

### GUIDE FOR PARENTS MAKING PAYMENTS ON SCOPAY

### This Guide provides help with the following

- How to add items to your basket
- How to get to the checkout
- How to make a payment
- How to view your child's school meal history



### All parents:

How to Manage your SCOPAY Account

How to Set up **Alerts** (for low balances, new trips and products, Parents' Evening Meetings)

Parents should check with their school to see which of the following options are available to you:

How to **Order Dinners** Online
How to **Book Clubs** Online
How to **Book a Parents' Evening Meeting**How to **Save Card Details / Recurring Payments** 

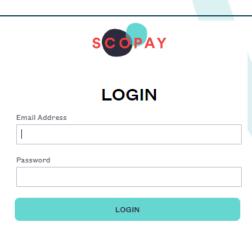


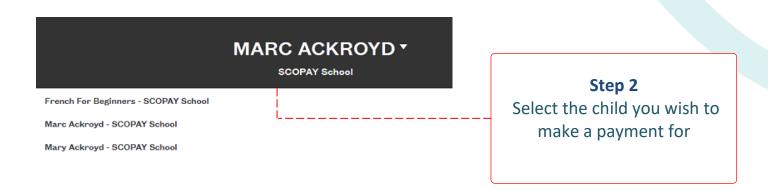
You might see slight variations to the SCOPAY layout depending on the type and size of screen display you are using.

### HOW DO I ADD ITEMS TO MY BASKET?

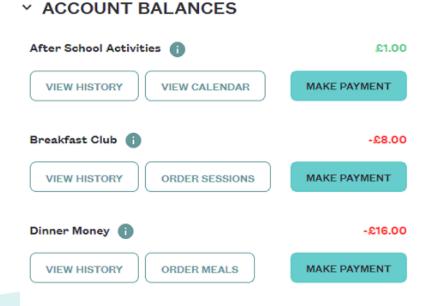
① To enable you to register your child's SCOPAY account you will need a letter or email from your school with a unique Link Code or QR Code. You will also need an active email address. Once your account is created, you will receive an email with a link which will enable you to verify the account.

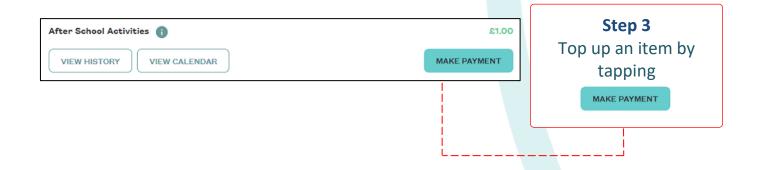
## Step 1 Go to the www.scopay.com website or the SCOPAY Mobile App and login with your email address and password

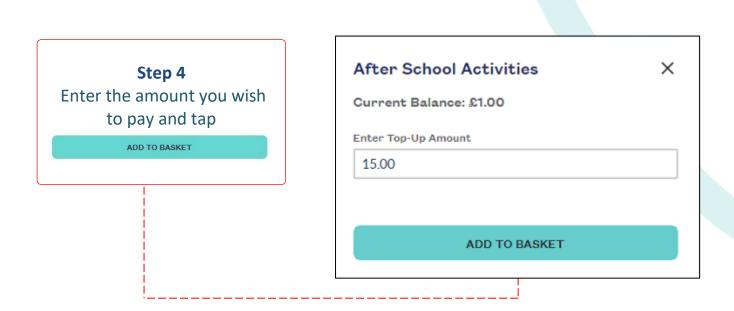




# Step 3 Tap the item name or the VIEW HISTORY button to view further details

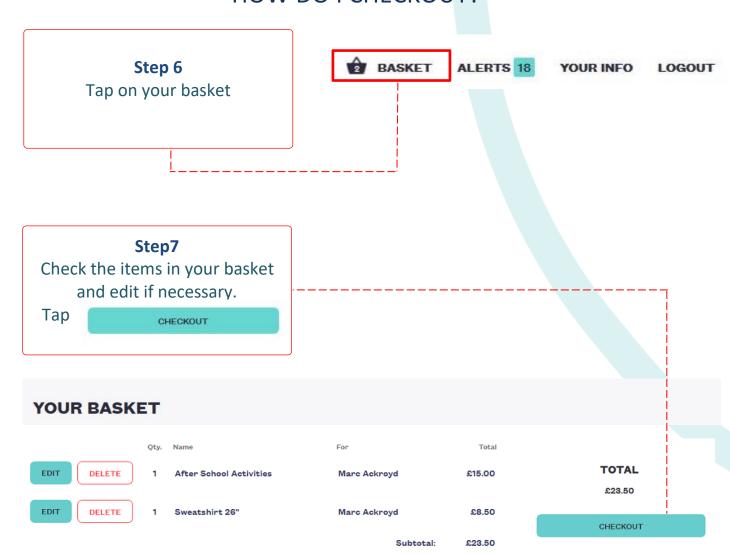


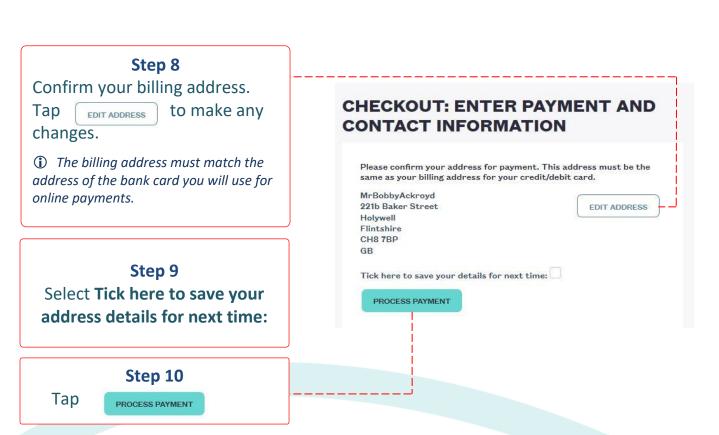






### **HOW DO I CHECKOUT?**







### Step 11

Select your payment method, enter your card details and tap on **PAY** 

Note that that the payment page might look different to this example if your child's school uses a Local Authority payment Gateway.

### Step 12

A receipt will be displayed on SCOPAY and you will receive an email confirming your purchase

(remember to check your email spam/junk folder)

AYMENT DET	AILS					
Please keep this receipt for your records.			VIEW PRINTER FRIENDLY VERSION			
Item	For	Price	Quantity	Total	Order status	
After School Activities	Marc Ackroyd	£15.00	1	£15.00		
Sweatshirt 26"	Marc Ackroyd	£8.50	1	£8.50	Open	
Totals		tus				
Total: £23.50	Paid online					
Billing information		Payment info	ormation			
62 Graham Road	n Road Transaction number:					
		10000003	10000034			
Flintshire, OX6 1ZG		Date placed: 20 May 2019				
GB		11:47				
sm@tucasi.com		Status: COMPLETE				

(i) Your child's balance will be updated on SCOPAY and in school.

Note that for secondary schools topping up canteen accounts, it might take up to an hour for the canteen to pull the payments down to their system.

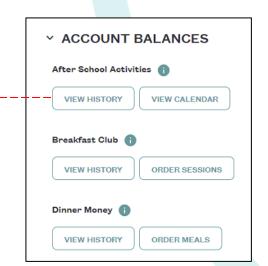
Please check with the school office for further information.

### HOW DO I VIEW MY CHILD'S SCOPAY HISTORY?

### **PRIMARY SCHOOLS**

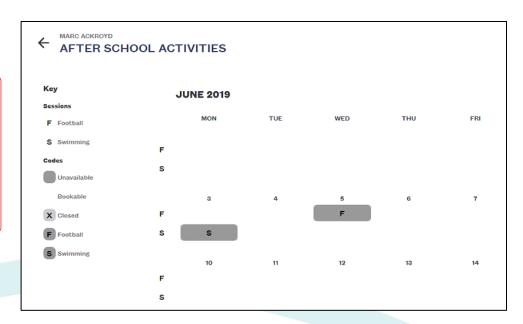
### Tap VIEW PRODUCTS Tap VIEW HISTORY

Payment History for the account or product will be displayed
This will include Online transactions as well as Cash or Cheque paid in school



### PAYMENT HISTORY FOR AFTER SCHOOL ACTIVITIES Date of last online payment: 20 May 2019 11:47 £15.00 Last online payment amount: VIEW CALENDAR Current balance: £16.00 Description Date Paid Amount After School Activities 20 May 2019 11:47 Online £15.00 25 Apr 2019 16:50 Online £1.00 After School Activities

Tap **VIEW CALENDAR**Any booked sessions will be displayed together with the Key



### **SECONDARY SCHOOLS**



You will see all online payments and the purchases made in the cafeteria.

### **← PAYMENT HISTORY FOR CAFETERIA ACCOUNT**

Description	Date	Paid	Amount
Cafeteria account	15 Mar 2019 16:26	Online	£15.00
1 x Water Lrg, 1 x Mini Cuplet, 1 x Large Baguette	15 Mar 2019 12:30	Online	-£2.68
1 x Miso, 1 x Tray Bakes, 1 x Sandwich	14 Mar 2019 13:15	Online	-£3.11

### SUMMARY

Date of last online payment: 16 Mar 2019 16:25

Last online payment amount:

Current balance:

£18.00

£15.00

(i) If you need help with SCOPAY or for further enquiries, please contact the School Office at your child's school.