



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!

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:



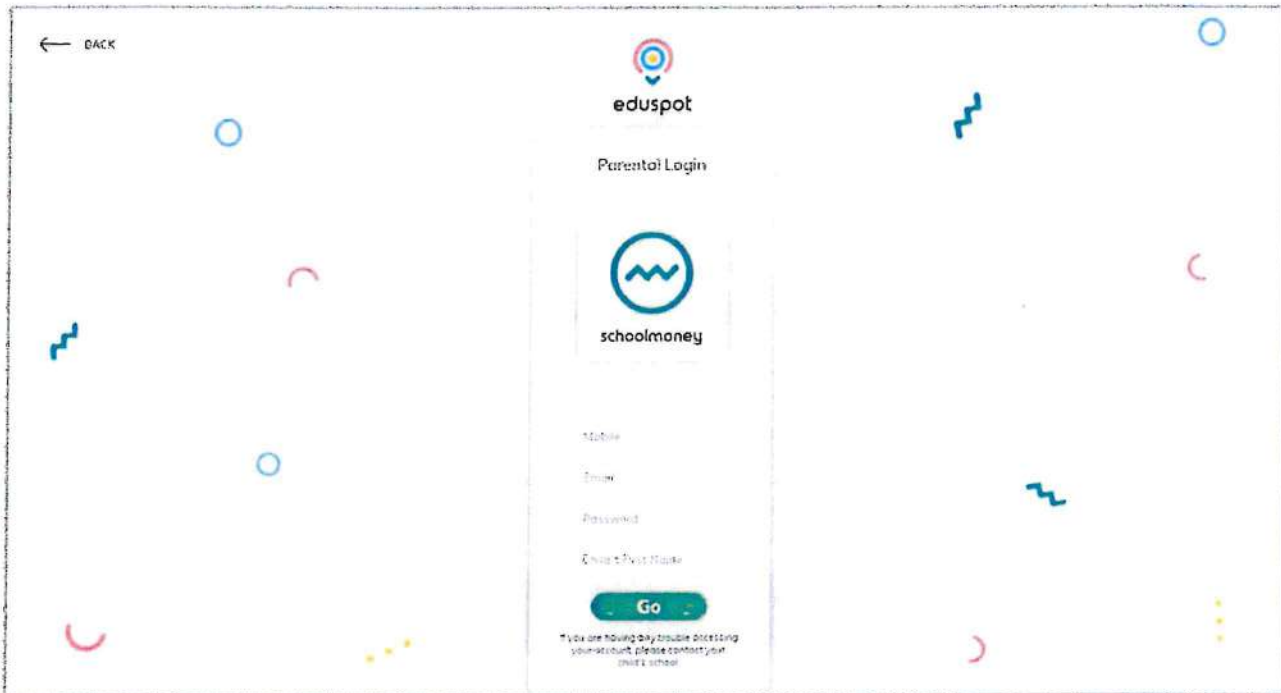
This will take you to our eduspot website.

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 'schoolmoney' password reset form. At the top left is a 'Log Out' link. The schoolmoney logo is centered. Below the logo, the text reads: 'To help keep your account secure, please update your password'. There are three input fields labeled 'Current Password', 'New Password', and 'Confirm New Password'. Below these fields, a section titled 'Your new password must:' contains three bullet points: 'Be at least 8 characters in length', 'Contain at least one uppercase letter', and 'Contain at least 1 number'. A note at the bottom states: 'Your new password will be applied to all of your children who attend this school.' At the very bottom is a green 'Save Password' button.

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.

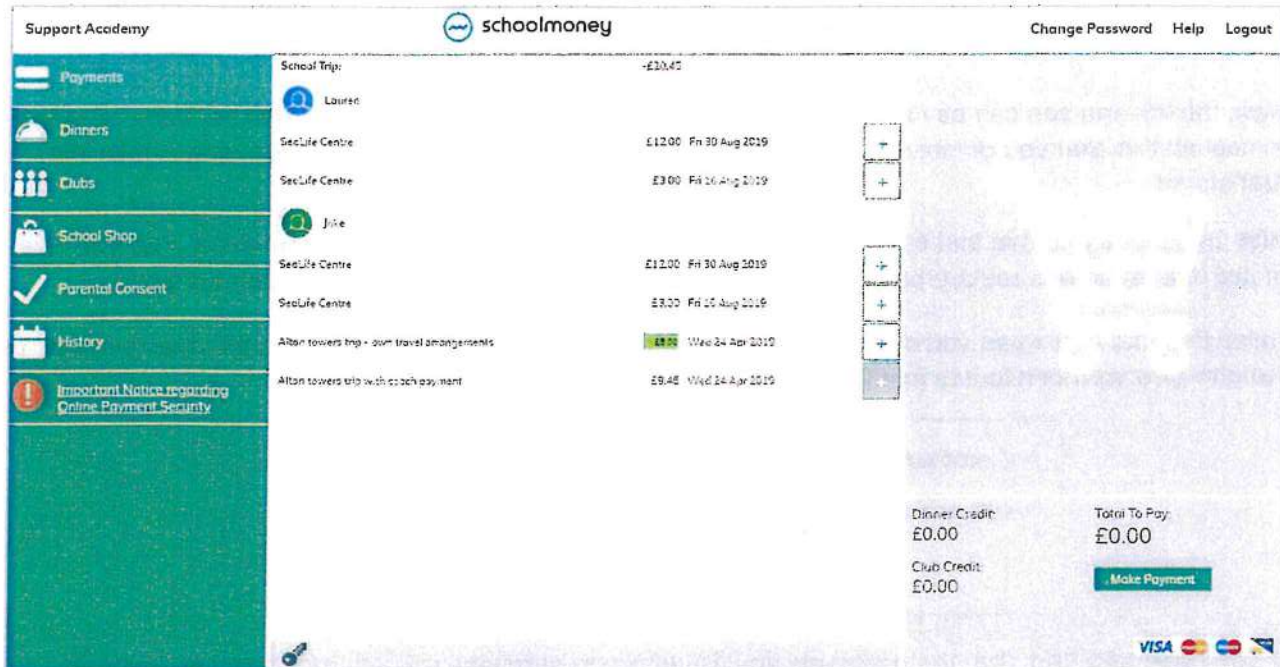
Once you are happy with your new password press Save and you will proceed to your account.

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.



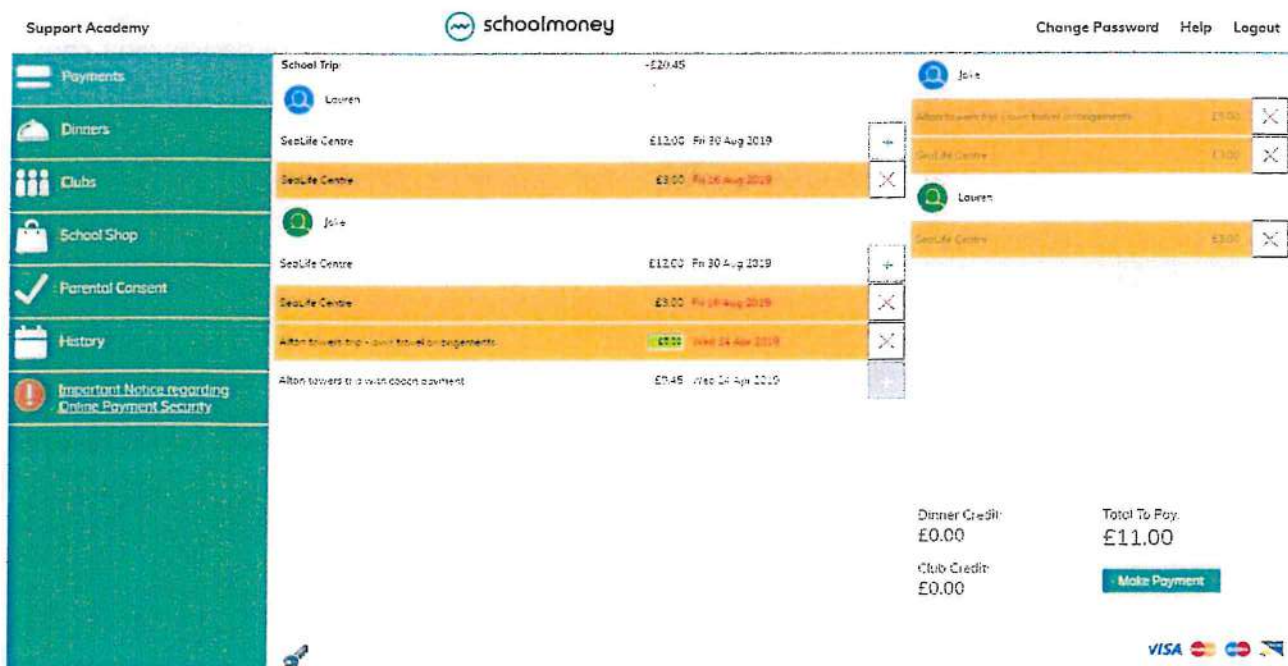
Support Academy schoolmoney Change Password Help Logout

Item	Amount	Date	Action
School Trip	-£20.45		
Lauren			
SeaLife Centre	£12.00	Fri 30 Aug 2019	+
SeaLife Centre	£3.00	Fri 26 Aug 2019	+
Jake			
SeaLife Centre	£12.00	Fri 30 Aug 2019	+
SeaLife Centre	£3.00	Fri 26 Aug 2019	+
Alban towers trip - over travel arrangements	£1.00	Wed 24 Apr 2019	+
Alban towers trip - over school payment	£9.45	Wed 24 Apr 2019	+

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

VISA MASTERCARD

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

Item	Amount	Date	Action
School Trip	-£20.45		
Lauren			
SeaLife Centre	£12.00	Fri 30 Aug 2019	+
SeaLife Centre	£3.00	Fri 26 Aug 2019	x
Jake			
SeaLife Centre	£12.00	Fri 30 Aug 2019	+
SeaLife Centre	£3.00	Fri 26 Aug 2019	x
Alban towers trip - over travel arrangements	£1.00	Wed 24 Apr 2019	x
Alban towers trip - over school payment	£9.45	Wed 24 Apr 2019	+

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

VISA MASTERCARD

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.

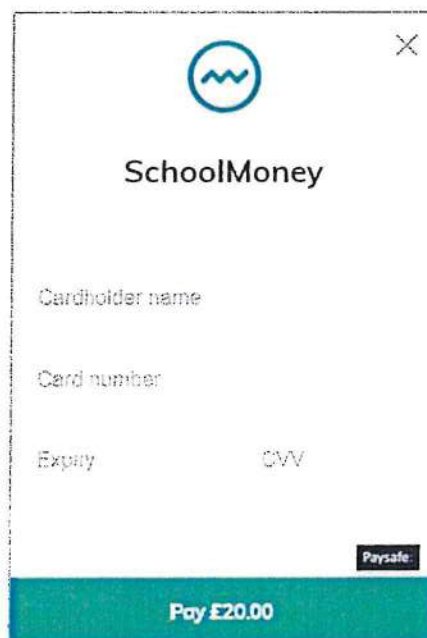
You will also be able to see that some of your due dates are in grey and some of them are in red. The due dates that are marked in red are payments that are overdue and need to be paid as soon as possible.


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

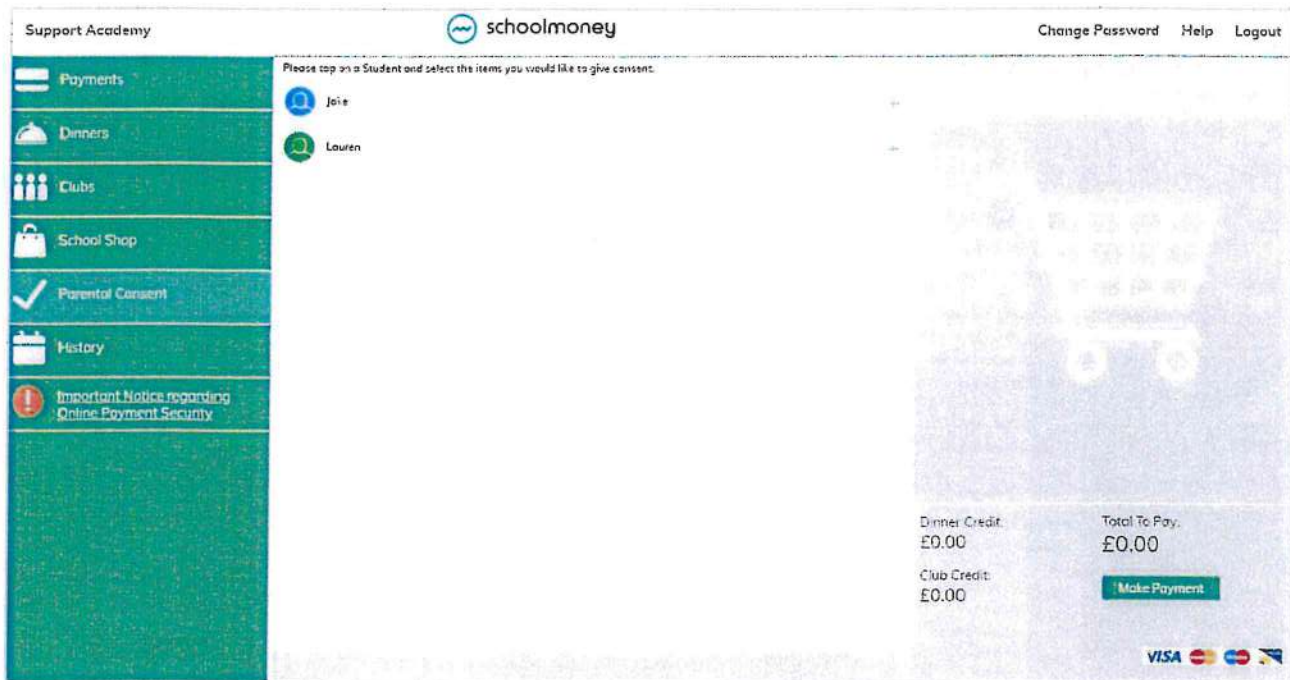
Paystate

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.

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.



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 in the schoolmoney interface. The left sidebar contains navigation options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an important notice about online payment security. The main content area displays a list of transactions with columns for Description, Instalment, Paid, Payment Date, and Refunded. The transactions include 'Join', 'Leave', 'Book Bag', 'Trip to the Lake', 'Theatre Trip', and 'Eden project trip'. A summary on the right shows 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00' with a 'Make Payment' button and logos for VISA, Mastercard, and American Express.

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

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.



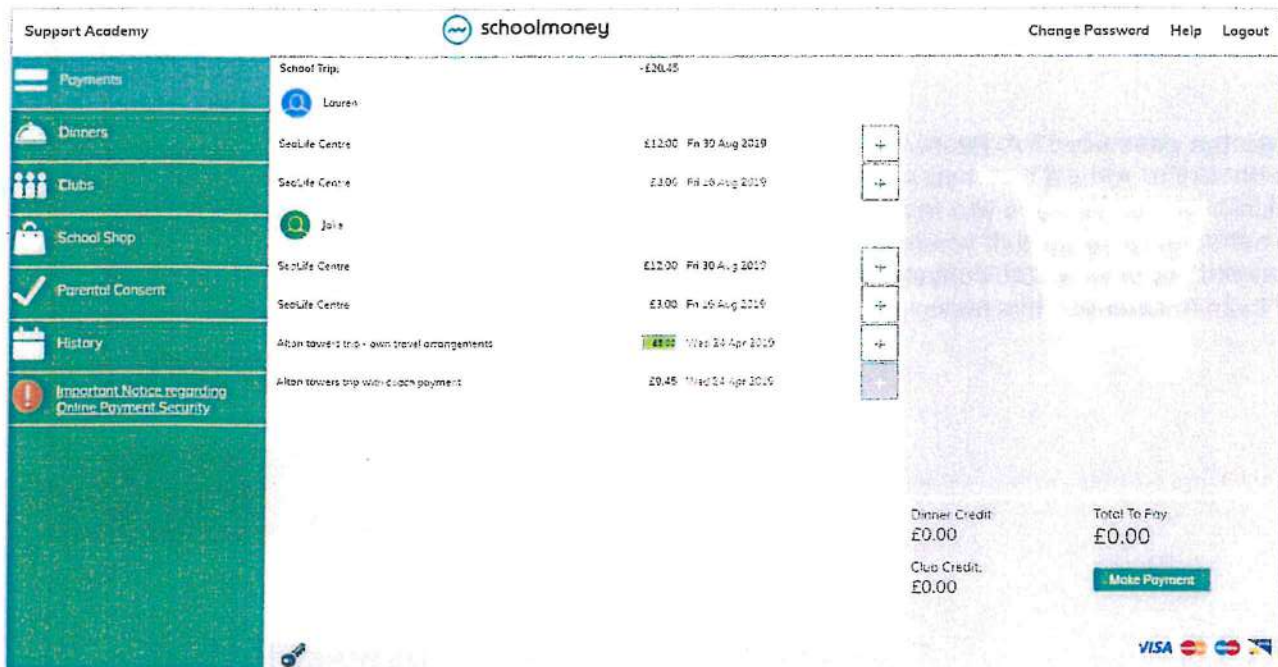
The screenshot shows the 'Club History' tab in the schoolmoney interface. The left sidebar is the same as in the previous screenshot. The main content area displays details for a club session named 'Laurin'. It lists 'Description: Breakfast Club', 'Start Date: Mon 02 Sep 2019', 'End Date: Fri 05 Sep 2019', 'Cost So Far: £9.00', and 'Paid So Far: £0.00'. A weekly breakdown shows payments for Mon, Tue, Wed, Thu, and Fri. A summary on the right shows 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00' with a 'Make Payment' button and logos for VISA, Mastercard, and American Express.

Description	Start Date	End Date	Cost So Far	Paid So Far
Breakfast Club	Mon 02 Sep 2019	Fri 05 Sep 2019	£9.00	£0.00
After-school Club	Mon 10 Mar 2019	Fri 15 Mar 2019	£0.00	£0.00

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' 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 list of transactions for a 'School Trip' with a total of -£20.45. The transactions are as follows:

Description	Amount	Date
School Trip	-£20.45	
Lauren		
SeaLife Centre	£12.00	Fri 30 Aug 2019
SeaLife Centre	£3.00	Fri 26 Aug 2019
John		
SeaLife Centre	£12.00	Fri 30 Aug 2019
SeaLife Centre	£3.00	Fri 26 Aug 2019
Alton towers trip - own travel arrangements	£4.45	Wed 24 Apr 2019
Alton towers trip with cloak payment	£0.45	Wed 24 Apr 2019

Summary of Credits and Total:

Category	Amount
Dinner Credit	£0.00
Club Credit	£0.00
Total To Pay	£0.00

A 'Make Payments' button is visible at the bottom right, along with logos for VISA, Mastercard, and American Express.

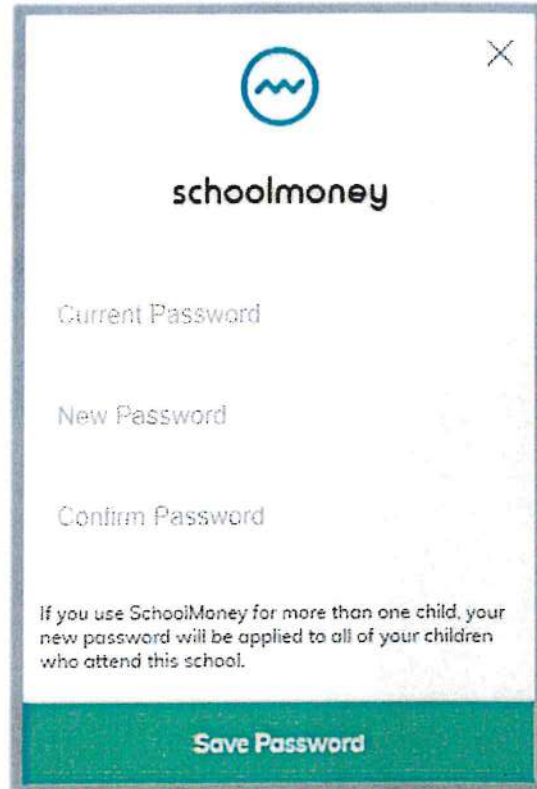


The screenshot shows the mobile app's side menu. The menu items are: Payments, Dinners, Clubs, School Shop, Parental Consent, History, Change Password, Help, and Logout. The 'Change Password' option is highlighted, and it shows a date of 'Jan 2019'. Below it, there is another entry for 'Feb 2019'. At the bottom of the menu, the text 'Total: £0.00' is displayed.

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 is a blue circular logo with a white wave inside. Below the logo is the text 'schoolmoney'. There are three input fields labeled 'Current Password', 'New Password', and 'Confirm Password'. At the bottom of the screen is a green button with the text 'Save Password'. A small 'X' icon is in the top right corner of the screen.

9. FAQ



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.