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# St James' CE Primary School Online Payment System

## Parent User Guide

**Dear Parents,**

Welcome to our online payment system "**SchoolMoney**".

SchoolMoney is an easy, safe and secure way to pay for your child's school lunches, extended services, trips and other expenses online using your debit or credit card.

The following user guide has been created to take you smoothly through these processes, so that you can gain the most benefit out of using the system.

If you have any questions about making payments, simply contact the school office on 0208 804 1987



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# 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:

**[www.schoolmoney.co.uk](http://www.schoolmoney.co.uk)**

This will take you to the SchoolMoney 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.**'

The screenshot shows the SchoolMoney website. At the top right, a button labeled 'PARENTS - CLICK HERE TO LOGIN' is circled in yellow. Below this is the SchoolMoney logo and navigation links for 'home' and 'how it works'. The main content area displays the SchoolMoney logo again, followed by the text 'Login to SchoolMoney'. Below this are three input fields labeled 'Mobile Phone', 'Email Address', and 'Password'. A blue 'Login' button is positioned below the input fields, and a small link 'Click here for help' is located at the bottom of the login section.

To login you need:

- A mobile number
- An email address
- The password that has been sent to you via text message.

**Please note:** If you have not received your password in it, please contact the school directly on 020 8804 1987 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.

The image shows the SchoolMoney login interface. At the top center is the SchoolMoney logo. Below it is a white pop-up box with the text "Please confirm your Child's name:" and a text input field labeled "Child's First Name". There are "Confirm" and "Cancel" buttons at the bottom of the pop-up. Below the pop-up is a blue "Login" button and a link that says "Click here for help".

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

The image shows the SchoolMoney account dashboard for Derek's Dev School. The top navigation bar includes the SchoolMoney logo, the school name "Derek's Dev School", and links for "Help" and "Logout". The left sidebar contains a menu with icons and labels for "Payments", "Dinners", "Clubs", "School Shop", "Parental Consent", and "History". The main content area displays a table of transactions and a summary of credits and payments.

Category	Item	Amount	Date	Action
School Trip:	School Trip:	£1293.33		
School Fund:	School Fund:	£136.00		
Swimming:	Swimming:	£177.00		
Milk:	Milk:	£38.50		
School Fees:	School Fees:	£20.00		
Other:	Other:	£105.00		
Residential:	Residential:	£350.00		
Uniform:	Uniform:	£204.49		
Music:	Music:	£67.50		
Clubs	Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
Clubs	After School Club	£1.00	Mon 27 Mar 2017	+
Clubs	Break Club	£4.00	Thu 06 Apr 2017	+
Clubs	Unpaid Dinner Money	£3.87		+
Clubs	Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
Clubs	SameMoney	£10.00	Fri 18 Nov 2016	+
Clubs	Mobile Swimming	£1.00	Fri 23 Sep 2016	+
Clubs	Mobile Swimming	£1.00	Fri 16 Sep 2016	+
Clubs	Trip 1	£10.00	Tue 30 Aug 2016	+
Clubs	Trip to the West	£10.00	Thu 11 Aug 2016	+
Clubs	Cheque Uniform	£10.00	Wed 13 Jul 2016	+

Summary:

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

Make Payment button and logos for VISA, Mastercard, and American Express.

Please note: If for any reason you are unable to log on, please contact school to double check the mobile number/email address that is recorded against your child on the **SchoolMoney** system. If you are entering different details to the ones held at school, you will be unable to login until your child's details are updated.



## 2. Making a Payment

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

If you have more than one child attending then all 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 payment to the basket and turn the payment yellow to show that it has been selected.

Payment	Amount	Due Date	Status
Unpaid Dinner Money	£3.87		Selected
Typical Trip abroad	£10.00	Fri 03 Mar 2017	Available
SameMoney	£10.00	Fri 18 Nov 2016	Available
Mobile Swimming	£1.00	Fri 23 Sep 2016	Available
Mobile Swimming	£1.00	Fri 16 Sep 2016	Selected
Trip 1	£10.00	Tue 30 Aug 2016	Available
Trip to the West	£10.00	Thu 11 Aug 2016	Available
Cheque Uniform	£10.00	Wed 13 Jul 2016	Available
Cheque Uniform	£10.00	Wed 06 Jul 2016	Available
Hollywoo Stars Celebrities: Wh	£3.33	Wed 06 Jul 2016	Available
Milk Permission	£1.00	Mon 27 Jun 2016	Available
Cheque Uniform	£10.00	Wed 22 Jun 2016	Available
Trip to Scotland	£10.00	Tue 28 Oct 2014	Available
Trip to Scotland	£10.00	Wed 22 Oct 2014	Available

Summary: Dinner Credit: £0.00, Club Credit: £0.00, Total To Pay: £4.87. Make Payment button.

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

£3.33 Wed 06 Jul 2016 +

- 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.

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 over-due 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.

×

dev.behaviourwatch.co.uk says:

Parental permission is required. Do you give your consent for this item?

☐ Prevent this page from creating additional dialogs.

OK
Cancel

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.

Derek's Dev School
 SchoolMoney
Help | Logout

- Payments
- Dinners
- Clubs
- School Shop
- Parental Consent
- History

<p><b>School Trip:</b> £1293.33</p> <p><b>School Fund:</b> £136.00</p> <p><b>Swimming:</b> £177.00</p> <p><b>Milk:</b> £38.50</p> <p><b>School Fees:</b> £20.00</p>	<p><b>Other:</b> £105.00</p> <p><b>Residential:</b> £350.00</p> <p><b>Uniform:</b> £204.49</p> <p><b>Music:</b> £67.50</p>	
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**Claire**

Typical Trip abroad £10.00 Fri 03 Mar 2017 +

**After School Club** £1.00 Mon 27 Mar 2017 ×

Break Club £4.00 Thu 06 Apr 2017 +

**David**

Unpaid Dinner Money £3.87 ×

Typical Trip abroad £10.00 Fri 03 Mar 2017 +

SameMoney £10.00 Fri 18 Nov 2016 +

Mobile Swimming £1.00 Fri 23 Sep 2016 +

**Mobile Swimming** £1.00 Fri 16 Sep 2016 ×

Trip 1 £10.00 Tue 30 Aug 2016 +

Trip to the West £10.00 Thu 11 Aug 2016 +

Cheque Uniform £10.00 Wed 13 Jul 2016 +

**Claire**

After School Club W/C: Mon 27 Mar 2017 £1.00 ×

**David**

Unpaid Dinner Money £3.87 ×

Mobile Swimming £1.00 ×

Dinner Credit: £0.00

Club Credit: £0.00

Total To Pay: **£5.87**

Make Payment

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.**

▶ Pay using credit or debit card

We accept:

**1 About the Cardholder**

Name

**2 About the Card**

Card Number

Security Number

Expiry Date MM ▼ YY ▼

**3 Confirm**

You are about to pay £0.10 from your credit or debit card:

Pay Now

Your payment is protected by:

Verified by  
**VISA**  
[learn more](#)

SecureCode  
**MasterCard**  
[learn more](#)

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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. You must ensure that you keep your receipt as you may need it in future.

## 3. Dinners



### 3a. Dinner Top Up

If you wish to pay an amount in advance for your child's lunches, you can access the top up function which can be found in the Dinners section of the options menu on the left hand side of your screen. This is useful if you wish to pay for school lunches for the half-term in one payment.

Derek's Dev School SchoolMoney Help | Logout

Payments  
**Dinners**  
Clubs  
School Shop  
Parental Consent  
History

School Trip: £1293.33  
School Fund: £136.00  
Swimming: £177.00  
Milk: £30.50  
School Fees: £20.00

Other: £105.00  
Residential: £350.00  
Uniform: £204.49  
Music: £67.50

Claire

Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
After School Club	£1.00	Mon 27 Mar 2017	+
Break Club	£4.00	Thu 06 Apr 2017	+

David

Unpaid Dinner Money

Typical Trip abroad	£3.87		+
Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
SameMoney	£10.00	Fri 18 Nov 2016	+
Mobile Swimming	£1.00	Fri 23 Sep 2016	+
Mobile Swimming	£1.00	Fri 16 Sep 2016	+
Trip 1	£10.00	Tue 30 Aug 2016	+
Trip to the West	£10.00	Thu 11 Aug 2016	+
Cheque Uniform	£10.00	Wed 13 Jul 2016	+

Dinner Credit: £0.00  
Club Credit: £0.00

Total To Pay: £0.00

Make Payment

VISA MASTERCARD AMERICAN EXPRESS

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

Derek's Dev School SchoolMoney Help | Logout

Payments  
**Dinners**  
Clubs  
School Shop  
Parental Consent  
History

Claire £1.25

Claire - Dinner Top Up £5.00 +

David £3.02

David - Dinner Top Up £5.00 +

Jane £1.50

Jane - Dinner Top Up £5.00 +

Jarrett £11.24

Jarrett - Dinner Top Up £5.00 +

Maxwell £1.89

Maxwell - Dinner Top Up £5.00 +

Nathaniel £0.24

Nathaniel - Dinner Top Up £5.00 +

Rick £135.71

Rick - Dinner Top Up £5.00 +

Dinner Credit: £0.00  
Club Credit: £0.00

Total To Pay: £0.00

Make Payment

VISA MASTERCARD AMERICAN EXPRESS

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 your basket on the right.

## 4. Clubs



### 4a. Club Top Up

If you wish to pay your extended services (Breakfast and Afterschool Club) payments in advance the top up facility can be found in the Clubs section of the options menu.

Derek's Dev School

SchoolMoney

Help | Logout

Payments

Clubs

School Shop

Parental Consent

History

School Trip: £1293.33  
School Fund: £136.00  
Swimming: £177.00  
Link: £38.50  
School Fees: £20.00

Other: £105.00  
Residential: £350.00  
Uniform: £204.49  
Music: £67.50

Claire

Typical Trip abroad £10.00 Fri 03 Mar 2017 +

After School Club £1.00 Mon 27 Mar 2017 +

Break Club £4.00 Thu 06 Apr 2017 +

David

Unpaid Dinner Money £3.87 +

Typical Trip abroad £10.00 Fri 03 Mar 2017 +

SameMoney £10.00 Fri 18 Nov 2016 +

Mobile Swimming £1.00 Fri 23 Sep 2016 +

Mobile Swimming £1.00 Fri 16 Sep 2016 +

Trip 1 £10.00 Tue 30 Aug 2016 +

Trip to the West £10.00 Thu 11 Aug 2016 +

Cheque Uniform £10.00 Wed 13 Jul 2016 +

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

VISA

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.

Derek's Dev School

SchoolMoney

Help | Logout

Payments

Clubs

School Shop

Parental Consent

History

Claire

Claire - Club Top Up £2.00 +

After School Club - WC: Mon 28 Aug 2017 +

David

David - Club Top Up £14.00 +

After School Club - WC: Mon 28 Aug 2017 +

Jane

Jane - Club Top Up £1.00 +

After School Club - WC: Mon 28 Aug 2017 +

Maxwell

Maxwell - Club Top Up £11.00 +

After School Club - WC: Mon 28 Aug 2017 +

Nathaniel

Nathaniel - Club Top Up £0.00 +

After School Club - WC: Mon 28 Aug 2017 +

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

VISA



## 5. School Shop

Using the school shop you can purchase items of uniform. There is always the option to purchase Sweatshirts/Caps/Hats/ Reading Folders and Back Packs as these items are kept in stock. We can also order Showerproof/Fleece Jackets on a termly basis and a note will be put in the weekly School newsletter when this option is available.

Derek's Dev School SchoolMoney Help | Logout

Payments Dinners Clubs **School Shop** Parental Consent History

School Trip: £1293.33  
School Fund: £136.00  
Swimming: £177.00  
Milk: £38.50  
School Fees: £20.00

Other: £105.00  
Residential: £350.00  
Uniform: £204.49  
Music: £67.50

Claire

Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
After School Club	£1.00	Mon 27 Mar 2017	+
Break Club	£4.00	Thu 06 Apr 2017	+
David			
Unpaid Dinner Money	£3.87		+
Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
SameMoney	£10.00	Fri 18 Nov 2016	+
Mobile Swimming	£1.00	Fri 23 Sep 2016	+
Mobile Swimming	£1.00	Fri 16 Sep 2016	+
Trip 1	£10.00	Tue 30 Aug 2016	+
Trip to the West	£10.00	Thu 11 Aug 2016	+
Cheque Uniform	£10.00	Wed 13 Jul 2016	+

Dinner Credit: £0.00  
Club Credit: £0.00

Total To Pay: £0.00

Make Payment

VISA MASTERCARD AMERICAN EXPRESS

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

Derek's Dev School SchoolMoney Help | Logout

Payments Dinners Clubs School Shop Parental Consent History

Claire

Claire - £1.00 Top Up	£1.00	+
Claire - £2.00 Top Up	£2.00	+
Claire - 9' Shirt	£10.00	+
Claire - Apple	£1.10	+
Claire - Auto Item 1	£1.00	+
Claire - Auto Item 2	£1.00	+
Claire - Bag of Dice	£4.50	+
Claire - Cake	£1.50	+
Claire - Chocolate Bar	£0.49	+
Claire - Exercise Book	£1.00	+
Claire - Lesson Book	£5.00	+
Claire - Notepad	£2.50	+
Claire - Packet of Crisps	£0.50	+
Claire - Peanut butter & Jelly sandwich	£1.00	+

Dinner Credit: £0.00  
Club Credit: £0.00

Total To Pay: £0.00

Make Payment

VISA MASTERCARD AMERICAN EXPRESS

Select the + sign next to all the items you would like to purchase. This will add the cost to the basket on the left hand side of the screen.

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



## 6. Parental Consent

School trip payments, such as class outings, residential journey or clubs, will require that you give parental consent.

Derek's Dev School		SchoolMoney		Help   Logout	
Payments	School Trip:	£1293.33	Other:	£105.00	
Dinners	School Fund:	£136.00	Residential:	£350.00	
Clubs	Swimming:	£177.00	Uniform:	£204.49	
School Shop	Milk:	£38.50	Music:	£67.50	
Parental Consent	School Fees:	£20.00			
History					

  

Claire			
Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
After School Club	£1.00	Mon 27 Mar 2017	+
Break Club	£4.00	Thu 06 Apr 2017	+
David			
Unpaid Dinner Money	£3.87		+
Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
SameMoney	£10.00	Fri 18 Nov 2016	+
Mobile Swimming	£1.00	Fri 23 Sep 2016	+
Mobile Swimming	£1.00	Fri 16 Sep 2016	+
Trip 1	£10.00	Tue 30 Aug 2016	+
Trip to the West	£10.00	Thu 11 Aug 2016	+
Cheque Uniform	£10.00	Wed 13 Jul 2016	+

  

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

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.

	Claire	
Club / Extended Services After School Club	Wed 15 Mar 2017	<input checked="" type="checkbox"/>
Music Winter Festival Choir	Mon 28 Nov 2016	<input type="checkbox"/>
School Fees SameMoney	Fri 18 Nov 2016	<input type="checkbox"/>
Club / Extended Services After School Club	Sun 04 Sep 2016	<input type="checkbox"/>
School Trip Round Trip around the world	Fri 02 Sep 2016	<input type="checkbox"/>
Club / Extended Services After School Club	Tue 30 Aug 2016	<input type="checkbox"/>
Swimming Mobile Swimming	Fri 26 Aug 2016	<input type="checkbox"/>

A green box means that you have given consent, a blank box means that you haven't. To give consent for a payment simply click 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.

Derek's Dev School | SchoolMoney | Help | Logout

Payments | Dinners | Clubs | School Shop | Parental Consent | **History**

**Claire**

School Trip:	£1293.33	Other:	£105.00
School Fund:	£136.00	Residential:	£350.00
Swimming:	£127.00	Uniform:	£204.49
Milk:	£0.50	Music:	£67.50
School Fees:	£20.00		

**David**

Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
After School Club	£1.00	Mon 27 Mar 2017	+
Break Club	£4.00	Thu 06 Apr 2017	+
Unpaid Dinner Money	£3.87		+
Typical Trip abroad	£10.00	Fri 03 Mar 2017	+
SameMoney	£10.00	Fri 18 Nov 2016	+
Mobile Swimming	£1.00	Fri 23 Sep 2016	+
Mobile Swimming	£1.00	Fri 16 Sep 2016	+
Trip 1	£10.00	Tue 30 Aug 2016	+
Trip to the West	£10.00	Thu 11 Aug 2016	+
Cheque Uniform	£10.00	Wed 13 Jul 2016	+

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

VISA | M | C | D

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 paypoint.

Derek's Dev School | SchoolMoney | Help | Logout

Payments | Dinners | Clubs | School Shop | Parental Consent | **History**

**Transaction History** | Club History | Dinner History | Dinner Bookings

**Claire**

Description	Band Aid
Instalment	8 of 9
Paid	£10.00
Payment Date	Wed 05 Apr 2017
Refunded	-
Payment Method	Cash
Description	Dairy Delivery
Instalment	3 of 3
Paid	£3.34
Payment Date	Wed 05 Apr 2017
Refunded	-
Payment Method	Cash
Description	Packet of Crisps
Instalment	-
Paid	£0.50
Payment Date	Tue 04 Apr 2017
Refunded	-
Payment Method	Cheque
Description	Peanut butter & Jelly sandwich
Instalment	-
Paid	£1.00
Payment Date	Tue 04 Apr 2017
Refunded	-
Payment Method	Cheque
Description	Peanut butter & Jelly sandwich

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

VISA | M | C | D



The **Club History** tab will give you a breakdown of the club sessions your child is booked for and will show whether you have paid for them or not. ***Please be aware that booked sessions are payable even in the event of non-attendance.*** There is also a key to help you see exactly what each block means.

Derek's Dev School Help | Logout

Payments

Dinners

Clubs

School Shop

Parental Consent

History

Transaction History

Club History

Dinner History

Dinner Bookings

Jarrett

Breakfast Club

Mon 17 Oct 2016

Fri 21 Oct 2016

£1.00

£0.00

Mon

Tue

Wed

Thu

Fri

Weekly Total

£1.00

Amount Paid

£0.00

Amount Due

£1.00

Breakfast Club

Mon 19 Sep 2016

Fri 23 Sep 2016

£1.00

£0.00

Mon

Tue

Wed

Thu

Fri

Weekly Total

£1.00

Amount Paid

£0.00

Amount Due

£1.00

Shopping cart icon

Dinner Credit: £0.00

Club Credit: £0.00

Total To Pay: £0.00

Make Payment

VISA MASTERCARD AMEX

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.

Derek's Dev School Help | Logout

Payments

Dinners

Clubs

School Shop

Parental Consent

History

Transaction History

Club History

Dinner History

Dinner Bookings

Claire

David

Year 15 Lunch

Mon 19 Feb 2018

Fri 23 Feb 2018

£5.05

Mon

Tue

Wed

Thu

Fri

Weekly Total

£5.05

Year 15 Lunch

Mon 12 Feb 2018

Fri 16 Feb 2018

£4.50

Mon

Tue

Wed

Thu

Fri

Weekly Total

£4.50

Year 15 Lunch

Mon 11 Dec 2017

Fri 15 Dec 2017

£4.50

Mon

Tue

Shopping cart icon

Dinner Credit: £0.00

Club Credit: £0.00

Total To Pay: £0.00

Make Payment

VISA MASTERCARD AMEX



## 8. FAQ

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### **Do I have to pay online?**

We are a completely cashless school which means we are not able to accept cash or cheques as payment. If you are experiencing any problems accessing the system please contact the school office on 020 8804 1987.

### **Do I have to pay for the whole expense in one go?**

This depends how the payment has been set up, whether to allow partial payments or payments by instalment. Please refer to the letter you have been sent informing you of the payment.

### **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 office 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 us.

### **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 office directly. We will 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 PayPoint?**

In exceptional cases you may be able to use PayPoint to pay for your child's trips, dinners, etc, this would usually be a temporary measure only. You will need to contact the school office to request a PayPoint barcode sheet. Which you can take to your local PayPoint and ask them to scan the relevant barcode. **Please contact your school office 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 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 the school office 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 we don't have either of these details, we cannot contact you with your password. You need to provide us with one of these options at the least. If we 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 login. We advise that you contact the school office 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 us 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?**

It is only possible to 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.

**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 office 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.