MULLAGLASS PRIMARY SCHOOL

8 Goragh Road
Newry
Co. Down
BT35 6PZ

Tel. No. 028 30830 229

Thursday 24th September 2020

Dear Parents,

I hope everyone is keeping safe and that all the children are enjoying being back at school. We launched our text service a few weeks ago. This will keep parents up-to-date with instant notifications and information moving forward.

We are delighted to inform you that we have recently signed up to the online payment system **SchoolMoney**. This means that you will now have the facility to make payments for school expenses, such as dinners and clubs, online with your debit or credit card.

This new payment system will benefit both us as a school and you as a parent. Not only will you be able to pay for items from the comfort of your own home but you will also be able to access your account at any time to see if there is anything you need to pay for. **SchoolMoney** will enable us to experience a more streamlined, cost-effective and efficient payment system in a secure and safe environment.

You won't need to sign up to this system as this is done automatically through the school. We sent the primary parent contact a password today (24.09.2020). This password will give you access to your **SchoolMoney** account where you can pre-book dinners and clubs each week.

To log into **SchoolMoney**, visit the website www.eduspot.co.uk and click on the sign in button in the top right hand corner. In the drop down, select the **SchoolMoney Parent Login** option and this will send you through to a page where you need to enter your mobile number, email address, the password we have sent to you, and your child's first name.

Key Questions / Information

***All bookings and payments for the week must be made by 11:59pm each Sunday night for the new week.**

How do I get logged in?
The primary contact parent, that was stated on the data collection forms in August, would have received a text with the password today (24th September 2020). This will need to be used when logging in. You will then automatically reset the password to one that you will remember.

Can two parents use the service from different phones?

Yes. This can be achieved by using the primary parent's contact details when logging in from another phone. If you need it set up that both parents have access, using different mobile numbers, please contact the school.

Do I have to use the SchoolMoney for a week where my child is not taking dinners?
Yes, if your child is taking school lunches, you still must log into SchoolMoney and book school lunch for the week – you will not be charged for this.

What if my child is free school meals (FSM)?
You simply click days required for dinners and you will not be charged from your basket.

What if my child off school?
If your child is off school and unable to take a paid dinner or attend a paid club, the amount will be credited to your SchoolMoney account.

Can I download the app?
Yes, you can download the **Teachers2Parents** app and this will give you access to payments as well as using the webpage.

I know it will take a few weeks for parents to fully use the payment system confidently and I envisage technical issues for everyone along the way. Any issues logging in etc. please don't panic and you can use the postbox for your dinner and club money next week. However, I would encourage all parents to use the payment system moving forward in order to keep the school safe and more efficient.

Please find attached a Parent User Guide how to log into your SchoolMoney account. Any issues, please feel free to contact the school for support.

Yours faithfully

Mr P Greenaway
Principal

1. Logging into SchoolMoney

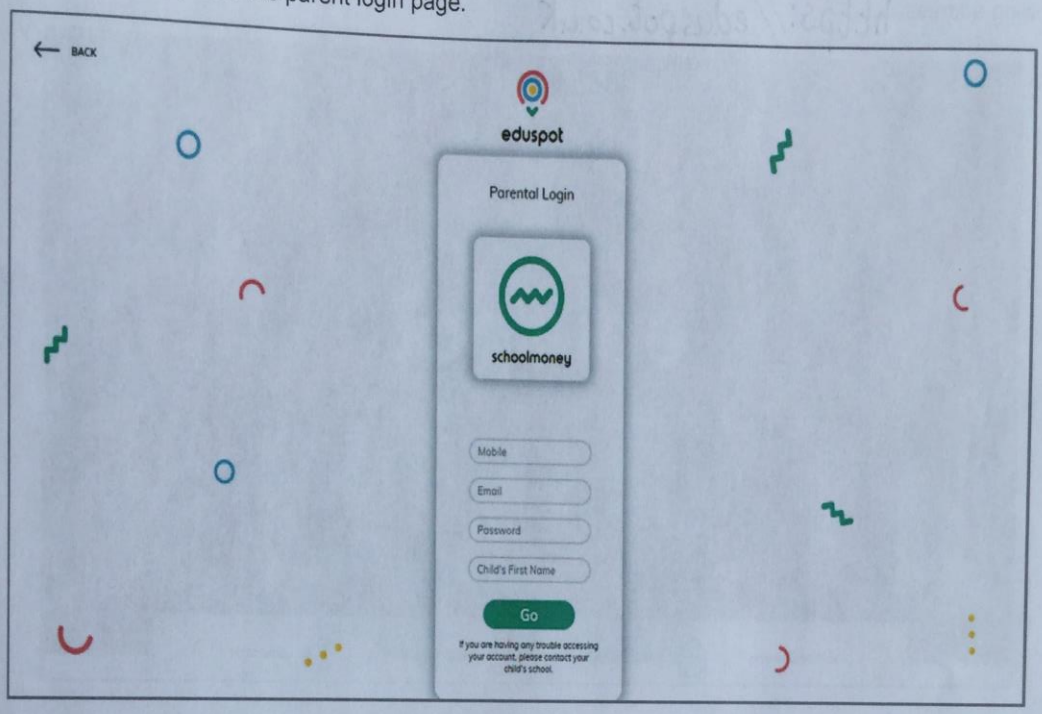
To log into your **SchoolMoney** account, you will first need to open a webpage on your device and enter the following address: https://eduspot.co.uk

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 – main contact parent will have received today 24.9.20
- Your child's first name

Press Go when you are ready.

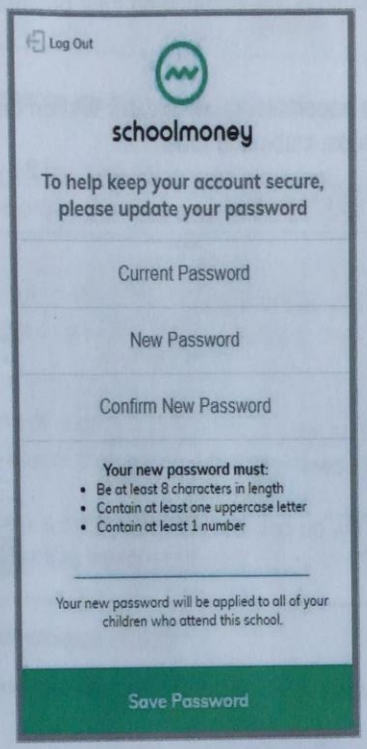
Please note: *The school will have sent you a password via text/email. If you have not received a message with a password in it, please contact the school directly to request one.*

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.



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.*

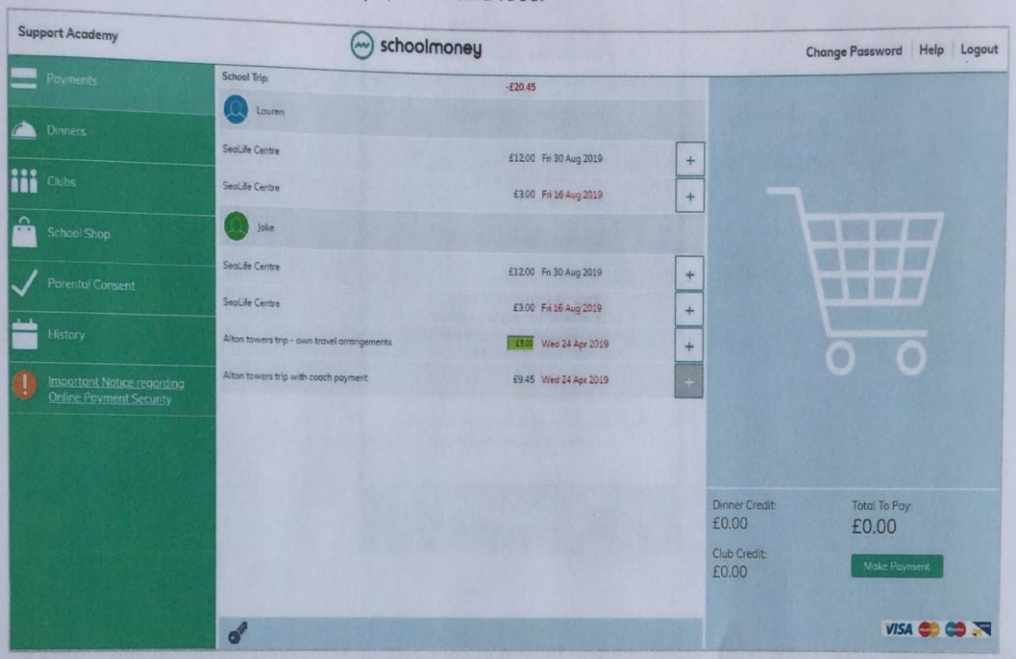
Once you are happy with your new password press Save and you will proceed to your account.

2. Making a Payment

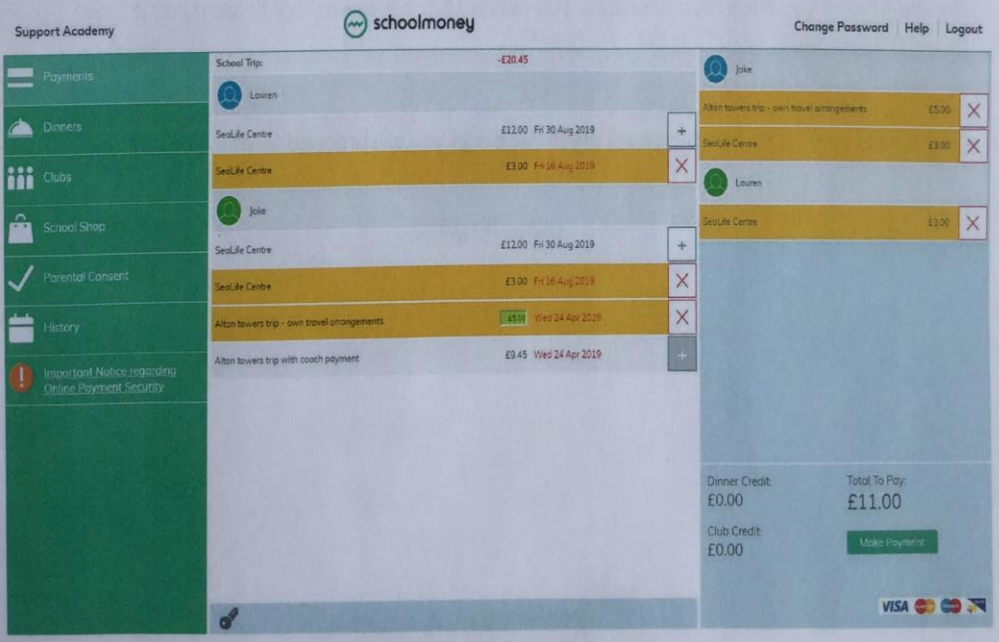
Once you have logged into your account, you will then be able to make payments for your child.

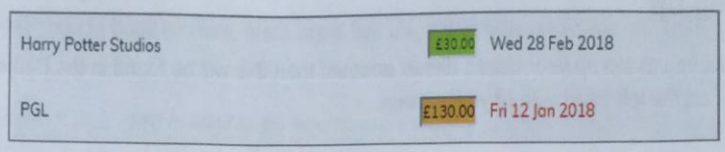
If you have more than one child that attends the school then their payments will show beneath their names. Names are listed alphabetically.

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.



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.





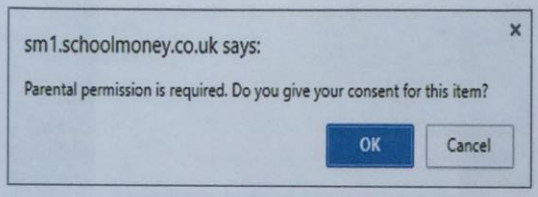
You may find that some of your payments are highlighted in a different colour:

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.

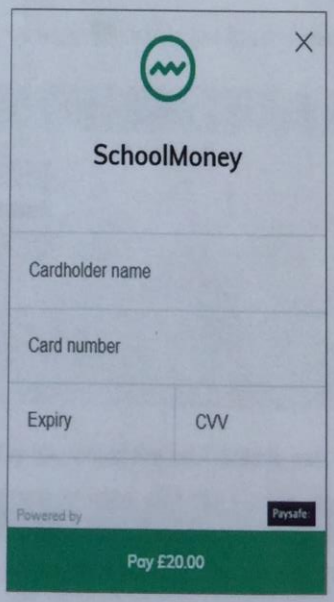
You will also be able to see that some of your due dates are in grey and some of them are in red. The due dates that are marked in red are payments that are overdue and need to be paid as soon as possible.

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.**



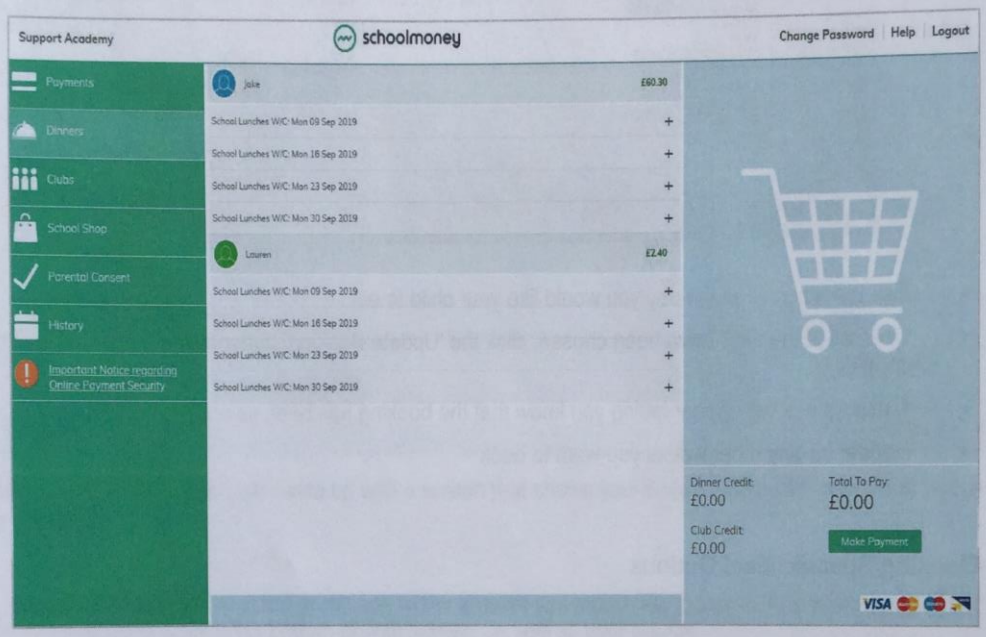
A confirmation pop up will appear once you have selected 'Pay Now' so that you know the details have been processed and you will receive an email receipt shortly afterwards.

3.2 Dinner Bookings

If your school wants you to book dinners, there are a few ways that they could ask you to do this.

> ***Please note:*** *If your child is eligible for free school meals or universal infant free school meals then you can book as normal but you will not be charged.*

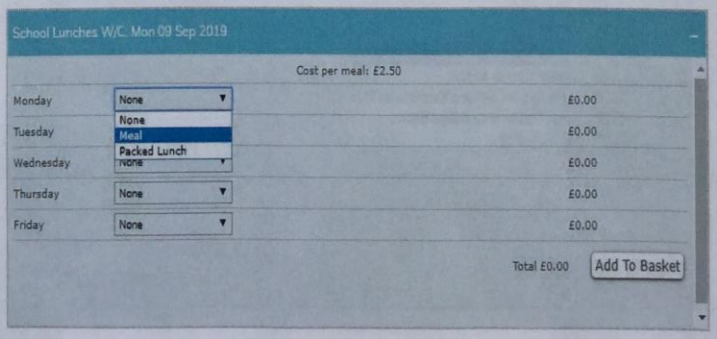
Regardless of the various options, the first thing that you need to do is go to Dinners in the options menu. This will take you to a screen which will show each of the dinner weeks that are available to pre-book under your child's name.



Pre-Booking Dinner Days

If your school requests you pre-book dinner days for your child:

- Select the + sign next to the week you would like to pre-book

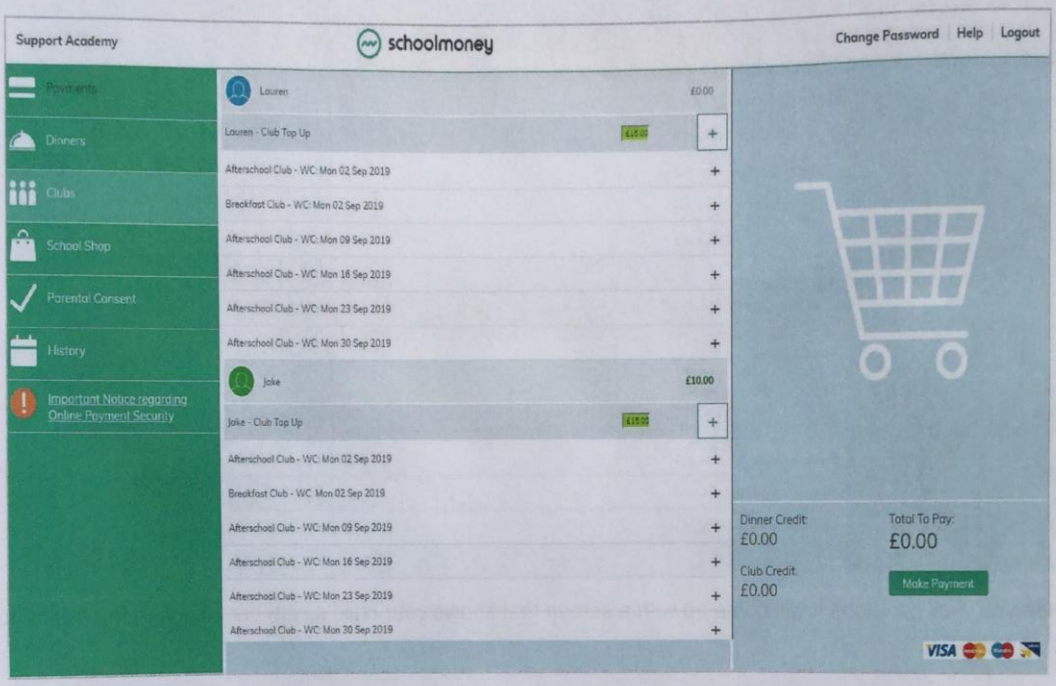


- Tick the box next to the day you would like your child to eat
- Once all of the days have been chosen, click the 'Update Booking' button in the bottom right hand corner
- A pop up box will appear letting you know that the booking has been saved
- Repeat for any other weeks you want to book

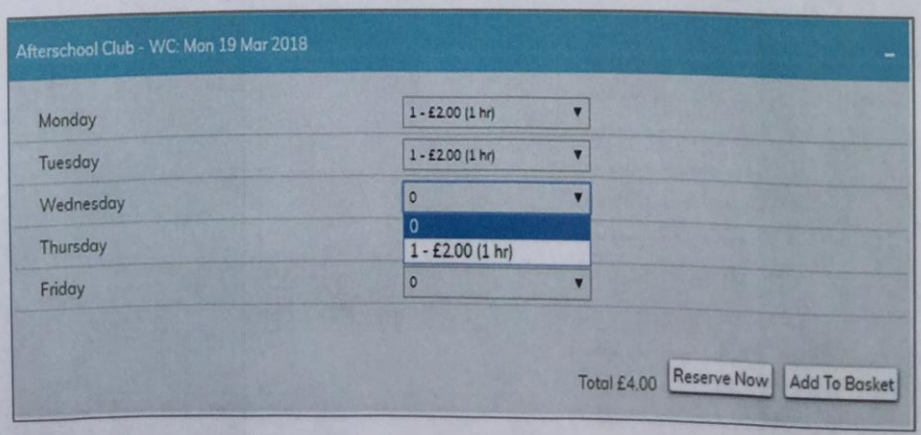
4.2 Club Bookings

If your school asks you to pre-book your child's club sessions then this will be found in the Clubs section of the options menu.

Each club that is available to book will appear underneath your child's name and will be listed in date order. They appear on a week by week basis.

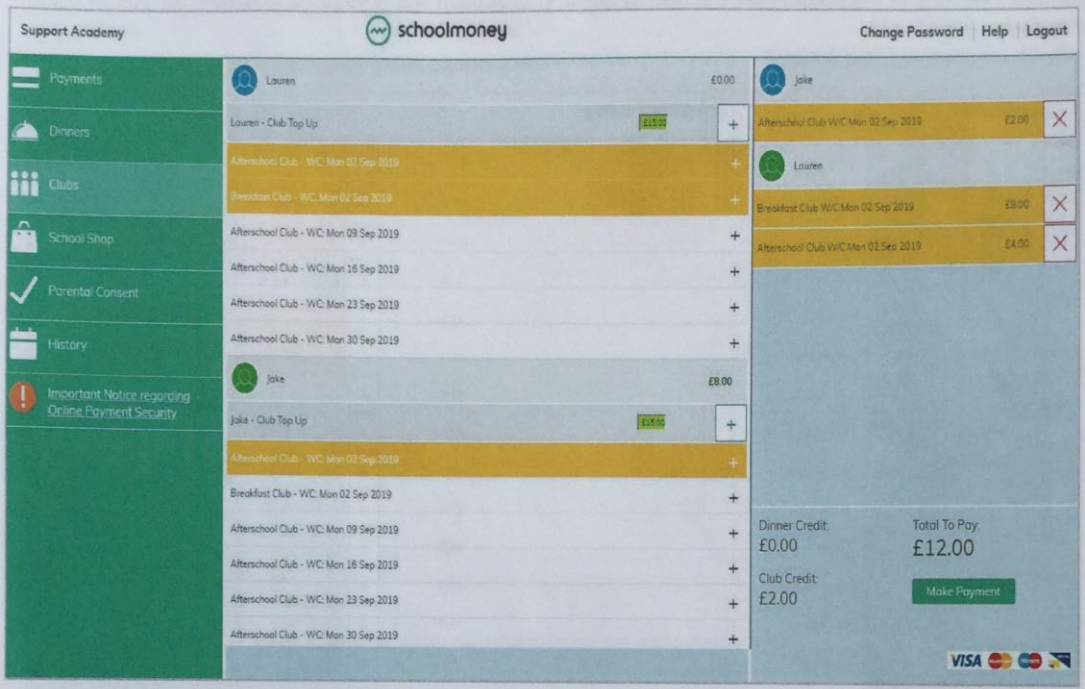


- Click on the + sign next to the week you would like to pre-book. This will open the booking and show you the days that are available
- Click on the drop down box next to the day you would like to book and choose the session you need



- Once all sessions have been chosen, click 'Add to Basket' or if available and you do not want to pay yet, 'Reserve Now' in the bottom right hand corner.

Please Note: *Reserve Now may not be a feature available when booking. Allowing reservations for sessions without payment, is at the discretion of the school.*



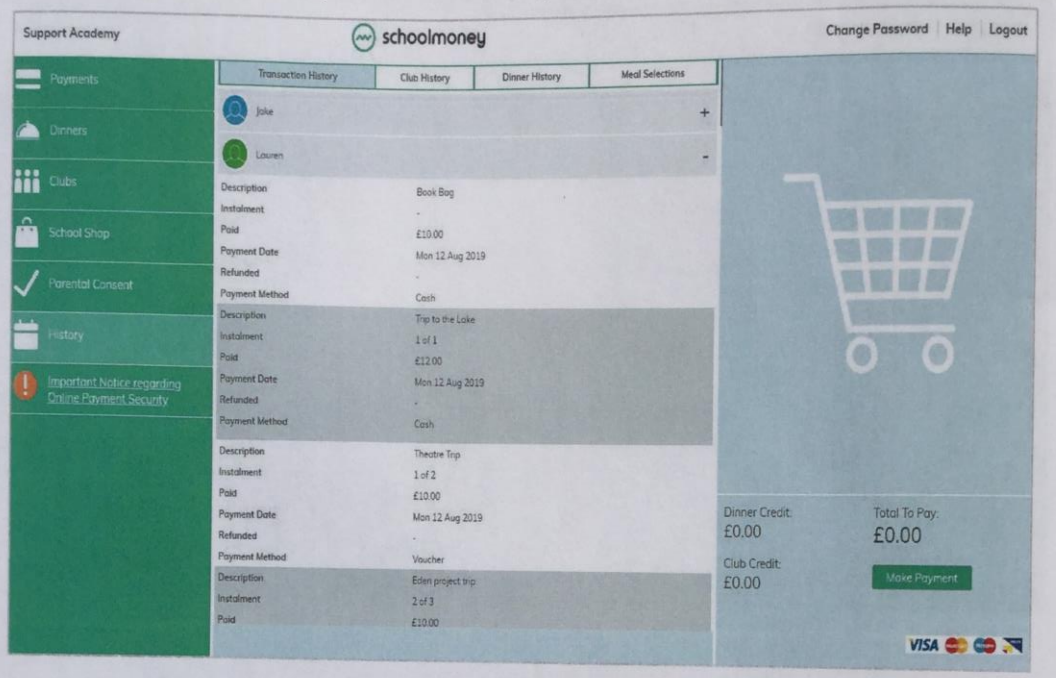
- A pop up box will appear letting you know that the booking has been saved. The club will highlight in yellow to show that it has been added to your basket.

- Repeat for any other weeks you want to book.

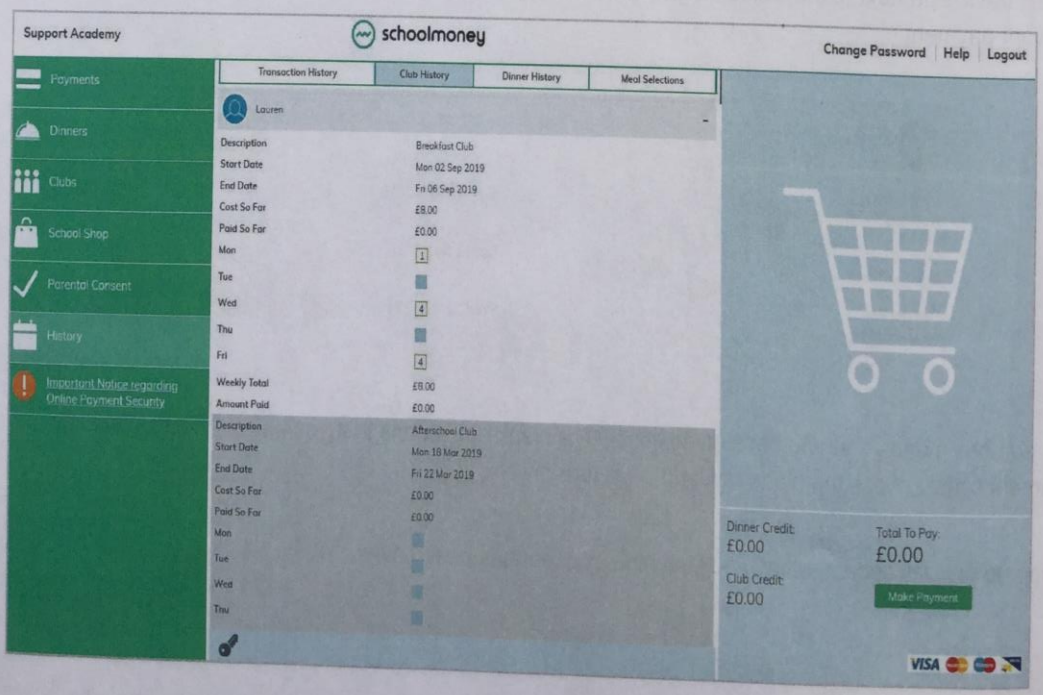
7. History

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.

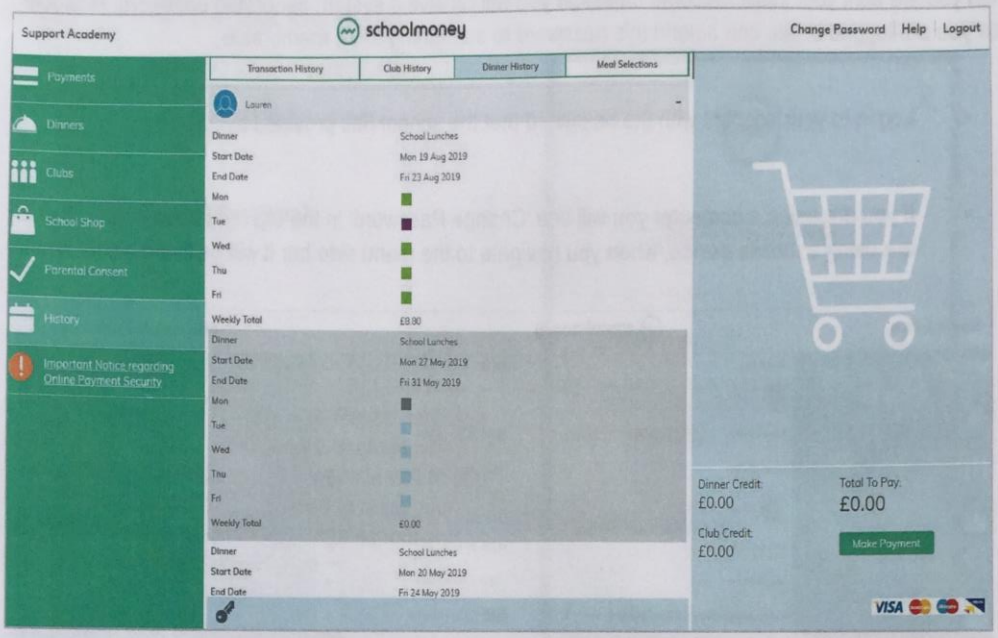
The first tab available is the Transaction History tab. This tab gives you a breakdown of any payments you have made, whether that be by debit/credit card or by cash/cheque within the school.



The 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.

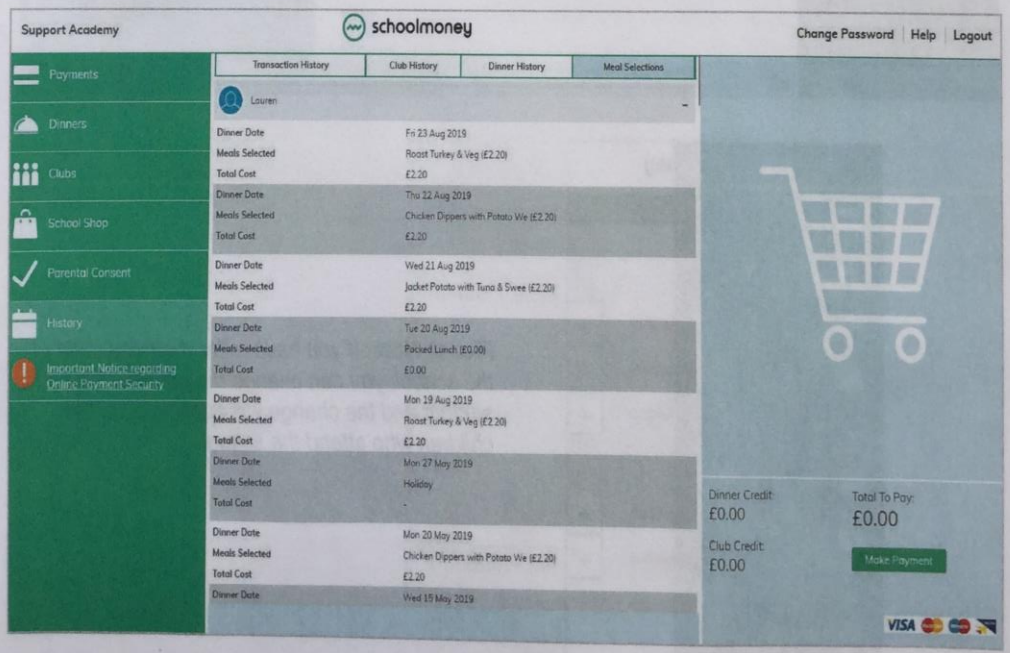


The Dinner History tab will give you a breakdown of the meals your child has taken and the cost of these meals. There is also a key to help you see exactly what each block means.



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.

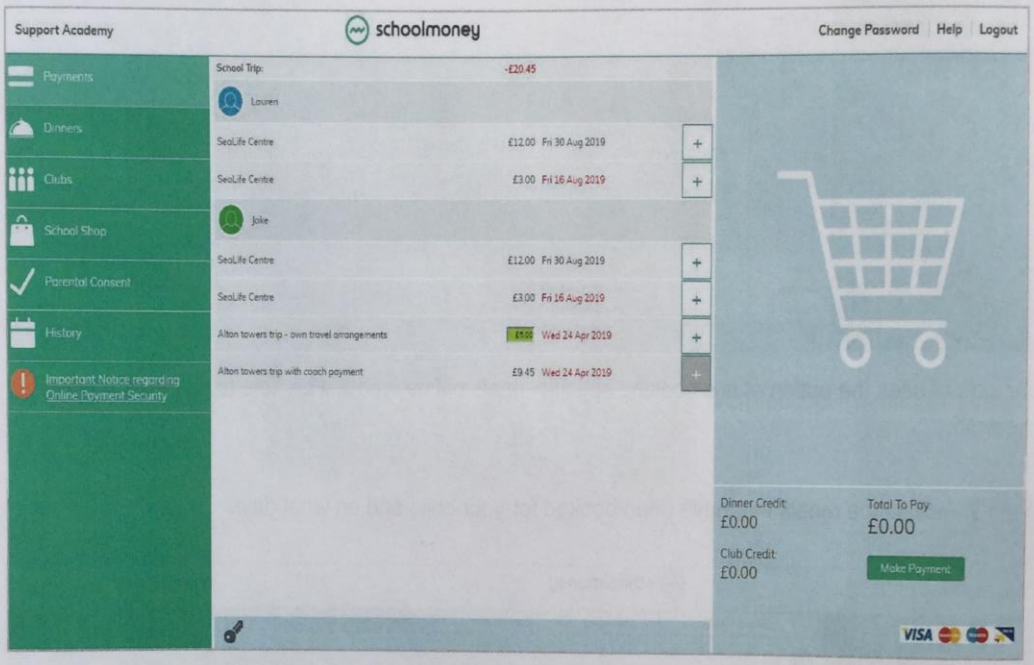


8. Changing Passwords

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

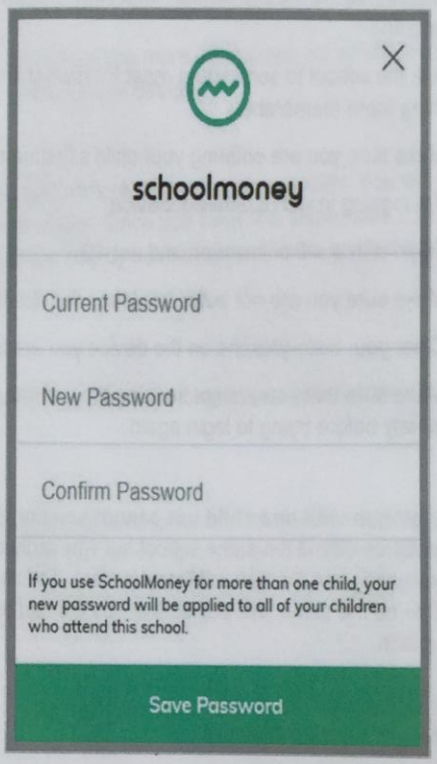
- If you are using a computer you will see 'Change Password' in the top right hand corner. If you are using a mobile device, when you navigate to the menu side bar it will be listed below History



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.

9. FAQ

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.