



**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!

The **SchoolMoney** Online Payment Service brought to you by Eduspot

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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:

[www.eduspot.co.uk](http://www.eduspot.co.uk)

This will take you to our eduspot website.

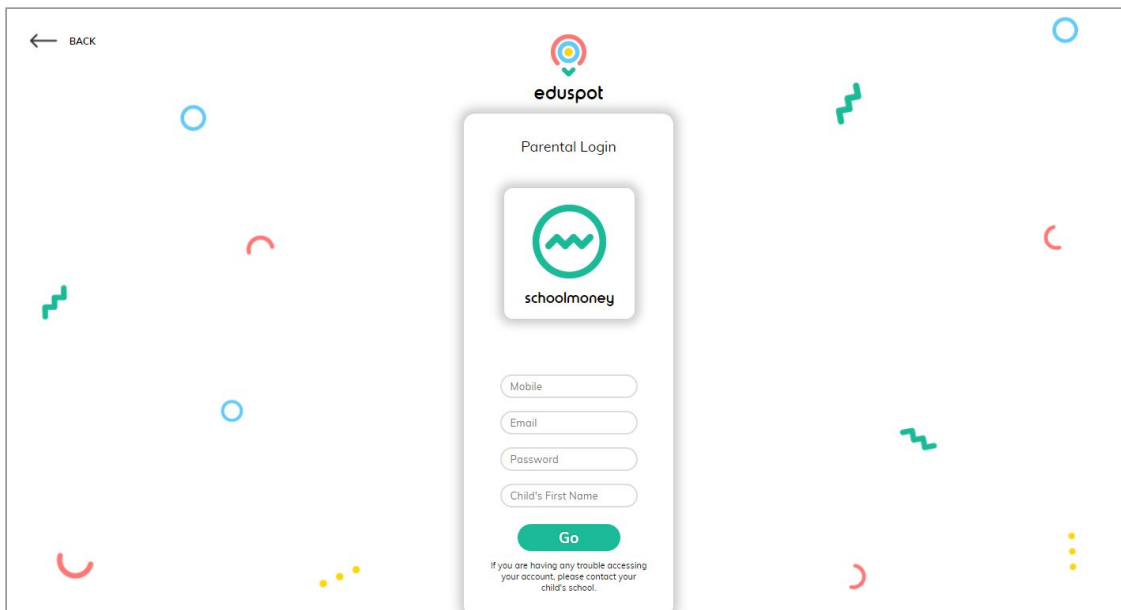


In the top right hand corner of the screen is a sign in button. Please click on this.



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.

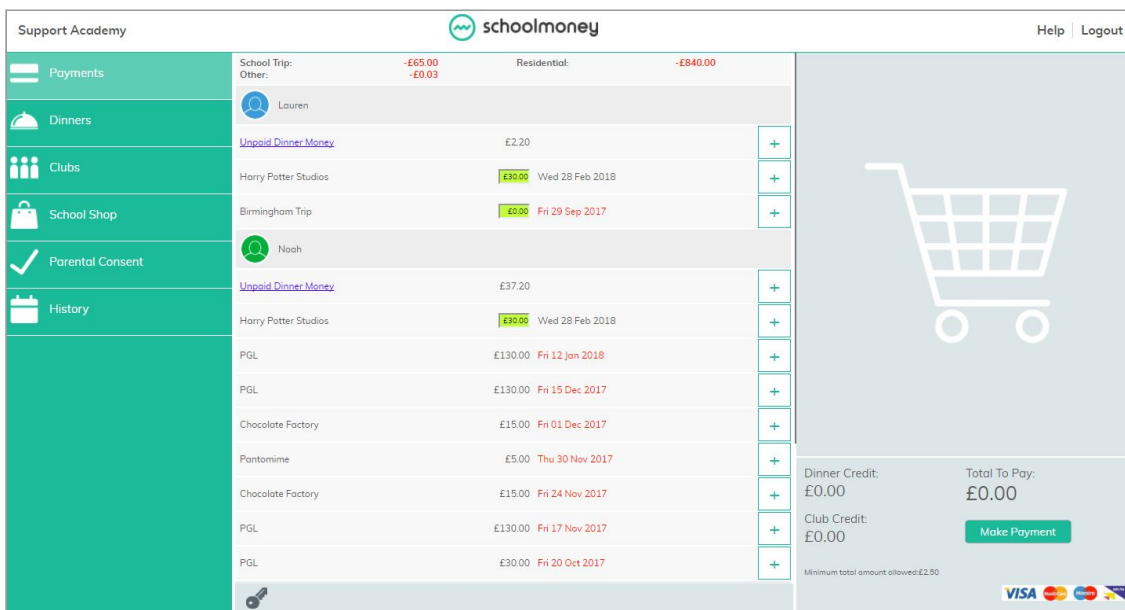
**Please note:** If for any reason it won't allow you to log on, we would advise that you contact your school to double check the mobile number/email address that they have recorded against your child on **SchoolMoney**. If you are entering different details to the school, you will be unable to login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

## 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** Help | Logout

Category	Item	Amount	Date	Action
Payments	School Trip: Other: -£65.00	-£65.00		
Payments	Residential: -£840.00	-£840.00		
Lauren				
Unpaid Dinner Money	Unpaid Dinner Money	£2.20		+
Clubs	Harry Potter Studios	£30.00	Wed 28 Feb 2018	+
School Shop	Birmingham Trip	£0.00	Fri 29 Sep 2017	+
Noah				
Unpaid Dinner Money	Unpaid Dinner Money	£37.20		+
History	Harry Potter Studios	£30.00	Wed 28 Feb 2018	+
History	PGL	£130.00	Fri 12 Jan 2018	+
History	PGL	£130.00	Fri 15 Dec 2017	+
History	Chocolate Factory	£15.00	Fri 01 Dec 2017	+
History	Pantomime	£5.00	Thu 30 Nov 2017	+
History	Chocolate Factory	£15.00	Fri 24 Nov 2017	+
History	PGL	£130.00	Fri 17 Nov 2017	+
History	PGL	£30.00	Fri 20 Oct 2017	+

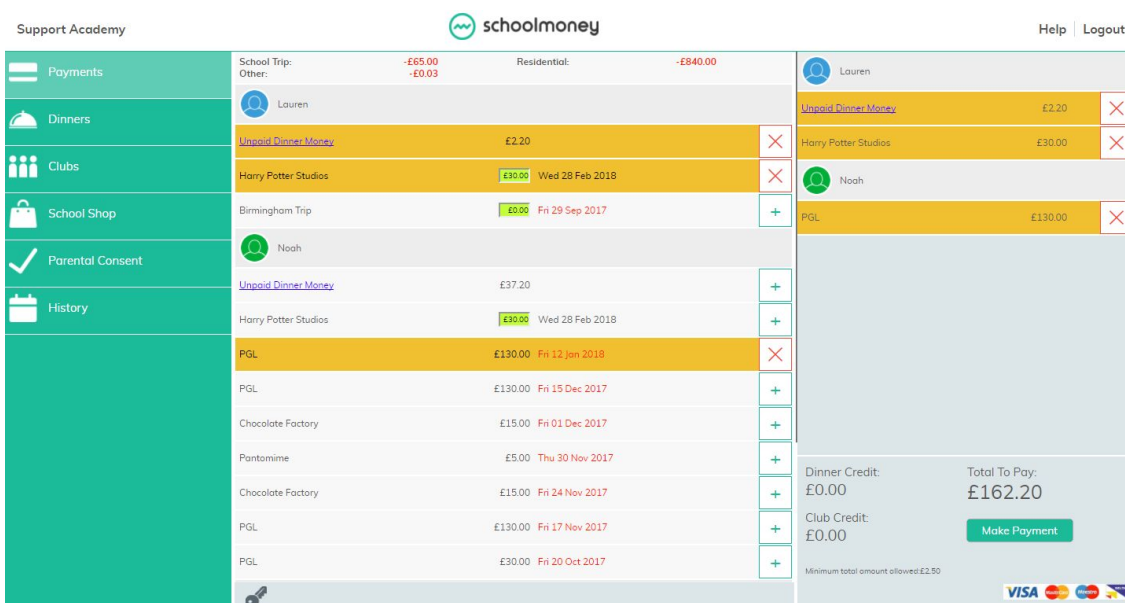
Dinner Credit: £0.00      Total To Pay: £0.00

Club Credit: £0.00      [Make Payment](#)

Minimum total amount allowed: £2.50



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** Help | Logout

Category	Item	Amount	Date	Action
Payments	School Trip: Other: -£65.00	-£65.00		
Payments	Residential: -£840.00	-£840.00		
Lauren				
Unpaid Dinner Money	Unpaid Dinner Money	£2.20		X
Clubs	Harry Potter Studios	£30.00	Wed 28 Feb 2018	X
School Shop	Birmingham Trip	£0.00	Fri 29 Sep 2017	+
Noah				
Unpaid Dinner Money	Unpaid Dinner Money	£37.20		+
History	Harry Potter Studios	£30.00	Wed 28 Feb 2018	+
History	PGL	£130.00	Fri 12 Jan 2018	X
History	PGL	£130.00	Fri 15 Dec 2017	+
History	Chocolate Factory	£15.00	Fri 01 Dec 2017	+
History	Pantomime	£5.00	Thu 30 Nov 2017	+
History	Chocolate Factory	£15.00	Fri 24 Nov 2017	+
History	PGL	£130.00	Fri 17 Nov 2017	+
History	PGL	£30.00	Fri 20 Oct 2017	+

Dinner Credit: £0.00      Total To Pay: £162.20

Club Credit: £0.00      [Make Payment](#)

Minimum total amount allowed: £2.50



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

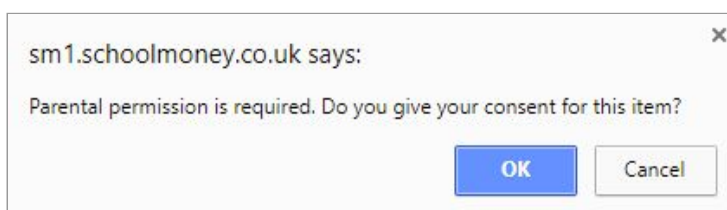
Harry Potter Studios	£30.00	Wed 28 Feb 2018
PGL	£130.00	Fri 12 Jan 2018

**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.

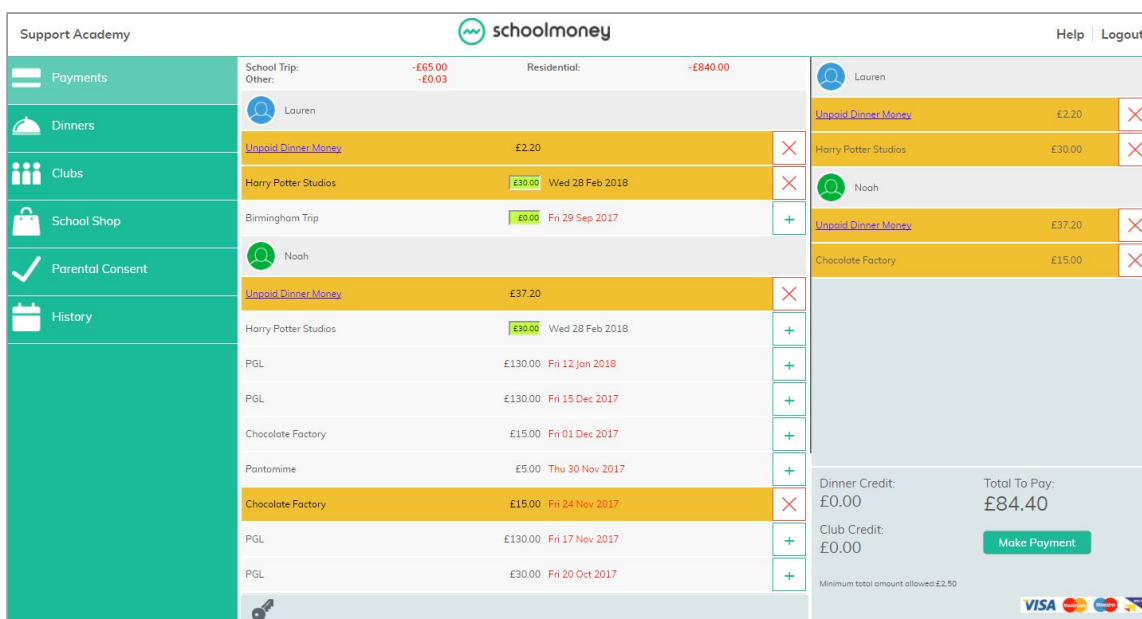
**Orange:** this means you can pay as much towards this payment as you would like. This will then remove any remaining cost so that you do not have to pay any more towards it. You can pay either more or less than the amount stated.

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.

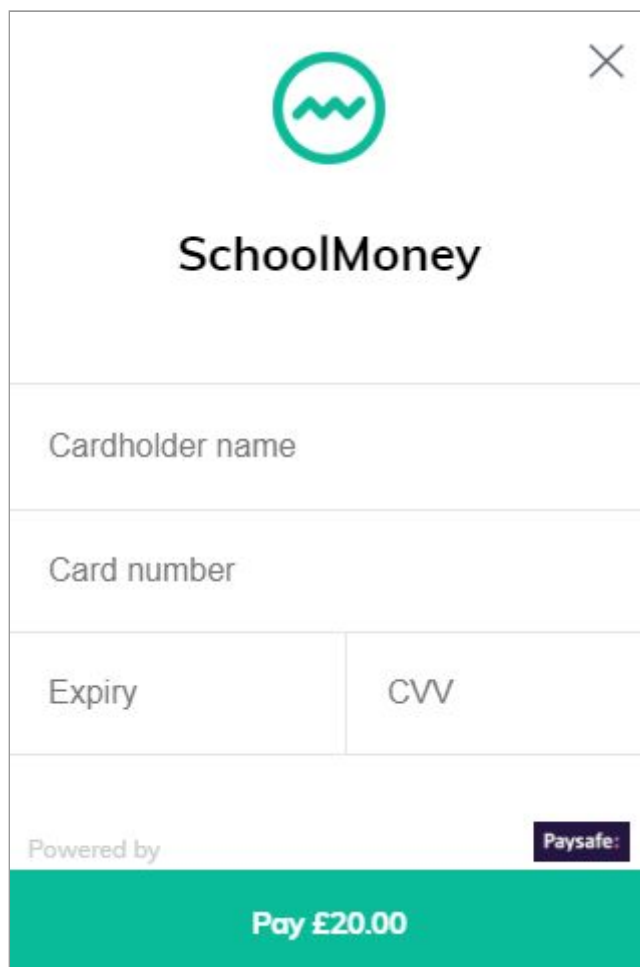


Once you have selected all of the payments you would like to purchase you will find them listed on the right hand side of your screen. If you want to remove anything from your basket at this point, click the X next to the item. Click on the 'Make Payment' button when you are ready to check out.



The screenshot shows the 'schoolmoney' website interface. On the left is a navigation menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, and History. The main area displays a list of payments for 'Support Academy' with columns for item name, amount, due date, and a status icon (X for unselected, + for selected). Payments include 'School Trip: Other' (-£65.00), 'Residential' (-£840.00), 'Harry Potter Studios' (£30.00), 'Birmingham Trip' (£0.00), 'Chocolate Factory' (£15.00), and 'Pantomime' (£5.00). A shopping basket on the right lists 'Unpaid Dinner Money' (£2.20), 'Harry Potter Studios' (£30.00), 'Unpaid Dinner Money' (£37.20), and 'Chocolate Factory' (£15.00). The basket summary shows 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £84.40'. A 'Make Payment' button is visible at the bottom right of the basket area.

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.**



The image shows a payment form titled "SchoolMoney". At the top left is a green circular logo with a white wavy line. To the right is a close button (X). Below the title are four input fields: "Cardholder name", "Card number", "Expiry", and "CVV". The "Expiry" and "CVV" fields are side-by-side. At the bottom left, it says "Powered by" followed by a "Paysafe" logo. A large green button at the bottom says "Pay £20.00".

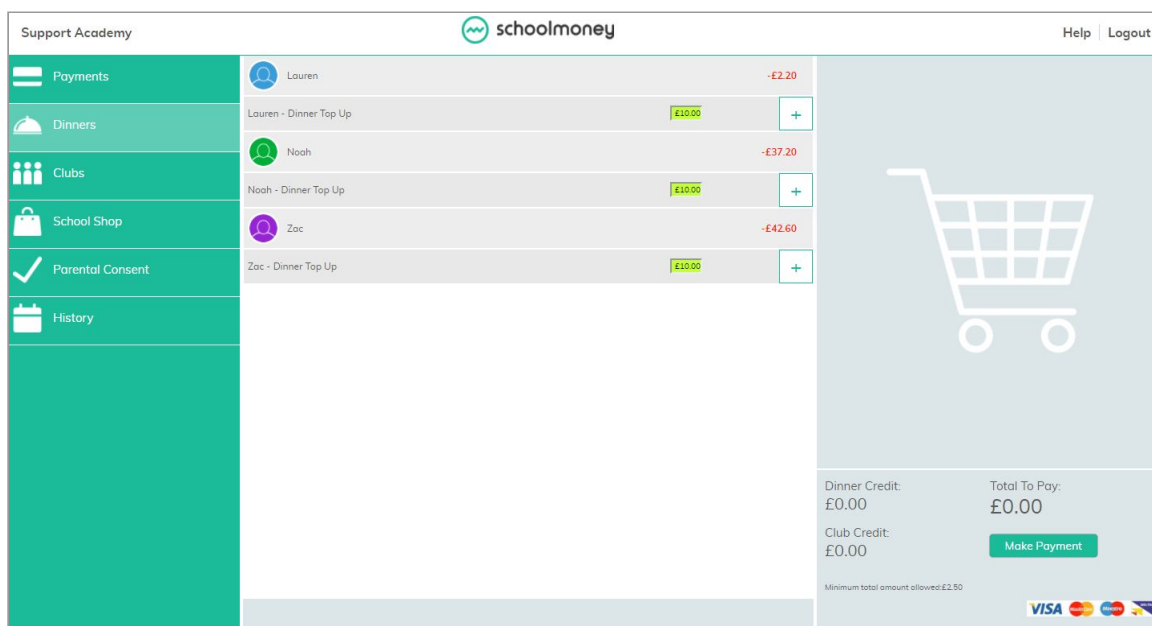
A confirmation pop up will appear once you have selected 'Pay Now' so that you know the details have been processed and you will receive an email receipt shortly afterwards.

## 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.

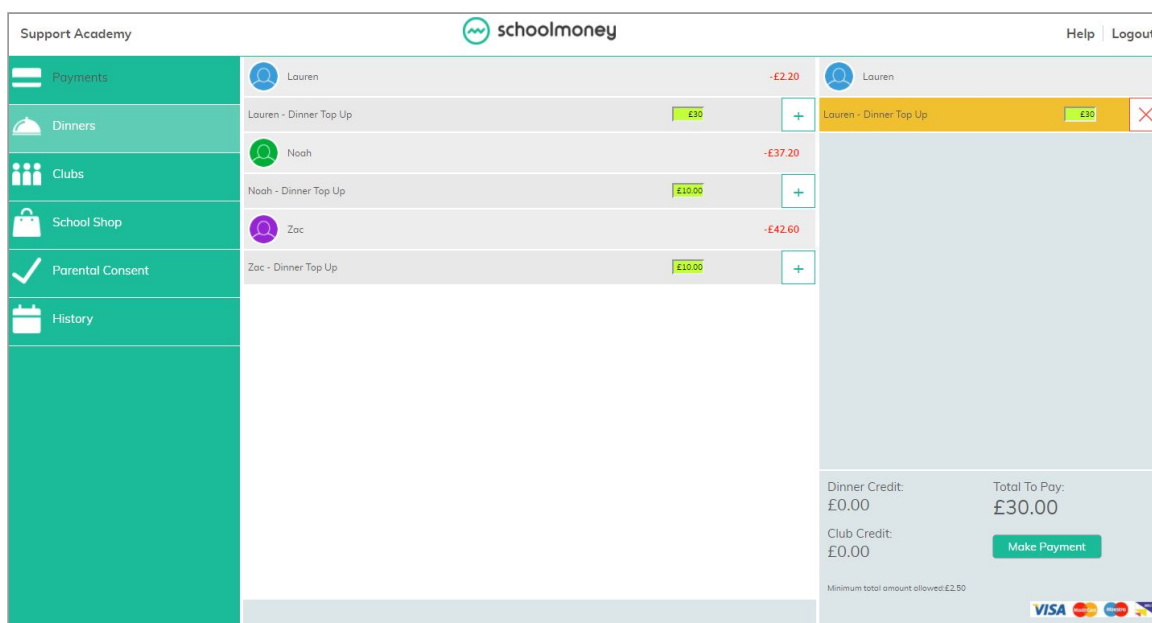
When you click on Dinners it will come up with a screen that shows your child's dinner balance with an option to top up below



Child	Balance	Top Up Amount
Lauren	-£2.20	£10.00
Noah	-£37.20	£10.00
Zac	-£42.60	£10.00

Summary:  
 Dinner Credit: £0.00  
 Club Credit: £0.00  
 Total To Pay: £0.00

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.



Child	Balance	Top Up Amount
Lauren	-£2.20	£30
Noah	-£37.20	£10.00
Zac	-£42.60	£10.00

Shopping Cart:  
 Lauren - Dinner Top Up: £30.00

Summary:  
 Dinner Credit: £0.00  
 Club Credit: £0.00  
 Total To Pay: £30.00

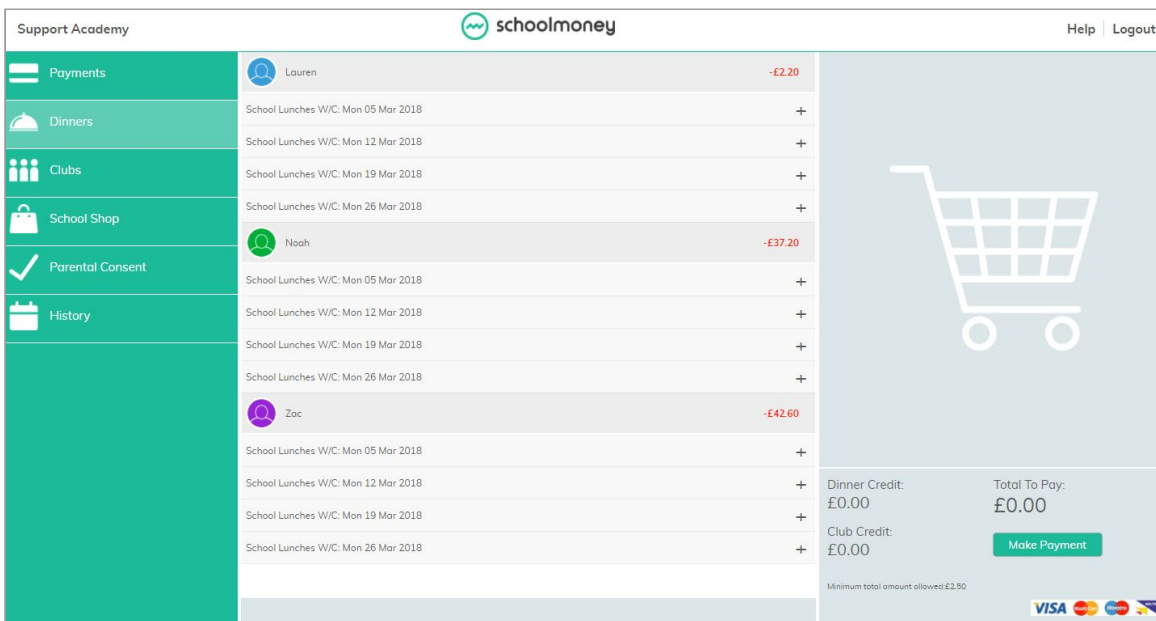


## 3.2 Dinner Bookings

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.



Child Name	Week	Cost	Action
Lauren	School Lunches W/C: Mon 05 Mar 2018	-£2.20	+
	School Lunches W/C: Mon 12 Mar 2018		+
	School Lunches W/C: Mon 19 Mar 2018		+
	School Lunches W/C: Mon 26 Mar 2018		+
Noah	School Lunches W/C: Mon 05 Mar 2018	-£37.20	+
	School Lunches W/C: Mon 12 Mar 2018		+
	School Lunches W/C: Mon 19 Mar 2018		+
	School Lunches W/C: Mon 26 Mar 2018		+
Zac	School Lunches W/C: Mon 05 Mar 2018	-£42.60	+
	School Lunches W/C: Mon 12 Mar 2018		+
	School Lunches W/C: Mon 19 Mar 2018		+
	School Lunches W/C: Mon 26 Mar 2018		+

Summary:

- Dinner Credit: £0.00
- Club Credit: £0.00
- Total To Pay: £0.00

Minimum total amount allowed £2.50

VISA, Mastercard, American Express, Apple Pay logos.

## 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.



Day	Cost per meal
Monday	£0.00
Tuesday	£0.00
Wednesday	£0.00
Thursday	£0.00
Friday	£0.00

Total £0.00 [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 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.



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"/>

- In the drop down box next to the day you would like to book, choose the option of Meat or Veg.



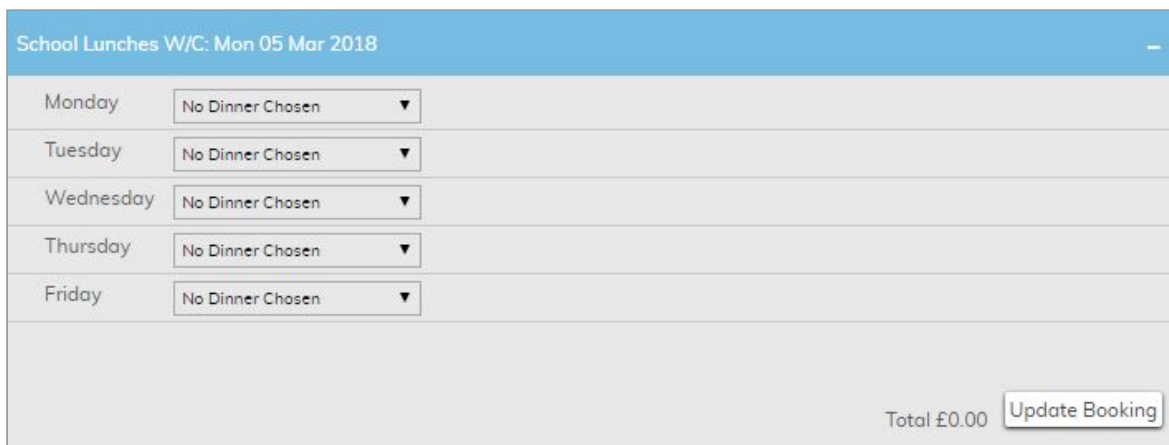
School Lunches W/C: Mon 05 Mar 2018		
Cost per meal: £2.60		
Monday	No Meal	£0.00
Tuesday	No Meal Meat Veg	£0.00
Wednesday	No Meal	£0.00
Thursday	No Meal	£0.00
Friday	No Meal	£0.00
Total £0.00		<input type="button" value="Add To Basket"/>

- 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

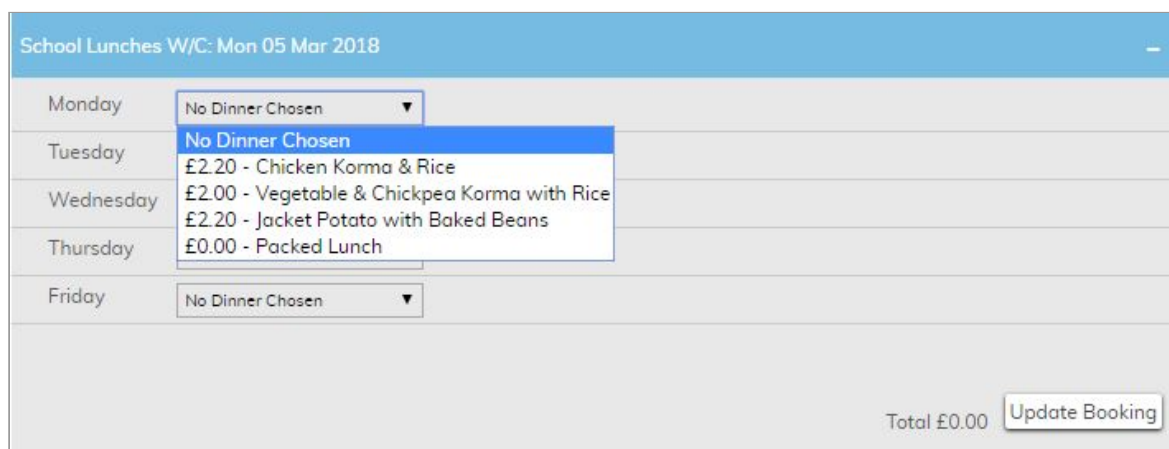
If your school asks you to book specific meal options for your child:

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



School Lunches W/C: Mon 05 Mar 2018	
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.



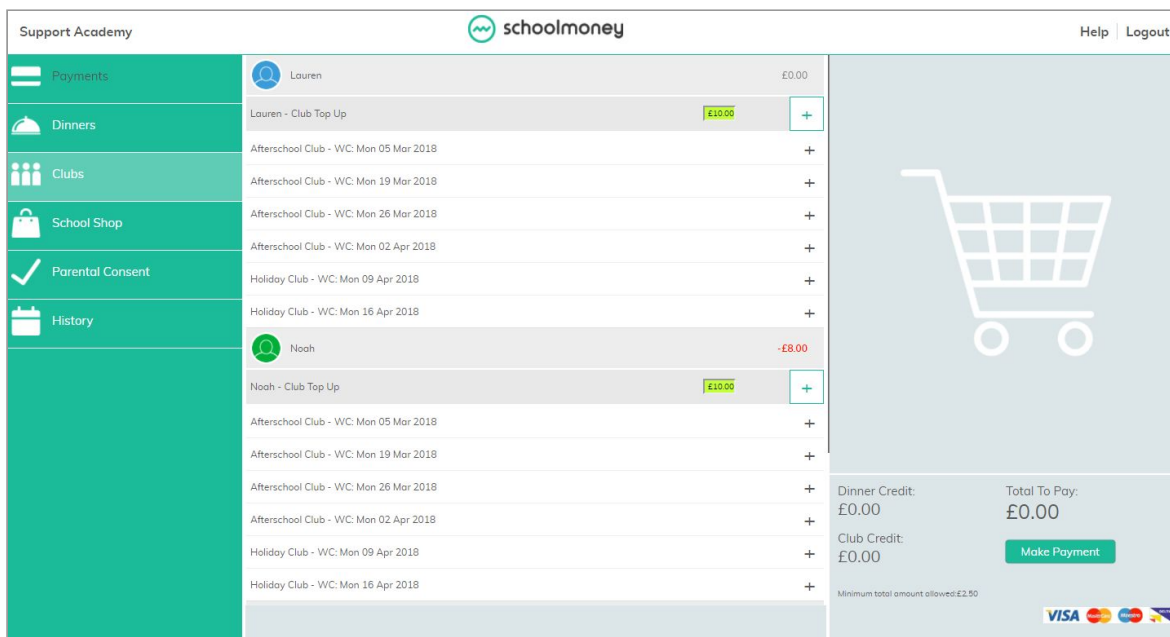
School Lunches W/C: Mon 05 Mar 2018	
Monday	No Dinner Chosen
Tuesday	<ul style="list-style-type: none"> <li>No Dinner Chosen</li> <li>£2.20 - Chicken Korma &amp; Rice</li> <li>£2.00 - Vegetable &amp; Chickpea Korma with Rice</li> <li>£2.20 - Jacket Potato with Baked Beans</li> </ul>
Wednesday	£2.00 - Vegetable & Chickpea Korma with Rice
Thursday	£0.00 - Packed Lunch
Friday	No Dinner Chosen
Total £0.00 <input type="button" value="Update Booking"/>	

- 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

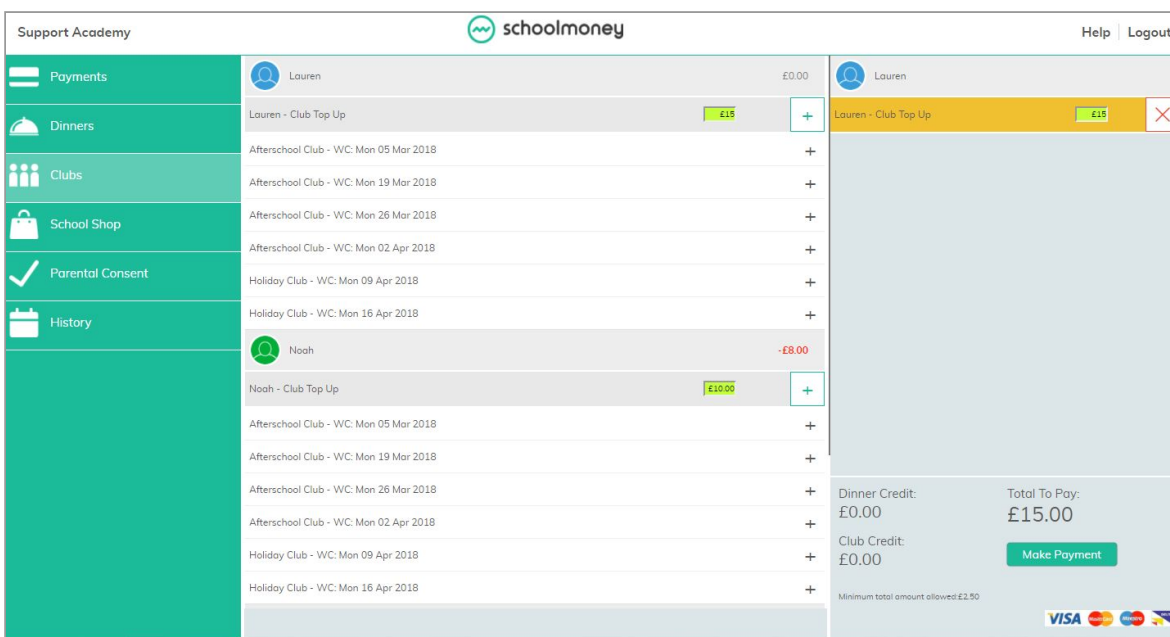
If your school asks you to top up your child's club account then this will be found in the Club section of the options menu.



The screenshot shows the 'schoolmoney' app interface for 'Support Academy'. On the left is a navigation menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, and History. The main area shows two child profiles: Lauren (balance £0.00) and Noah (balance -£8.00). Under Lauren's profile, there is a 'Lauren - Club Top Up' entry with a green box containing '£10.00' and a '+' button. Below this are several rows of club activities, each with a '+' button. On the right side, there is a shopping cart icon and a summary section showing 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00'. A 'Make Payment' button is visible at the bottom right.

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.

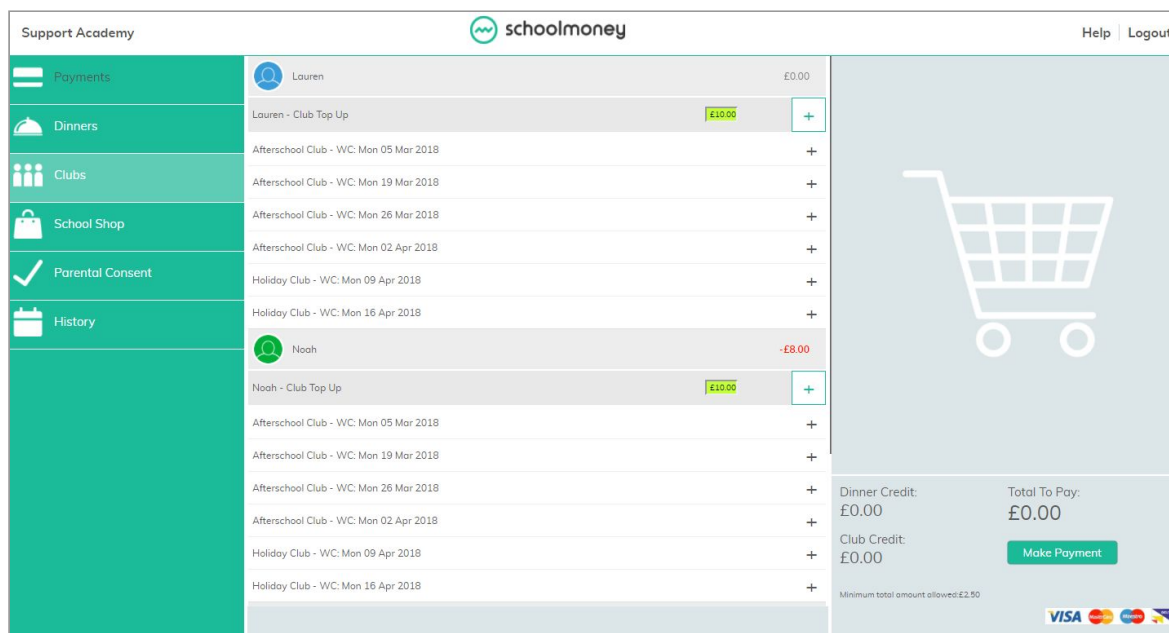


This screenshot is similar to the previous one but shows the result of clicking the '+' button. The 'Lauren - Club Top Up' entry now has a green box containing '£15.00'. A yellow modal box has appeared over the shopping cart area, containing the text 'Lauren - Club Top Up' and '£15.00' with a close button (X). The summary section at the bottom right now shows 'Total To Pay: £15.00'.

## 4.2 Club Bookings

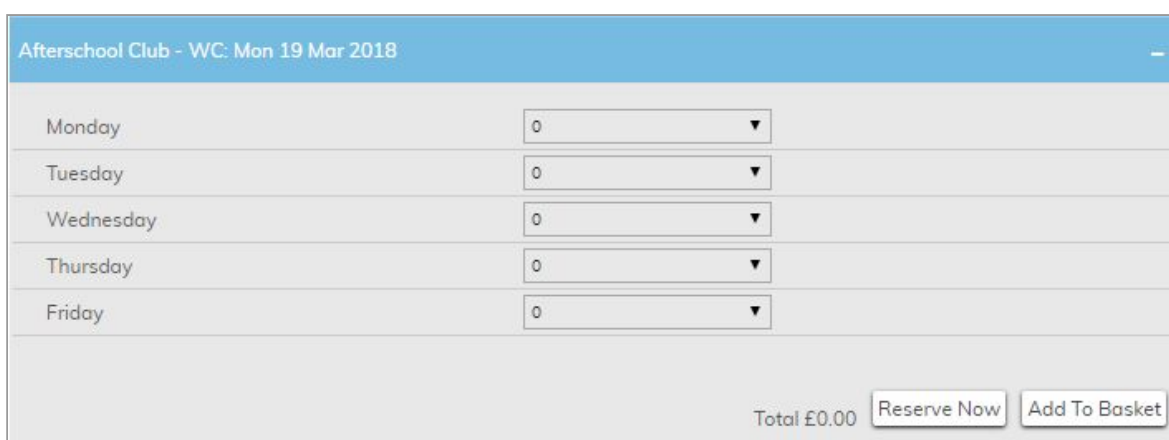
If your school asks you to pre-book your child's club sessions then this will be found in the Clubs section of the options menu.

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' app interface. On the left is a navigation menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, and History. The main area displays a list of bookings for two children: Lauren and Noah. Each child's section shows a 'Club Top Up' amount (€10.00 for Lauren, -€8.00 for Noah) and a list of 'Afterschool Club - WC' sessions for various dates in March and April 2018, each with a '+' sign. On the right, there is a shopping cart icon and a summary section showing 'Dinner Credit: €0.00', 'Club Credit: €0.00', and 'Total To Pay: €0.00'. A 'Make Payment' button is visible, along with logos for VISA, Mastercard, and other payment methods.

- 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.



The screenshot shows the booking selection screen for 'Afterschool Club - WC: Mon 19 Mar 2018'. It features a table with the following structure:

Day	Selection
Monday	0
Tuesday	0
Wednesday	0
Thursday	0
Friday	0

At the bottom right, there is a 'Total €0.00' and two buttons: 'Reserve Now' and 'Add To Basket'.

- Click on the drop down box next to the day you would like to book and choose the session you need.

Afterschool Club - WC: Mon 19 Mar 2018

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

- 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.

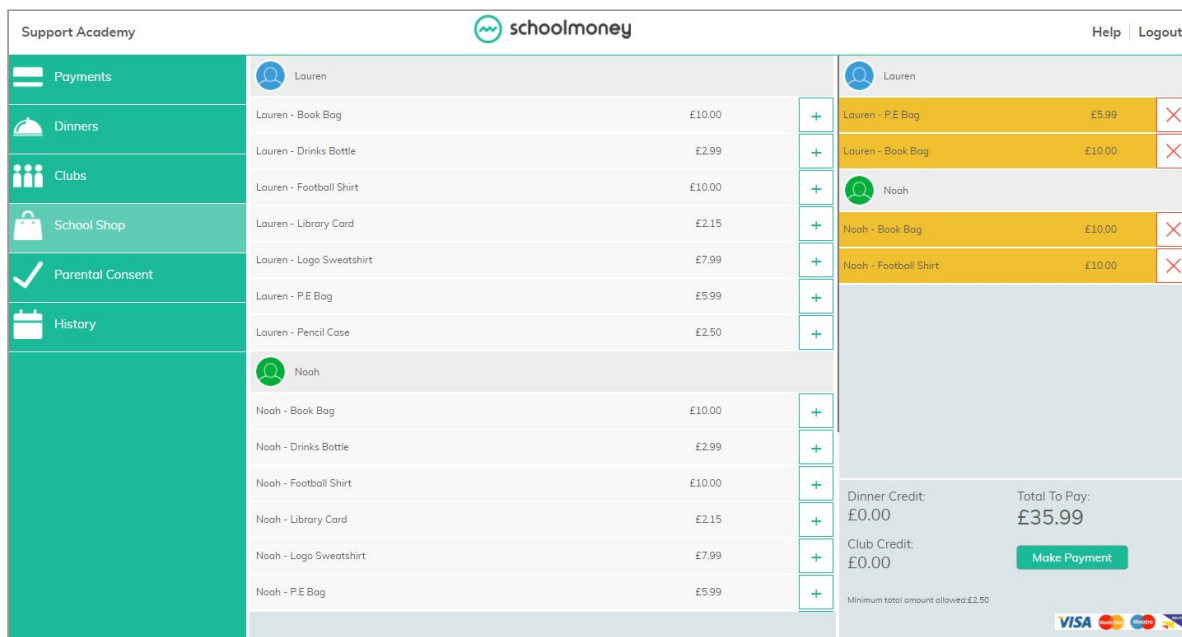
Support Academy schoolmoney Help Logout

Payments	Lauren	£0.00	Lauren
Dinners	Lauren - Club Top Up	£15	Afterschool Club W/C: Mon 19 Mar 2018 £6.00
Clubs	Afterschool Club - WC: Mon 05 Mar 2018	+	Afterschool Club W/C: Mon 26 Mar 2018 £6.00
School Shop	Afterschool Club - WC: Mon 19 Mar 2018	+	
Parental Consent	Afterschool Club - WC: Mon 26 Mar 2018	+	
History	Afterschool Club - WC: Mon 02 Apr 2018	+	
	Holiday Club - WC: Mon 09 Apr 2018	+	
	Holiday Club - WC: Mon 16 Apr 2018	+	
	Noah	-£8.00	
	Noah - Club Top Up	£10.00	
	Afterschool Club - WC: Mon 05 Mar 2018	+	
	Afterschool Club - WC: Mon 19 Mar 2018	+	
	Afterschool Club - WC: Mon 26 Mar 2018	+	
	Afterschool Club - WC: Mon 02 Apr 2018	+	
	Holiday Club - WC: Mon 09 Apr 2018	+	
	Holiday Club - WC: Mon 16 Apr 2018	+	
			Dinner Credit: £0.00
			Club Credit: £0.00
			Total To Pay: £12.00
			<input type="button" value="Make Payment"/>
			Minimum total amount allowed: £2.50

- 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 'schoolmoney' app interface for 'Support Academy'. The left sidebar contains navigation options: Payments, Dinners, Clubs, School Shop, Parental Consent, and History. The main area is split into two columns. The left column lists items for Lauren and Noah, each with a price and a '+' button. The right column shows the items added to the basket, with a '-' button to remove them. At the bottom right, the total amount to pay is £35.99, with a 'Make Payment' button and logos for VISA, Mastercard, and Apple Pay.

Child	Item	Price	Action
Lauren	Book Bag	£10.00	+
	Drinks Bottle	£2.99	+
	Football Shirt	£10.00	+
	Library Card	£2.15	+
	Logo Sweatshirt	£7.99	+
Noah	P.E Bag	£5.99	+
	Pencil Case	£2.50	+
	Book Bag	£10.00	+
	Drinks Bottle	£2.99	+
	Football Shirt	£10.00	+

**Shopping Basket Summary:**

- Lauren - P.E Bag: £5.99
- Lauren - Book Bag: £10.00
- Noah - Book Bag: £10.00
- Noah - Football Shirt: £10.00

**Payment Summary:**

- Dinner Credit: £0.00
- Club Credit: £0.00
- Total To Pay: £35.99**

Minimum total amount allowed: £2.50

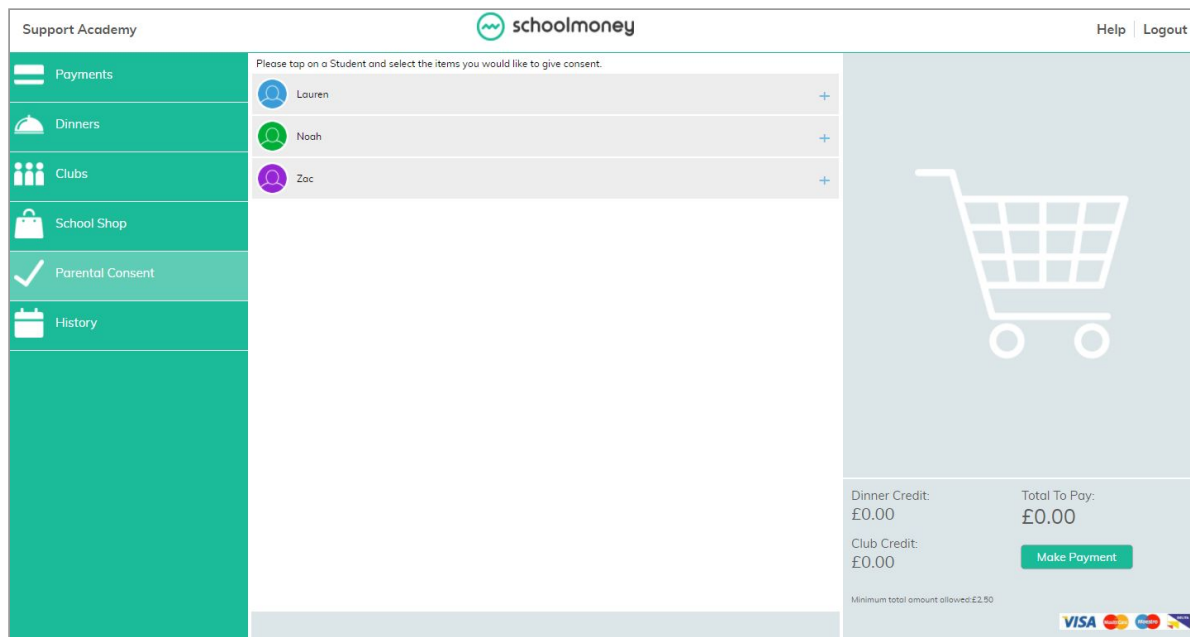
You will be able to purchase items for all of your children, so please ensure the correct child is selected. Please make sure to scroll right down to the bottom of the page if you have more than one child at the school as they will be listed alphabetically.

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 <span style="float: right;">-</span>		
School Trip Harry Potter Studios	Wed 28 Feb 2018	<input type="checkbox"/>
Other CONSENT ONLY - Trip	Tue 27 Feb 2018	<input type="checkbox"/>
School Trip Pantomime	Mon 12 Feb 2018	<input checked="" type="checkbox"/>
Residential PGL	Mon 12 Feb 2018	<input checked="" type="checkbox"/>
School Trip Birmingham Trip	Fri 29 Sep 2017	<input type="checkbox"/>
School Trip Trip to Canada	Thu 28 Sep 2017	<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.

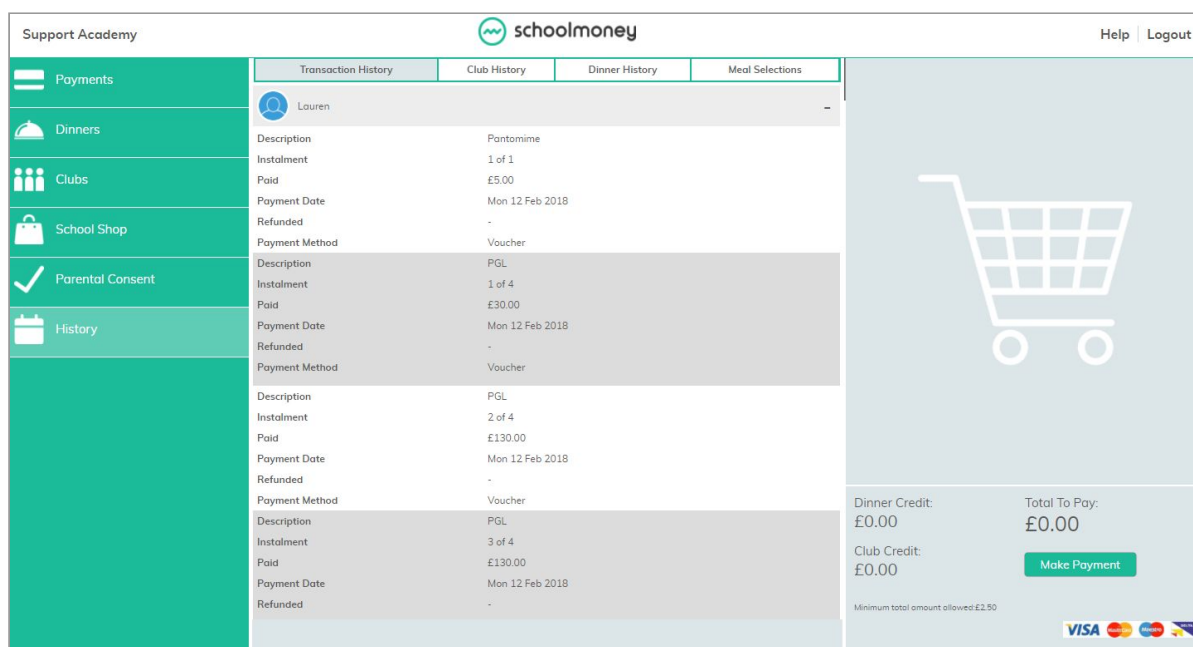
A pop up box will appear letting you know this consent has been saved.



## 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 for a user named Lauren. The interface includes a sidebar with navigation options: Payments, Dinners, Clubs, School Shop, Parental Consent, and History. The main content area displays a list of transactions with the following details:

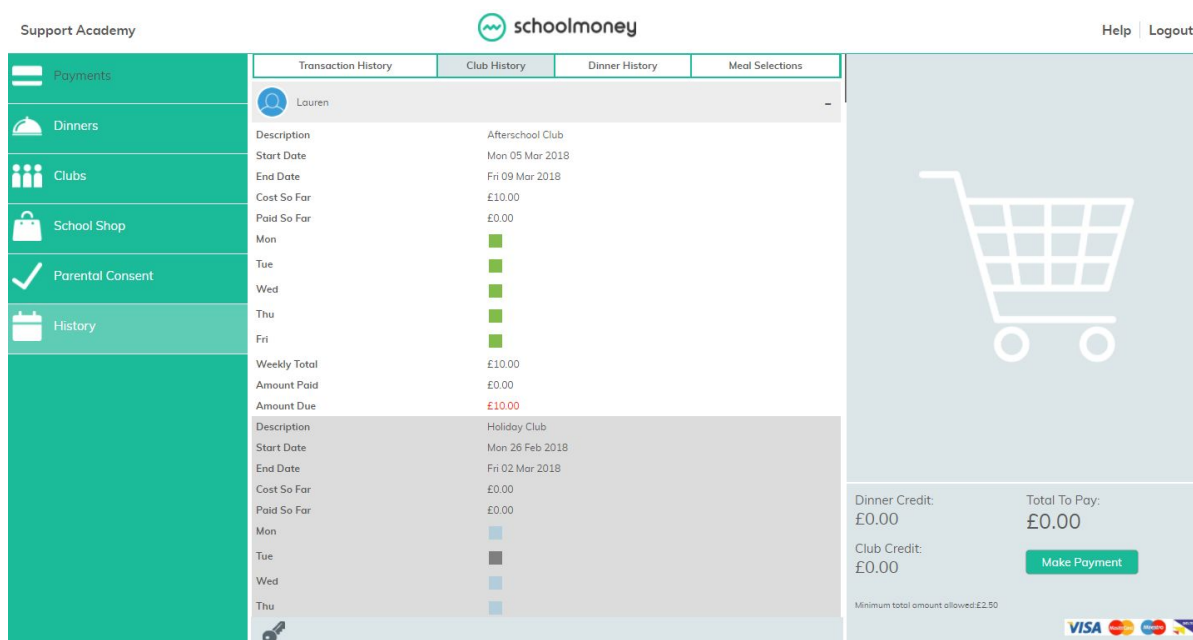
Description	Instalment	Paid	Payment Date	Refunded	Payment Method
Pantomime	1 of 1	£5.00	Mon 12 Feb 2018	-	Voucher
PGL	1 of 4	£30.00	Mon 12 Feb 2018	-	Voucher
PGL	2 of 4	£130.00	Mon 12 Feb 2018	-	Voucher
PGL	3 of 4	£130.00	Mon 12 Feb 2018	-	Voucher

On the right side of the screen, there is a shopping cart icon and a summary section:

- Dinner Credit: £0.00
- Club Credit: £0.00
- Total To Pay: £0.00
- Minimum total amount allowed: £2.50

Payment logos for VISA, Mastercard, and others are visible at the bottom right.

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 for a user named Lauren. The interface is similar to the Transaction History tab. The main content area displays details for two club sessions:

Description	Start Date	End Date	Cost So Far	Paid So Far
Afterschool Club	Mon 05 Mar 2018	Fri 09 Mar 2018	£10.00	£0.00
Holiday Club	Mon 26 Feb 2018	Fri 02 Mar 2018	£0.00	£0.00

Below the table, there is a weekly summary and a key for the club sessions:

- Weekly Total: £10.00
- Amount Paid: £0.00
- Amount Due: £10.00

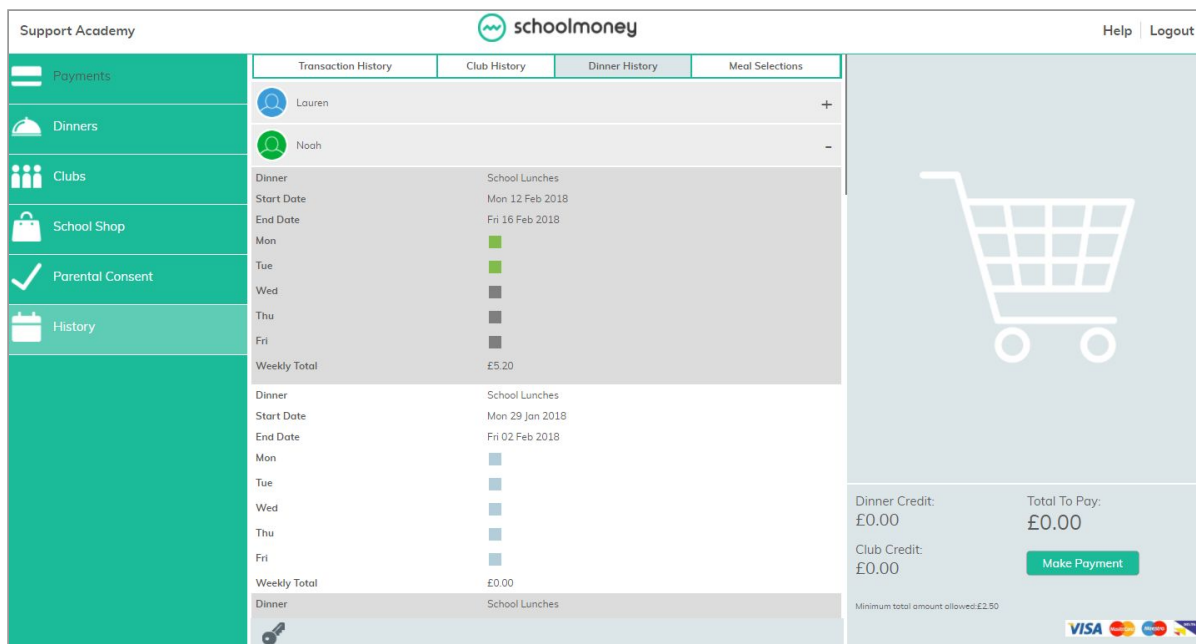
The key shows days of the week with colored squares: Mon (green), Tue (green), Wed (green), Thu (green), Fri (green), Mon (blue), Tue (grey), Wed (blue), Thu (blue).

On the right side of the screen, there is a shopping cart icon and a summary section:

- Dinner Credit: £0.00
- Club Credit: £0.00
- Total To Pay: £0.00
- Minimum total amount allowed: £2.50

Payment logos for VISA, Mastercard, and others are visible at the bottom right.

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.



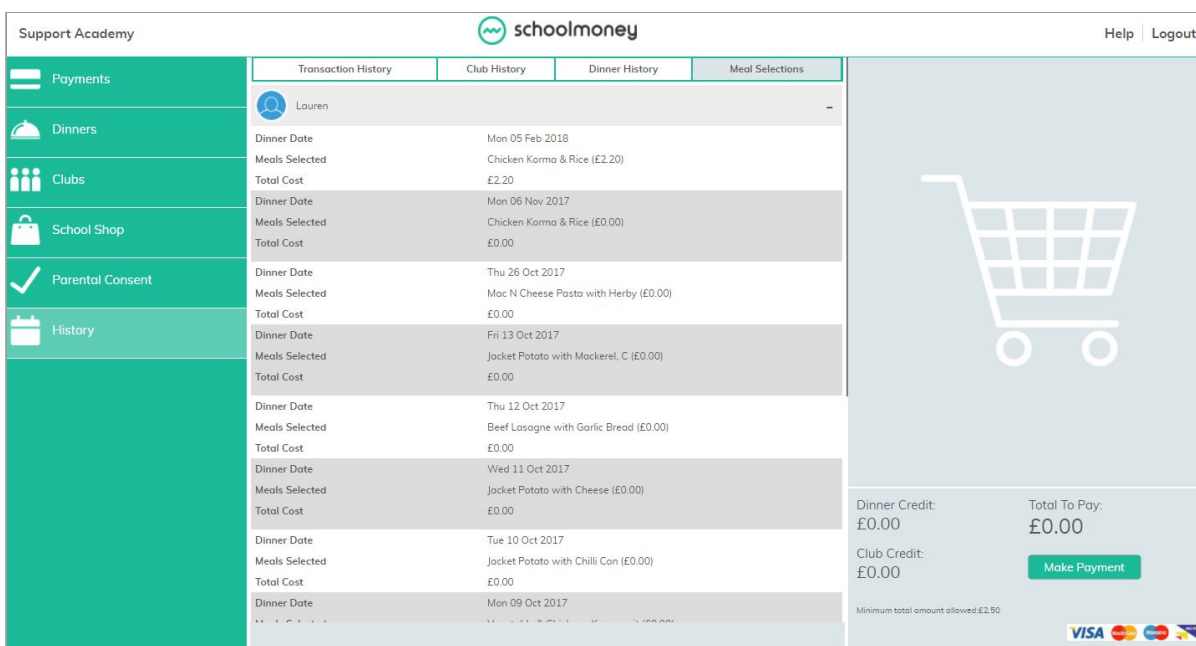
Transaction History	Club History	Dinner History	Meal Selections
Lauren +			
Noah -			
Dinner	School Lunches		
Start Date	Mon 12 Feb 2018		
End Date	Fri 16 Feb 2018		
Mon			
Tue			
Wed			
Thu			
Fri			
Weekly Total	£5.20		
Dinner	School Lunches		
Start Date	Mon 29 Jan 2018		
End Date	Fri 02 Feb 2018		
Mon			
Tue			
Wed			
Thu			
Fri			
Weekly Total	£0.00		
Dinner	School Lunches		

Dinner Credit: £0.00  
Club Credit: £0.00  
Total To Pay: £0.00  
Minimum total amount allowed: £2.50

VISA MASTERCARD AMERICAN EXPRESS

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
Lauren -			
Dinner Date	Mon 05 Feb 2018		
Meals Selected	Chicken Korma & Rice (£2.20)		
Total Cost	£2.20		
Dinner Date	Mon 06 Nov 2017		
Meals Selected	Chicken Korma & Rice (£0.00)		
Total Cost	£0.00		
Dinner Date	Thu 26 Oct 2017		
Meals Selected	Mac N Cheese Pasta with Herby (£0.00)		
Total Cost	£0.00		
Dinner Date	Fri 13 Oct 2017		
Meals Selected	Jacket Potato with Mackerel, C (£0.00)		
Total Cost	£0.00		
Dinner Date	Thu 12 Oct 2017		
Meals Selected	Beef Lasagne with Garlic Bread (£0.00)		
Total Cost	£0.00		
Dinner Date	Wed 11 Oct 2017		
Meals Selected	Jacket Potato with Cheese (£0.00)		
Total Cost	£0.00		
Dinner Date	Tue 10 Oct 2017		
Meals Selected	Jacket Potato with Chilli Con (£0.00)		
Total Cost	£0.00		
Dinner Date	Mon 09 Oct 2017		

Dinner Credit: £0.00  
Club Credit: £0.00  
Total To Pay: £0.00  
Minimum total amount allowed: £2.50

VISA MASTERCARD AMERICAN EXPRESS

If you need to amend any bookings, please follow the original steps. You will not be asked to pay for these amendments.

## 8. FAQ

### Do I have to pay online?

Your child's school will advise you whether they are going completely cashless or not. If not, then you will still be able to pay by cash or cheque in the school office. If you are unsure, it is best that you check with the school directly.

### Do I have to pay for the whole expense in one go?

The school may set the payment to allow partial payments or payments by instalment. This is up to the school and depends on what they are asking you to pay for.

### 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.

### What happens if I have more than one child at the school?

You will receive a password for each child that you have registered at the school. However, if you sign in under one child's details then all of your children will be registered on the account. This enables you to pay for every child at once, not just the one you have signed in with. This is done automatically.

### What happens if I forget my password?

If you have forgotten the password that the school has sent out to you or you have deleted the message then you will need to contact the school directly. They will be able to issue you a password reminder.

### Can I change my password?

You cannot change your SchoolMoney password. The system automatically generates the password for you and it stays the same for the duration of your child's stay at the school.

### 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.

### **What if the school doesn't have my mobile number or email address?**

If the school doesn't have either of these details, they cannot contact you with your password. You need to provide them with one of these options at the least. If they have your mobile number but not your email address you can input this into the login page and these details will be saved against your child's record.

### **What happens if I can't log on because of 'Invalid Login Details?'**

If you are receiving the error message telling you that you have invalid login details, it will be because one of the fields you are entering is incorrect. The mobile number and email address that you are entering has to match the details that the school has against your child's record. If they do not match it will not allow you to login. We advise that you contact the school to double check these details and request that they resend your password to you.

### **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.

### **What happens if I am separated from my partner and we both want to pay?**

At the moment we only allow one account per child. If you do not want to share your login details with an ex-partner, we would advise that they use other forms of payment such as PayPoint (if this is part of the schools package) or card within the school.

### **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 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.