Schoolmoney
Payments Made Easy

Parent User Guide

Dear parents,

Welcome to **SchoolMoney**; an easy, safe and secure way for you 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 our system.

If you have any problems, or there are any questions that you have regarding paying, simply contact your school and they can get in touch with us!

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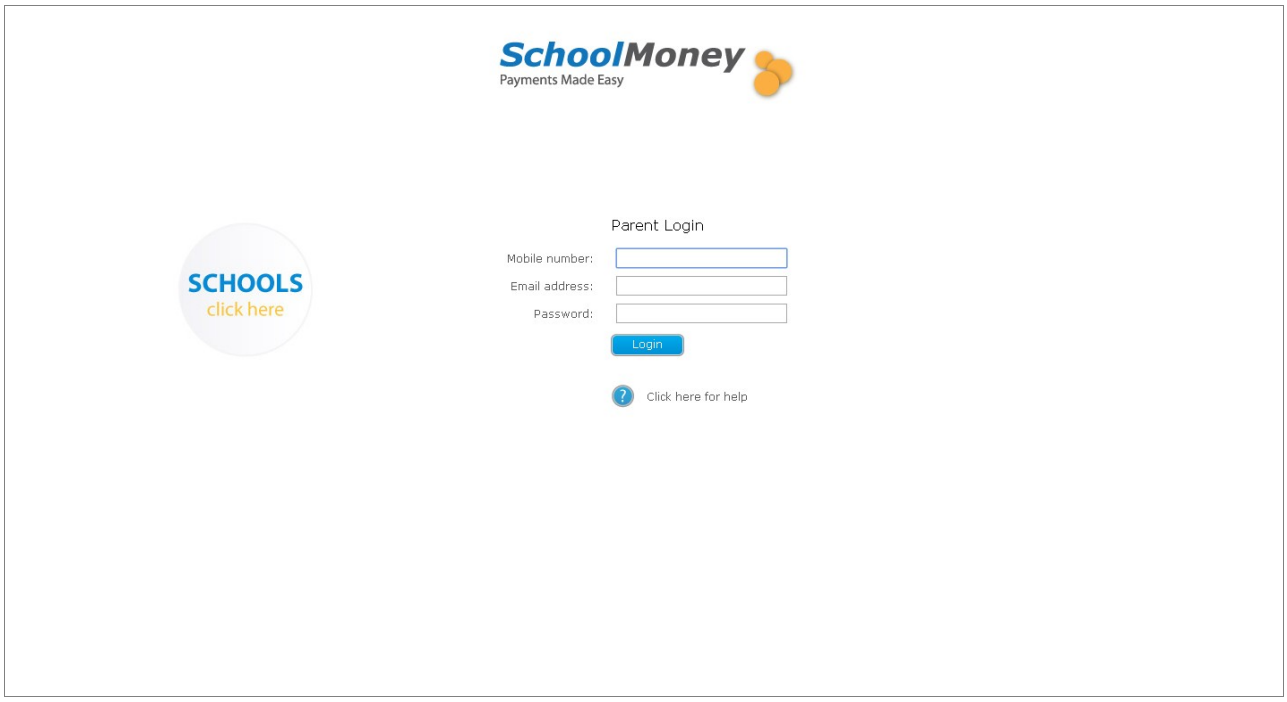
1. The Basics – Logging in and making a payment

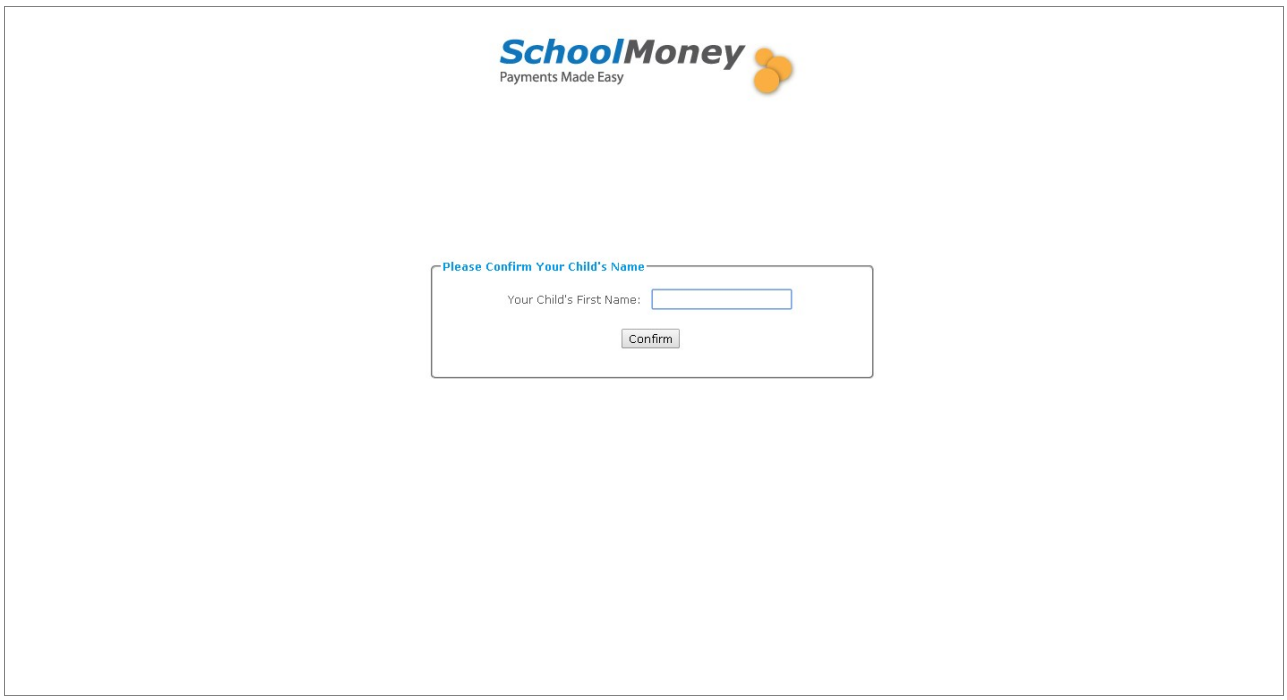
The school will send you an email or a text message to start the process. It will have all the information that you need to log on and pay the school.

The first thing you need to do once you have received the text message from the school is go to www.schoolmoney.co.uk. This will bring up a 'Parent Log In' page.

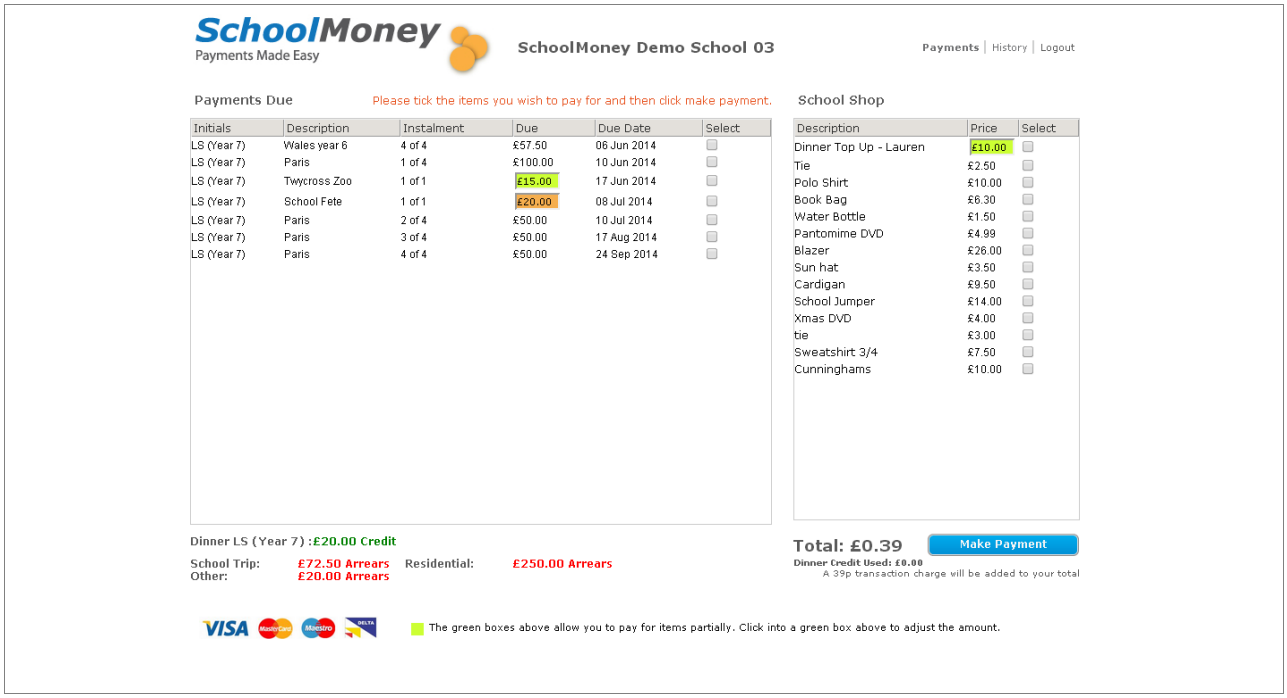


Simply type in your mobile number email address and password (this will be on your text message) to log in. If you have problems logging in at all, it may be because the mobile number or email address do not match the ones the school has. Call your school to double check this and if they have further problems then can contact us.

Once you press log in it should take you to a page that asks for your child's first name. This is the **first** name only.

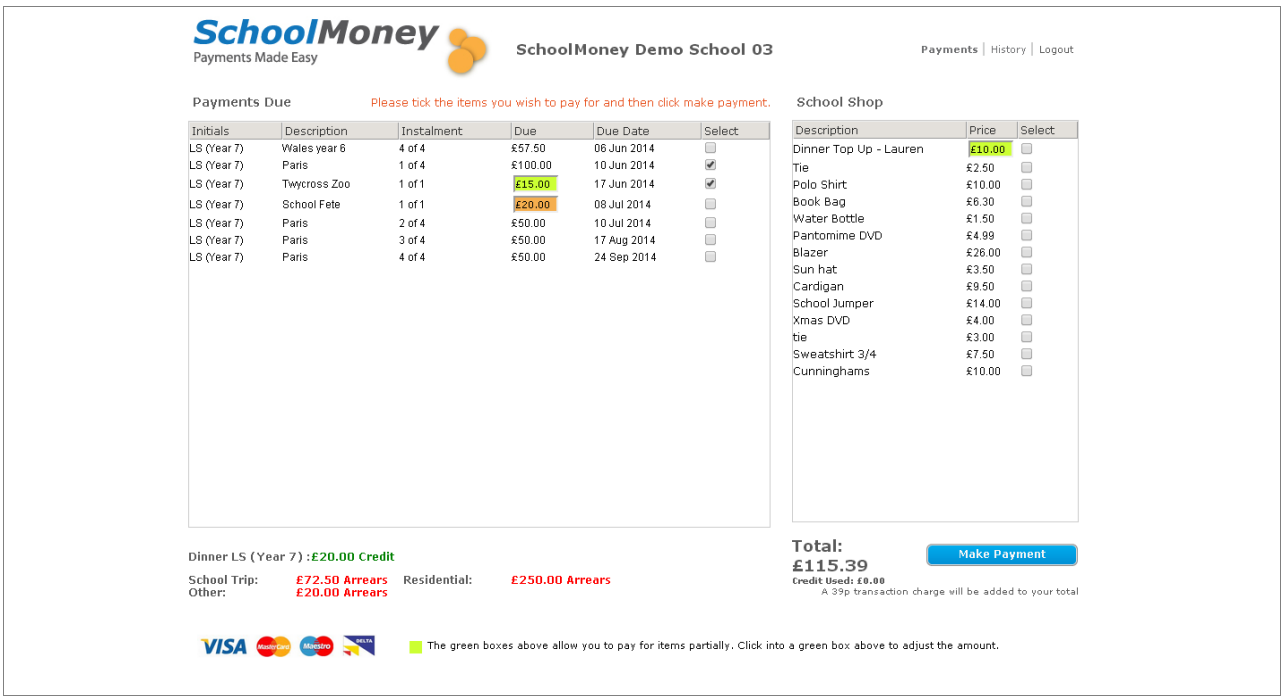


Pop in your child's name and press confirm. The payments screen will come up for you.

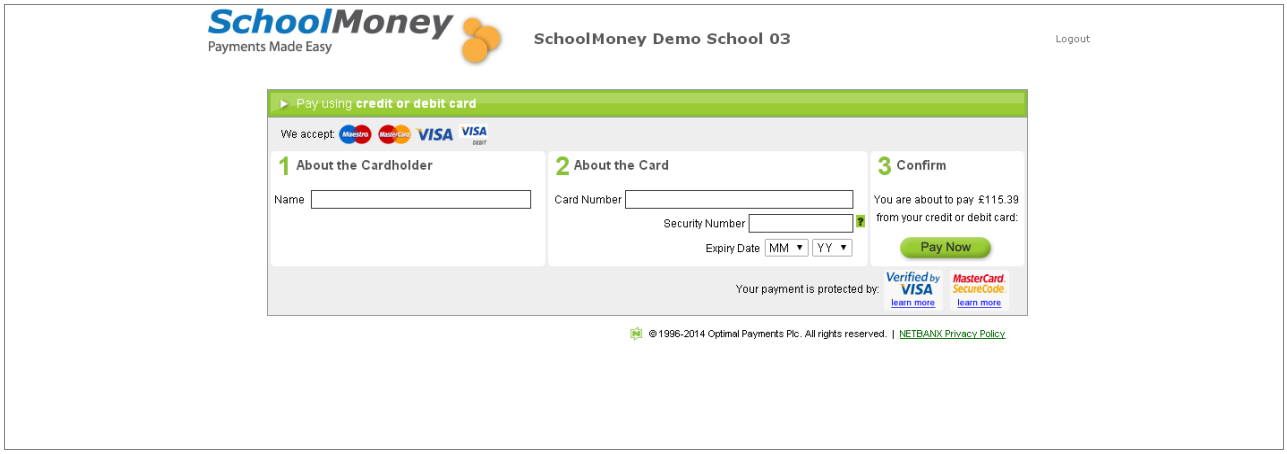


Here on the left hand side under 'Payments Due' you will see any payments that the school has set up for you, how much you need to pay, when you need to pay it by and the instalment number. All you need to do is select the tick box next to the payment you would like to pay for and it will be added to the total at the bottom.

If the payment box is green you can type how much you would like to pay towards the trip at that time. The remaining money will be there for you to continue paying when you log back in.



Once you have everything added to the total that you need select the make payment button.



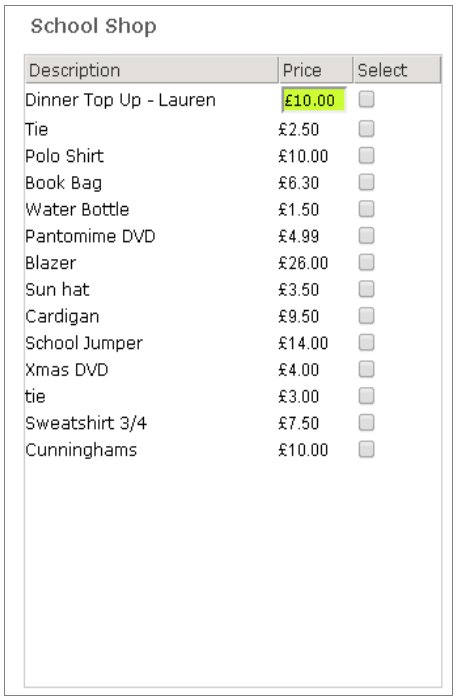
This will take you a screen where you can input your card details. You will have to do this every time that you want to make a payment due to security on the system.

A box will pop up letting you know that your payment has been processed and an email receipt will be issued to you shortly.

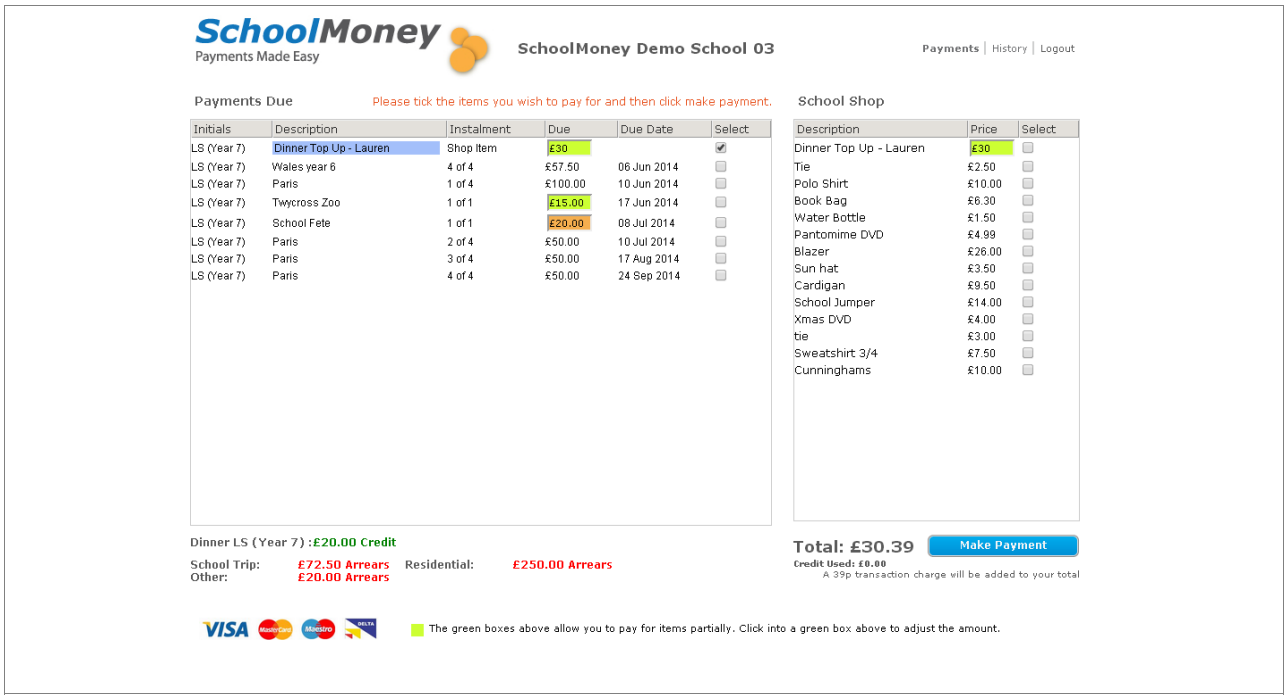
Shop and Dinner Top Up

If your school do not use dinners through our system or have not uploaded any items to the shop then you may bypass this section.

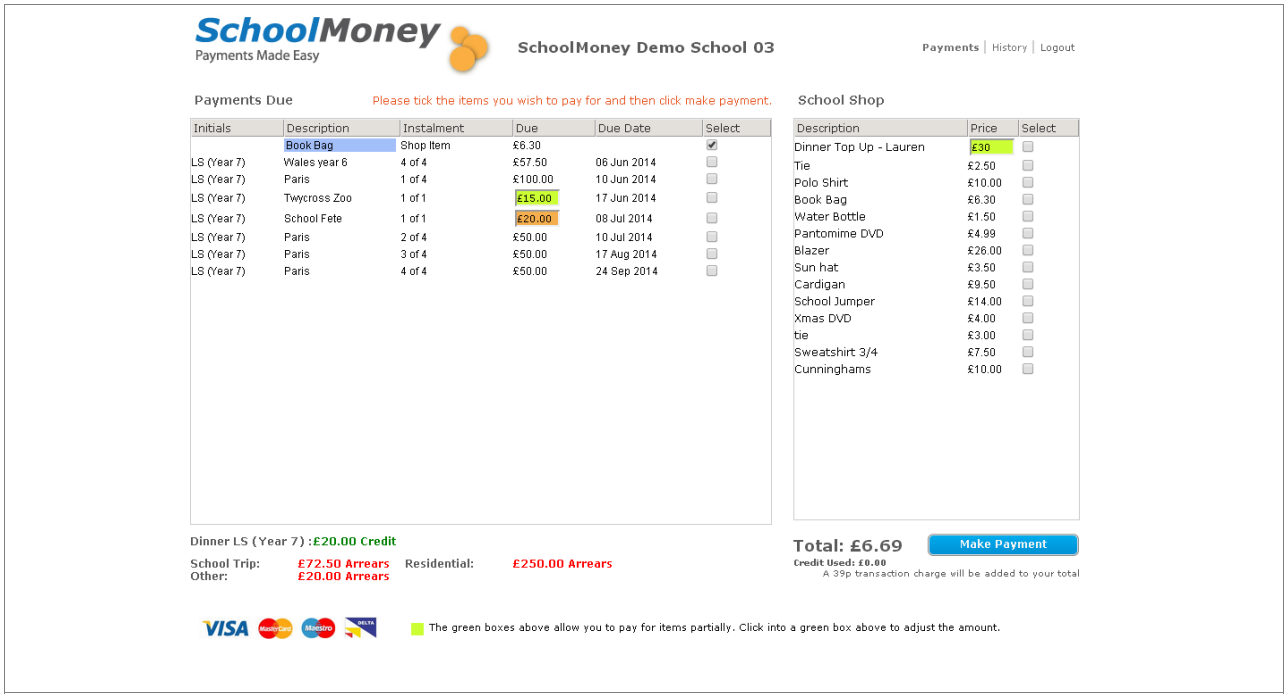
On the right hand side of the screen you will see a school shop option. There are two sections to this. The first is the 'Dinner Top Up.' You will see this right at the top of the school shop.



The payment box will be in green, this means that you can overwrite the amount that is currently in the box. For example, if your box says £10 but you would like to pay for 3 weeks in advance all you need to do is type in £30 to the box and select the tick box that is next to it. This will send it across to the other side of the screen and add it to the total, you can then can continue to make the payment.



The second section is the School Shop itself. If your school sells anything within the school such as uniform or book bags, this is where it will appear. If you want to purchase any of these items then you will need to select the tick box next to the item that you would like. This will send it across to the other-side of the screen and add it to the total. Once you have made the payment you may go collect your item from the school.

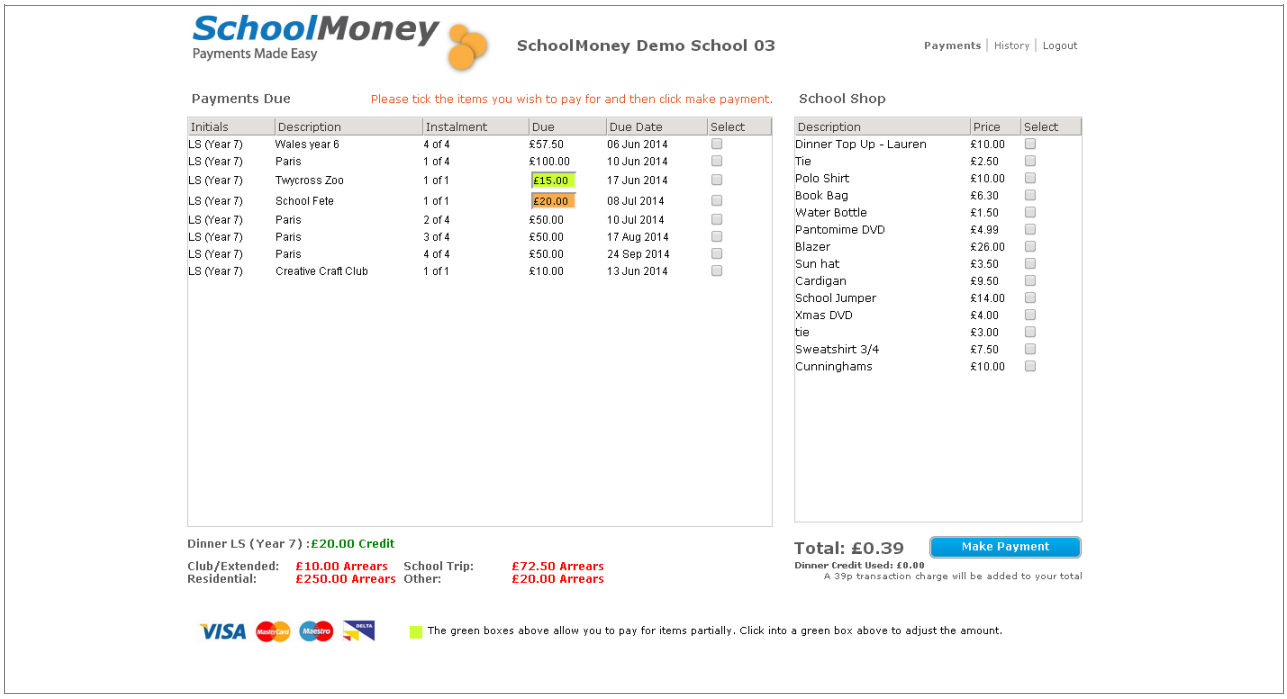


2. Pre-Booking Dinners and Clubs

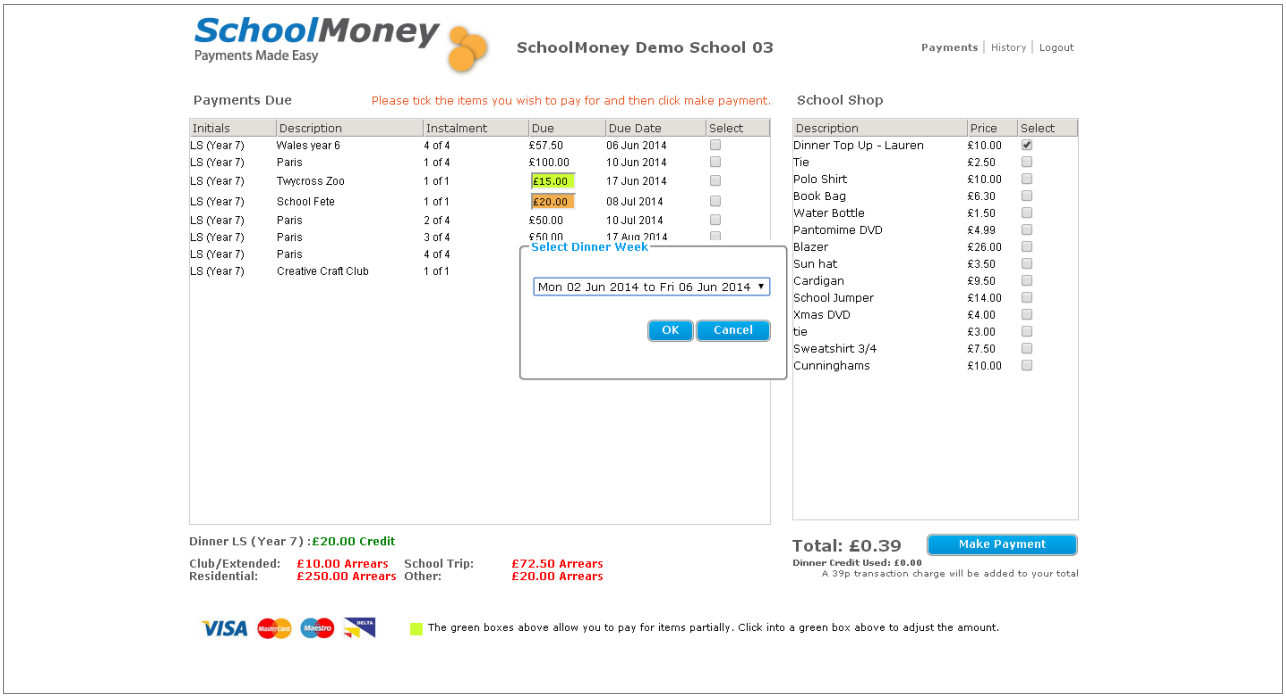
If your school do not use pre-booking for Dinners or Clubs through this system, then you may bypass this section.

Dinners

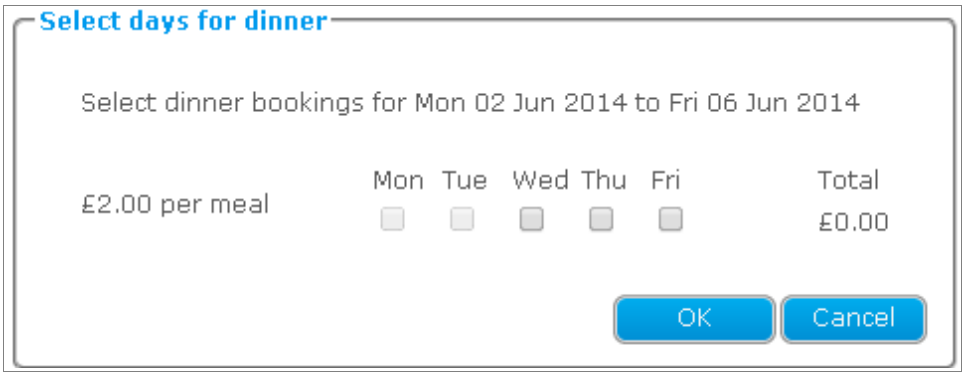
Log in to the system as usual and the payment screen will come up. On the right-hand side under 'Shop' you will see 'Dinner Top Up.' If your school wants you to pre-book then the amount will not be green but white and it will represent a weekly cost of your dinners.



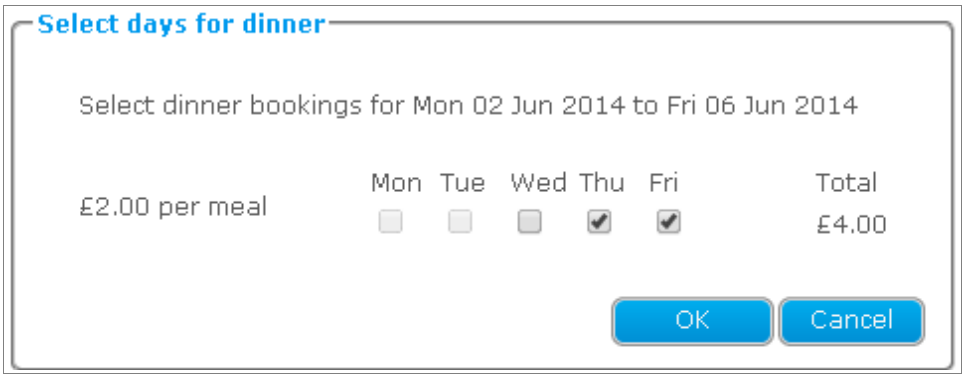
Tick the box that is next to the Dinner Top Up and a box will appear in the middle of the screen. Choose the week you would like to book your child's meals for from the drop down box. Then press okay.



Another box will appear with the days of the week.



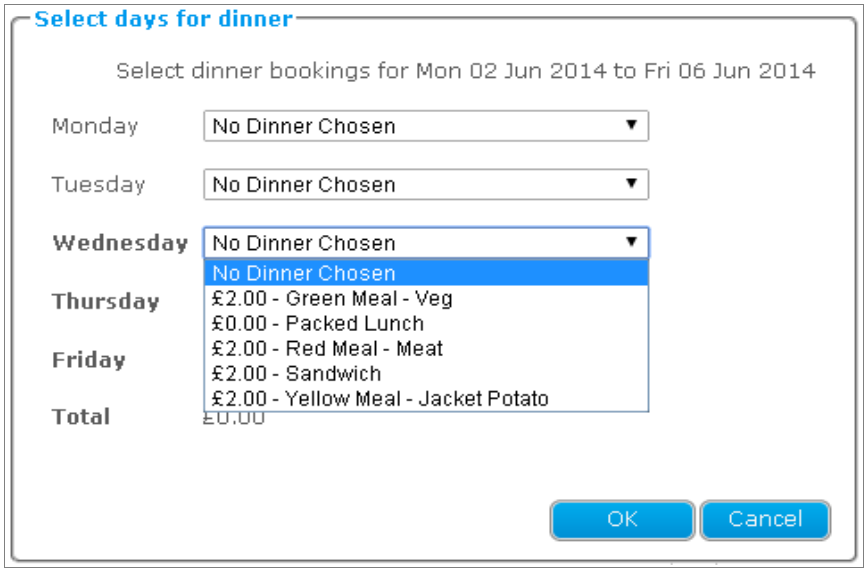
Simply tick the boxes that you want to book and it will calculate a total for you. (You will only be able to tick boxes that are in the future).



Select OK and the money will be moved across to the other side of the screen and added to the total at the bottom. Select make payment as normal to complete the transaction.

If your school wants you to pre-book specific meals online then this would work slightly differently.

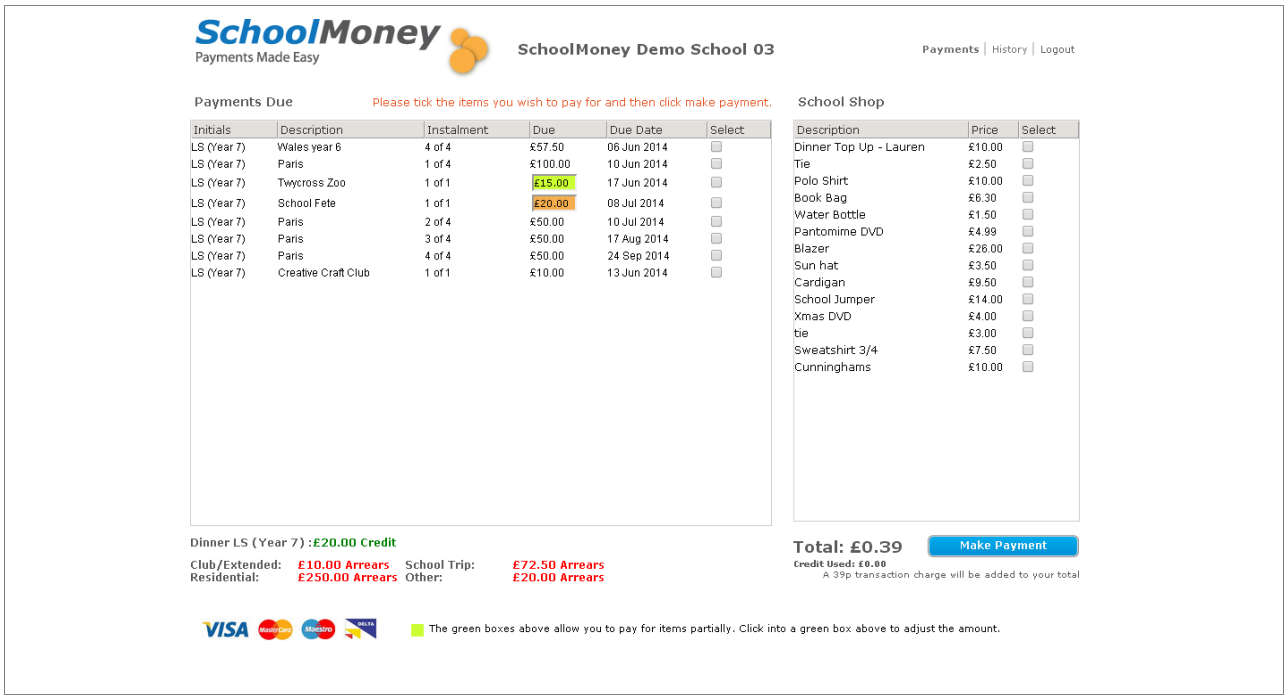
Log on as usual. Tick the box next to dinner top up and select the correct week. Instead of tick boxes for days, drop down boxes will appear.



Select a drop down box for a day that you would like to book and your meal options will appear. Select the meal option you want your child to eat for that day. Once you have selected all of your meals select OK. The Top Up will move across to the other side of the screen and be added to the total at the bottom. Then select make payment to complete the transaction.

Clubs

Log into the system as normal. You will see a club payment on the left hand-side of the screen.



Pop a tick in the select box and a new pop up will appear with the days of the weeks and drop down boxes underneath.

If there is more than one session available you will be able to see how much they cost on the far left hand side of the box.

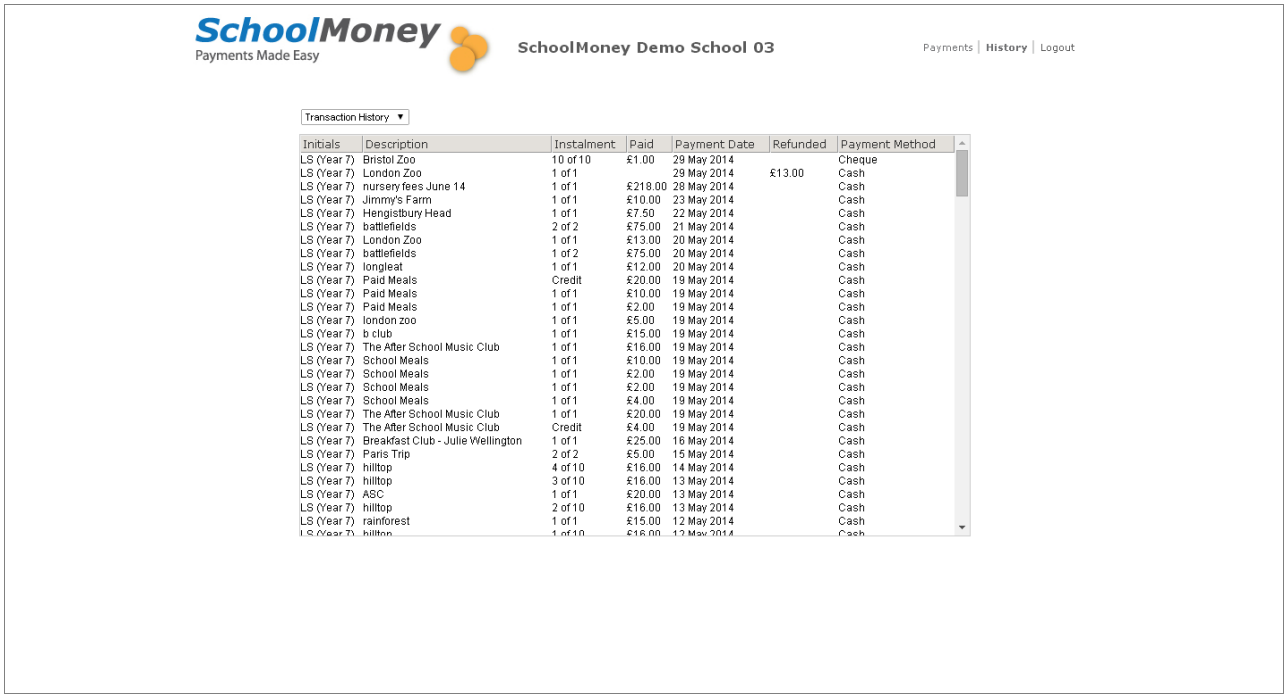
All you need to do is select the days and correct durations you would like to book for.

Once you have done that, it will work out how much you owe. Then simply press OK, it will be added to the total at the bottom and you can select Make Payment to complete transaction.

History

You will be able to see the 'History' tab on the top right hand side of the screen. This tab gives you an overview of your child's history on the **SchoolMoney** system.

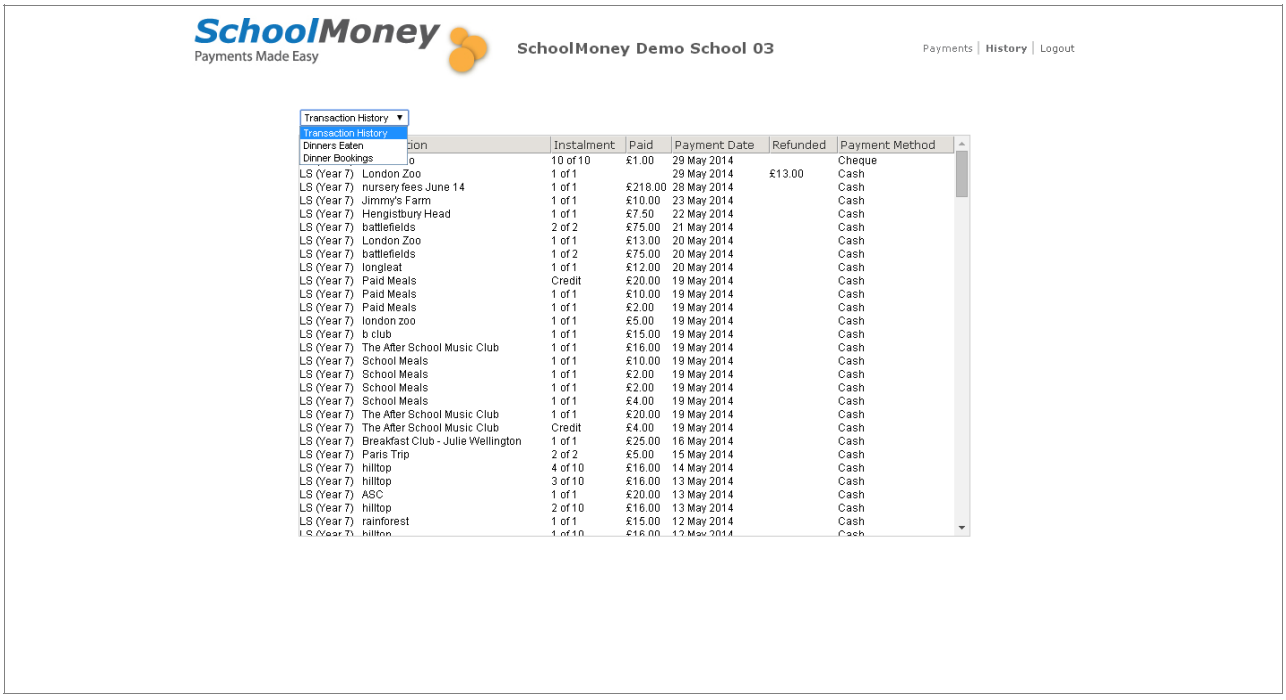
Select 'History' and it will take you into the transaction history.



Initials	Description	Instalment	Paid	Payment Date	Refunded	Payment Method
LS (Year 7)	Bristol Zoo	10 of 10	£1.00	29 May 2014		Cheque
LS (Year 7)	London Zoo	1 of 1		29 May 2014	£13.00	Cash
LS (Year 7)	nursery fees June 14	1 of 1	£218.00	28 May 2014		Cash
LS (Year 7)	Jimmy's Farm	1 of 1	£10.00	23 May 2014		Cash
LS (Year 7)	Hengistbury Head	1 of 1	£7.50	22 May 2014		Cash
LS (Year 7)	battlefields	2 of 2	£75.00	21 May 2014		Cash
LS (Year 7)	London Zoo	1 of 1	£13.00	20 May 2014		Cash
LS (Year 7)	battlefields	1 of 2	£75.00	20 May 2014		Cash
LS (Year 7)	longleat	1 of 1	£12.00	20 May 2014		Cash
LS (Year 7)	Paid Meals	Credit	£20.00	19 May 2014		Cash
LS (Year 7)	Paid Meals	1 of 1	£10.00	19 May 2014		Cash
LS (Year 7)	Paid Meals	1 of 1	£2.00	19 May 2014		Cash
LS (Year 7)	london zoo	1 of 1	£5.00	19 May 2014		Cash
LS (Year 7)	b club	1 of 1	£15.00	19 May 2014		Cash
LS (Year 7)	The After School Music Club	1 of 1	£16.00	19 May 2014		Cash
LS (Year 7)	School Meals	1 of 1	£10.00	19 May 2014		Cash
LS (Year 7)	School Meals	1 of 1	£2.00	19 May 2014		Cash
LS (Year 7)	School Meals	1 of 1	£2.00	19 May 2014		Cash
LS (Year 7)	School Meals	1 of 1	£4.00	19 May 2014		Cash
LS (Year 7)	The After School Music Club	1 of 1	£20.00	19 May 2014		Cash
LS (Year 7)	The After School Music Club	Credit	£4.00	19 May 2014		Cash
LS (Year 7)	Breakfast Club - Julie Wellington	1 of 1	£25.00	16 May 2014		Cash
LS (Year 7)	Paris Trip	2 of 2	£5.00	15 May 2014		Cash
LS (Year 7)	hilltop	4 of 10	£16.00	14 May 2014		Cash
LS (Year 7)	hilltop	3 of 10	£16.00	13 May 2014		Cash
LS (Year 7)	ASC	1 of 1	£20.00	13 May 2014		Cash
LS (Year 7)	hilltop	2 of 10	£16.00	13 May 2014		Cash
LS (Year 7)	rainforest	1 of 1	£15.00	12 May 2014		Cash

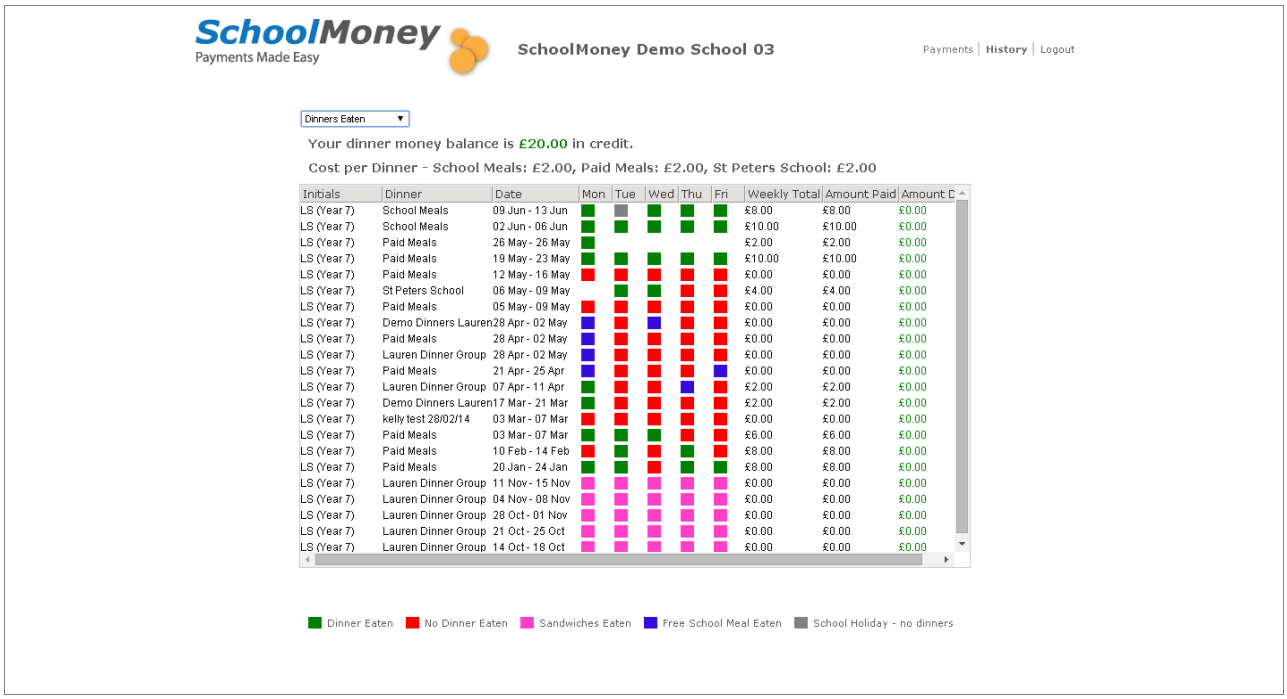
This will give you a view of everything that has been paid by you to the school. Both online transactions and payments made in school will show up here so you can always keep track of what you have paid.

Once you have finished looking into your history you can select the drop-down box top left. This will bring up a couple of other options.



		Instalment	Paid	Payment Date	Refunded	Payment Method
	o	10 of 10	£1.00	29 May 2014		Cheque
LS (Year 7)	London Zoo	1 of 1		29 May 2014	£13.00	Cash
LS (Year 7)	nursery fees June 14	1 of 1	£218.00	28 May 2014		Cash
LS (Year 7)	Jimmy's Farm	1 of 1	£10.00	23 May 2014		Cash
LS (Year 7)	Hengistbury Head	1 of 1	£7.50	22 May 2014		Cash
LS (Year 7)	battlefields	2 of 2	£75.00	21 May 2014		Cash
LS (Year 7)	London Zoo	1 of 1	£13.00	20 May 2014		Cash
LS (Year 7)	battlefields	1 of 2	£75.00	20 May 2014		Cash
LS (Year 7)	longleat	1 of 1	£12.00	20 May 2014		Cash
LS (Year 7)	Paid Meals	Credit	£20.00	19 May 2014		Cash
LS (Year 7)	Paid Meals	1 of 1	£10.00	19 May 2014		Cash
LS (Year 7)	Paid Meals	1 of 1	£2.00	19 May 2014		Cash
LS (Year 7)	london zoo	1 of 1	£5.00	19 May 2014		Cash
LS (Year 7)	b club	1 of 1	£15.00	19 May 2014		Cash
LS (Year 7)	The After School Music Club	1 of 1	£16.00	19 May 2014		Cash
LS (Year 7)	School Meals	1 of 1	£10.00	19 May 2014		Cash
LS (Year 7)	School Meals	1 of 1	£2.00	19 May 2014		Cash
LS (Year 7)	School Meals	1 of 1	£2.00	19 May 2014		Cash
LS (Year 7)	School Meals	1 of 1	£4.00	19 May 2014		Cash
LS (Year 7)	The After School Music Club	1 of 1	£20.00	19 May 2014		Cash
LS (Year 7)	The After School Music Club	Credit	£4.00	19 May 2014		Cash
LS (Year 7)	Breakfast Club - Julie Wellington	1 of 1	£25.00	16 May 2014		Cash
LS (Year 7)	Paris Trip	2 of 2	£5.00	15 May 2014		Cash
LS (Year 7)	hilltop	4 of 10	£16.00	14 May 2014		Cash
LS (Year 7)	hilltop	3 of 10	£16.00	13 May 2014		Cash
LS (Year 7)	ASC	1 of 1	£20.00	13 May 2014		Cash
LS (Year 7)	hilltop	2 of 10	£16.00	13 May 2014		Cash
LS (Year 7)	rainforest	1 of 1	£15.00	12 May 2014		Cash

Scroll down and select 'Dinners Eaten.' This will bring up a register of your child's dinners so that you can see clearly whether your child has been taking paid meals and how much this has cost. There is a key at the bottom to distinguish the colours.



The final option is 'Dinner Bookings.' If you have booked any dinners in advance they will show up here.

FAQ

Do I have to pay online?
Your school office may still allow you to make payments in school with cash, cheques, cards and vouchers. Please check with your school.

Do I have to pay for the whole expense in one go?
No, the school office may set up instalments for a payment. This will depend on the school and the type of payment.

What happens if I change my mobile number or email address?
Make sure any changes to your contact details are passed onto the school as soon as possible. If there are any delays you may not receive new payment messages, and you could have problems logging in to **SchoolMoney**.

Does SchoolMoney store my card details when I make a payment?
No, each time you start the payment process you will need to enter your card details. No confidential information is stored, making the process highly secure.

What happens if I have more than one child at the school?
For each child you will receive a text message and/or email stating you have a new payment to make. However if you sign in for one child's account the rest of their siblings payments can be viewed and paid for, making it easy and straightforward to pay for your children's expenses.

What happens if I forget my password?
The password and payment details will be in each payment message that the school sends out, so don't worry if you forget the password or delete the message the school has sent you. The school can also re-send your password details, just speak to someone in the school office

If you come across any problems with logging on or you would like to query anything showing on your system, please contact your school directly and if needed they will contact us.