you would like to see what dinners/club sessions have been taken, you can find this in the History section.

The first tab available is the Transaction History tab. This tab gives you a breakdown of any payments you have made, whether that be by debit/credit card or by cash/cheque within the school.

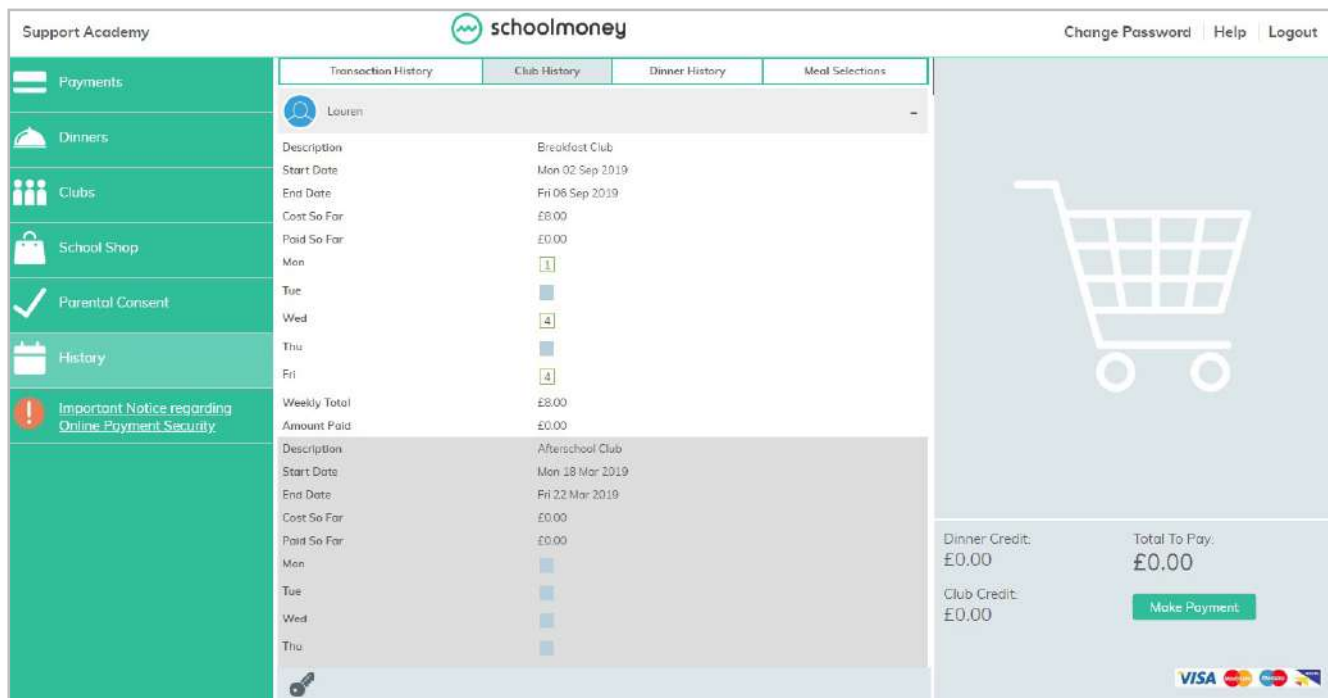


The screenshot shows the 'Transaction History' tab selected. The left sidebar contains navigation options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an Important Notice regarding Online Payment Security. The main content area displays a list of transactions for user 'Lauren':

Description	Book Bag
Instalment	-
Paid	£10.00
Payment Date	Mon 12 Aug 2019
Refunded	-
Payment Method	Cash
Description	Trip to the Lake
Instalment	1 of 1
Paid	£12.00
Payment Date	Mon 12 Aug 2019
Refunded	-
Payment Method	Cash
Description	Theatre Trip
Instalment	1 of 2
Paid	£10.00
Payment Date	Mon 12 Aug 2019
Refunded	-
Payment Method	Voucher
Description	Eden project trip
Instalment	2 of 3
Paid	£10.00

Summary on the right: Dinner Credit: £0.00, Club Credit: £0.00, Total To Pay: £0.00. A 'Make Payment' button and logos for VISA, Mastercard, and others are visible.

The Club History tab will give you a breakdown of the club sessions your child has taken and whether you have paid for them or not. There is also a key to help you see exactly what each block means.



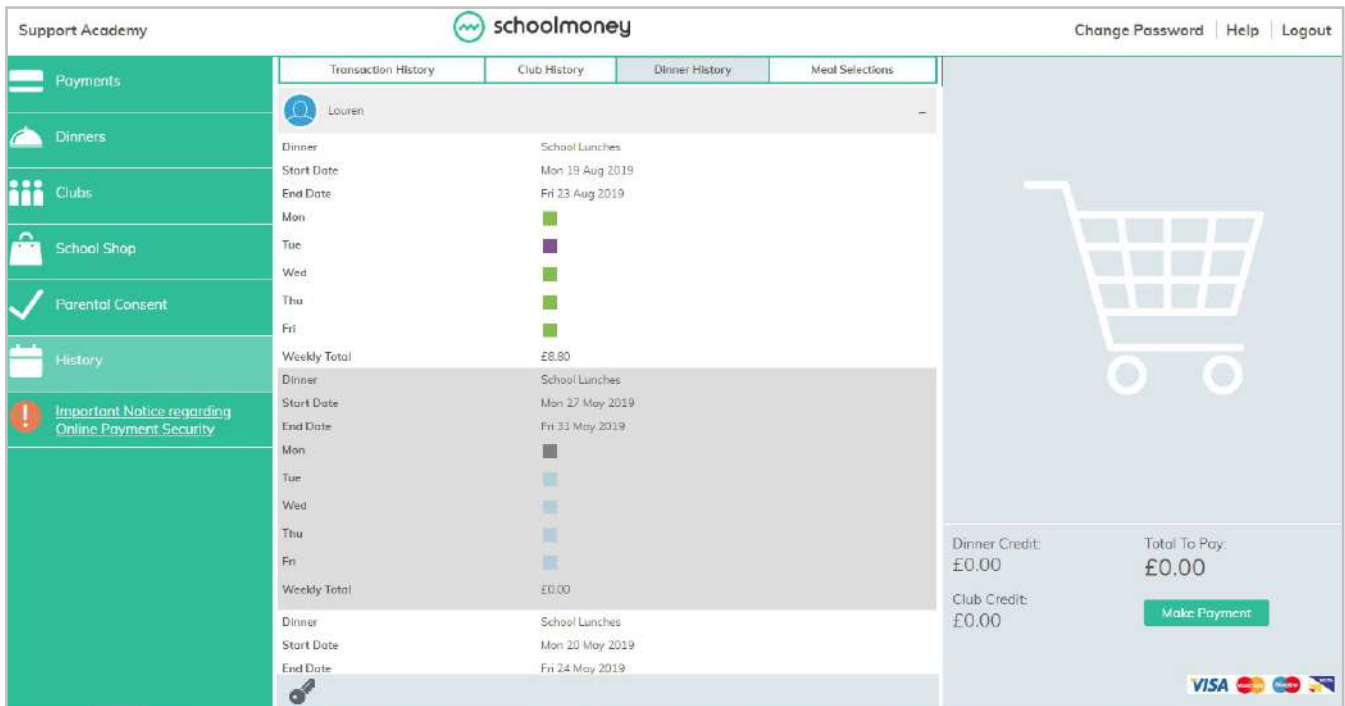
The screenshot shows the 'Club History' tab selected. The main content area displays details for two club sessions for user 'Lauren':

Description	Breakfast Club
Start Date	Mon 02 Sep 2019
End Date	Fri 08 Sep 2019
Cost So Far	£8.00
Paid So Far	£0.00
Mon	1
Tue	
Wed	4
Thu	
Fri	4
Weekly Total	£8.00
Amount Paid	£0.00
Description	Afterschool Club
Start Date	Mon 18 Mar 2019
End Date	Fri 22 Mar 2019
Cost So Far	£0.00
Paid So Far	£0.00
Mon	
Tue	
Wed	
Thu	

Summary on the right: Dinner Credit: £0.00, Club Credit: £0.00, Total To Pay: £0.00. A 'Make Payment' button and logos for VISA, Mastercard, and others are visible.



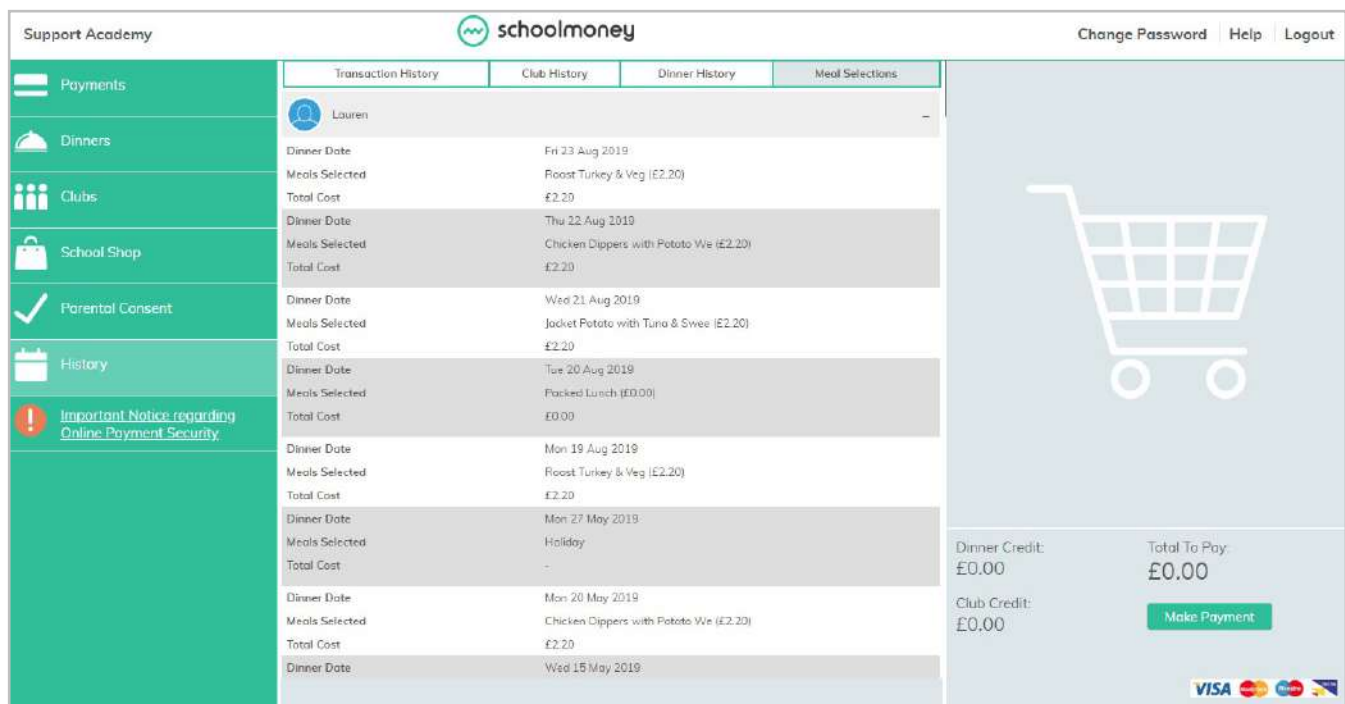
The Dinner History tab will give you a breakdown of the meals your child has taken and the cost of these meals. There is also a key to help you see exactly what each block means.



Transaction History	Club History	Dinner History	Meal Selections
<b>Lauren</b>			
Dinner	School Lunches		
Start Date	Mon 19 Aug 2019		
End Date	Fri 23 Aug 2019		
Mon	■		
Tue	■		
Wed	■		
Thu	■		
Fri	■		
Weekly Total	£8.80		
Dinner	School Lunches		
Start Date	Mon 27 May 2019		
End Date	Fri 31 May 2019		
Mon	■		
Tue	■		
Wed	■		
Thu	■		
Fri	■		
Weekly Total	£0.00		
Dinner	School Lunches		
Start Date	Mon 20 May 2019		
End Date	Fri 24 May 2019		

If your school uses the option of pre-booking specific meals online, you will be able to use the Dinners Booked tab.

This tab shows all the meals that have been booked for your child and on what days.

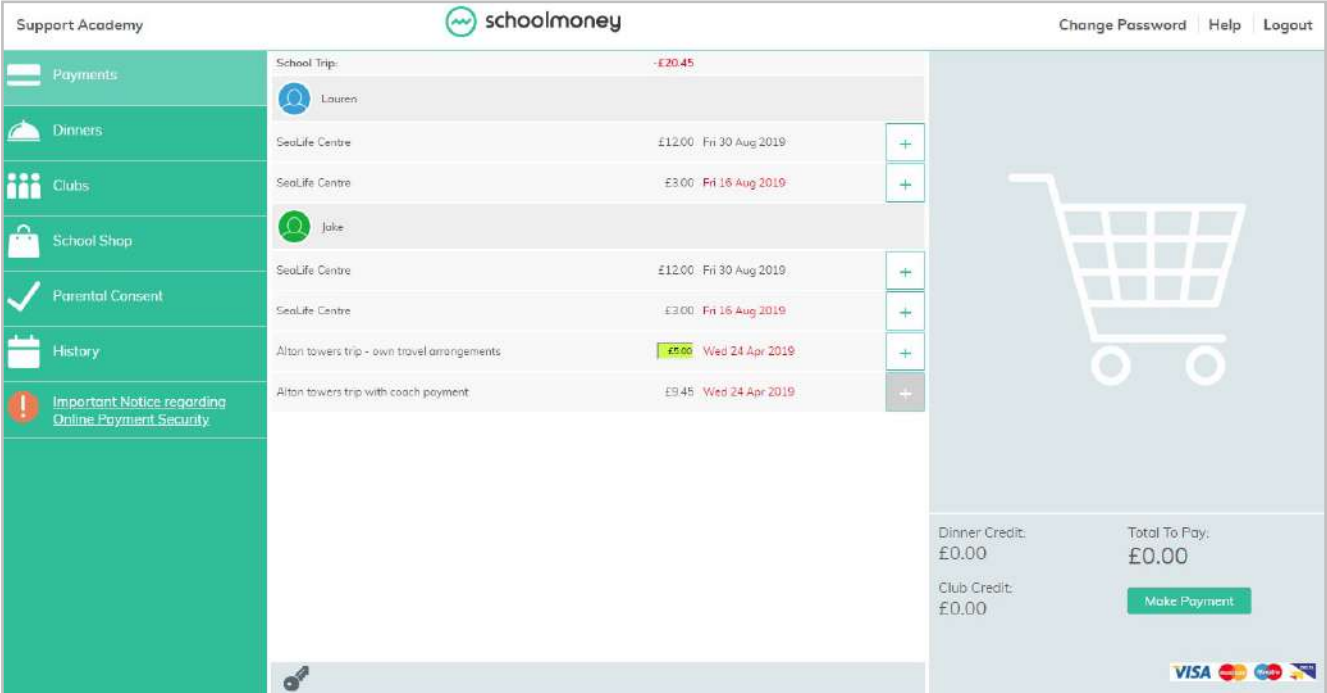


Transaction History	Club History	Dinner History	Meal Selections
<b>Lauren</b>			
Dinner Date	Fri 23 Aug 2019		
Meals Selected	Roast Turkey & Veg (£2.20)		
Total Cost	£2.20		
Dinner Date	Thu 22 Aug 2019		
Meals Selected	Chicken Dippers with Potato We (£2.20)		
Total Cost	£2.20		
Dinner Date	Wed 21 Aug 2019		
Meals Selected	Jacket Potato with Tuna & Sweet (£2.20)		
Total Cost	£2.20		
Dinner Date	Tue 20 Aug 2019		
Meals Selected	Packed Lunch (£0.00)		
Total Cost	£0.00		
Dinner Date	Mon 19 Aug 2019		
Meals Selected	Roast Turkey & Veg (£2.20)		
Total Cost	£2.20		
Dinner Date	Mon 27 May 2019		
Meals Selected	Holiday		
Total Cost	-		
Dinner Date	Mon 20 May 2019		
Meals Selected	Chicken Dippers with Potato We (£2.20)		
Total Cost	£2.20		
Dinner Date	Wed 15 May 2019		

## 8. Changing Passwords

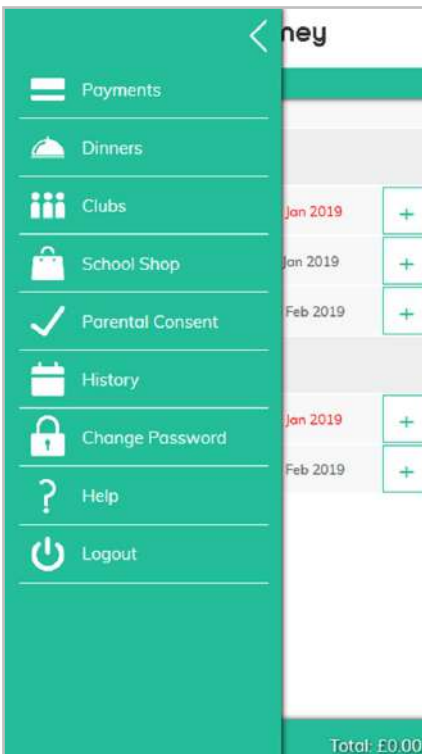
When you are sent your initial welcome message you will receive a system generated password. However, once you are logged in you can amend this password to something more memorable.

- Log in to your account with the password that the school has provided to you
- If you are using a computer you will see 'Change Password' in the top right hand corner. If you are using a mobile device, when you navigate to the menu side bar it will be listed below History



The screenshot shows the SchoolMoney web interface for Support Academy. The top navigation bar includes 'Change Password', 'Help', and 'Logout'. A left-hand menu lists various categories: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an Important Notice regarding Online Payment Security. The main content area displays a table of transactions with columns for description, amount, date, and a plus sign icon. A large shopping cart icon is positioned on the right side of the page. At the bottom right, there is a summary section showing 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00', along with a 'Make Payment' button and logos for VISA, Mastercard, and American Express.

Description	Amount	Date	Action
School Trip:	-£20.45		
Lauren			
SeaLife Centre	£12.00	Fri 30 Aug 2019	+
SeaLife Centre	£3.00	Fri 16 Aug 2019	+
Jake			
SeaLife Centre	£12.00	Fri 30 Aug 2019	+
SeaLife Centre	£3.00	Fri 16 Aug 2019	+
Alton towers trip - own travel arrangements	£5.00	Wed 24 Apr 2019	+
Alton towers trip with coach payment	£9.45	Wed 24 Apr 2019	+

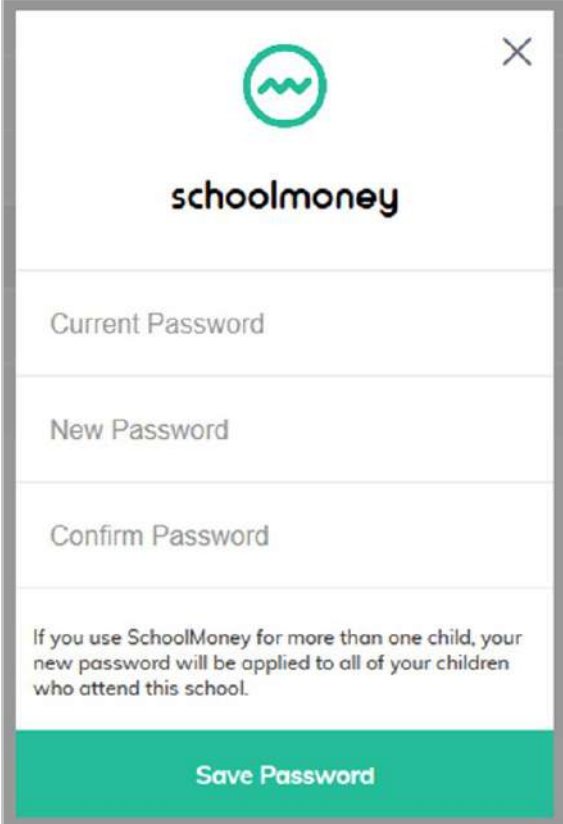


The screenshot shows the mobile app menu for SchoolMoney. The menu is a vertical list of items with icons: Payments, Dinners, Clubs, School Shop, Parental Consent, History, Change Password, Help, and Logout. The 'Change Password' option is highlighted in green. At the bottom of the menu, it shows 'Total: £0.00'.

**Please Note:** If you have more than one child at the school; you can change the password for one student and the change will apply to all of the children who attend the school.

- A screen will pop up asking for you to type in your current password (the one that the school sent to you and then enter and confirm your new password. These passwords must include:
  - At least 8 characters.
  - At least 1 capital letter
  - At least 1 number
- Select Save Password

**Forgotten password?** A 'Password Reset' message can be sent to you via text message or email with a special URL that will take you to a website where you can set a new password. If you need to reset your password you will need to contact your school and ask them to send you this message.



The screenshot shows a mobile application interface for 'schoolmoney'. At the top, there is a green circular logo with a white wave-like pattern and a green checkmark below it. To the right of the logo is a close button (an 'X' in a square). Below the logo, the text 'schoolmoney' is displayed in a bold, black, sans-serif font. The main content area consists of three stacked input fields, each with a light gray border and a light gray placeholder text: 'Current Password', 'New Password', and 'Confirm Password'. Below these fields is a block of text: 'If you use SchoolMoney for more than one child, your new password will be applied to all of your children who attend this school.' At the bottom of the screen is a solid green button with the text 'Save Password' in white, bold, sans-serif font.

### I cannot login to my account

If you are receiving the invalid Login Details error when trying to log into SchoolMoney we would advise you take the following steps:

- Check that the mobile number/email address the school has on record for you matches the details you are entering
- Ask the school to send you a reset Password link. You will then be able to change your password to something more memorable
- Make sure you are entering your child's first name only
- Try logging in with a different device
- Login with a wifi connection and not 4G
- Make sure you are not autocompleting the details. Type each section in from scratch
- Clear your history/cache on the device you are using
- Make sure that you are not keeping the website open in the background of your device. Close it completely before trying to login again

### I am logging in with one child but cannot see my other children, what is wrong?

If your children attend the same school but you cannot see them when logging in, it will be because they are not linked as siblings on the SchoolMoney system. To link children as siblings the mobile numbers and email addresses need to be the same. We advise that you contact the school and ask them to check that all of your children's details match.

### I have forgotten my password

A 'Password Reset' message can be sent to you via text message or email with a special URL that will take you to a website where you can set a new password. If you need to reset your password you will need to contact your school and ask them to send you this message.

### I have not received a message from my child's school with the password

You will need to speak to your child's school directly and ask them to either send you the welcome message which will include your pre set password or a password reset link.

### I have separated from my partner, can we both have a login

The SchoolMoney system does have a feature which enables schools to add secondary contacts to the system. This will then create a separate login for the secondary contact. Whilst this is something that SchoolMoney can do, please be aware that offering this to parents is at the schools discretion.

### Can I change my password

When you first login to SchoolMoney you will be sent a system generated password. Once you have logged in you are able to change your password as explained on Page 16 of this guide. If you forget your password or what to reset it before you have logged in for the first time, you can ask the school to send you a password reset link.

### What happens if I change my mobile number or email address?

If you change any of your contact details, you need to let the school know as soon as possible. If they do not have the correct contact details for your child then you may not be able to access your SchoolMoney account and you won't receive message updates from the school.

### **Does SchoolMoney store my card details when I make a payment?**

SchoolMoney never stores card details, making the process of paying for your child's school items highly secure. Each time you start the payment process you will need to input your card details.

### **Do you offer the facility to pay by PayPal?**

We do not currently offer the facility to pay by PayPal. If you would like more information on which payment methods the school allows other than online, you will need to contact them directly.

### **Do you offer the facility to pay by PayPoint?**

PayPoint enables you to pay for your child's trips, dinners, etc without using the online facility. You will need to contact your child's school and request a PayPoint barcode sheet. Once you have this sheet, take it to your local PayPoint and ask them to scan the relevant barcode. You can pay by cash or card. Please contact your school to see if this is a feature available to you.

### **Can I access the website on multiple devices?**

Yes! You can use your computer/laptop, your mobile phone or a tablet. As long as you have access to the internet, you will be able to login and pay.

### **What happens if I pay for the wrong thing?**

If you have paid for the wrong item or on the wrong child, you will need to contact your child's school and explain to them what has happened. They will either be able to move the money as requested, or process a refund so that you can pay for the correct payment.

### **Who do I contact if I need help?**

If you have questions or need help with anything, you must contact your school directly. They will be able to answer your questions or pass the information over to us.

### **I know that I am in credit and would like a refund, how do I do this?**

If you can see that there is a credit on your account and you would like that money back, you will need to contact the school directly. Only the school can process this refund back to you.

### **I want to pay using childcare vouchers. How do I do this?**

Currently there is not the facility to pay using childcare vouchers through our online system. You can let the school know and they will mark this on manually for you.

### **Some of my costs are highlighted in green and orange, what does this mean?**

**Green:** this means that you can pay off the amount in smaller chunks up until the due date, when you will need to have paid it off in full. Click into the green box and amend the amount.

**Orange:** this means you can pay as much towards this payment as you would like. This will then remove any remaining cost so that you do not have to pay any more towards it.

### **I want to buy more than one shop item but there is nowhere to change the quantity.**

If you would like to purchase more than one shop item you need to select the plus sign next to the items as many times as you would like and they will be added to your total.