



**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:



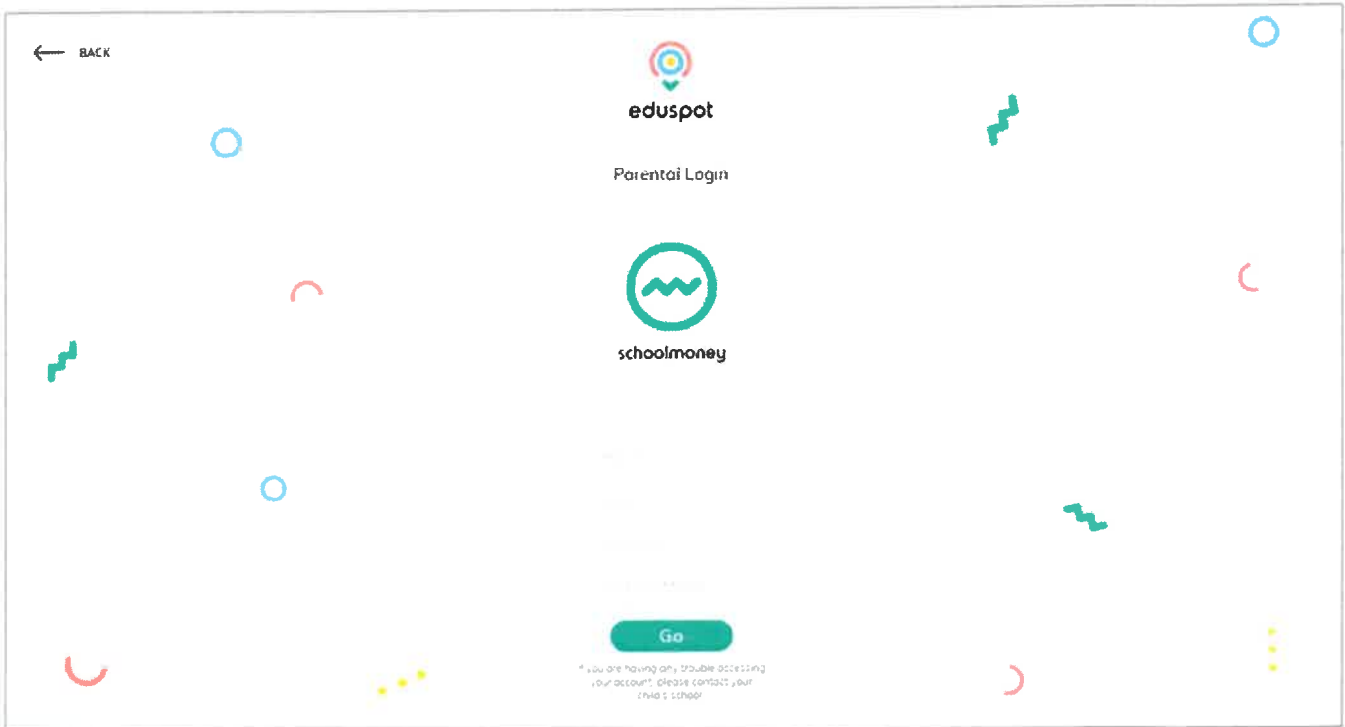
This will take you to our eduspot website.

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.

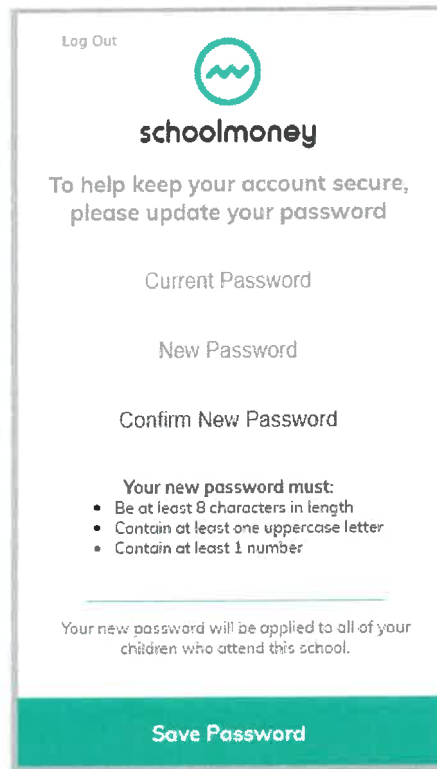
**Please note:** The school will have sent you a password via text/email. If you have not received a message with a password in it, please contact the school directly to request one.

**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 mobile-style form for resetting a password. At the top left is a 'Log Out' link. The schoolmoney logo is centered at the top. Below it, the text reads: 'To help keep your account secure, please update your password'. There are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Below these fields, a section titled 'Your new password must:' lists three requirements: '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.' A green 'Save Password' button is at the bottom.

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.

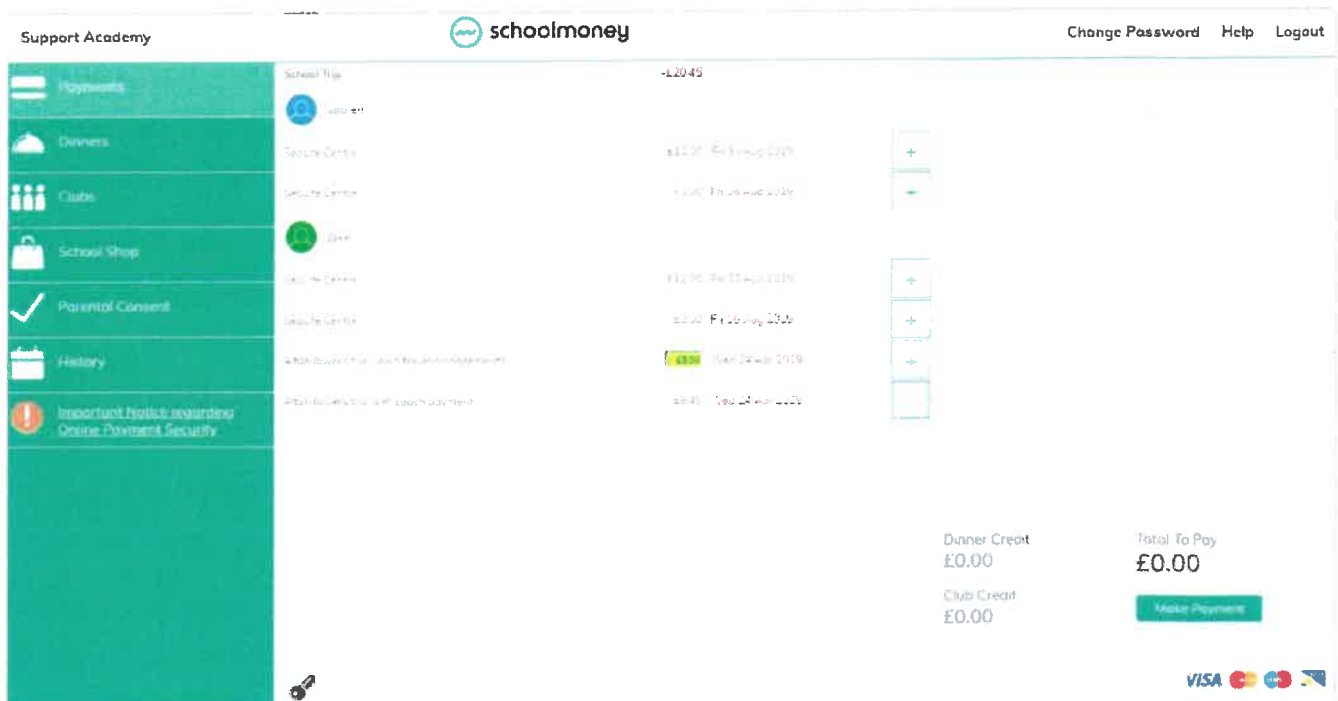
Once you are happy with your new password press Save and you will proceed to your account.

## 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.



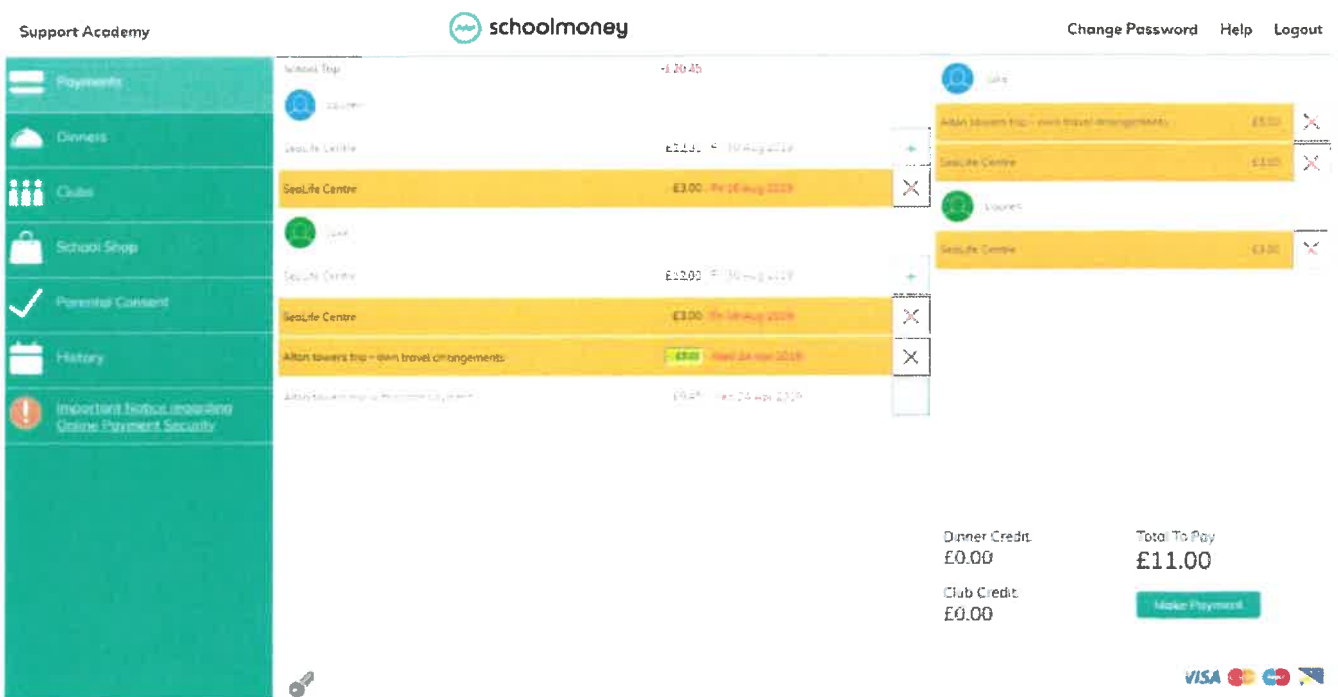
Support Academy schoolmoney Change Password Help Logout

Item	Amount	Date	Status
School Trip	-£20.45		
Louise			
Secure Centre	£12.00	16 Aug 2019	+
Secure Centre	£3.00	16 Aug 2019	+
Louise			
Secure Centre	£12.00	16 Aug 2019	+
Secure Centre	£3.00	16 Aug 2019	+
Alan Towers trip - own travel arrangements	£3.00	24 Aug 2019	+
Alan Towers trip - own travel arrangements	£3.00	24 Aug 2019	+

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

VISA

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	Status
School Trip	-£20.45		
Louise			
Secure Centre	£12.00	16 Aug 2019	+
Secure Centre	£3.00	16 Aug 2019	+
Louise			
Secure Centre	£12.00	16 Aug 2019	+
Secure Centre	£3.00	16 Aug 2019	+
Alan Towers trip - own travel arrangements	£3.00	24 Aug 2019	+
Alan Towers trip - own travel arrangements	£3.00	24 Aug 2019	+

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

VISA

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

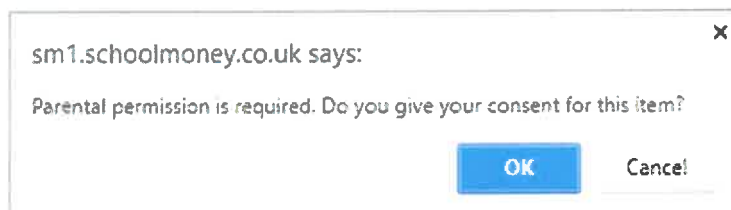
You may find that some of your payments are highlighted in a different colour:

**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.

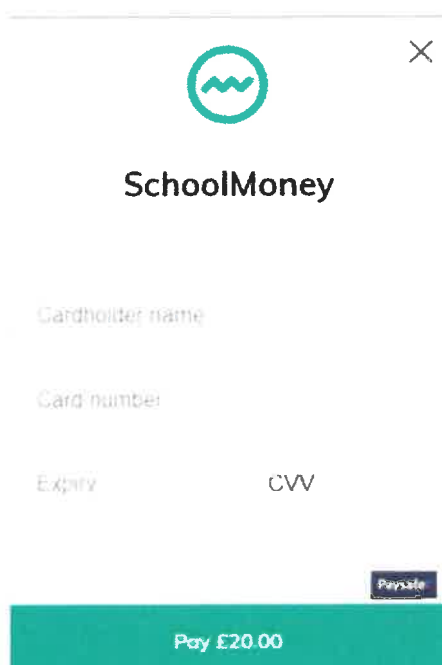
You will also be able to see that some of your due dates are in grey and some of them are in red. The due dates that are marked in red are payments that are overdue and need to be paid as soon as possible.

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

Payable

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.

## 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 £2.20 - Chicken Korma & Rice £2.00 - Vegetable & Chickpea Korma with Rice
Wednesday	£2.20 - Jacket Potato with Baked Beans
Thursday	£0.00 - Packed Lunch
Friday	No Dinner Chosen

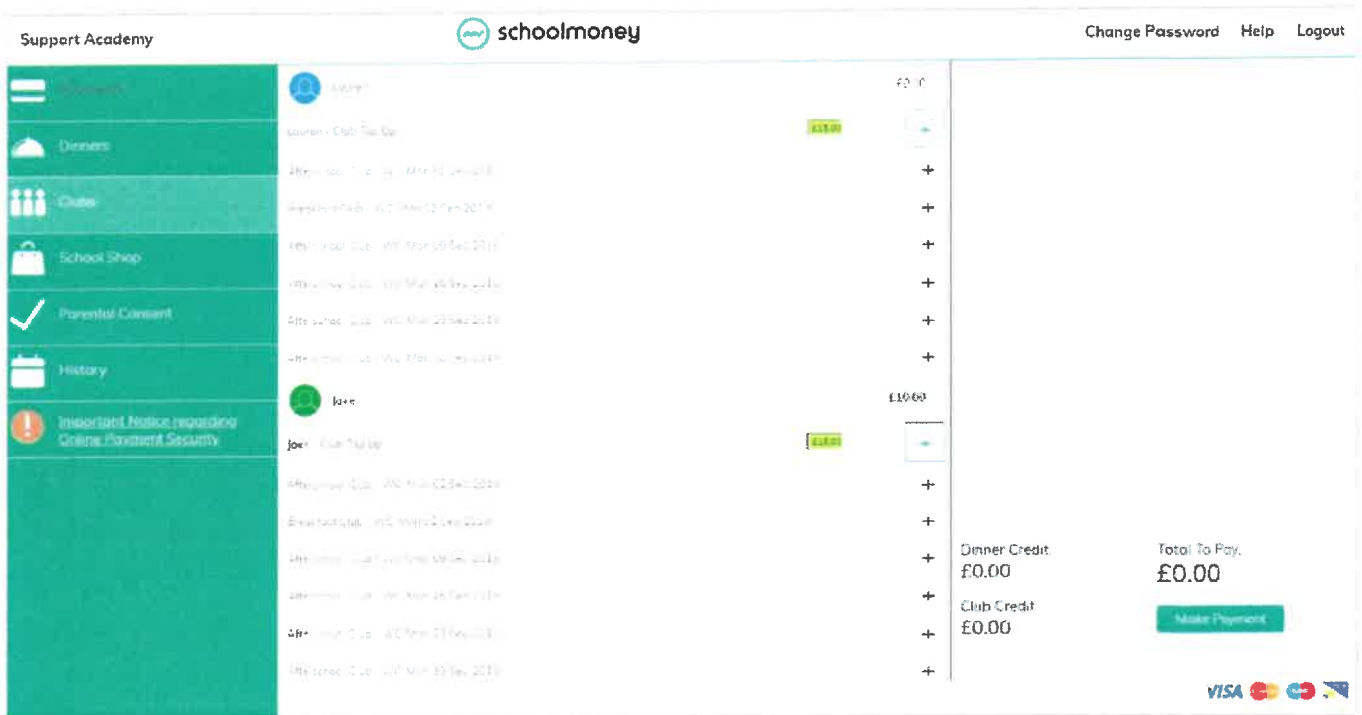
Total: £0.00 [Update Booking](#)

- 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 '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

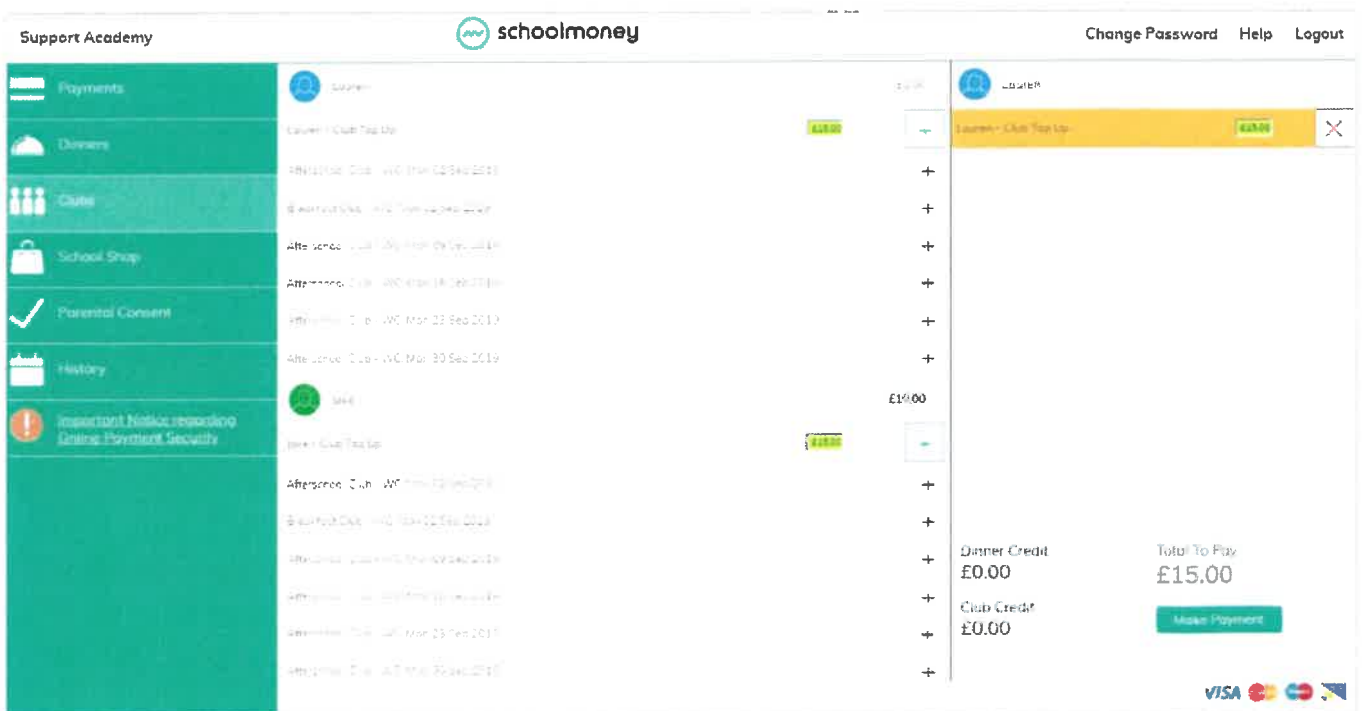
If your school asks you to top up your child's club account then this will be found in the Club section of the options menu.



The screenshot shows the 'schoolmoney' app interface. On the left is a green navigation menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an Important Notice. The main area shows a list of transactions for 'Laurie'. The current total is £0.00. A transaction for £15.00 is highlighted in green. At the bottom right, it 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 Apple Pay.

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.

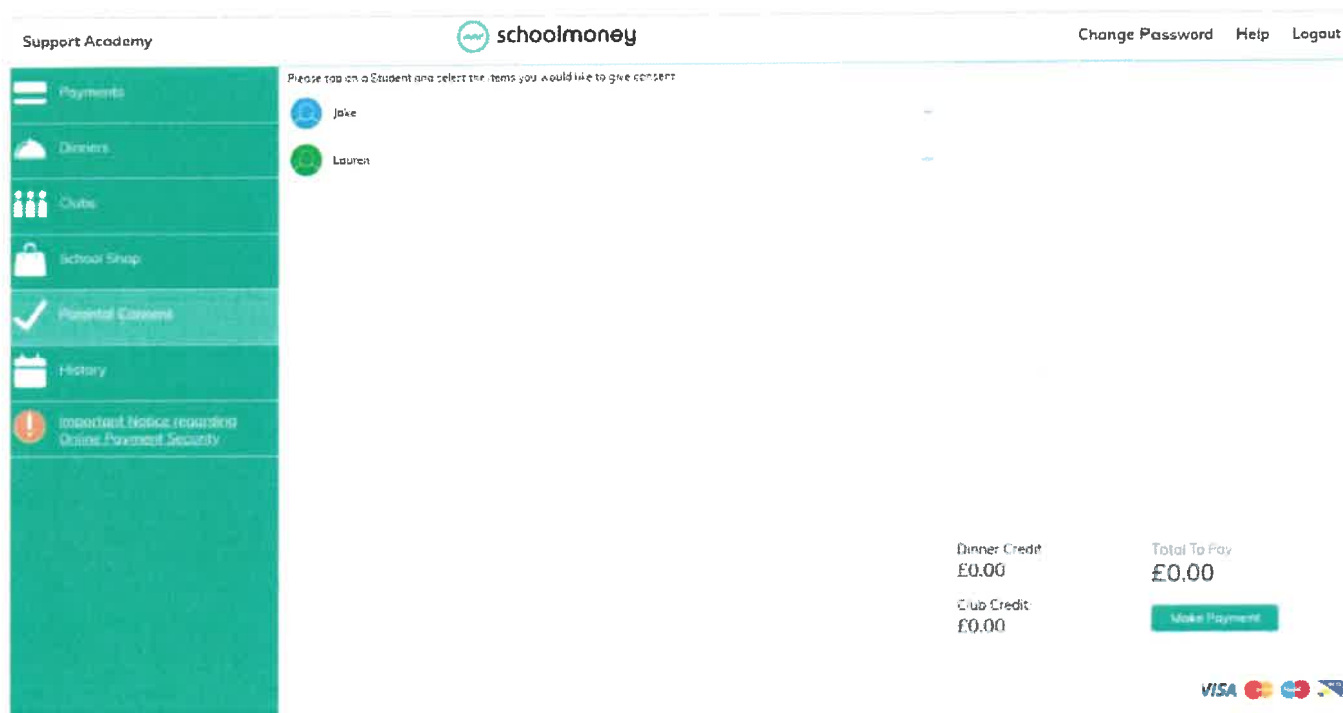


This screenshot shows the same app interface as the previous one, but with a top-up modal open. The modal is titled 'Laurie - Club Top Up' and has a green input field containing '£15.00' and a '+' button. The main screen now shows a total balance of £15.00. The 'Total To Pay' is now £15.00, and the 'Make Payment' button is still present.



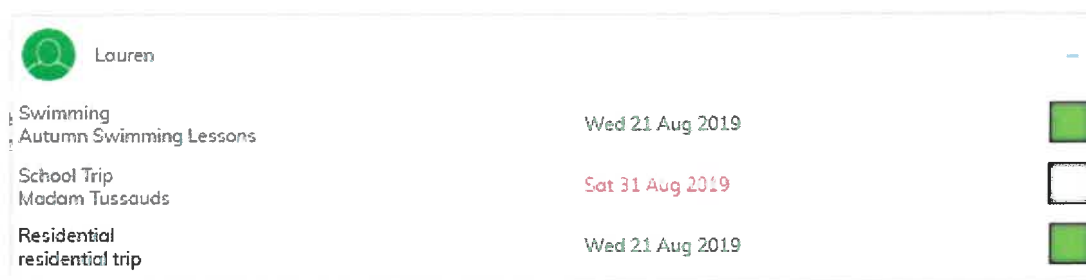
## 6. Parental Consent

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.



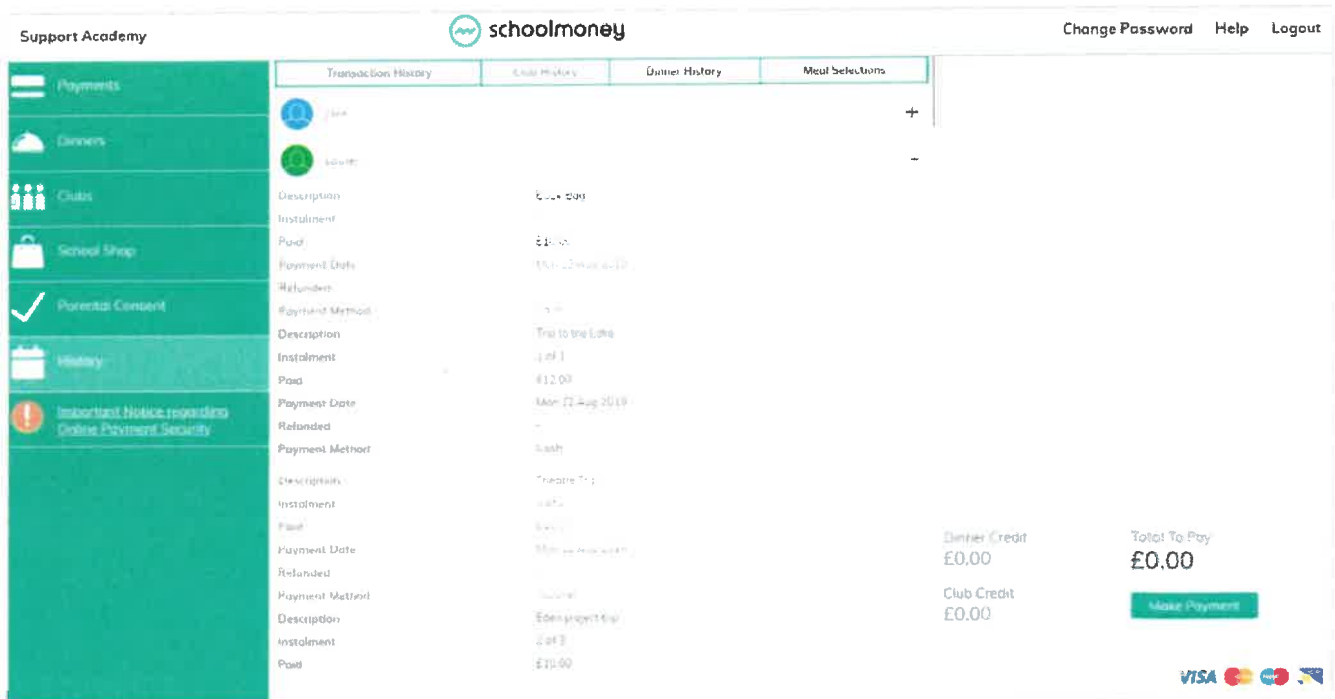
A green box means that you have given consent, a blank box means that you haven't. To give consent for a payment simply check the blank box and it will turn green.

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

# 7. History

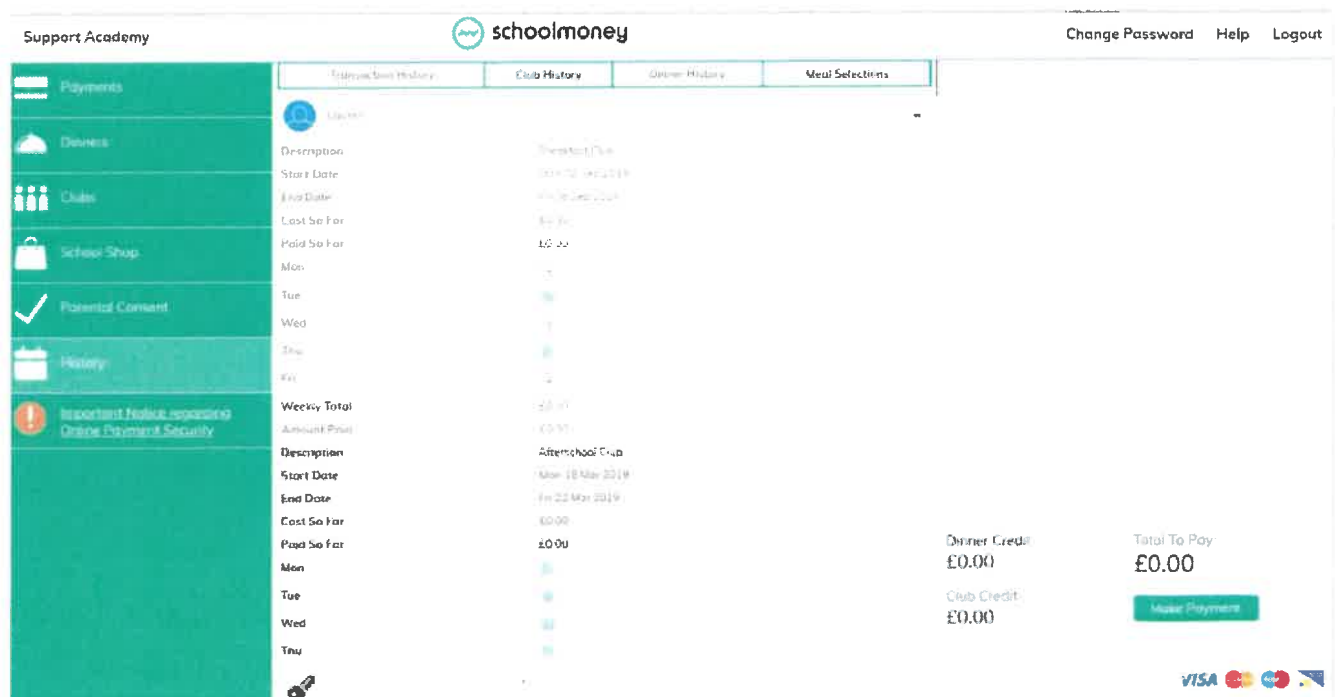
If you would like to know what transactions you have made or you would like to see what dinners/club sessions have been taken, you can find this in the History section.

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.



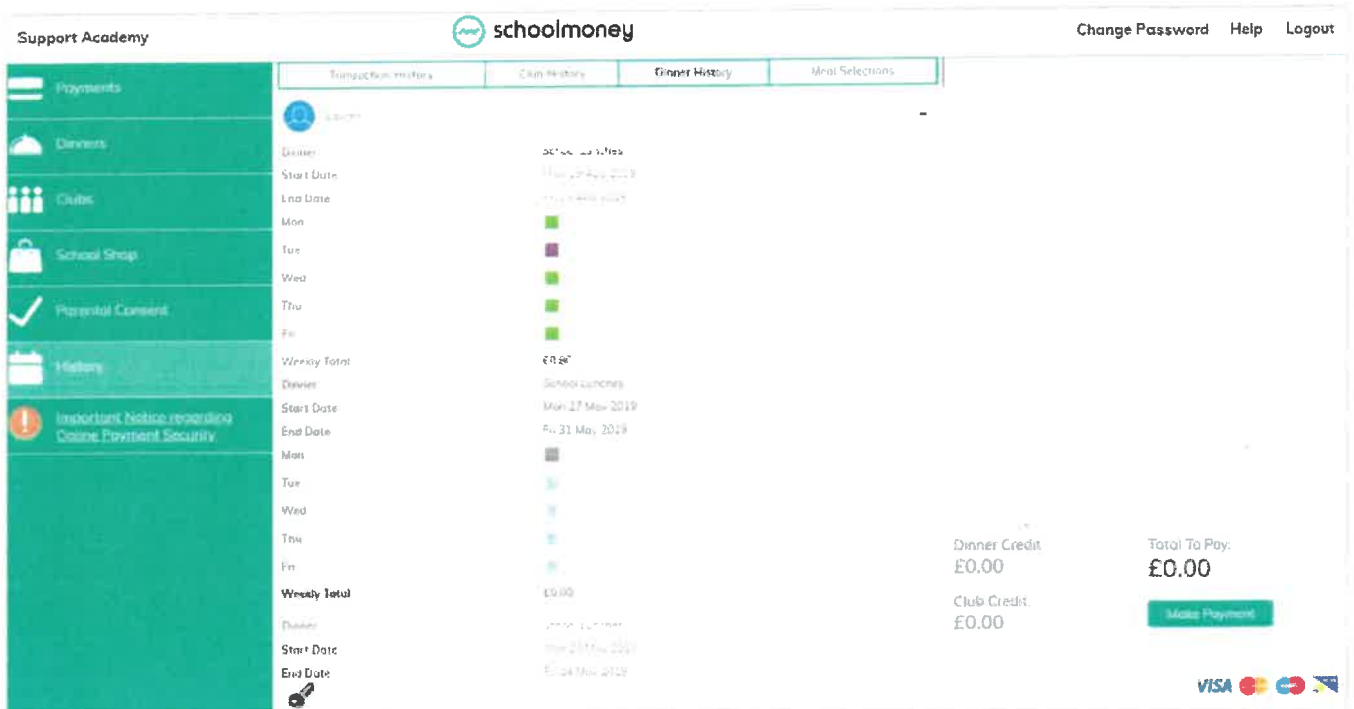
The screenshot shows the 'Transaction History' tab in the schoolmoney interface. The left sidebar contains navigation options: Payments, Dinners, Clubs, School Shop, Parents Consent, History, and an important notice about online payment security. The main content area displays a list of transactions with columns for Description, Instalment, Paid, and Payment Date. Transactions include 'School bus', 'Trip to the Edes', and 'Theatre Trip'. Summary statistics on the right show 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00'. A 'Make Payment' button and logos for VISA, Mastercard, and American Express are also visible.

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 identical to the previous screenshot. The main content area displays a weekly breakdown of club sessions. A 'Weekly Total' row shows 'Amount Paid: £0.00'. Below this, a table lists days of the week (Mon, Tue, Wed, Thu) with corresponding session status indicators. A summary on the right shows 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00'. A 'Make Payment' button and logos for VISA, Mastercard, and American Express are also visible.

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.



**Support Academy** schoolmoney Change Password Help Logout

Transaction History Club History **Dinner History** Meal Selections

**Payments**

**Dinners**

**Clubs**

**School Shop**




**Parental Consent**

**History**

**Important Notice regarding Online Payment Security**

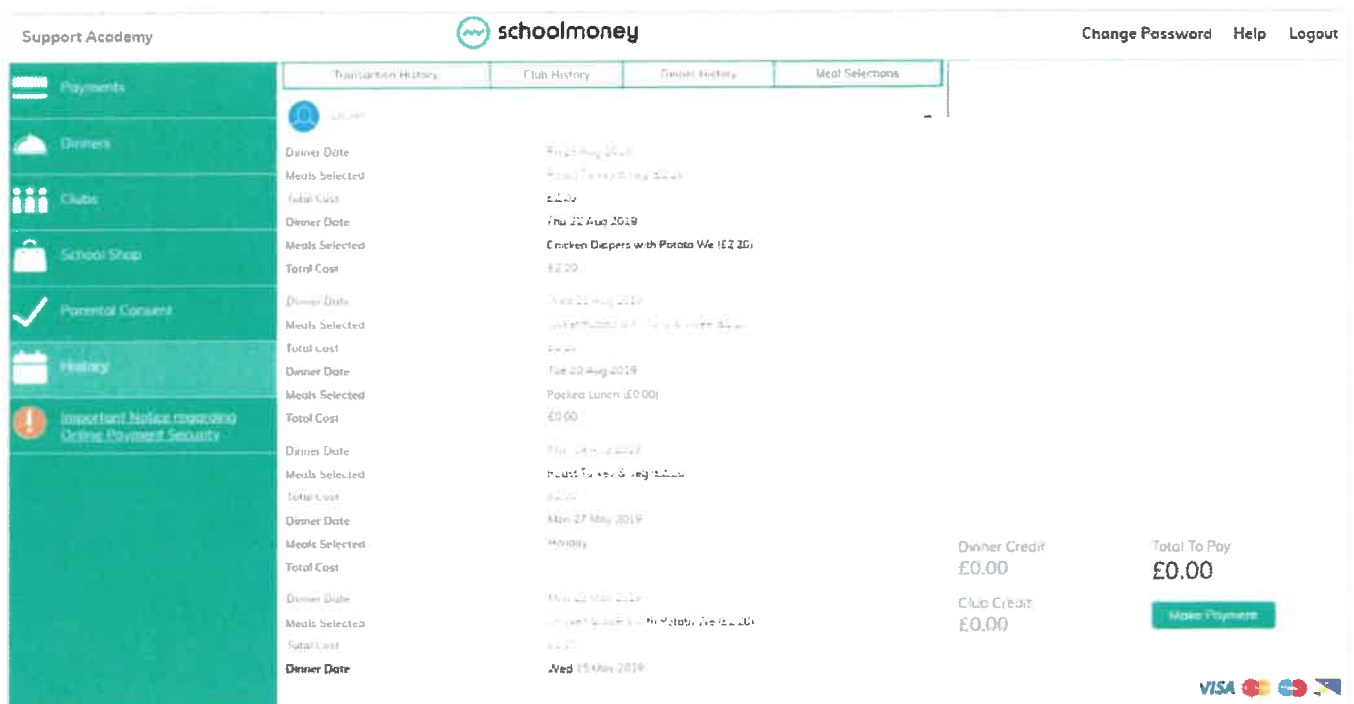
Day	Meal	Cost
Mon	School Lunch	£0.00
Tue	School Lunch	£0.00
Wed	School Lunch	£0.00
Thu	School Lunch	£0.00
Fri	School Lunch	£0.00
<b>Weekly Total</b>		<b>£0.00</b>
<b>Dinner</b>	<b>School Lunch</b>	
<b>Start Date</b>	<b>Mon 27 May 2019</b>	
<b>End Date</b>	<b>Fri 31 May 2019</b>	
Mon		
Tue		
Wed		
Thu		
Fri		
<b>Weekly Total</b>		<b>£0.00</b>
<b>Dinner</b>	<b>School Lunch</b>	
<b>Start Date</b>	<b>Mon 27 May 2019</b>	
<b>End Date</b>	<b>Fri 31 May 2019</b>	

Dinner Credit: £0.00  
 Club Credit: £0.00  
**Total To Pay: £0.00**  
[Make Payment](#)

VISA   

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.



**Support Academy** schoolmoney Change Password Help Logout

Transaction History Club History Dinner History **Dinners Booked** Meal Selections

**Payments**

**Dinners**

**Clubs**

**School Shop**




**Parental Consent**

**History**

**Important Notice regarding Online Payment Security**

Dinner Date	Meals Selected	Total Cost
Fri 23 Aug 2018	Basic Chicken Curry £2.20	£2.20
Fri 22 Aug 2019	Chicken Dippers with Potato Wedges	£2.00
Wed 20 Aug 2019	Chicken Dippers with Potato Wedges	£2.00
Tue 20 Aug 2019	Packed Lunch (£0.00)	£0.00
Fri 18 Aug 2019	Roast Turkey &veg £2.00	£2.00
Mon 27 May 2019	Holiday	
Mon 27 May 2019	Chicken Dippers with Potato Wedges	£2.20
<b>Dinner Date</b>	<b>Wed 15 May 2019</b>	

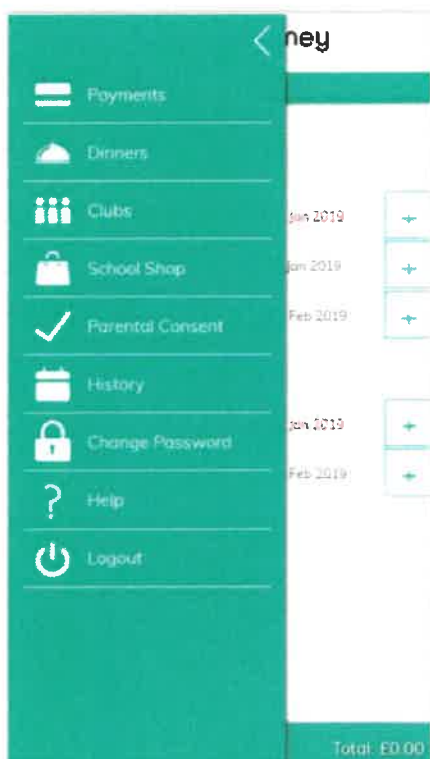
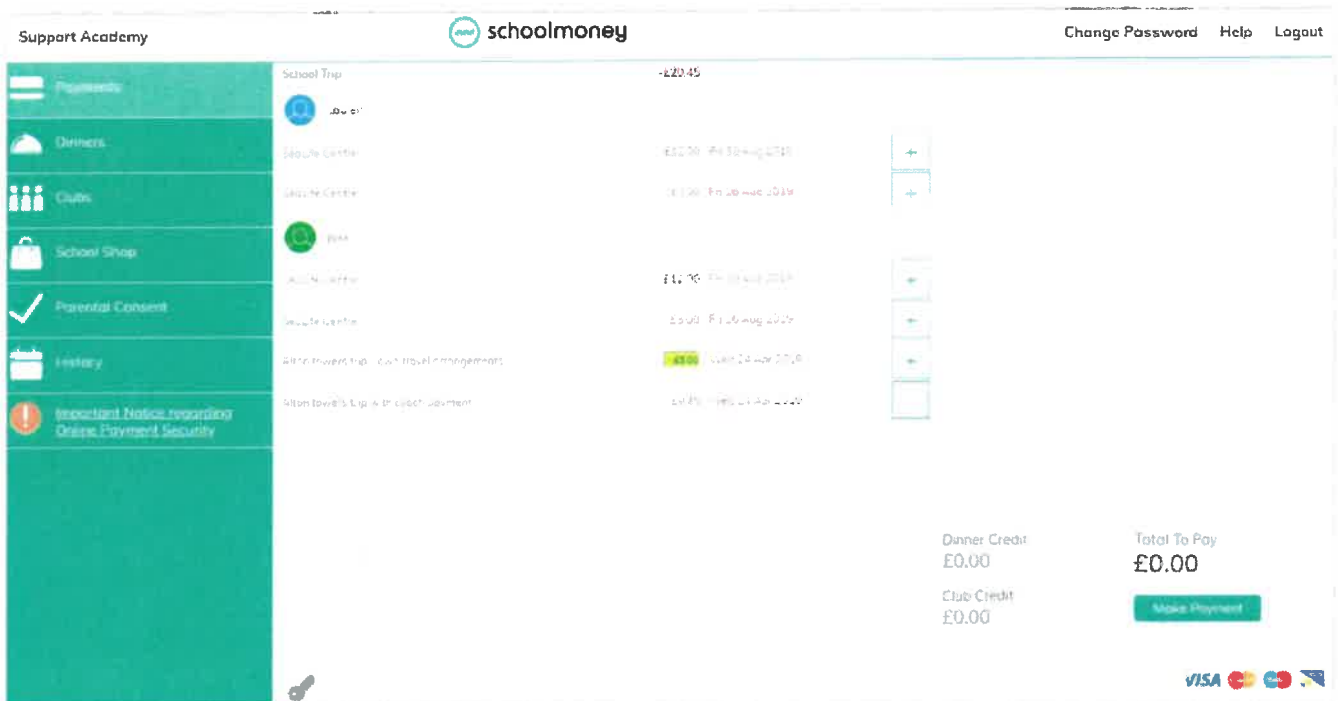
Dinner Credit: £0.00  
 Club Credit: £0.00  
**Total To Pay: £0.00**  
[Make Payment](#)

VISA   

## 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



**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, there is a green circular logo with a white wave-like shape inside. Below the logo, the text 'schoolmoney' is displayed in a bold, black, sans-serif font. There are three input fields: 'Current Password', 'New Password', and 'Confirm Password', each with a light gray placeholder text. At the bottom of the screen, there is a prominent green button with the text 'Save Password' in white. A small 'X' icon is located in the top right corner of the screen.

### 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.