



# SchoolMoney

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## Parent User Guide

**Dear Parents / Carers,**

Welcome to **SchoolMoney**; an easy, safe and secure way 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 the system.

If you have any questions about making payments, simply contact your school and they can get in touch with us!



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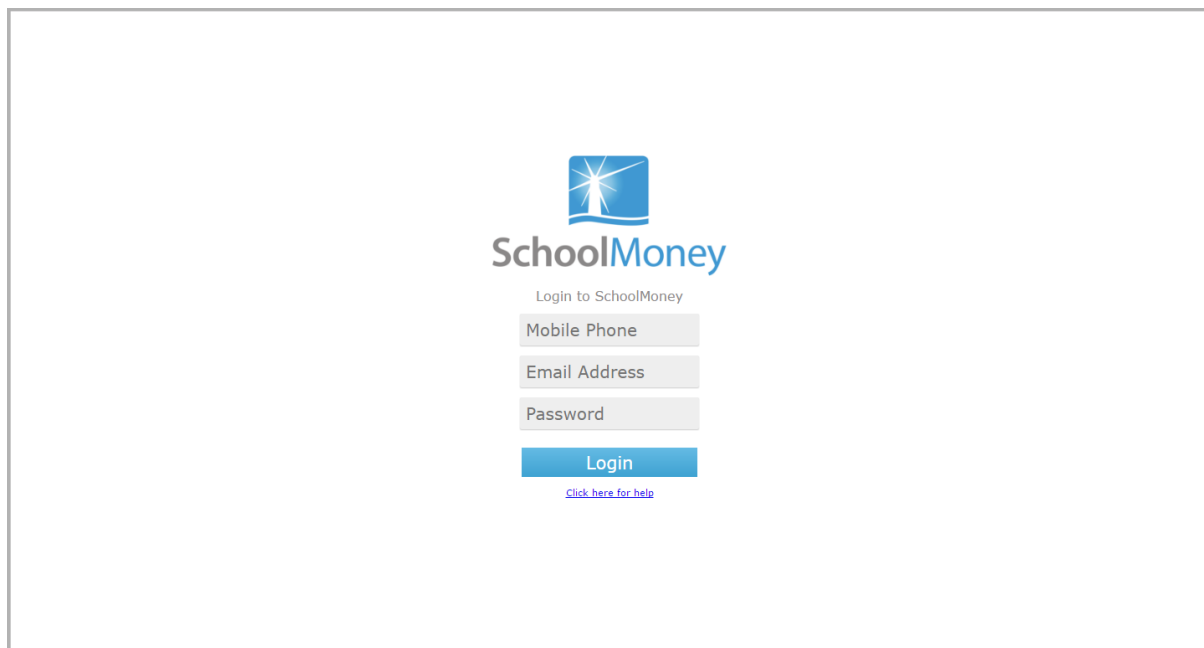
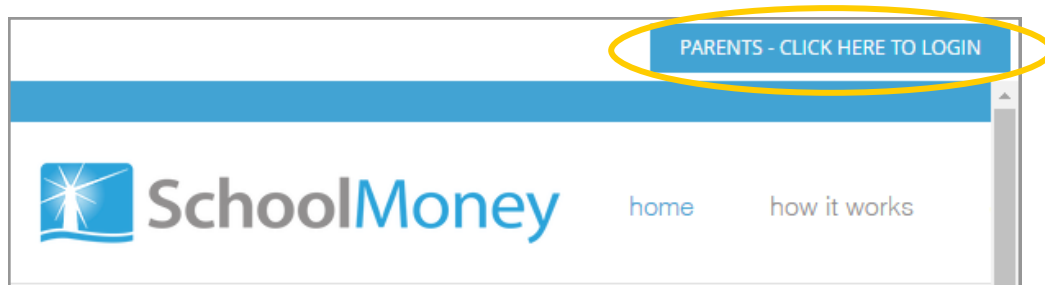
# 1. Logging into SchoolMoney

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 our 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.'**



To login you need:

- A mobile number
- An email address
- The password that has been provided by the school.

Input this information in the required fields and select 'Login.'

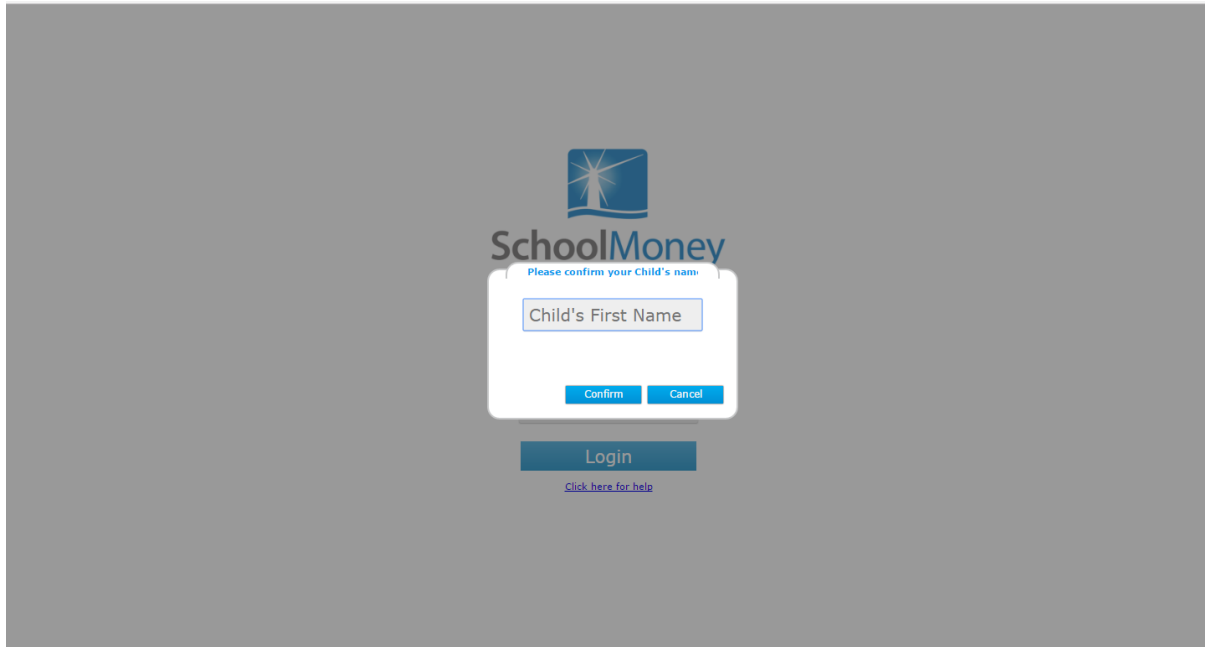
**Please note:** The school will have sent you a password via text/email. If you have not received a message with a password in it, please contact the school directly to request one.

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



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.



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

Category	Amount	Date
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	

Child	Transaction	Amount	Date
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

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

**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.**



## 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.

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 Description	Amount	Date	Status
Unpaid Dinner Money	£3.87		Selected (Yellow)
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 (Yellow)
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 (+)
Hollywood 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. Payment methods: VISA, Mastercard, American Express.

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

£10.00	Wed 06 Jul 2016	+
£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.
- 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.

✕

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
Help | Logout

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

School Trip: <span style="color: red;">£1293.33</span> School Fund: <span style="color: red;">£136.00</span> Swimming: <span style="color: red;">£177.00</span> Milk: <span style="color: red;">£38.50</span> School Fees: <span style="color: red;">£20.00</span>	Other: <span style="color: red;">£105.00</span> Residential: <span style="color: red;">£350.00</span> Uniform: <span style="color: red;">£204.49</span> Music: <span style="color: red;">£67.50</span>
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Claire Typical Trip abroad <span style="float: right;">£10.00 <span style="color: red;">Fri 03 Mar 2017</span></span>	+
After School Club <span style="float: right;">£1.00 <span style="color: red;">Mon 27 Mar 2017</span></span>	✕
Break Club <span style="float: right;">£4.00 <span style="color: red;">Thu 06 Apr 2017</span></span>	+
David Unpaid Dinner Money <span style="float: right;">£3.87</span>	✕
Typical Trip abroad <span style="float: right;">£10.00 <span style="color: red;">Fri 03 Mar 2017</span></span>	+
SameMoney <span style="float: right;">£10.00 <span style="color: red;">Fri 18 Nov 2016</span></span>	+
Mobile Swimming <span style="float: right;">£1.00 <span style="color: red;">Fri 23 Sep 2016</span></span>	+
Mobile Swimming <span style="float: right;">£1.00 <span style="color: red;">Fri 16 Sep 2016</span></span>	✕
Trip 1 <span style="float: right;">£10.00 <span style="color: red;">Tue 30 Aug 2016</span></span>	+
Trip to the West <span style="float: right;">£10.00 <span style="color: red;">Thu 11 Aug 2016</span></span>	+
Cheque Uniform <span style="float: right;">£10.00 <span style="color: red;">Wed 13 Jul 2016</span></span>	+

Claire

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

© 1996-2016 Paysafe Plc. All rights reserved. | [Paysafe Privacy Policy](#)

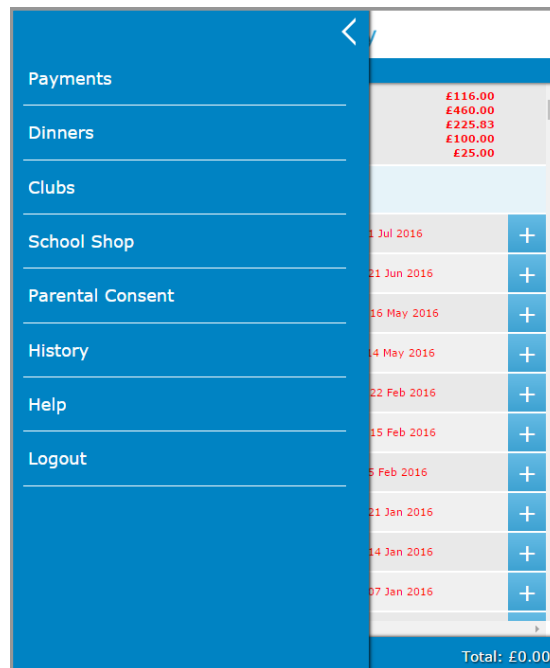
A confirmation pop up will appear once you have selected 'Pay Now' so that you know the details have been processed and you will receive an email receipt shortly afterwards.



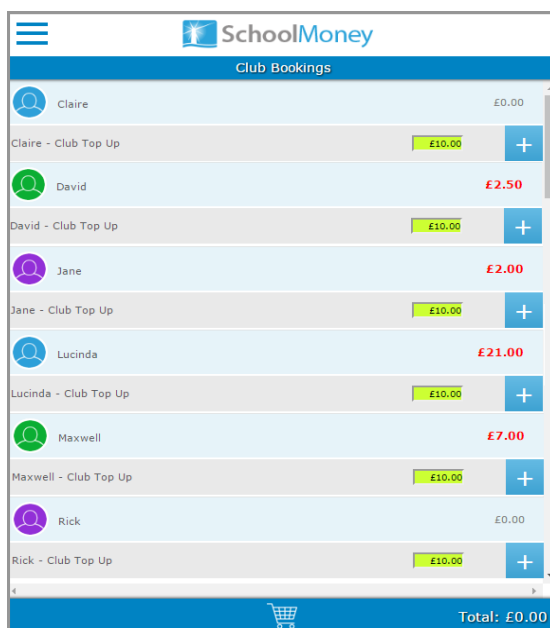
## 3. Breakfast Club

### 3.a. Breakfast Club Top Up

If your school asks you to top up your child's breakfast club account then this will be found in the Club section of the options menu.

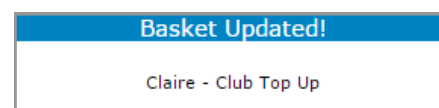


When you click on Clubs it will come up with a screen that shows your child's breakfast club



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 the total at the bottom of your screen, as well as your basket.





## 3b. Breakfast Club Bookings

If your school asks you to pre-book your child's breakfast 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.

Child	Booking	Amount	Action
Claire	Claire - Club Top Up	£10.00	+
	After School Club - WC: Mon 11 Jul 2016		+
	Admiral Club - WC: Mon 25 Jul 2016		+
	After School Club - WC: Mon 01 Aug 2016		+
	Rugby Club - WC: Mon 08 Aug 2016		+
David	David - Club Top Up	£10.00	+
	Clubbing Description - WC: Mon 28 Sep 2015		+
	After School Club - WC: Mon 11 Jul 2016		+
	Tertiary Club Payment - WC: Mon 11 Jul 2016		+
	Admiral Club - WC: Mon 25 Jul 2016		+
	After School Club - WC: Mon 01 Aug 2016		+

To book:

- 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.

Day	Quantity
Monday	0
Tuesday	0
Wednesday	0
Thursday	0
Friday	0

Total £0.00

- Click on the drop down box next to the day you would like to book and choose the session you need.

Day	Quantity
Monday	0
Tuesday	1 - £1.00 2 - £2.00
Wednesday	0
Thursday	0
Friday	0

Total £0.00





## 4. School Shop

If there is a school shop in which you can purchase items such as water bottles, school caps and book bags then the school may make this available in the shop section of the system. This section will always be available for you to log in and order/pay for.

Derek's Dev School SchoolMoney Help | Logout

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

School Trip:	£1293.33	Other:	£105.00
School Fund:	£136.00	Residential:	£350.00
Swimming:	£177.00	Uniform:	£204.49
Milk:	£5.50	Music:	£67.50
School Fees:	£20.00		

**Child:** 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	+
<b>Child:</b> 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	+

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

VISA MASTERCARD AMEX

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**

**Child:** 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	+

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

VISA MASTERCARD AMEX

Select the + sign next to the item you would like to purchase. This will add the cost to 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.



## 5. Parental Consent

When schools set up payments, such as school trips or clubs, they can request that you give parental consent when you pay.

Derek's Dev School SchoolMoney Help | Logout

Category	Amount	Date	Action
School Trip	£1293.33		
School Fund	£136.00		
Swimming	£177.00		
Milk	£38.50		
School Fees	£20.00		
Other: Residential	£105.00		
Uniform	£350.00		
Music	£204.49		
Music	£67.50		
Child: 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	+
Child: 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 Total To Pay: £0.00  
Club Credit: £0.00 Make Payment

VISA

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.

Child	Payment	Date	Consent
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 check the blank box and it will turn green.

A pop up box will appear letting you know this consent has been saved.



## 6. History

If you would like to know what transactions you have made or you would like to see what after school clubs, trips and breakfast club sessions have been taken, you can find this in the History section.

The screenshot shows the SchoolMoney interface for Derek's Dev School. The left sidebar contains navigation tabs: Payments, Dinners, Clubs, School Shop, Parental Consent, and History. The 'History' tab is circled in yellow, and a yellow arrow points to it from the text above. The main content area displays a summary of financial data and a list of transactions. The summary includes: School Trip (£193.33), School Fund (£136.00), Swimming (£177.00), Milk (£38.50), School Fees (£20.00), Other (£105.00), Residential (£350.00), Uniform (£204.49), and Music (£67.50). The transaction list includes items like 'Typical Trip abroad', 'After School Club', 'Break Club', 'Unpaid Dinner Money', and 'Cheque Uniform'. On the right, there is a shopping cart icon and a 'Total To Pay' section showing £0.00 with a 'Make Payment' button.

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.

This screenshot shows the 'Transaction History' tab selected in the SchoolMoney interface. The left sidebar is the same as in the previous screenshot. The main content area is divided into four sub-tabs: Transaction History, Club History, Dinner History, and Dinner Bookings. The 'Transaction History' sub-tab is active, showing a list of transactions for a user named Claire. Each transaction entry includes fields for Description, Instalment, Paid, Payment Date, Refunded, and Payment Method. For example, one transaction is for 'Band Aid' with 8 of 9 instalments paid on Wed 05 Apr 2017. Another is for 'Dairy Delivery' with 3 of 3 instalments paid on Wed 05 Apr 2017. The right sidebar remains the same, showing the shopping cart icon and the 'Total To Pay' section with a 'Make Payment' button.



## 7. FAQ

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

Your child's school will advise you whether they are going completely cashless or not. If not, then you will still be able to pay by cash or cheque in the school office. If you are unsure, it is best that you check with the school directly.

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

The school may set the payment to allow partial payments or payments by instalment. This is up to the school and depends on what they are asking you to pay for.

### **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.

### **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 directly. They will be able to 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 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 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 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.

### **What if the school doesn't have my mobile number or email address?**

If the school doesn't have either of these details, they cannot contact you with your password. You need to provide them with one of these options at the least. If they 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 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 your school 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?**

At the moment we only 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 (if this is part of the schools package) or card within the school.

### **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 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.