

# Wisepay Instruction Sheet

## Desktop Version

Go to School's website [www.stockportschool.net](http://www.stockportschool.net)

Click on the link at the bottom right of the home page under External Links

Enter your  login details

## To top up cashless catering credit

- On the front page you can see the catering balance for your child. This balance is updated every half hour during the school day.
- To upload catering credit click on the "Top Up" button.
- Select the amount you want to top up from the specified amounts or enter your own amount in the box provided.
- Click on the red "Purchase" button.
- You will see the item you have purchased in the cart at the top of the screen.
- Click on "Continue Shopping" or "Proceed to Checkout" button.
- Scroll to the bottom and click Yes to the Terms & Conditions and the red "Confirm Payment" button.
- Enter your debit or credit card details and follow the pages through Sagepay secure payments.
- An order complete screen should now appear.
- You will receive an email notification of the payment if you have entered your email address on your account (you have to do this if you change your password).

**The balance will be updated to your child's account in school usually within half an hour. To be sure we advise that you upload credit before 10am in the morning for the student to use at break time and 12 noon for the student to use at lunch time.**

## Understanding the balance figure / has my money gone through?

Wisepay is our payment system. The catering till system is not part of Wisepay but the two systems do interact and "talk" to each other every half hour during the school day. When you top up your child's catering account on Wisepay, you will receive an email confirmation. You can also see the money has gone on Wisepay by clicking on the "My Wise Account" option on the red bar. The payment you have put on should immediately appear in the Payment Top Ups section on the left. Wisepay talks to the till system in school on the o' clock and the half hour. The next time they "talk" the money will be sent to the till system in school which will update itself and put the money on your child's catering account. At the next time they "talk" the till system will then tell Wisepay to update the balance figure on your home screen. Therefore it can take up to an hour for the top up balance figure to adjust (please see the time and date next to the balance figure to know when that balance relates to). As long as you can see the top up in the My Wise Account tab, the money will go over to the tills at the next half hourly update.

## To view reports

- Go to "My Wise Account".
- Choose the desired report from the Payments and Balances section.
- An overview is also displayed at the bottom of the screen.
- You can see information here showing the top ups you have made and the purchases your child has made from the Dining Hall.
- You can also see your purchases for other items.

### To pay for trips

- Choose the Trip & Visits icon from the home page.
- Choose the trip you wish to pay for from the items listed.
- Complete the screen and click on the “Purchase” button.
- You will see the item you have purchased in the cart at the top of the screen.
- Click on “Continue Shopping” or “Proceed to Checkout” button.
- Scroll to the bottom and click Yes to the Terms & Conditions and the “Confirm Payment” button.
- Enter your debit or credit card details and follow the pages through Sagepay secure payments.
- A payment successful screen should now appear.
- You will receive an email notification of the payment if you have entered your email address on your account (you have to do this if you change your password).

### To purchase ties or revision guides

- Choose the Shop icon from the home page.
- Choose the item you wish to pay for from those listed.
- Complete the screen and click on the “Purchase” button.
- You will see the item you have purchased in the cart at the top of the screen.
- Click on grey “Continue Shopping” or green “Proceed To Checkout” button.
- Scroll to the bottom and click Yes to the Terms & Conditions and the “Confirm Payment” button.
- Enter your debit or credit card details and follow the pages through Sagepay secure payments.
- A payment successful screen should now appear.
- **Please print this and ask your child to bring this to the Finance Office at school during break or lunch to collect the items paid for.**
- You will receive an email notification of the payment if you have entered your email address on your account (you have to do this if you change your password).

### To pay for music lessons

- Choose the Music Payments icon from the home page.
- Choose the item you wish to pay for from those listed.
- Complete the screen and click on the “Purchase” button.
- You will see the item you have purchased in the cart at the top of the screen.
- Click on “Continue Shopping” or “Proceed To Checkout” button.
- Scroll to the bottom and click Yes to the Terms & Conditions and the “Confirm Payment” button.
- Enter your debit or credit card details and follow the pages through Sagepay secure payments.
- A payment successful screen should now appear.
- You will receive an email notification of the payment if you have entered your email address on your account (you have to do this if you change your password).

### To purchase event tickets for shows etc

- Choose the Tickets & Events icon from the home page.
- Choose the item you wish to pay for from those listed.
- Complete the screen and click on the “Purchase” button.
- You will see the item you have purchased in the cart at the top of the screen.
- Click on “Continue Shopping” (to purchase other tickets at different price) or “Proceed To Checkout” button.
- Scroll to the bottom and click Yes to the Terms & Conditions and the “Confirm Payment” button.
- Enter your debit or credit card details and follow the pages through Sagepay secure payments.
- A payment successful screen should now appear.

- You will receive an email notification of the payment if you have entered your email address on your account (you have to do this if you change your password).

### **Merging accounts on the desktop version**

- Log in the younger child's account
- Click on "My Merged Accounts" button on the red menu bar
- Click on option to merge an account
- Enter the details for your other child to find their account and merge this
- Repeat for any further children
- From now on the younger child's account becomes the master account and you need to log into that one. You can access all other accounts from this master account by clicking on the "My Merged Account" button and choosing "Switch to ...."

### **Wisepay App**

Wisepay is now available as an app. Download the app from your phone's app store and follow the set up instructions below:

- Enter our school's unique Organisation Code : 77786473
- Enter your child's unique login details
- Give the account a name (eg Jake)
- You need to do this for each child to add their accounts into the app. Please note that each child will have separate login details so you must use each of these to set up each child.

When in the app you will see each child listed under the school's logo. Choose the child's account you want then click in payments and bookings. From here you can choose to pay for trips and visits, Food payments, Shop items, music payments or ticket and event bookings. (It is possible to use the quick meal top up button on the previous page to top up the catering account). The rest of the app works in a similar way to the desktop instructions above.

### **Other information**

Further user guides are available on our school website – Parents Section, Wisepay / Live Register

It is advised that you use one of the following web browsers when accessing Wisepay through the desktop version either on your phone or on a PC / apple product :

- Safari
- Firefox
- Internet Explorer

IMPORTANT - Please note that you must have separate passwords for each child, although you can have the same email address as the log in name.

**NB WHEN YOUR CHILD LEAVES CATERING BALANCES OF OVER £5 WILL BE REFUNDED. THOSE UNDER £5 WILL NOT BE REFUNDED. THEREFORE WE ADVISE THAT YOU MONITOR THE CATERING BALANCE CAREFULLY WHEN YOUR CHILD IS DUE TO LEAVE THE SCHOOL SHORTLY.**