SIR JOHN NELTHORPE SCHOOL

SCOPAY

GUIDE FOR PARENTS

MANAGING YOUR SCOPAY ACCOUNT

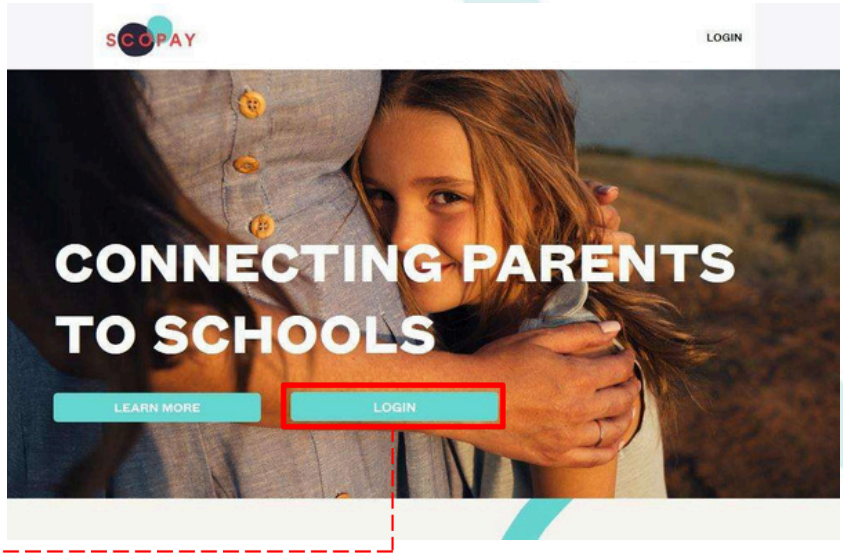
If you have any questions or need help with your SCOPAY account, please email finance@nelthorpe.org.uk or call us on 01652 656551

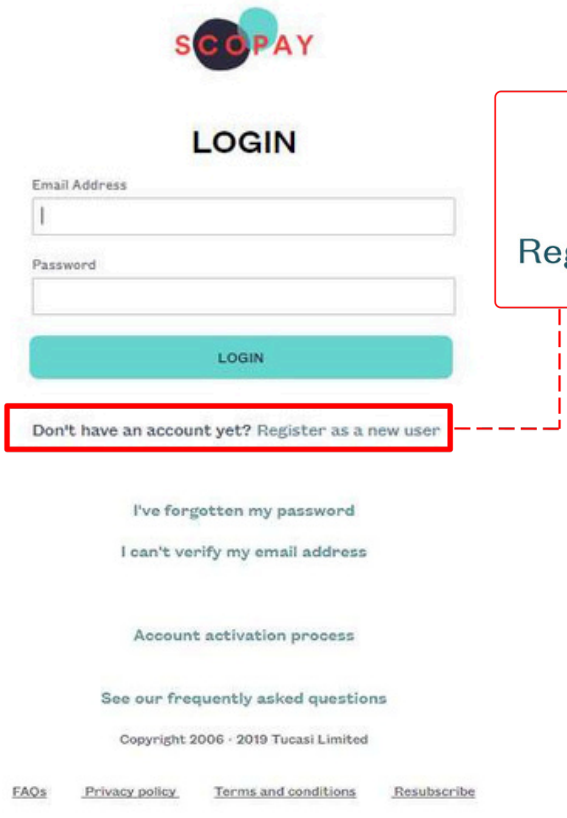
HOW TO REGISTER YOUR CHILD'S SCOPAY ACCOUNT

ⓘ If you already have an account for a child at this school or at another school, it is not necessary to create a new account. Simply refer to the section below How to link your child to an existing SCOPAY account.

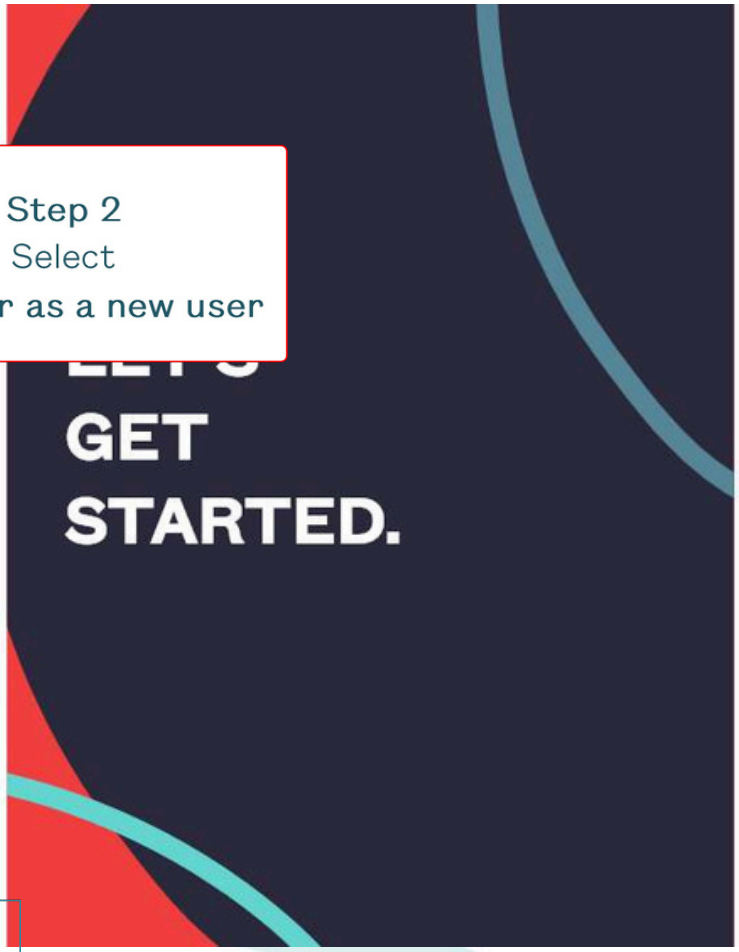
To enable you to register your child's SCOPAY account you will need a letter or email from your school with a unique Link Code. You will also need an active email address. Once your account is created, you will receive an email with a link which will enable you to verify the account.

Step 1
Using the letter or email sent to you by your child's school, go to the www.scopay.com website or SCOPAY MobileApp and select
LOGIN



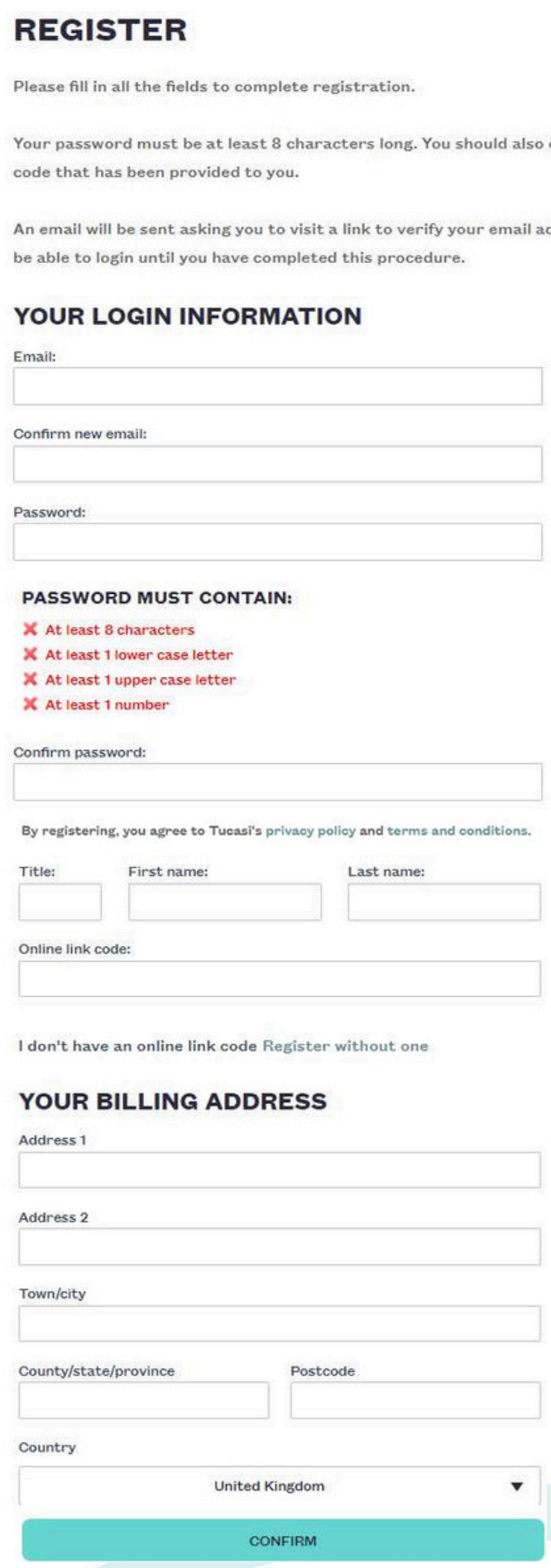


Step 2
Select
Register as a new user



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

Step 3
Complete the Login and Registration information



USEFUL NOTES

Enter your full **Email address.**

Enter your full email address again to verify that you have typed it correctly.

Enter a **Password** which contains:

- ✓ At least 8 characters (letters or numbers)
- ✓ At least 1 lower case letter
- ✓ At least 1 upper case (capital) letter
- ✓ At least 1 number

Enter the Password again to verify that you have typed it correctly.

Enter your **Title** (Mr, Mrs, Miss, Ms, Dr) **First name** and **Last name**

Enter the **Online link code** provided by your school (copy and paste the link code if it was emailed to you).

Note that the Online link code is for one time use only. It is no longer needed once your account has been activated. If you require a second link code for another parent or carer, please contact the school.

Enter your full **Billing Address.**
The billing address must match the address of the bank card you will use for online payments.

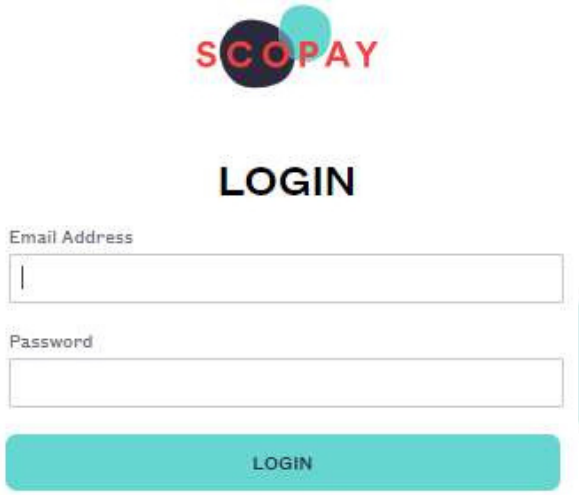
Tap on CONFIRM

You will receive an email with an activation link. Tap on the link to verify the account. If you don't receive the email, check your Spam or Junk folder.

HOW TO LINK YOUR CHILD TO AN EXISTING SCOPAY ACCOUNT

ⓘ If you already have a SCOPAY account for a child at this school or at another school, or for yourself if you are staff, it is not necessary to create a new account.

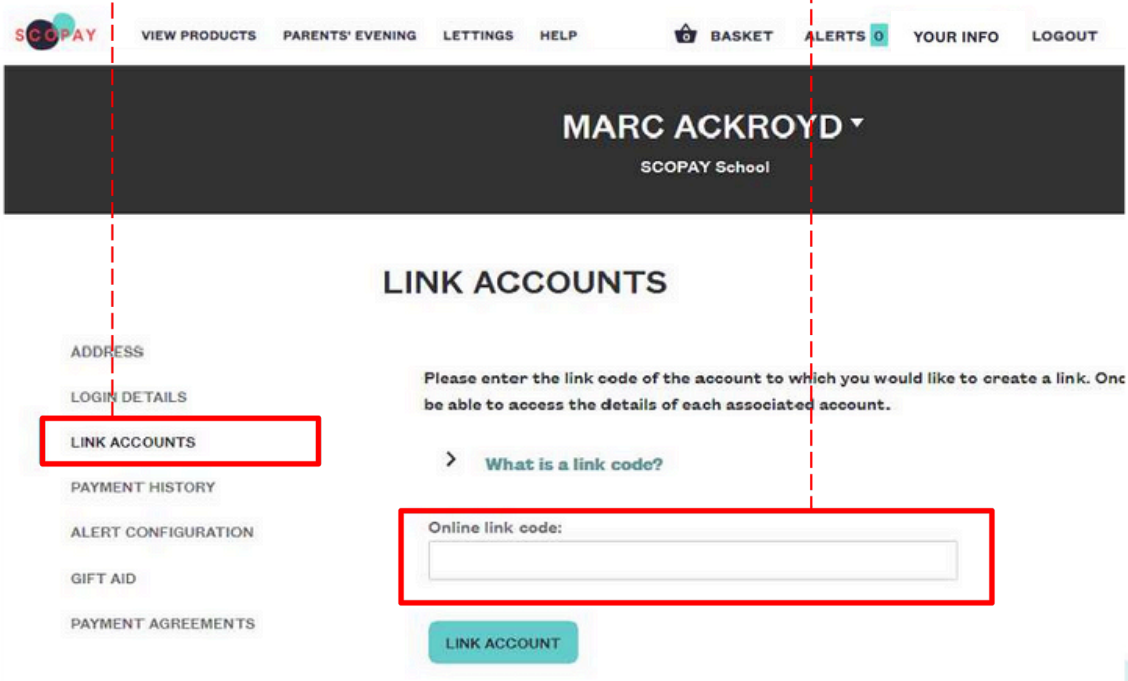
Step 1
Go to the www.scopay.com website or SCOPAY MobileApp and login with your email address and password





Step 2
Tap on **YOUR INFO** at the top right of the screen

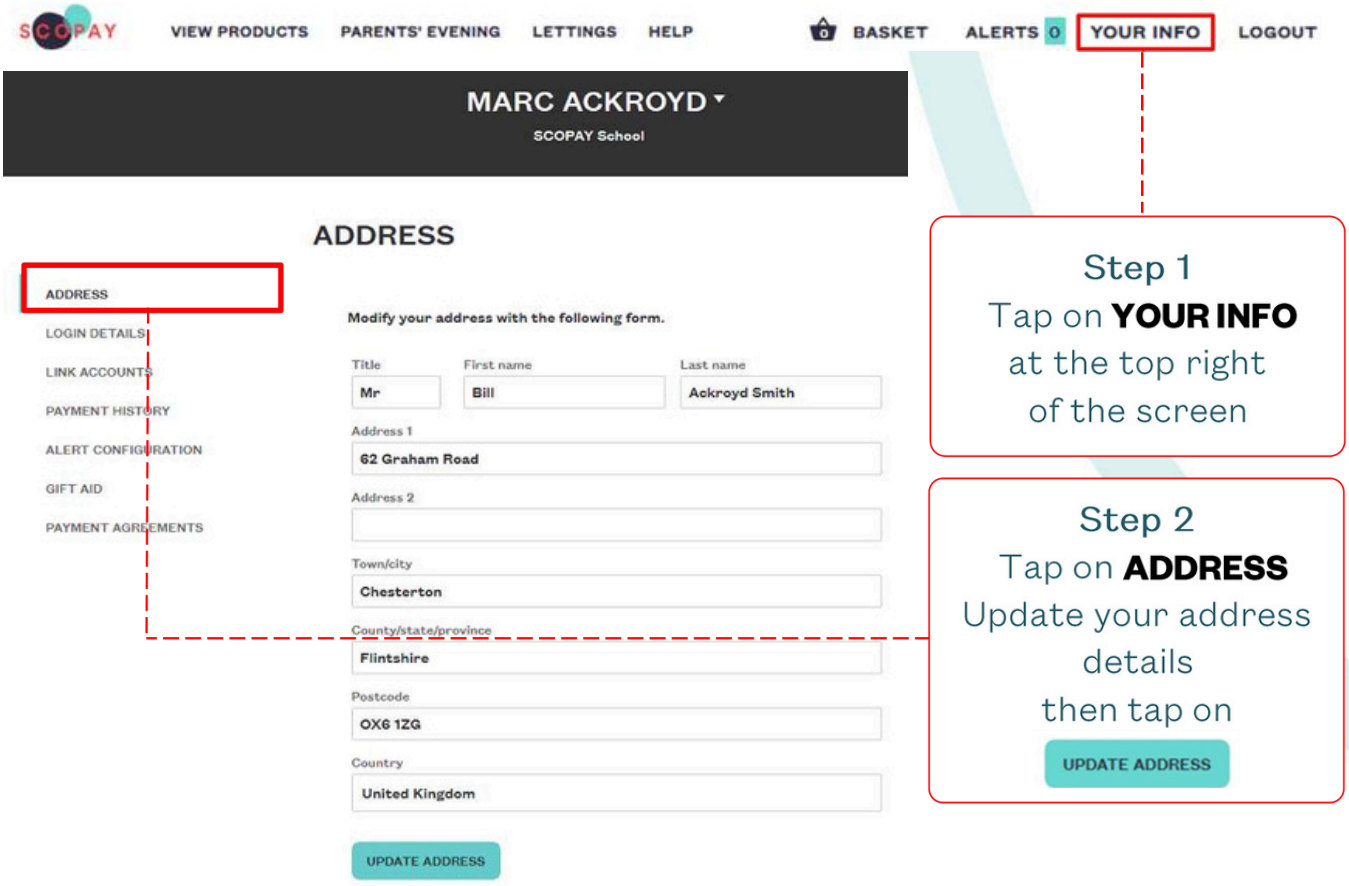
Step 3
Tap on **LINK ACCOUNTS** and enter the **Online link code** for the new child/pupil



Once linked, to switch between each child, tap on the child's name at the top of the screen and select another child.

HOW TO UPDATE YOUR BILLING ADDRESS

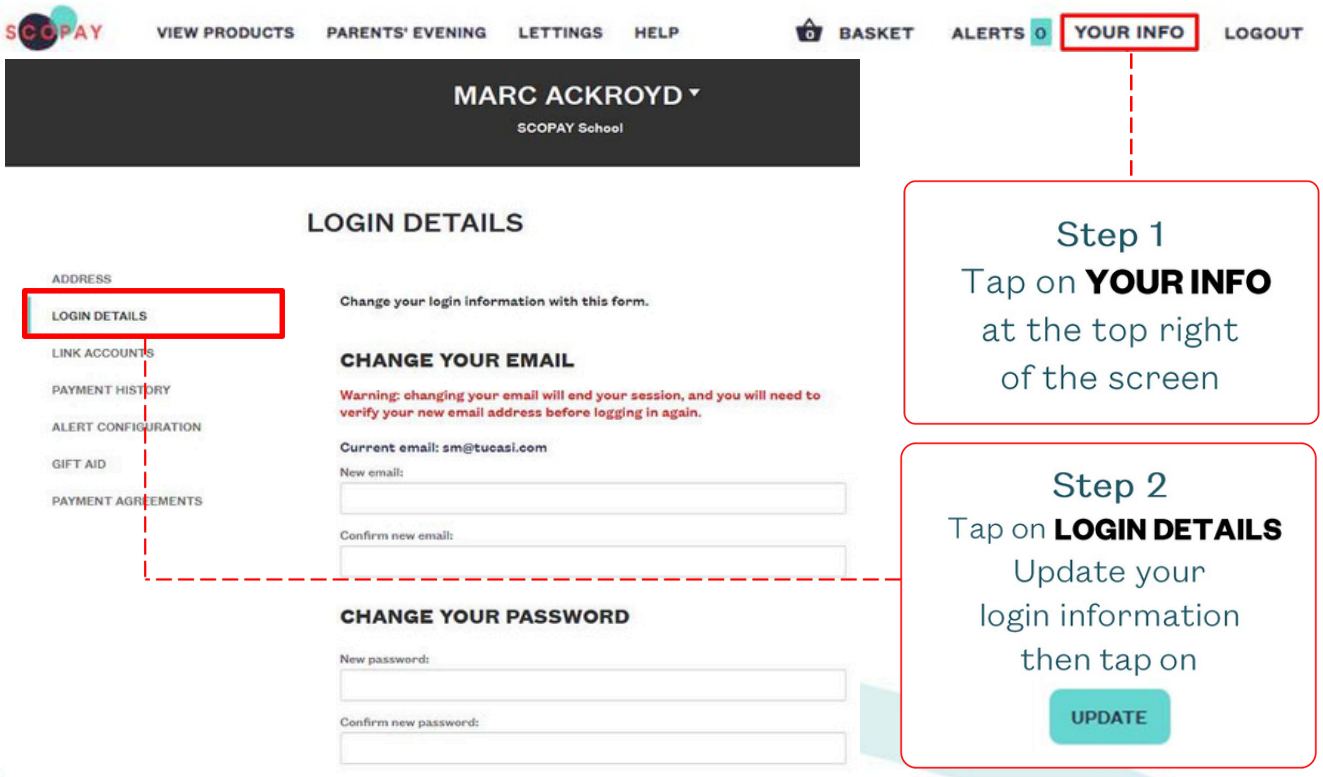
ⓘ The billing address must match the address of the bank card you will use for online payments.



Step 1
Tap on **YOUR INFO**
at the top right
of the screen

Step 2
Tap on **ADDRESS**
Update your address
details
then tap on
UPDATE ADDRESS

HOW TO CHANGE YOUR LOGIN DETAILS

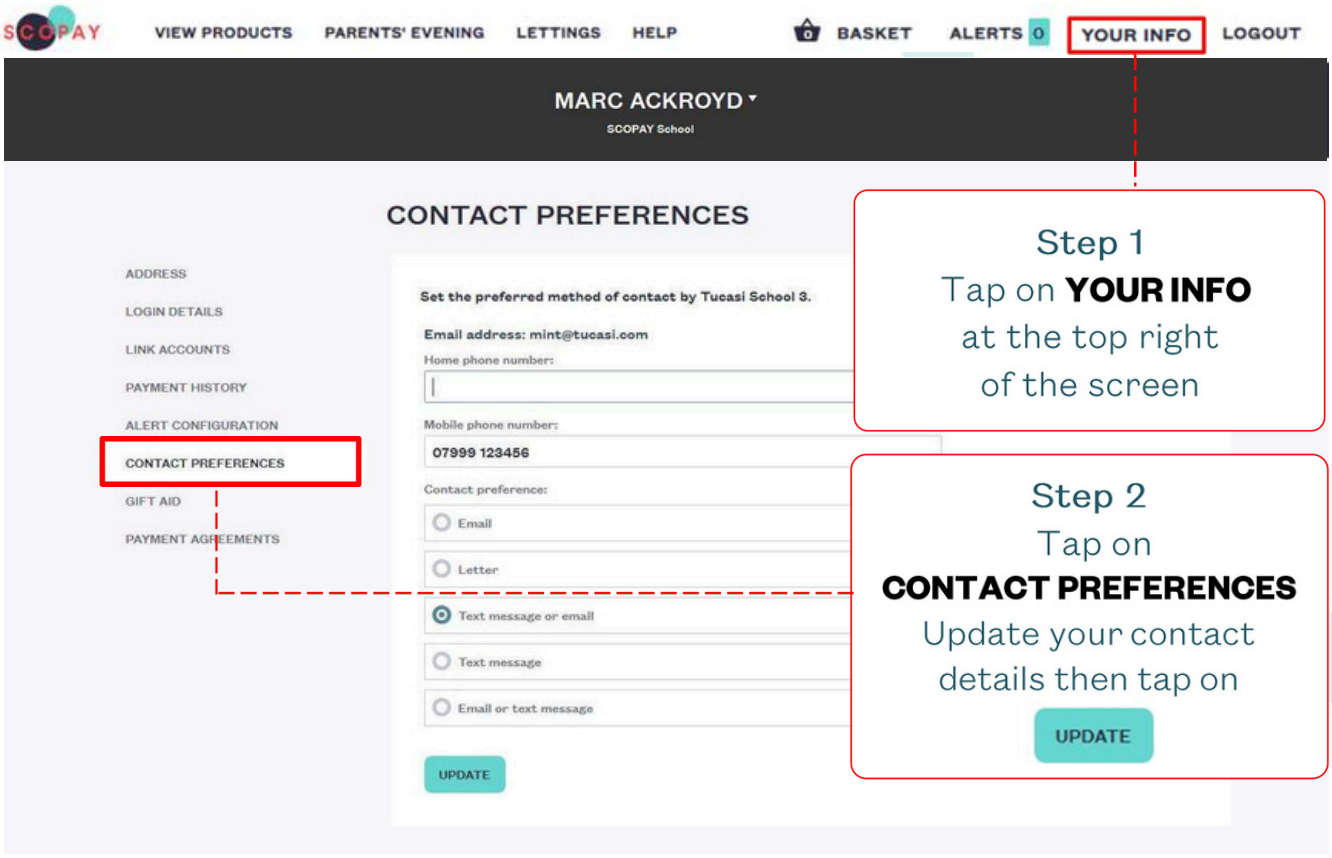


Step 1
Tap on **YOUR INFO**
at the top right
of the screen

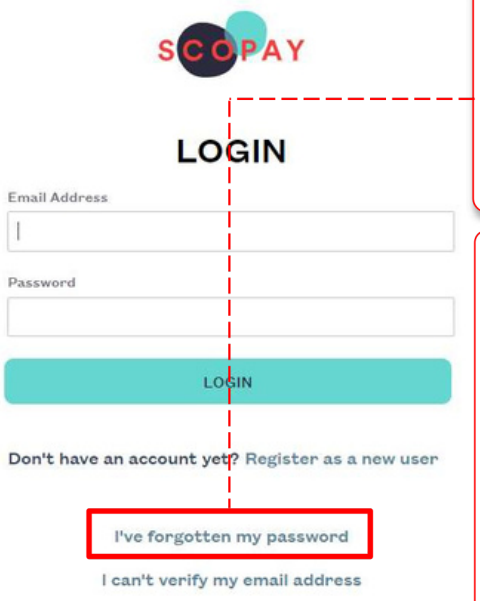
Step 2
Tap on **LOGIN DETAILS**
Update your
login information
then tap on
UPDATE

HOW TO CHANGE YOUR CONTACT DETAILS

ⓘ You will only see the **CONTACT PREFERENCES** option if your child's school has purchased the SCO Communications module and have opted for you to update your own contact details.



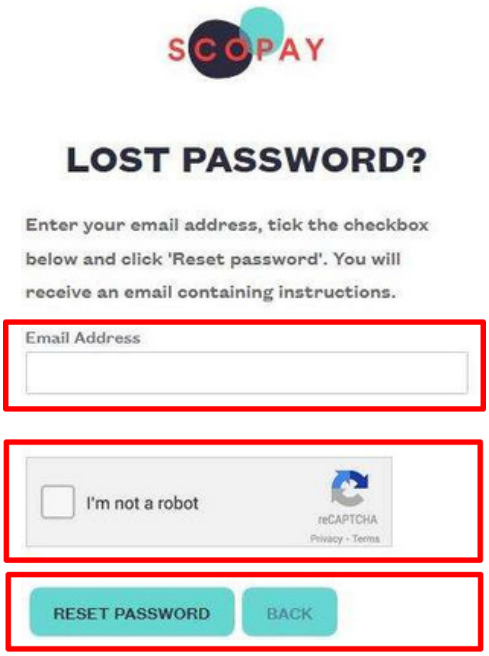
HOW TO RESET YOUR PASSWORD



Step 1
On the SCOPAY
LOGIN screen tap on
I've forgotten my password

Step 2
Enter your **Email Address**,
tick **I'm not a robot** and
Tap on RESET PASSWORD

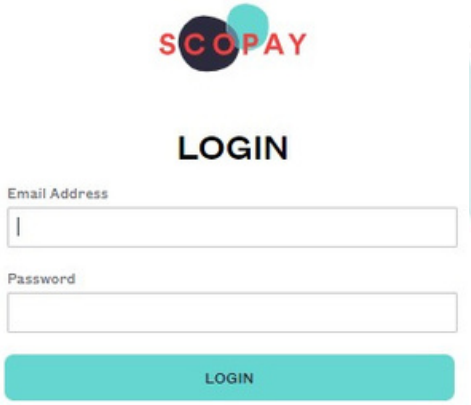
You will receive an email with a link to reset your password.
If you don't receive the email, check your Spam or Junk folder.
If you still don't receive an email ask the school to check which email address you used to create your account.

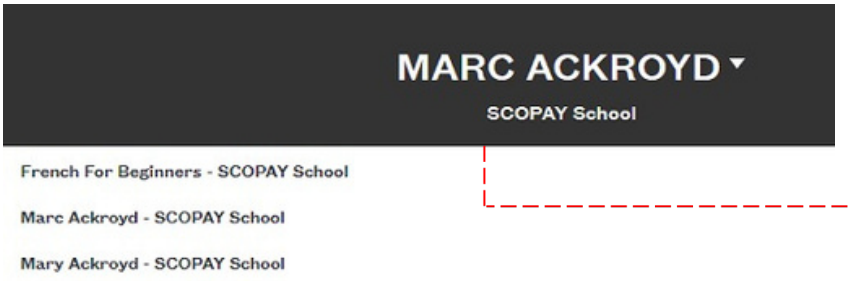


HOW DO I ADD ITEMS TO MY BASKET?

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



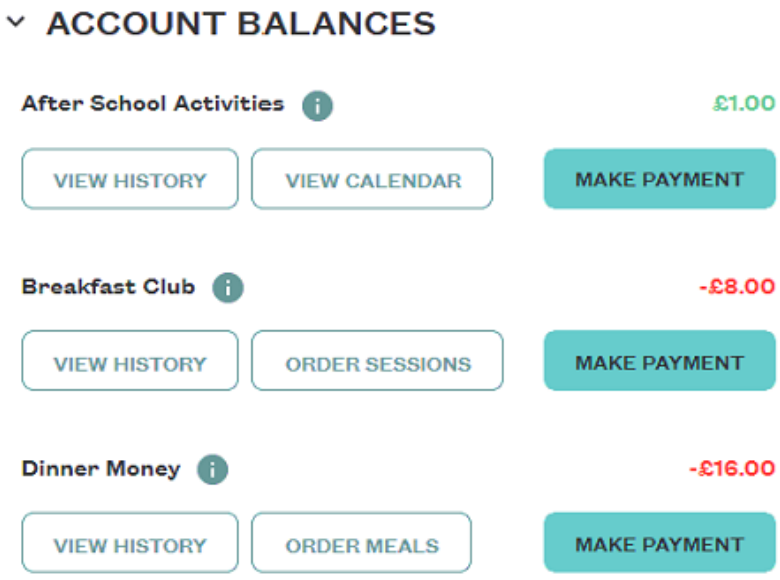


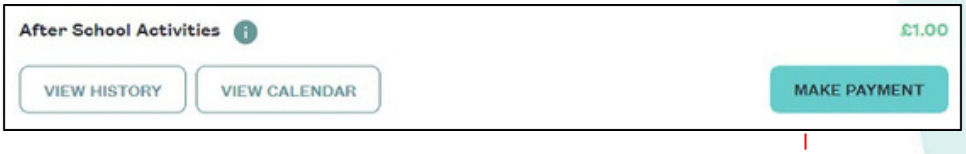
Step 2
Select the child you wish to make a payment for

Step 3
Tap the item name or the



button to view further details



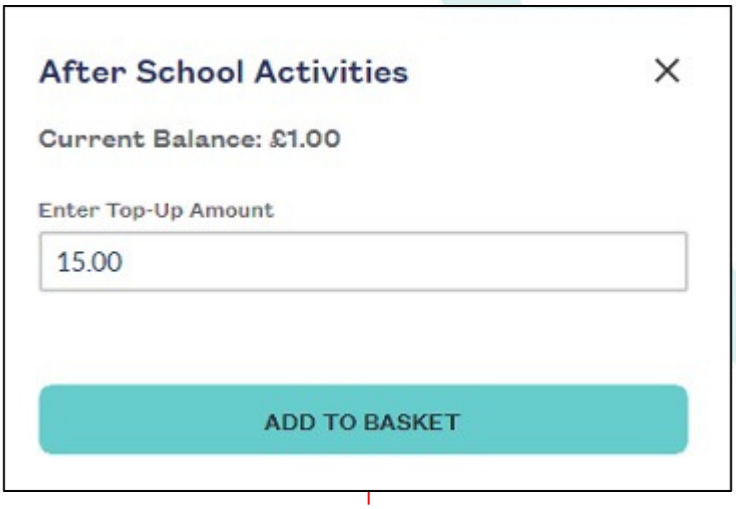


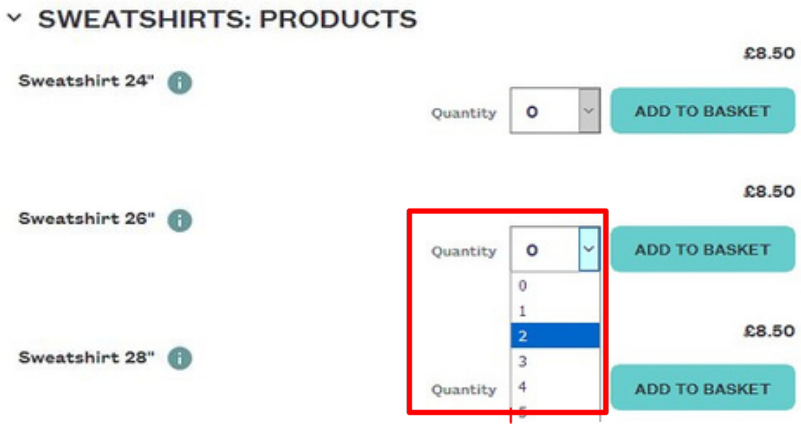
Step 4
Top up an item by tapping

MAKE PAYMENT

Step 5
Enter the amount you wish to pay an
d tap

ADD TO BASKET





Step 6
If it's a product, you wish to buy such as uniform or books, tap the down arrow to select the Quantity and tap

ADD TO BASKET

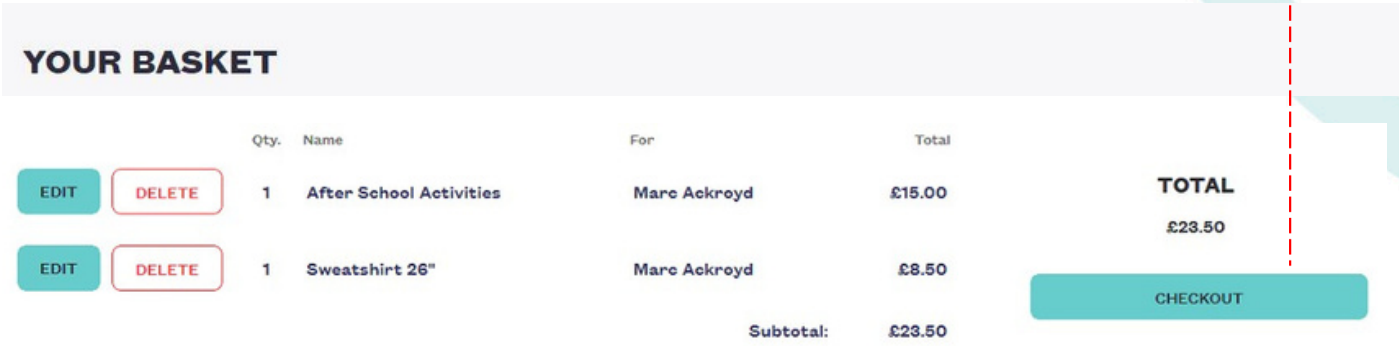
HOW DO I CHECKOUT USING A NEW CARD?

Step 1
Tap on your basket



Step 2
Check the items in your basket and edit if necessary.

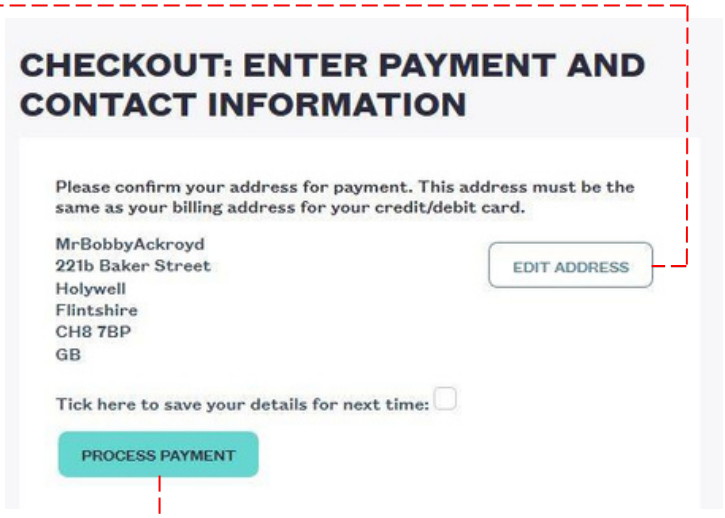
Tap CHECKOUT



Step 3
Confirm your billing address.

Tap EDIT ADDRESS to make any changes.

The billing address must match the address of the bank card you will use for online payments.



Step 4
Select **Tick here to save your address details for next time**

Step 5
Tap PROCESS PAYMENT

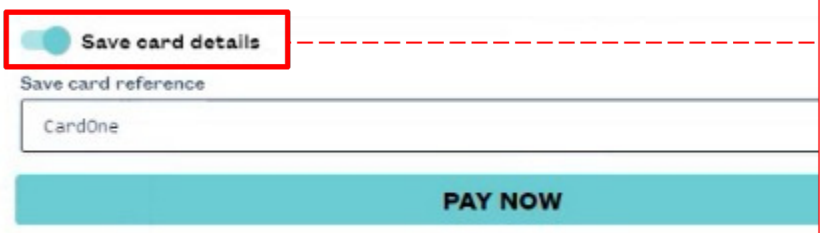
Step 6

Select your payment method, enter your card details and tap

PAY NOW

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





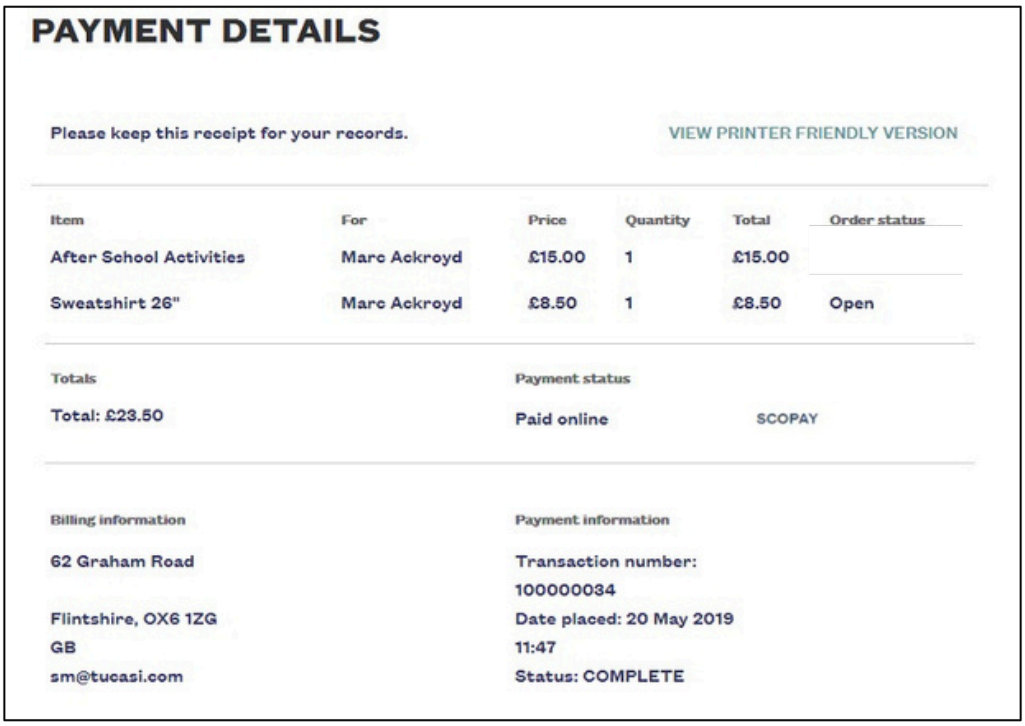
Step 7

If you choose to **Save card details**, then you will need to enter a **Saved Card Reference**

Step 8

After selecting **PAY NOW** you may need to authorize the payment in your banking app. Then your receipt will be displayed on SCOPAY and you will receive an email confirming your purchase

(remember to check your email spam/junk folder)



PAYMENT DETAILS

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
Total: £23.50

Payment status
Paid online SCOPAY

Billing information
62 Graham Road
Flintshire, OX6 1ZG
GB
sm@tucasi.com

Payment information
Transaction number:
100000034
Date placed: 20 May 2019
11:47
Status: COMPLETE

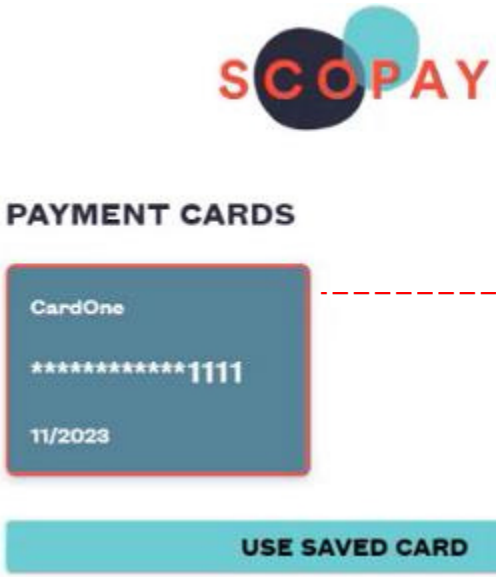
☐☐ Your child's balance will be updated on SCOPAY and in school.
Note that for secondary schools topping up canteen accounts, it might take up to an hour for the canteen to pull the payments down to their system.
Please check with the school office for further information.

HOW DO I CHECKOUT USING SAVED CARD?

Step 1
After checking out your basket and selecting to **Process Payment**, if you have a saved card you can choose

USE SAVED CARD





Step 2
Select the relevant payment card and select

USE SAVED CARD

Step 3
You may need to authorize the payment in your Mobile Banking App. Then your receipt will be displayed on SCOPAY and you will receive an email confirming your purchase
(remember to check your email spam/junk folder)

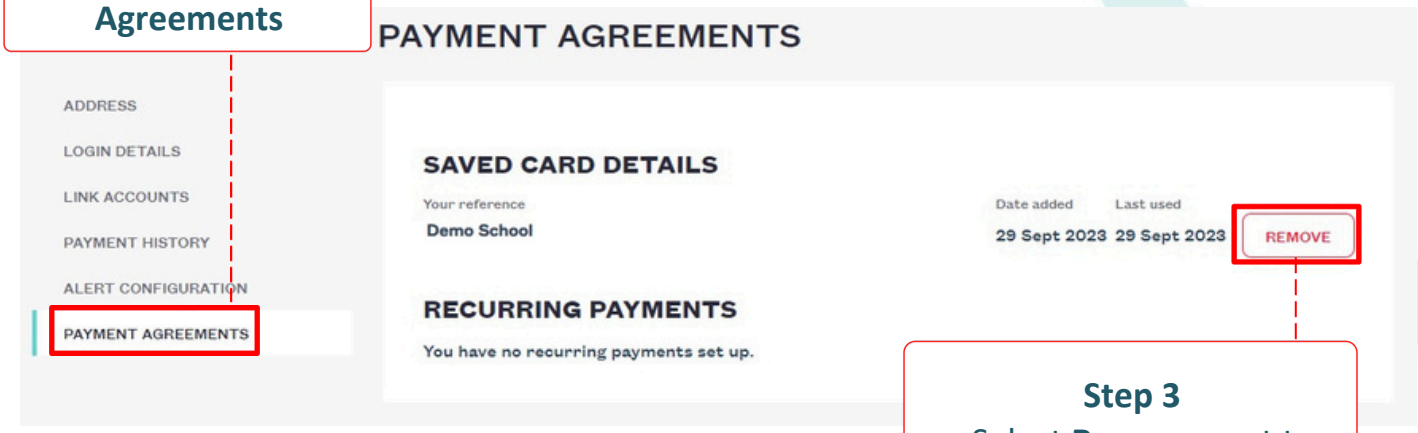
☐☐ Your child's balance will be updated on SCOPAY and in school.
Note that for secondary schools topping up canteen accounts, it might take up to an hour for the canteen to pull the payments down to their system.
Please check with the school office for further information.

HOW DO I REMOVE A SAVED PAYMENT CARD?

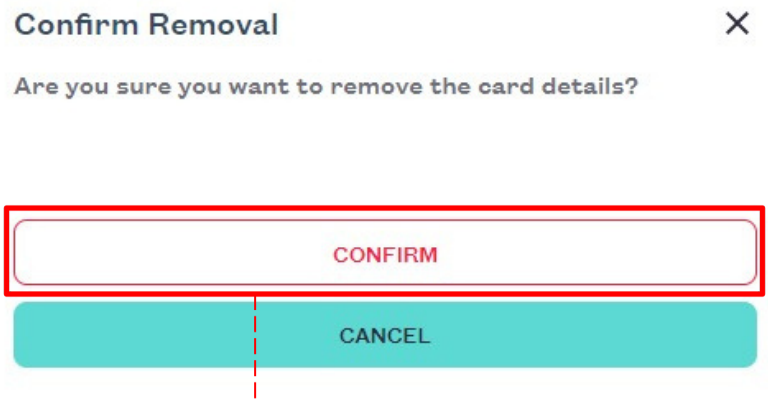


Step 1
Select on **Your Info** at the top right of the screen

Step 2
Select **Payment Agreements**



Step 3
Select **Remove** next to the details you wish to delete.



Step 4
Select **Confirm**

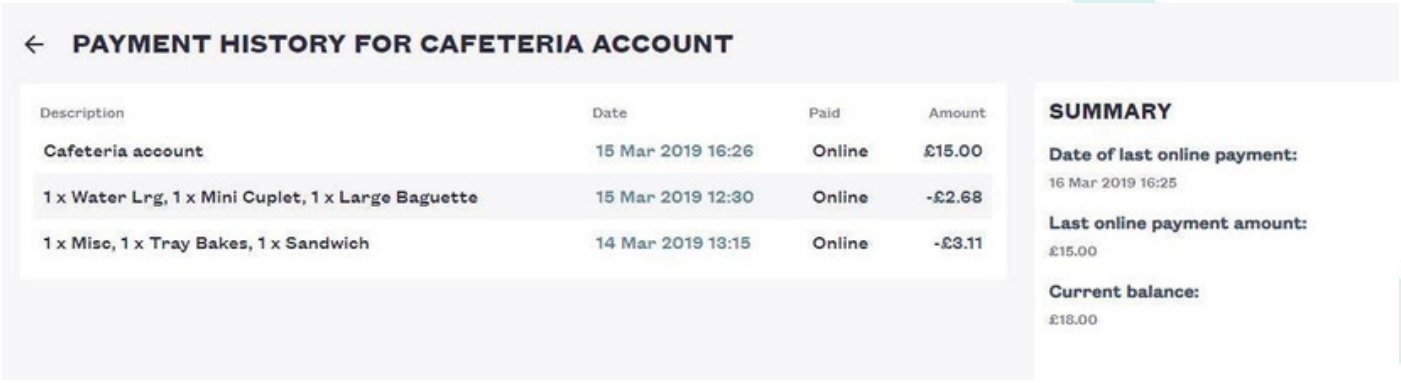
HOW DO I VIEW MY CHILD'S SCOPAY HISTORY?

Under **Cafeteria account** tap

VIEW HISTORY

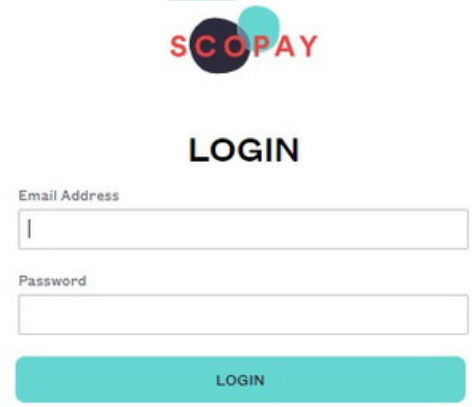


You will see all online payments and the purchases made in the cafeteria.



HOW DO I SET UP ALERTS AND NOTIFICATIONS?

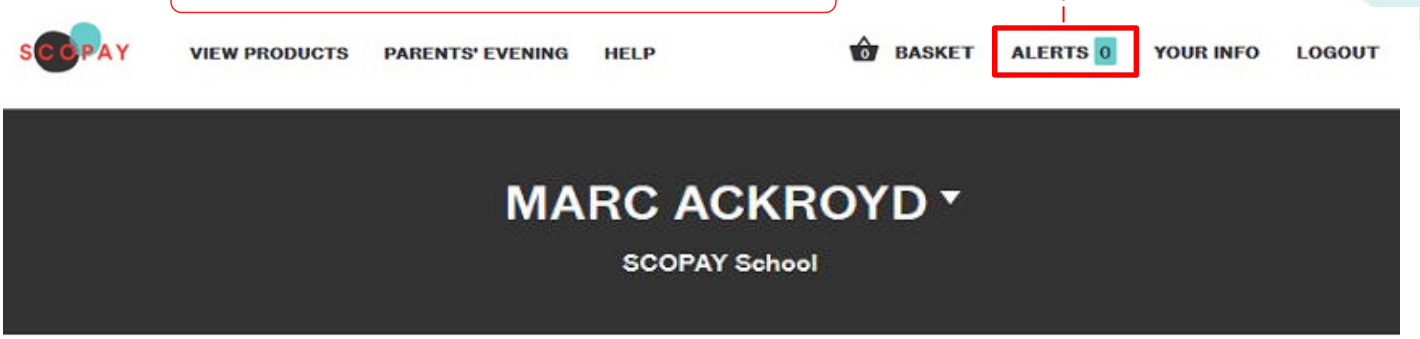
Step 1
Go to the www.scopay.com website or the SCOPAY Mobile App and login with your email address and password



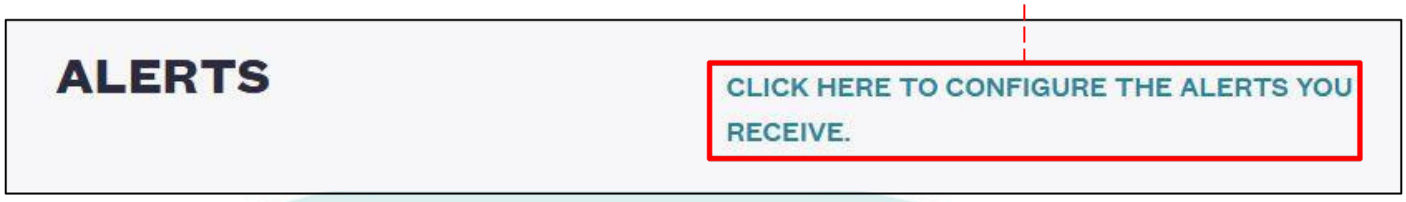
Step 2

Select ALERTS at the top right of the screen

On the SCOPAY app you will find this under the Menu icon (top left), SETTINGS, Configure alerts



Step 3
Select CLICK HERE TO CONFIGURE THE ALERTS YOU RECEIVE



Step 4
Tap **Receive Alerts (notifications)** and **Email** for any items you wish to receive alerts for



Step 5
Enter an amount to trigger alerts when your balance reaches this level

Account balances

Receive alerts when one of your accounts' balances drops below a configured amount. Note: account balances relate to dinners / cashless catering / clubs - if provided by the school.

Send alerts when balance is below £ 5.00

New trip or event available

Receive alerts when a new trip or event becomes available online.

New product available

Receive alerts when a new product becomes available online.

Trip payment reminder

Receive alerts when payments for trips are due.

Send daily alerts starting 1 day(s) before the payment is due

UPDATE

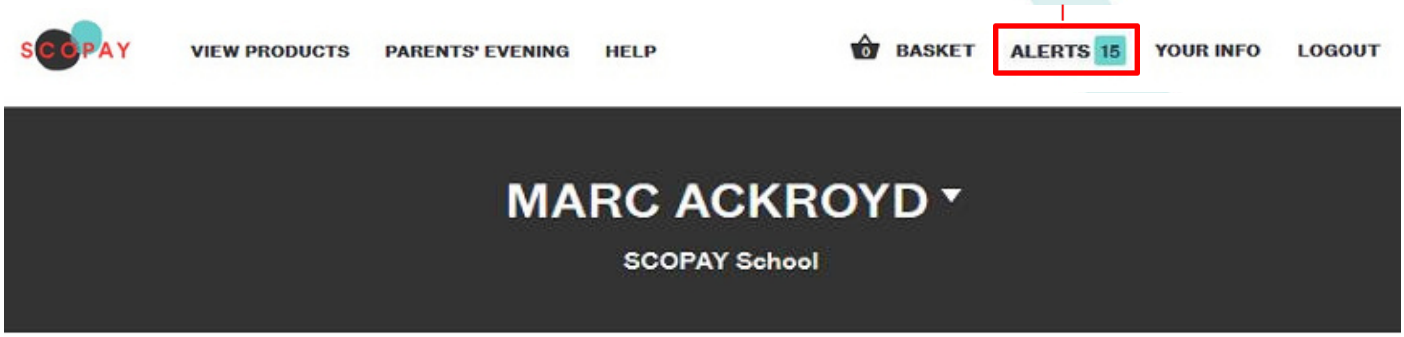
Step 6
Tap UPDATE

HOW DO I VIEW ALERTS THAT I HAVE RECEIVED?

Alerts will be sent by notification or email to the address used to log in to your SCOPAY account. Alerts can also be viewed in SCOPAY.

Step 1
Select **ALERTS** at the top right of your SCOPAY screen

On the SCOPAY app you will find this under the Menu icon, ALERTS



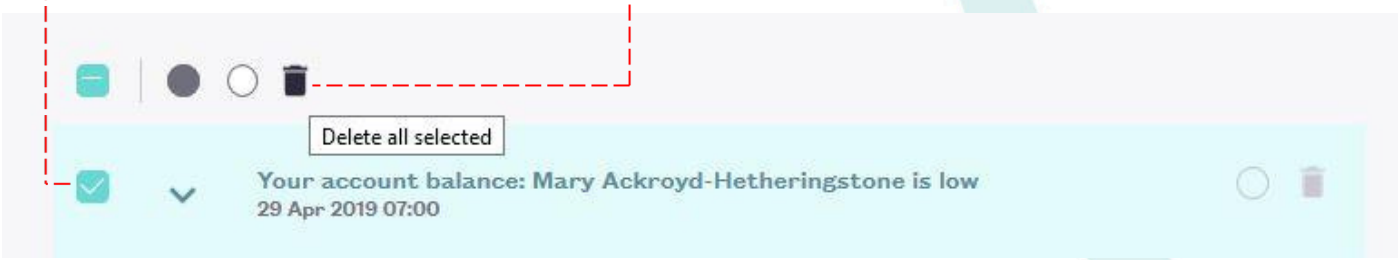
Step 2
Any alerts will be displayed



HOW DO I DELETE ALERTS?

Step 1
Select all alerts to delete

Step 2
Tap on the **Trash** icon



Step 3
All alerts will be deleted

