SchoolMoney

Parent User Guide Mobile

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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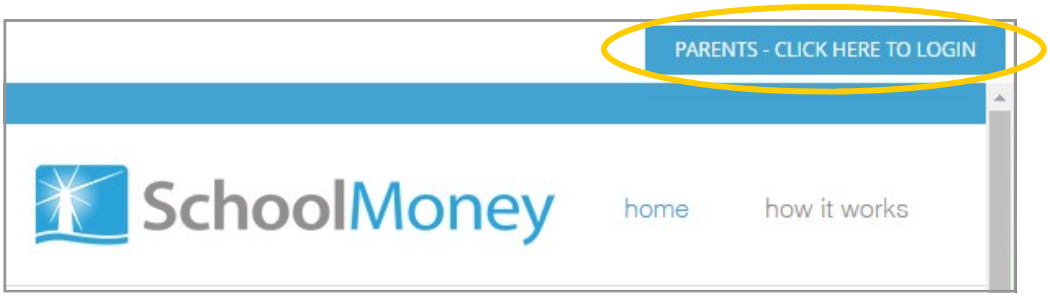
1. Logging into SchoolMoney

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

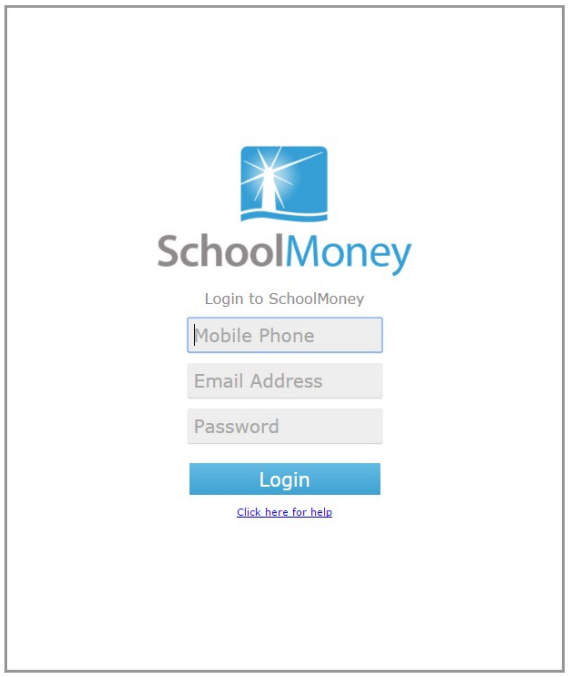
www.schoolmoney.co.uk

This will take you to our website.

To be taken to the login page, click on the button in the top right hand corner that says **'PARENTS—CLICK HERE TO LOGIN.'**



This will take you to the login page.



To login you need:

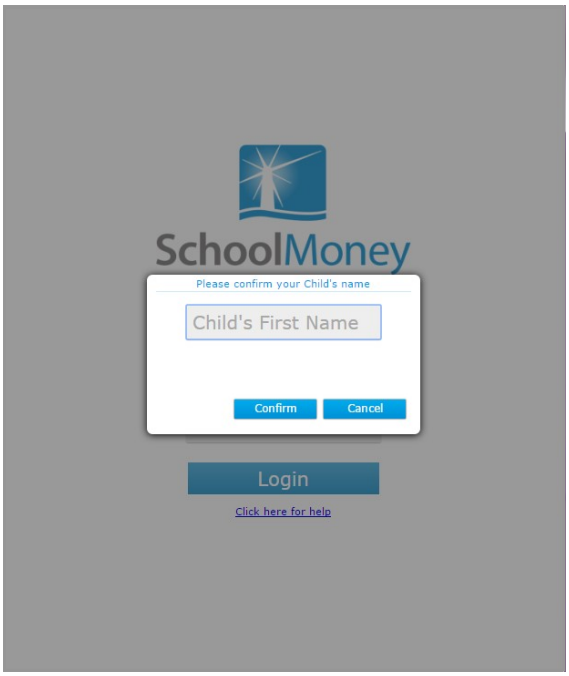
- A mobile number
- An email address
- A password

Input this information in the required fields and select 'Login.'

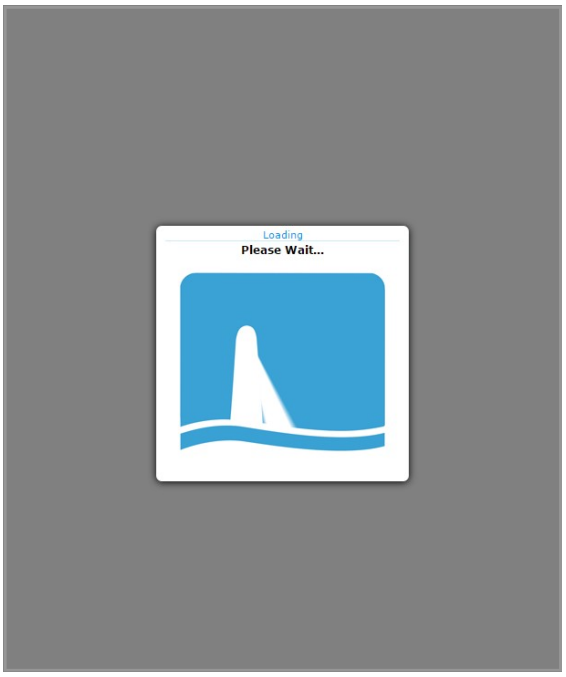
Please note: The school will have sent you a password via text/email. If you have not received a message with a password in it, please contact the school directly to request one.

A pop up box will appear asking you to enter your child's name.

Please 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.



Select 'Confirm' and you will be logged into your **SchoolMoney** account.

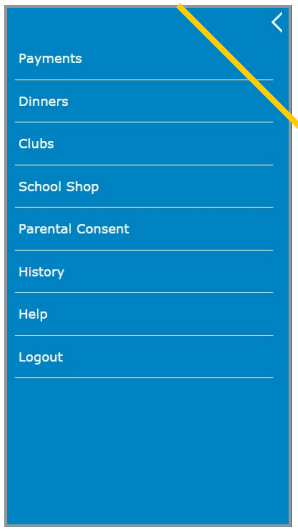


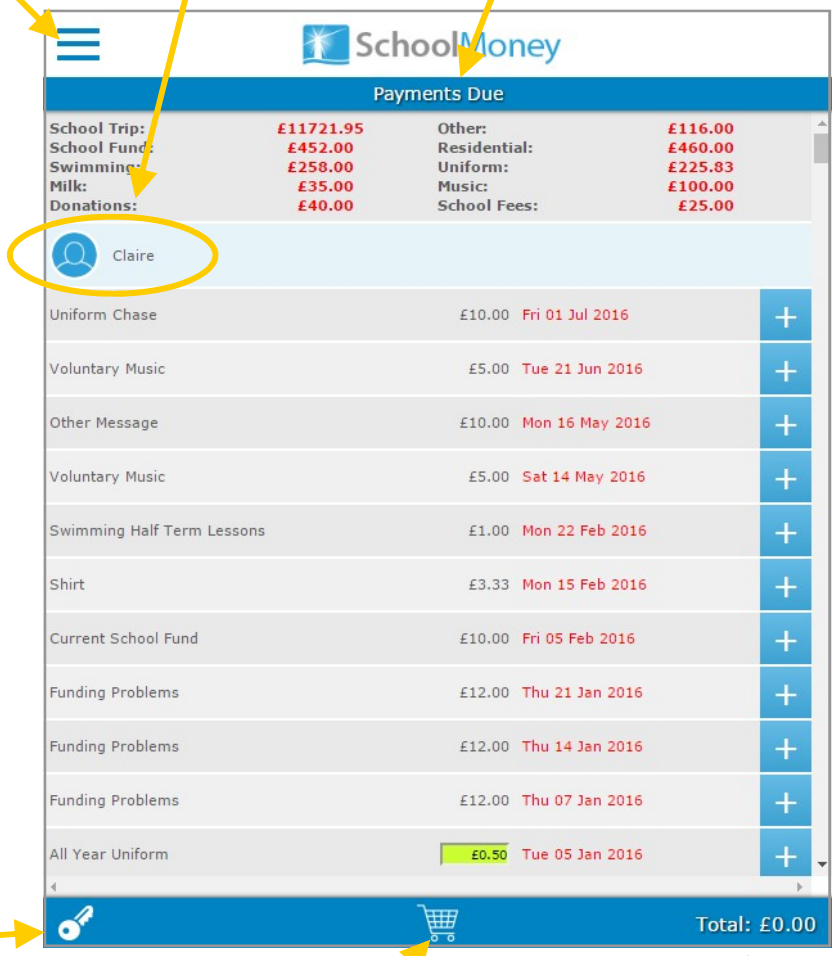
Please note: If for any reason it won't allow you to log on, we would advise that you contact your school to double check the mobile number/email address that they have recorded against your child on SchoolMoney. If you are entering different details to the school, you will be unable to login until the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

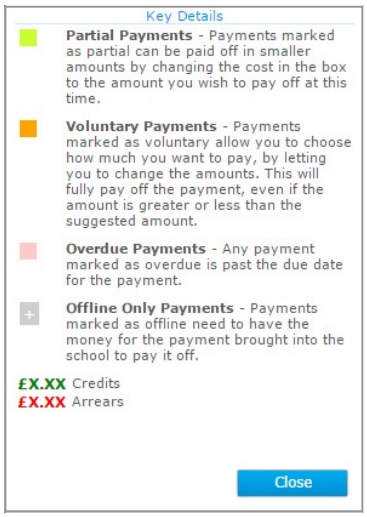
Options Menu

Child's Name

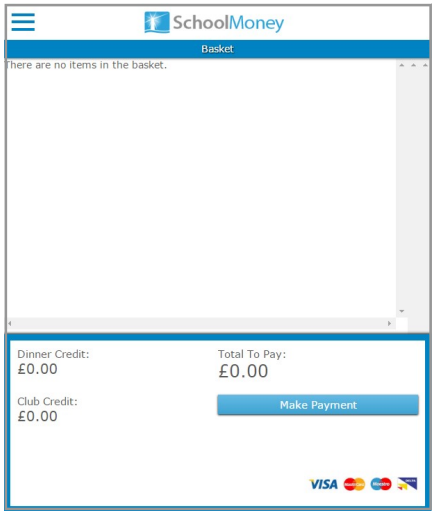
Payments that are due to be paid for all children, split by payment type.







Key



Basket

Payment Total

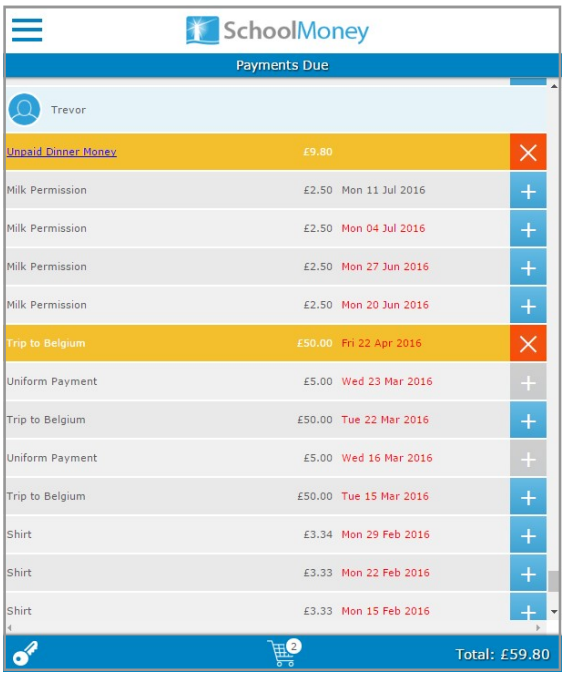
2. Making a Payment

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

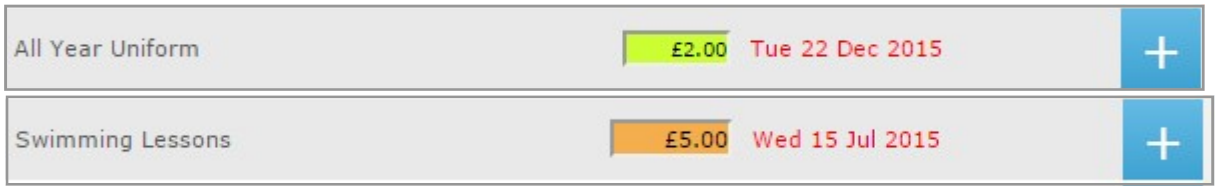
If you have more than one child that attends the school then their payments will show beneath their names. Names are listed alphabetically.

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.

To pay for an item select the + sign next to the payment. This will add the cost to your total in the bottom right hand corner of the screen, add the payment to the basket, and turn the payment yellow to show that it has been selected.



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.

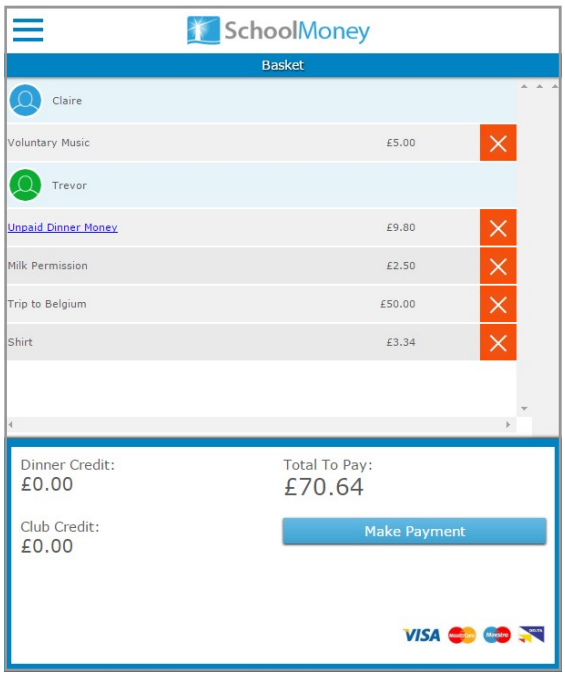
- Orange: this means you can pay as much towards this payment as you would like. This will then remove any remaining cost so that you do not have to pay any more towards it.

You 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.

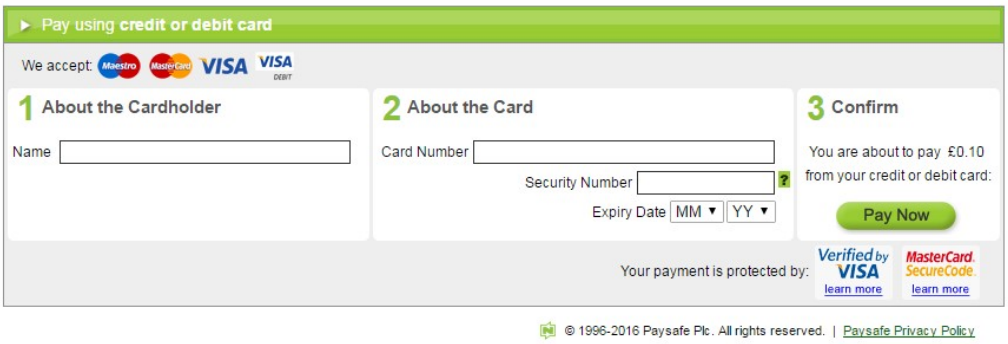
Once you have selected all of the payments you would like to purchase you will need to click on the basket icon at the bottom of the screen.

This will take you through to a screen where you can see all of the items you have chosen to pay for. If you want to remove anything from your basket at this point, click the X next to the item.



Select the ‘Make Payment’ button when you are ready to pay for your items.

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.**

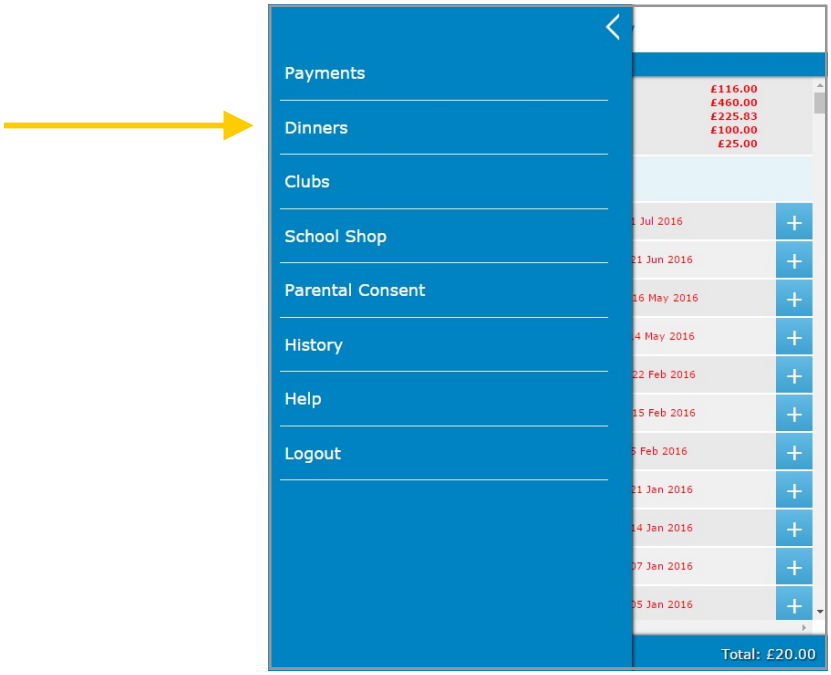


A confirmation pop up will appear once you have selected ‘Pay Now’ so that you know the details have been processed and you will receive an email receipt shortly afterwards.

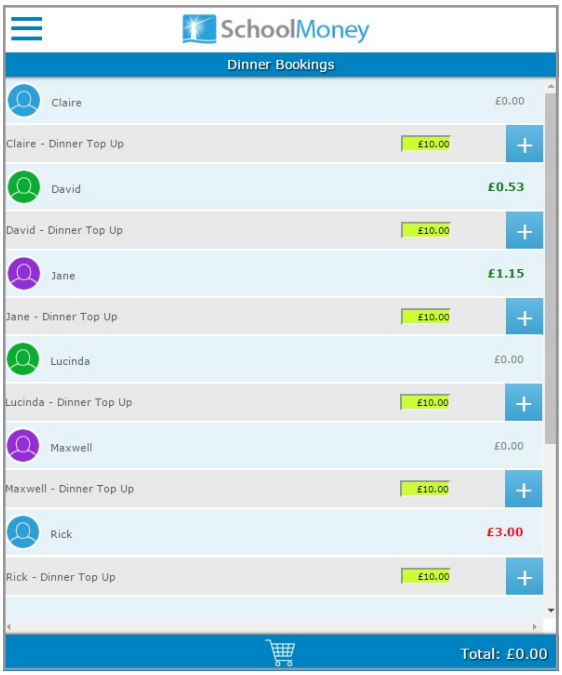
3. Dinners

3a. 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.



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.

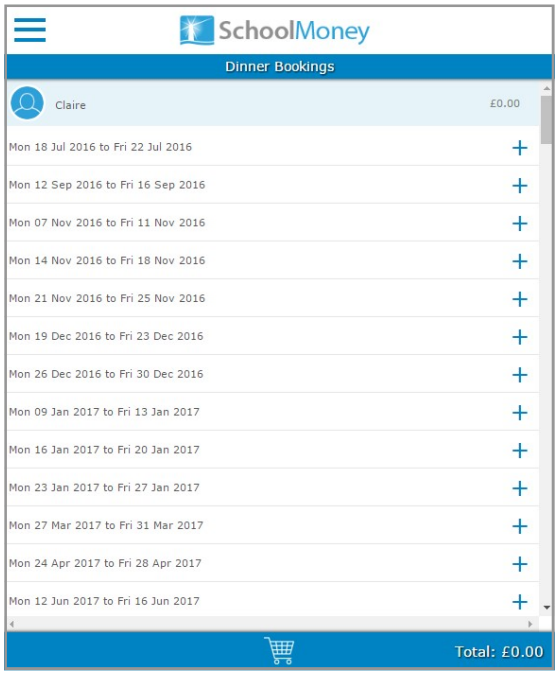
This will add the cost to the total at the bottom and your basket.

3b. 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.



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.

- 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 'Add to Basket' button in the bottom right hand corner.

- A pop up box will appear letting you know that the booking has been saved. The dinner week will highlight in yellow to show that it has been added to your basket.

- You can repeat for any other weeks you want to book.

Pre-Booking Dinner Days

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

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

- Tick the box next to the day you would like your child to eat.

- Once all of the days have been chosen, click the 'Add to Basket' button in the bottom right hand corner.

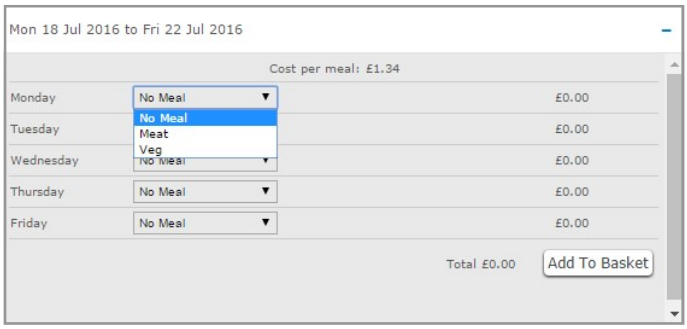
- A pop up box will appear letting you know that the booking has been saved. The dinner week will highlight in yellow to show that it has been added to your basket.

- Repeat for any other weeks you want to book.

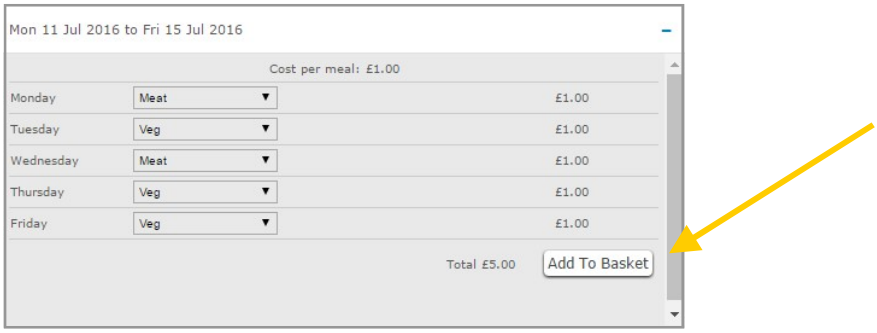
Pre-Booking Meat and Vegetarian Options

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.



- Once all of the days have been chosen, click the 'Add to Basket' button in the bottom right hand corner.

- A pop up box will appear letting you know that the booking has been saved.
  The dinner week will highlight in yellow to show that it has been added to your basket.

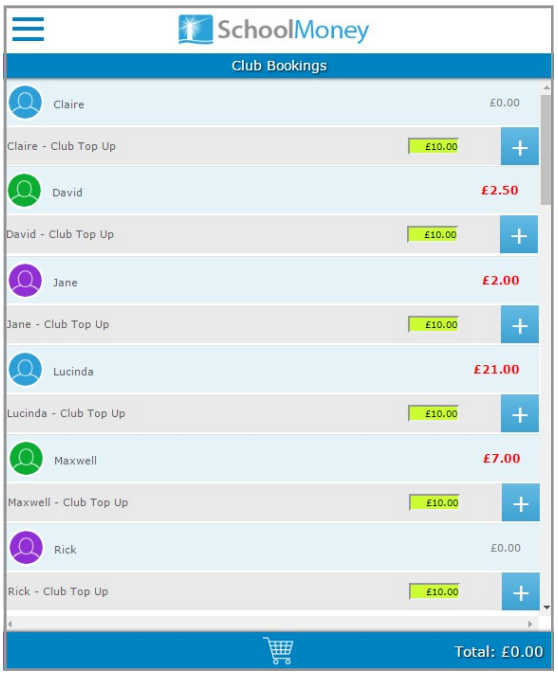
- Repeat for any other weeks you want to book.

4. Clubs

4a. 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.

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.



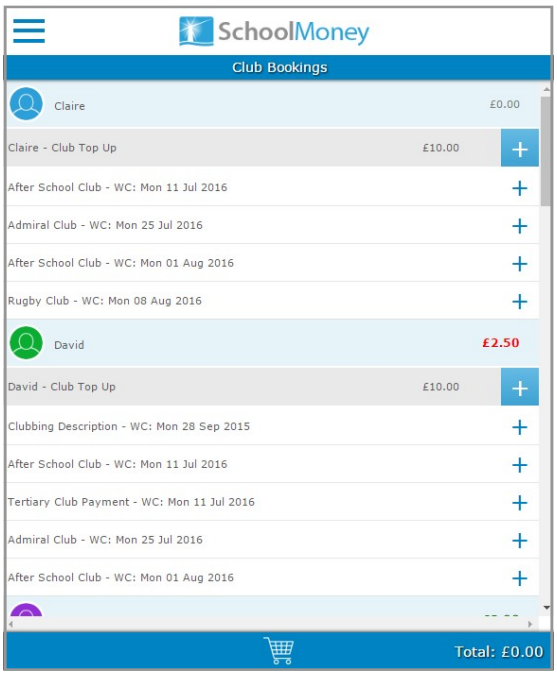
To top up, change the cost in the green box to the amount you would like to pay and click the + sign.

This will add the cost to the total at the bottom of your screen, as well as your basket.

4b. Club Bookings

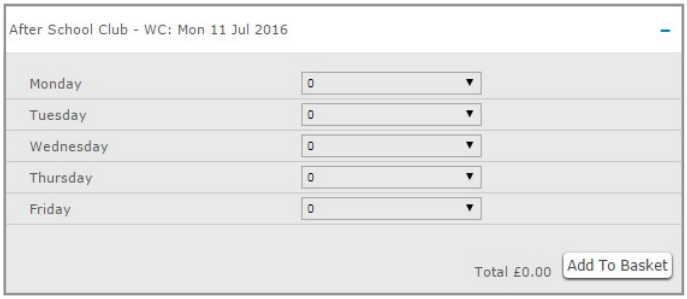
If your school asks you to pre-book your child's club sessions then this will be found in the Clubs section of the options menu.

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.

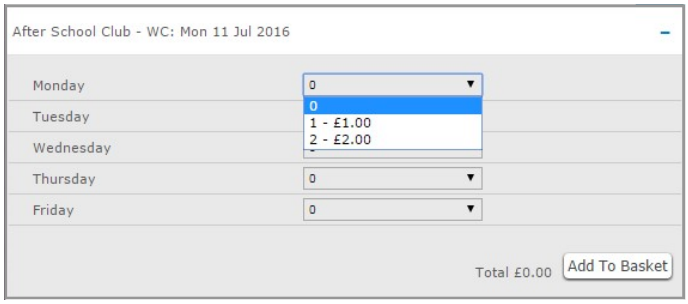


To book:

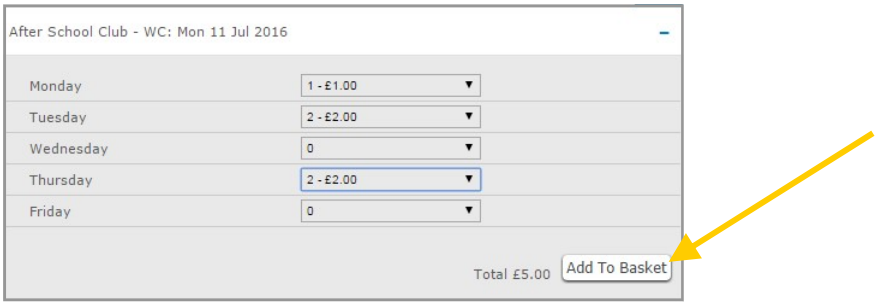
- Click on the + sign next to the week you would like to pre-book. This will open the booking and show you the days that are available.



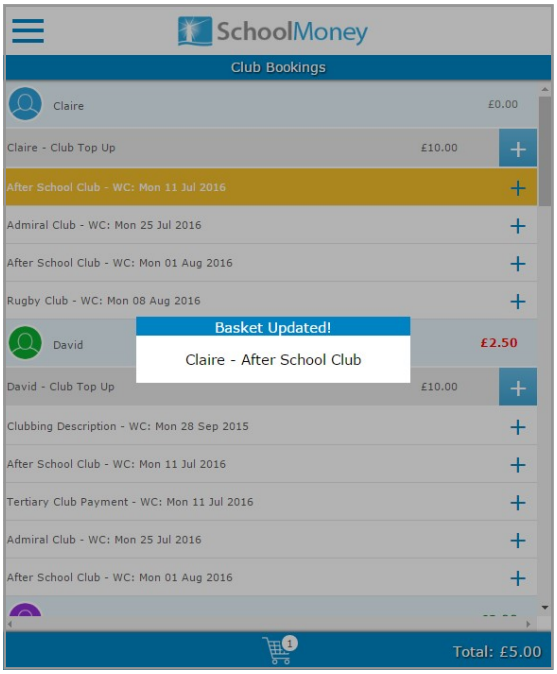
- Click on the drop down box next to the day you would like to book and choose the session you need.



- Once all sessions have been chosen, click the ‘Add to Basket’ button in the bottom right hand corner.



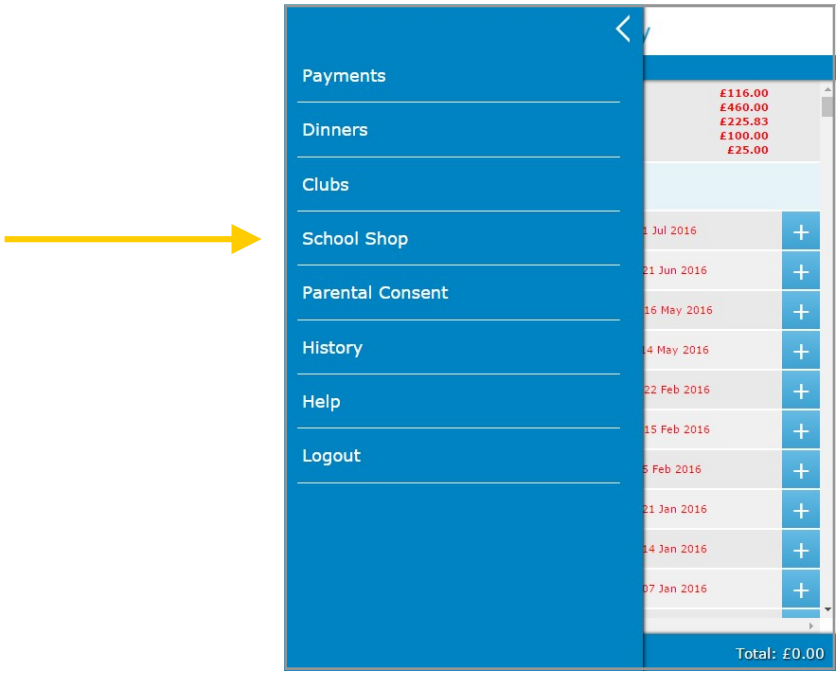
- A pop up box will appear letting you know that the booking has been saved. The club will highlight in yellow to show that it has been added to your basket.



- 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.



You will be able to purchase items for all of your children, so please ensure the correct child is selected.

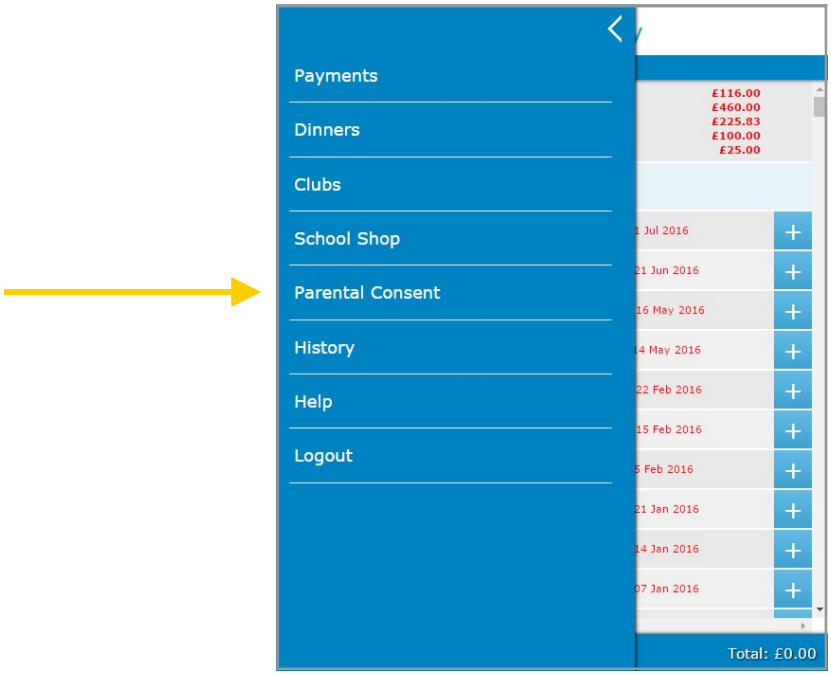
If you would like to pay for a shop item:

Select the + sign next to the item you would like to purchase. This will add the cost to the total at the bottom of your screen, as well as your basket.

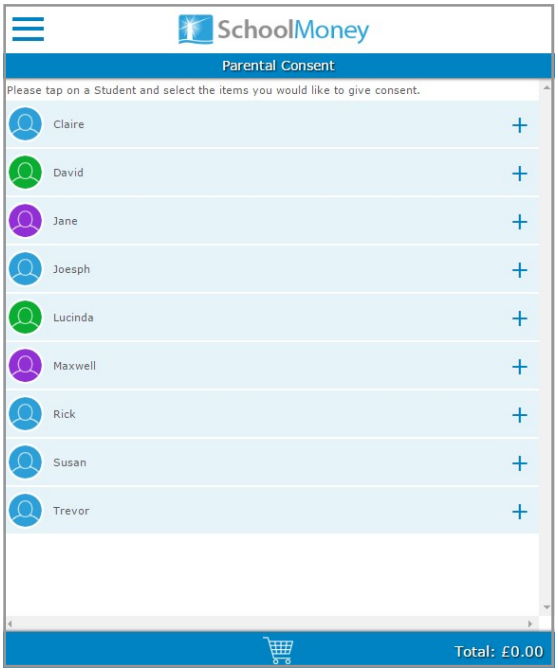
If you want to purchase more than one item, select the + sign as many times as you need.

6. Parental Consent

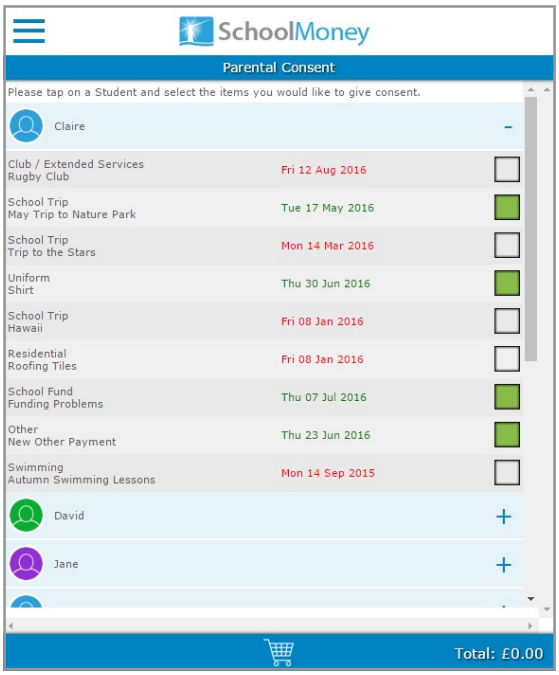
When schools set up payments, such as school trips or clubs, they can request that you give parental consent when you pay.



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

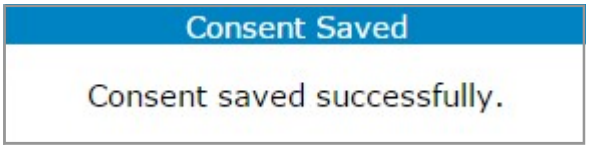


You will be able to see all of your children listed. Select the + sign against the child you want to check and a list of payments for that child will appear.



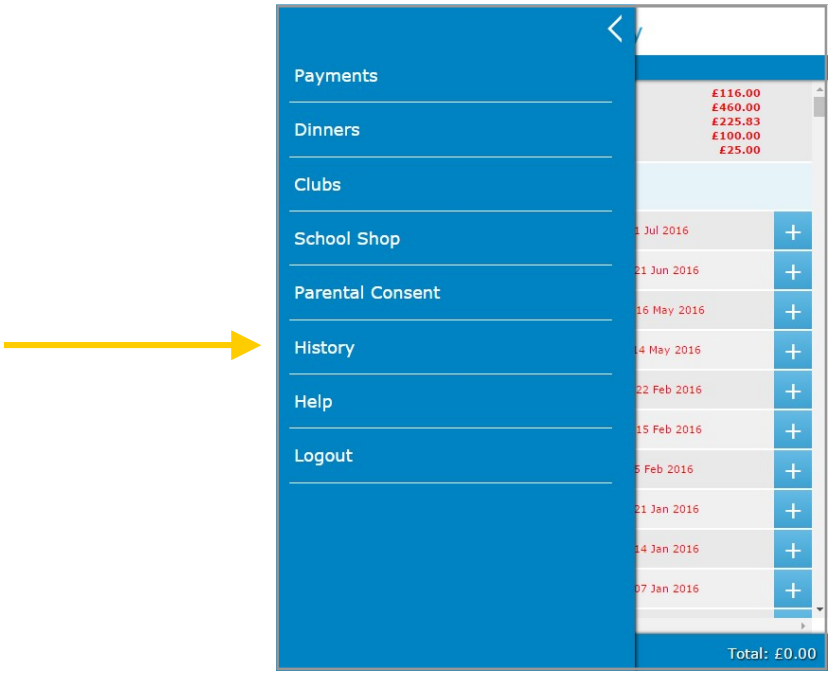
A green box means that you have given consent, a blank box means that you haven't. To give consent for a payment simply check the blank box and it will turn green.

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



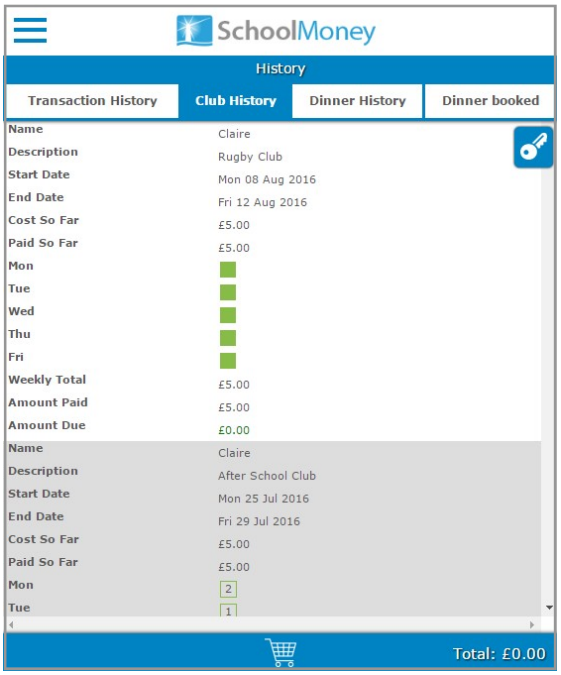
7. History

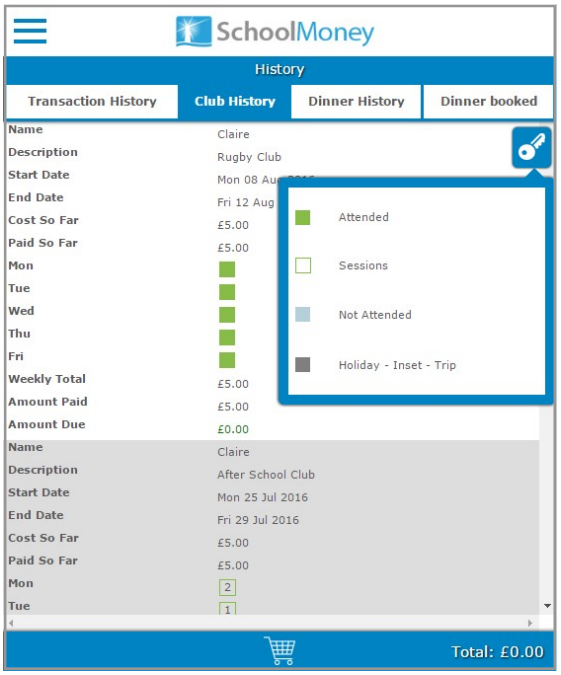
If you would like to know what transactions you have made or you would like to see what dinners/club sessions have been taken, you can find this in the History section.



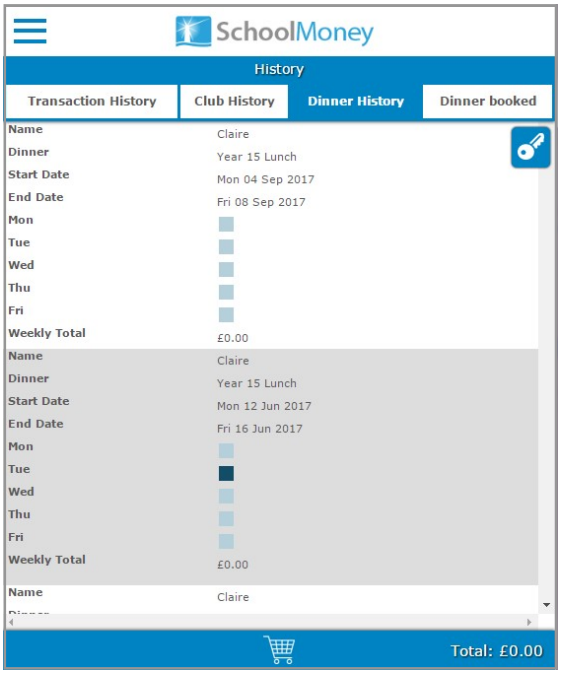
The first tab available is the **Transaction History** tab. This tab gives you a breakdown of any payments you have made, whether that be by debit/credit card or by cash/cheque within the school.

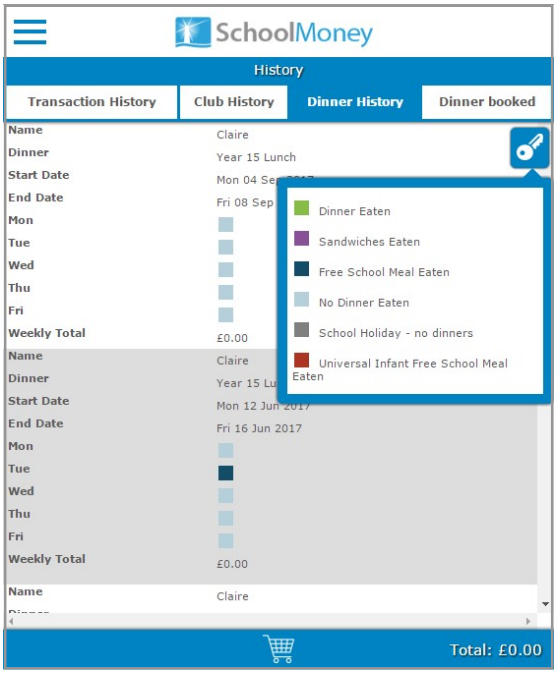
The **Club History** tab will give you a breakdown of the club sessions your child has taken and whether you have paid for them or not. There is also a key to help you see exactly what each block means.





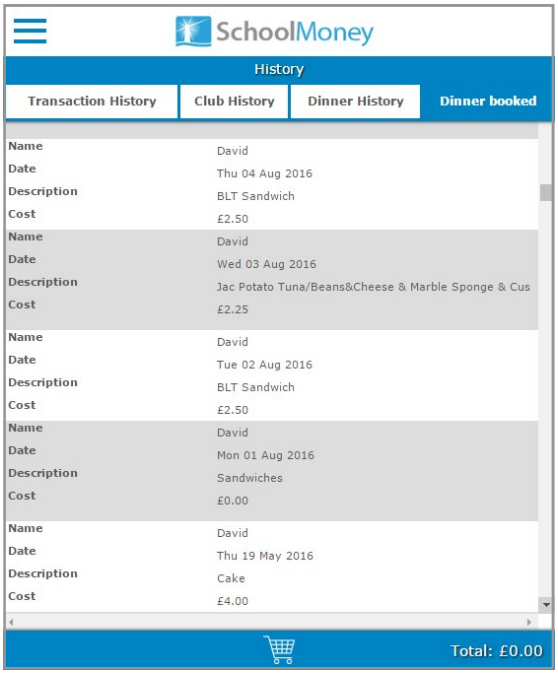
The **Dinner History** tab will give you a breakdown of the meals your child has taken and the cost of these meals. There is also a key to help you see exactly what each block means.





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.



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.

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 log in 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 log in 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 log in. 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 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.