

MULLAGLASS PRIMARY SCHOOL

**8 Goragh Road
Newry
Co. Down
BT35 6PZ**

Tel. No. 028 30830 229

Thursday 31st August 2023

Dear Parents,

Our text service will keep parents up-to-date with instant notifications and information moving forward.

We use the online payment system **SchoolMoney**. This means that you will have the facility to make payments for school expenses, such as dinners and clubs, online with your debit or credit card.

This 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 have sent the primary parent contact a password today. 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, will receive a text with the password today. 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 sandwiches 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 is 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 more efficient. Below are detailed help sheets.

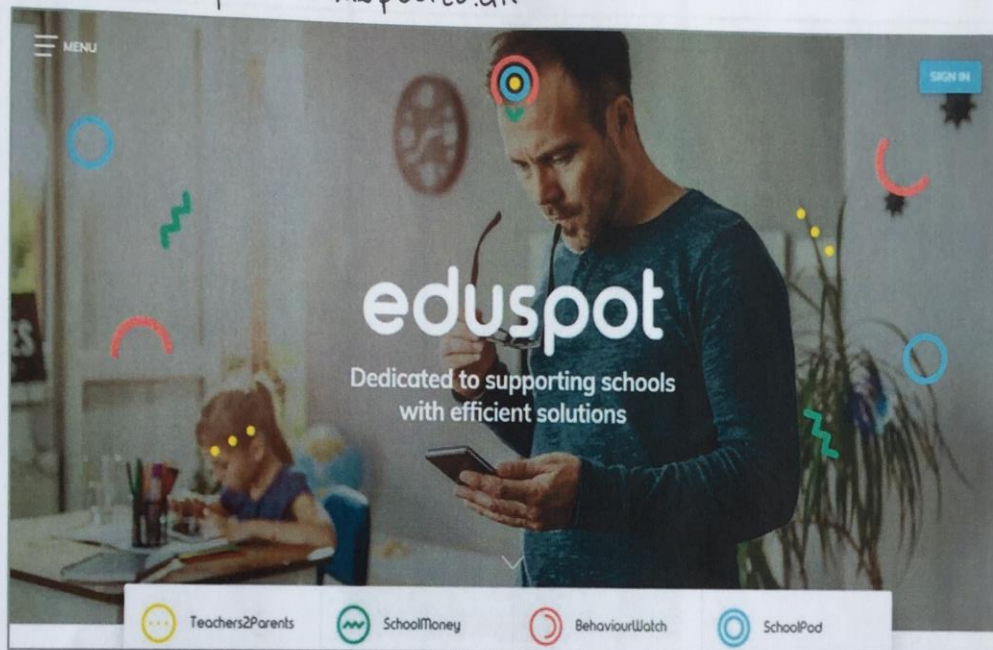
Any issues, please feel free to contact the school for support.

Yours faithfully

Mr P Greenaway
Principal

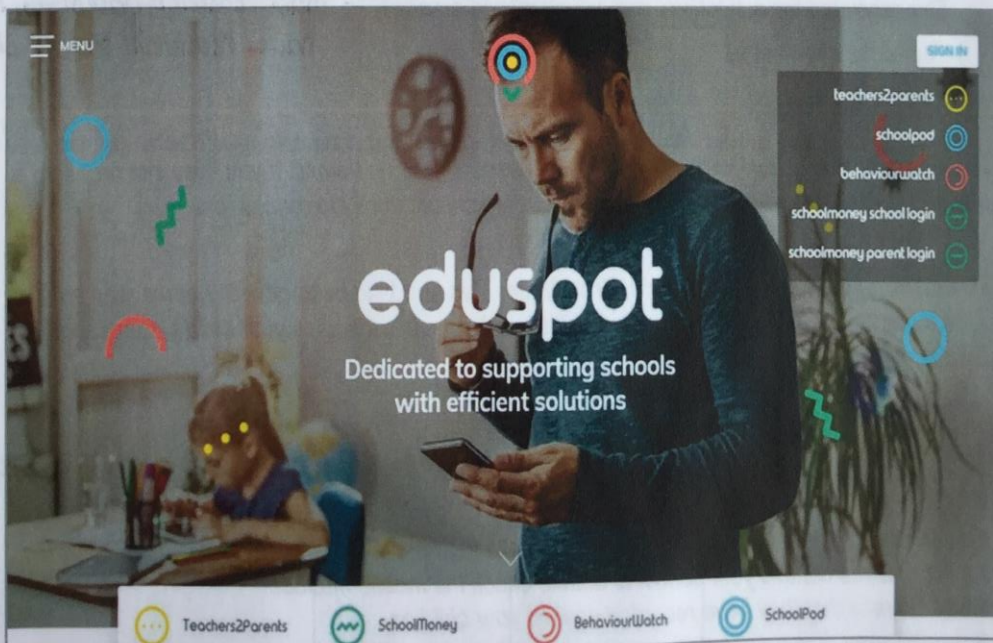
1. Logging into SchoolMoney

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>



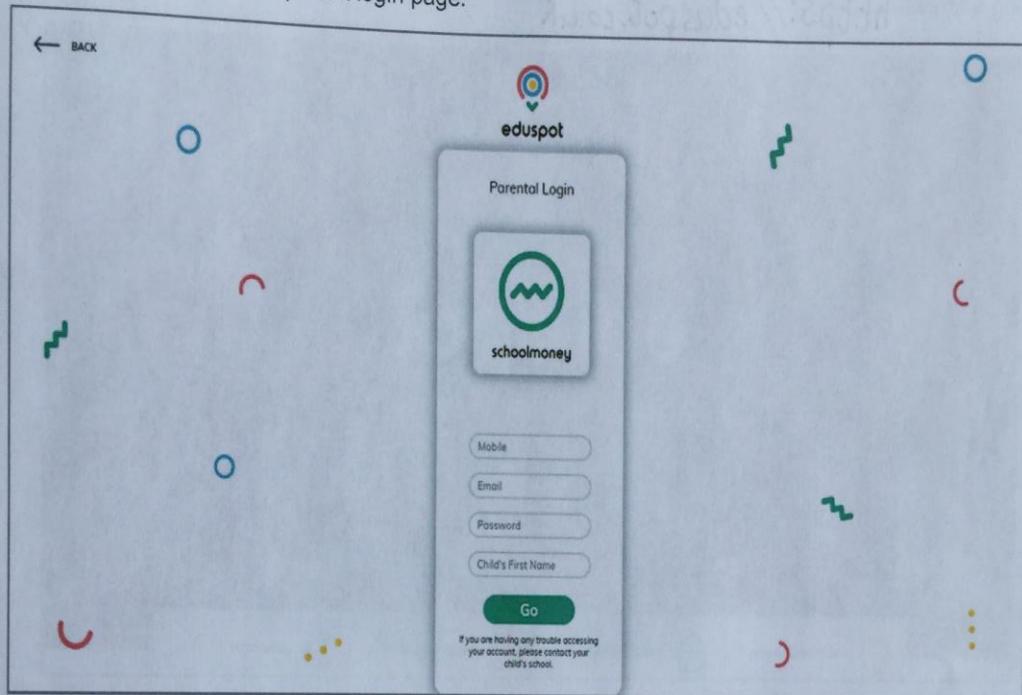
This will take you to our eduspot website.

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
- Your child's first name

— main contact parent will have received today

Press Go when you are ready.

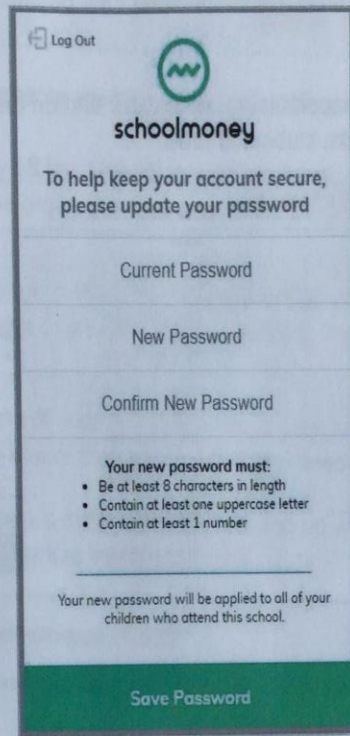
Please note: The school will have sent you a password via text/email. If you have not received a message with a password in it, please contact the school directly to request one.

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.

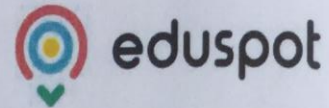
A screenshot of a mobile app interface for 'schoolmoney'. At the top left is a 'Log Out' button with a small icon. Below it is the 'schoolmoney' logo, which consists of a green circle with a white 'm' inside. The text 'To help keep your account secure, please update your password' is displayed. Below this are three input fields labeled 'Current Password', 'New Password', and 'Confirm New Password'. 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'. Below the list, a note states 'Your new password will be applied to all of your children who attend this school.' At the bottom is a green button labeled 'Save 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.

Support Academy schoolmoney Change Password Help Logout

| Category | Item | Amount | Date | Action |
|------------------|---------------------------------------------|---------|-----------------|--------|
| School Trips | School Trips | -£20.45 | | |
| Dinners | Lauren | | | |
| | SeoLife Centre | £12.00 | Fri 30 Aug 2019 | + |
| Clubs | SeoLife Centre | £3.00 | Fri 16 Aug 2019 | + |
| | Jake | | | |
| School Shop | SeoLife Centre | £12.00 | Fri 30 Aug 2019 | + |
| | SeoLife Centre | £3.00 | Fri 16 Aug 2019 | + |
| Parental Consent | Alton towers trip - own travel arrangements | £5.00 | Wed 24 Apr 2019 | + |
| | Alton towers trip with coach payment | £9.45 | Wed 24 Apr 2019 | + |

Shopping Cart: £0.00

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

| Category | Item | Amount | Date | Action |
|------------------|---------------------------------------------|---------|-----------------|--------|
| School Trips | School Trips | -£20.45 | | |
| Dinners | Lauren | | | |
| | SeoLife Centre | £12.00 | Fri 30 Aug 2019 | + |
| Clubs | SeoLife Centre | £3.00 | Fri 16 Aug 2019 | X |
| | Jake | | | |
| School Shop | SeoLife Centre | £12.00 | Fri 30 Aug 2019 | + |
| | SeoLife Centre | £3.00 | Fri 16 Aug 2019 | X |
| Parental Consent | Alton towers trip - own travel arrangements | £5.00 | Wed 24 Apr 2019 | X |
| | Alton towers trip with coach payment | £9.45 | Wed 24 Apr 2019 | + |

Shopping Cart: £11.00

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.


sm1.schoolmoney.co.uk says:

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

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.

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

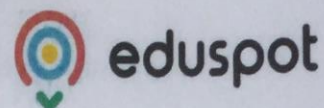
Expiry
CVV

Powered by


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.

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.

| Child | Week | Cost |
|----------|-------------------------------------|--------|
| Julie | School Lunches W/C: Mon 09 Sep 2019 | £60.30 |
| | School Lunches W/C: Mon 16 Sep 2019 | £60.30 |
| | School Lunches W/C: Mon 23 Sep 2019 | £60.30 |
| | School Lunches W/C: Mon 30 Sep 2019 | £60.30 |
| Lorraine | School Lunches W/C: Mon 09 Sep 2019 | £2.40 |
| | School Lunches W/C: Mon 16 Sep 2019 | £2.40 |
| | School Lunches W/C: Mon 23 Sep 2019 | £2.40 |
| | School Lunches W/C: Mon 30 Sep 2019 | £2.40 |

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

Pre-Booking Dinner Days

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

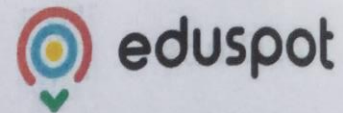
- Select the + sign next to the week you would like to pre-book

| Day | Meal Selection | Cost |
|-----------|----------------|-------|
| Monday | None | £0.00 |
| Tuesday | Meal | £0.00 |
| Wednesday | Packed Lunch | £0.00 |
| Thursday | None | £0.00 |
| Friday | None | £0.00 |

Cost per meal: £2.50
Total: £0.00
Add To Basket

- 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.

The screenshot shows the 'schoolmoney' website interface. On the left is a green sidebar with navigation links: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an Important Notice regarding Online Payment Security. The main content area displays a shopping basket for two children: Lauren and Jake. Lauren's basket is empty (£0.00). Jake's basket contains several 'Afterschool Club - WC' sessions for Monday, each priced at £2.00. A large shopping cart icon is visible on the right. At the bottom right, the 'Total To Pay' is £0.00, with a 'Make Payment' button and logos for Visa, Mastercard, and American Express.

- 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

This screenshot shows the booking interface for 'Afterschool Club - WC: Mon 19 Mar 2018'. It features a table with days of the week and dropdown menus for selecting the number of sessions and the price per session. Thursday is selected with 1 session at £2.00. At the bottom right, the 'Total' is £4.00, with 'Reserve Now' and 'Add To Basket' buttons.

| Afterschool Club - WC: Mon 19 Mar 2018 | |
|----------------------------------------|------------------|
| Monday | 1 - £2.00 (1 hr) |
| Tuesday | 1 - £2.00 (1 hr) |
| Wednesday | 0 |
| Thursday | 1 - £2.00 (1 hr) |
| Friday | 0 |

Total £4.00 Reserve Now Add To Basket

- 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.

Support Academy
schoolmoney
Change Password Help Logout

Payments
Dinners
Clubs
School Shop
Parental Consent
History
Important Notice regarding Online Payment Security

Lauren
£0.00

Lauren - Club Top Up
£12.00
+

Afterschool Club - WC Mon 02 Sep 2019
+

Breakfast Club - WC Mon 02 Sep 2019
+

Afterschool Club - WC Mon 09 Sep 2019
+

Afterschool Club - WC Mon 16 Sep 2019
+

Afterschool Club - WC Mon 23 Sep 2019
+

Afterschool Club - WC Mon 30 Sep 2019
+

Jake
£8.00

Jake - Club Top Up
£8.00
+

Afterschool Club - WC Mon 02 Sep 2019
+

Breakfast Club - WC Mon 02 Sep 2019
+

Afterschool Club - WC Mon 09 Sep 2019
+

Afterschool Club - WC Mon 16 Sep 2019
+

Afterschool Club - WC Mon 23 Sep 2019
+

Afterschool Club - WC Mon 30 Sep 2019
+

Afterschool Club WC Mon 02 Sep 2019
£2.00
X

Breakfast Club WC Mon 02 Sep 2019
£8.00
X

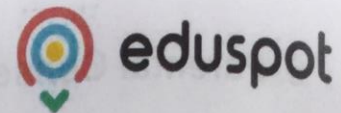
Afterschool Club WC Mon 02 Sep 2019
£4.00
X

Dinner Credit: £0.00
Club Credit: £2.00

Total To Pay: £12.00
Make Payment

- 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.

Support Academy schoolmoney Change Password Help Logout

Payments Dinners Clubs School Shop Parental Consent History

Important Notice regarding Online Payment Security

Transaction History Club History Dinner History Meal Selections

John Lauren

| | |
|----------------|-------------------|
| Description | Book Bag |
| Instalment | - |
| Paid | £10.00 |
| Payment Date | Mon 12 Aug 2019 |
| Refunded | - |
| Payment Method | Cash |
| Description | Trip to the Lake |
| Instalment | 1 of 1 |
| Paid | £12.00 |
| Payment Date | Mon 12 Aug 2019 |
| Refunded | - |
| Payment Method | Cash |
| Description | Theatre Trip |
| Instalment | 1 of 2 |
| Paid | £10.00 |
| Payment Date | Mon 12 Aug 2019 |
| Refunded | - |
| Payment Method | Voucher |
| Description | Eden project trip |
| Instalment | 2 of 3 |
| Paid | £10.00 |

Shopping cart icon

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

VISA Mastercard American Express

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.

Support Academy schoolmoney Change Password Help Logout

Payments Dinners Clubs School Shop Parental Consent History

Important Notice regarding Online Payment Security

Transaction History Club History Dinner History Meal Selections

Lauren

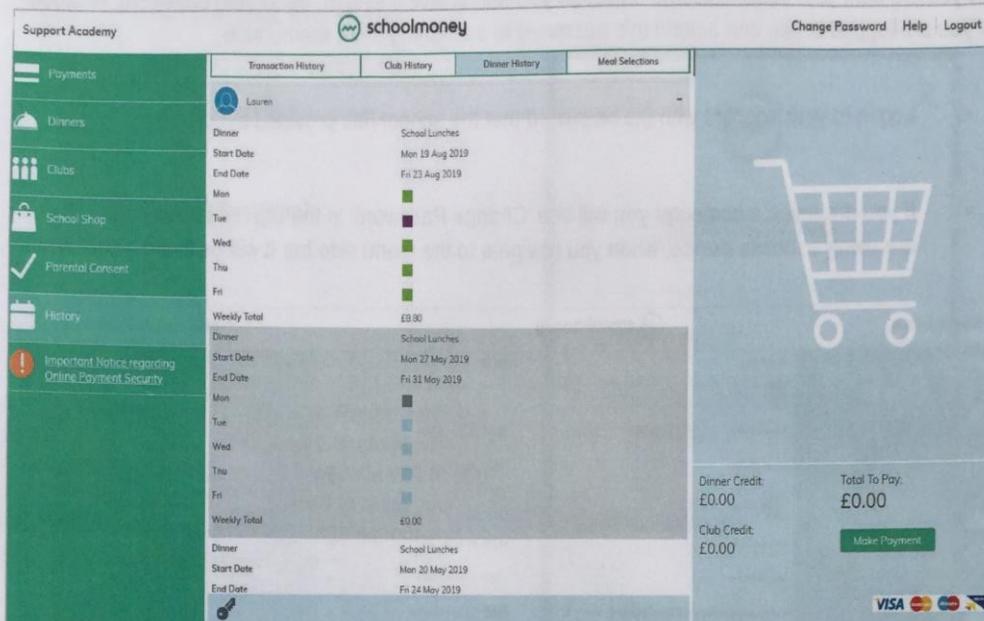
| | |
|--------------|-------------------|
| Description | Breakfast Club |
| Start Date | Mon 02 Sep 2019 |
| End Date | Fri 06 Sep 2019 |
| Cost So Far | £8.00 |
| Paid So Far | £0.00 |
| Mon | 1 |
| Tue | |
| Wed | 4 |
| Thu | |
| Fri | 4 |
| Weekly Total | £8.00 |
| Amount Paid | £0.00 |
| Description | After-school Club |
| Start Date | Mon 18 Mar 2019 |
| End Date | Fri 22 Mar 2019 |
| Cost So Far | £0.00 |
| Paid So Far | £0.00 |
| Mon | |
| Tue | |
| Wed | |
| Thu | |

Shopping cart icon

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

VISA Mastercard American Express

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

Payments Dinners Clubs School Shop Parental Consent History

Important Notice regarding Online Payment Security

Transaction History Club History Dinner History Meal Selections

Lauren

| Transaction History | Club History | Dinner History | Meal Selections |
|---------------------|-----------------|----------------|-----------------|
| Dinner | School Lunches | | |
| Start Date | Mon 19 Aug 2019 | | |
| End Date | Fri 23 Aug 2019 | | |
| Mon | | | |
| Tue | | | |
| Wed | | | |
| Thu | | | |
| Fri | | | |
| Weekly Total | £0.00 | | |
| Dinner | School Lunches | | |
| Start Date | Mon 27 May 2019 | | |
| End Date | Fri 31 May 2019 | | |
| Mon | | | |
| Tue | | | |
| Wed | | | |
| Thu | | | |
| Fri | | | |
| Weekly Total | £0.00 | | |
| Dinner | School Lunches | | |
| Start Date | Mon 20 May 2019 | | |
| End Date | Fri 24 May 2019 | | |

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

Payments Dinners Clubs School Shop Parental Consent History

Important Notice regarding Online Payment Security

Transaction History Club History Dinner History Meal Selections

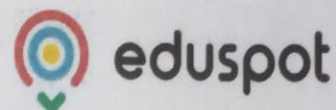
Lauren

| Transaction History | Club History | Dinner History | Meal Selections |
|---------------------|-------------------------------------------|----------------|-----------------|
| Dinner Date | Fri 23 Aug 2019 | | |
| Meals Selected | Roast Turkey & Veg (£2.20) | | |
| Total Cost | £2.20 | | |
| Dinner Date | Thu 22 Aug 2019 | | |
| Meals Selected | Chicken Dippers with Potato & Veg (£2.20) | | |
| Total Cost | £2.20 | | |
| Dinner Date | Wed 21 Aug 2019 | | |
| Meals Selected | Jacket Potato with Tuna & Sweet (£2.20) | | |
| Total Cost | £2.20 | | |
| Dinner Date | Tue 20 Aug 2019 | | |
| Meals Selected | Packed Lunch (£0.00) | | |
| Total Cost | £0.00 | | |
| Dinner Date | Mon 19 Aug 2019 | | |
| Meals Selected | Roast Turkey & Veg (£2.20) | | |
| Total Cost | £2.20 | | |
| Dinner Date | Mon 27 May 2019 | | |
| Meals Selected | Holiday | | |
| Total Cost | - | | |
| Dinner Date | Mon 20 May 2019 | | |
| Meals Selected | Chicken Dippers with Potato & Veg (£2.20) | | |
| Total Cost | £2.20 | | |
| Dinner Date | Wed 15 May 2019 | | |

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

The screenshot shows the 'schoolmoney' website interface. On the left is a green sidebar menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an Important Notice regarding Online Payment Security. The main area displays a list of transactions for a student named Lauren. The transactions include a School Trip (-£20.45), two dinners at Sealife Centre (£12.00 and £3.00), and two payments for an Alton towers trip (£5.00 and £9.45). On the right, there is a large shopping cart icon and a summary section showing Dinner Credit (£0.00), Club Credit (£0.00), and a Total To Pay of £0.00, with a 'Make Payment' button and logos for VISA, Mastercard, and American Express.

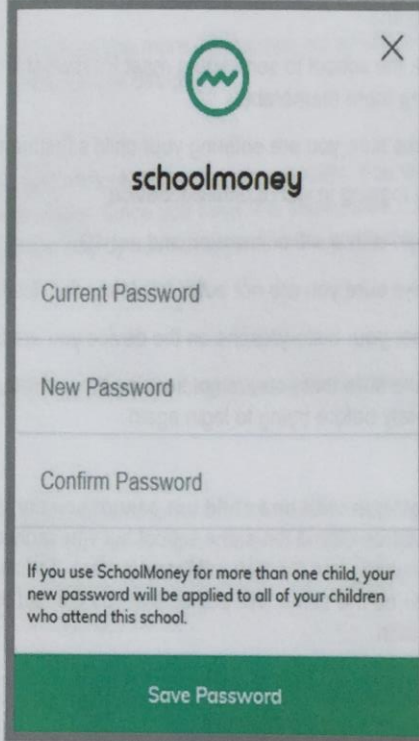
| Transaction | Amount | Date |
|---------------------------------------------|---------|-----------------|
| School Trip | -£20.45 | |
| Sealife Centre | £12.00 | Fri 30 Aug 2019 |
| Sealife Centre | £3.00 | Fri 16 Aug 2019 |
| Sealife Centre | £12.00 | Fri 30 Aug 2019 |
| Sealife Centre | £3.00 | Fri 16 Aug 2019 |
| Alton towers trip - own travel arrangements | £5.00 | Wed 24 Apr 2019 |
| Alton towers trip with coach payment | £9.45 | Wed 24 Apr 2019 |

The screenshot shows the 'schoolmoney' mobile app interface. A green sidebar menu is visible on the left with options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, Change Password, Help, and Logout. The main area shows a list of transactions with dates (Jan 2019, Feb 2019) and a 'Total: £0.00' at the bottom.

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.

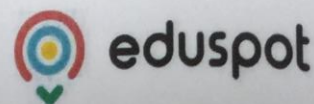
- A screen will pop up asking for you to type in your current password (the one that the school sent to you and then enter and confirm your new password. These passwords must include:
 - At least 8 characters.
 - At least 1 capital letter
 - At least 1 number
- Select Save Password

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 app interface for 'schoolmoney'. At the top is a green circular logo with a white 'M' and a close button (X). Below the logo, the text 'schoolmoney' is displayed. There are three input fields labeled 'Current Password', 'New Password', and 'Confirm Password'. Below these fields is a note: 'If you use SchoolMoney for more than one child, your new password will be applied to all of your children who attend this school.' At the bottom is a green button labeled 'Save Password'.

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

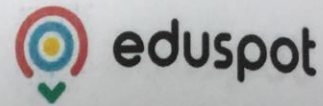
The SchoolMoney system does have a feature which enables schools to add secondary contacts to the system. This will then create a separate login for the secondary contact. Whilst this is something that SchoolMoney can do, please be aware that offering this to parents is at the schools discretion.

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.