ONLINE PAYMENTS

USER INSTRUCTIONS

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1. Connect to the Online Payments website

- Load your Internet browser *(this might be Internet Explorer or Mozilla Firefox)*.
- To allow you to use the school Online Payment website you **must** have 'cookies' enabled. (A cookie is a file that is stored on your computer. It contains the address of the Web site and codes that your Internet browser sends back to the Web site each time you visit a page there. Cookies do not usually contain personal information.) You only have to carry out this procedure once. The following website gives instructions on how to enable cookies in your web browser: http://www.google.com/cookies.html
- After you have enabled cookies, enter the website address supplied by your child's school.
- Click on **Register as a new user**.
- Enter a user name and password. The user name must be a valid email address and password needs to contain 8 characters or more (at least 1 lower case letter, 1 upper case letter and 1 number).
- Enter the **Online link code** that has been supplied by the school. You will be provided with an Online link code for each child you have at the school, but should enter only one at this stage as the others will be entered within the website.
- Enter your **billing address details** (these need to match the address on the credit/debit card that will be used for making online payments).
- Click on **Confirm**.
- Login with your email address and password
- The **items** available to purchase for your child will be displayed**.**

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2. Select a pupil

Your child's name is displayed on the screen. If you wish to make a payment against a sibling, select them from the **Current pupil** drop down box.

To add a sibling see section 6 View/amend your account details.

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3. Make your purchases

To navigate to the item you want to make a payment against, either use the Quick Links on the right hand side of the screen or scroll down to relevant item. You can also collapse and expand the item groups to view

a. Account payments

Account payments are used to top up funds to pay for dinner money, cashless cafeteria, breakfast and after school clubs. These will not be displayed if they are not available to your child.

Account payments display your child's current **Dinner money account balance** and top up facility and your child's current **Pre-payment account balance** and top up facility.

- **Dinner Money payments**
  To make a Dinner money account top-up, enter an amount in the **Enter top-up amount** field. Click on **Add to Basket**. This will appear in your basket (top right hand side)

- **Account payments**
  To make a Pre-payment account top-up (for cashless cafeteria, breakfast and after school club), enter an amount in the **Enter top-up amount** field. Click on **Add to Basket**. This will appear in your basket (top right hand side)

- Click on **View History** to display all Account payments history made using Internet, cash or cheque for **Dinner Money** or **Pre-payment account**.

View Dinner Money account history

- Displays history of **Child meal payments** made online or in school.
- Shows number of meals taken, total cost and current balance.
- **School dinners calendar** views your child's dinner history.

View Pre-Payment Account

- Displays history of **Account deposit** payments made online or in school.
- **Payment on account** displays what your child has spent.

b. Other Items

- Click on **Other Items** to display any services or products offered by the school.
- To make a payment select **Quantity** using the drop down box. If applicable, enter an amount in the **Unit Price. Total Price** for this item will be displayed.
- Click on **Add to Basket**. This will appear in your basket (top right hand side).

c. Trip/Event payments

- Click on **Trips/Events** to display ones that your child is currently selected for, together with amounts **Owing** and **Paid**. Trip/event payments will not be displayed if they are not available to your child.
- Some **Trips/Events** may have (Optional) next to them. These are for events your child is eligible to attend if you would like them to.
- To make a trip/event payment, enter an amount in the **Enter payment amount** field. Click on **Add to Basket**. This will appear in your basket (top right hand side).
- Click on a trip name to view details of the trip including any relevant notes entered by the school. Depending on school procedure, it may also include **Trip check boxes** to allow you to give permission, on line, for your child to attend a trip. Click **Save** to save any changes made on this screen.
- Click on **View History** to display all payments made against this trip using the Internet, cash or cheque.

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4. Proceed to checkout

- Click on **Checkout**. The contents of **Your Basket** will be displayed.
- Click on **Edit** to edit items selected for purchase, if required.
- Click on **Back** to continue shopping.
- Click on **Checkout** to place the order and enter the payment details.

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5. *Enter payment and contact information*

a. Billing address

The **Billing Address** should match the details entered on sign-in. Change any information if necessary.

The address must match the billing address for your credit/debit card.
Emails will be sent to the email address entered to:

- Confirm payment by Bank.
- Confirm order and items purchased.

- Click on **Place Order**.

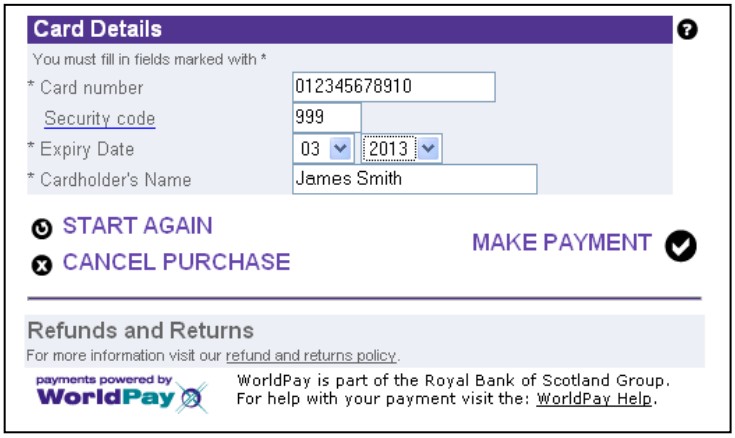
b. WorldPay Secure Payment Page

The **WorldPay Secure Payment Page** is displayed.

- Select your payment method.

- Enter your **Card Details**.

- Click **MAKE PAYMENT**.

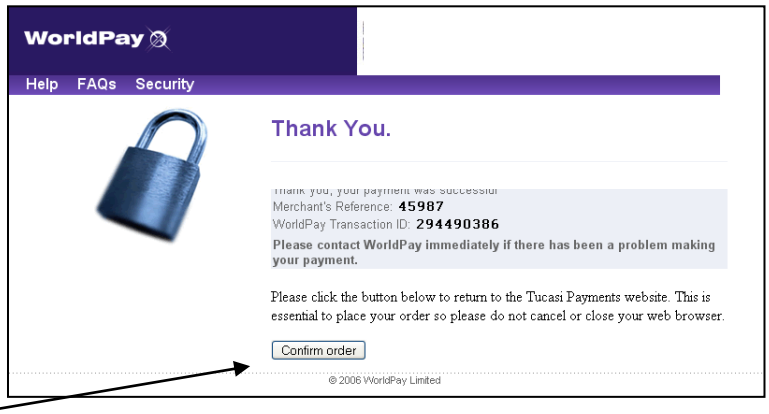


The payment is processed.

You must click on **Confirm order** to complete the transaction.

Do not cancel or close your web browser.

You must click on **Confirm order** to complete the transaction.



Your order will be displayed.

You will receive email confirmation to the address provided by you:

1. to confirm the payment from your bank.
2. to confirm the items purchased.

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6. *View/amend your account details*

- Click on **Your Account**.
- Your child's **Order History** is displayed.
- Click on an **Order Number** to display the details of that order.
- Click on **Address** to view/amend the Billing Address details.
- Click on **Login Details** to amend the account login information.
- Click on **Link Pupils** to link Sibling accounts. Each child is issued with an Online link code, enter this code and click on link account.
- Click on **Payment Agreements** to save or edit payment details (only applicable if your school has subscribed to Recurring Payments).
- To log out select **Logout** at the top right of the screen.

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7. Forgotten your password?

- Load your web browser and enter the website address supplied by your child's school.
- On the log in screen select **I've forgotten my password**.
- Type in your current email address and click **Reset password**.
- You will receive an email with a temporary password details which can be changed upon the first login.

For further enquiries, or to cancel an Online Payment, please contact the Finance Department at your school.