



# SchoolMoney

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## Parent User Guide Desktop

Dear parents,

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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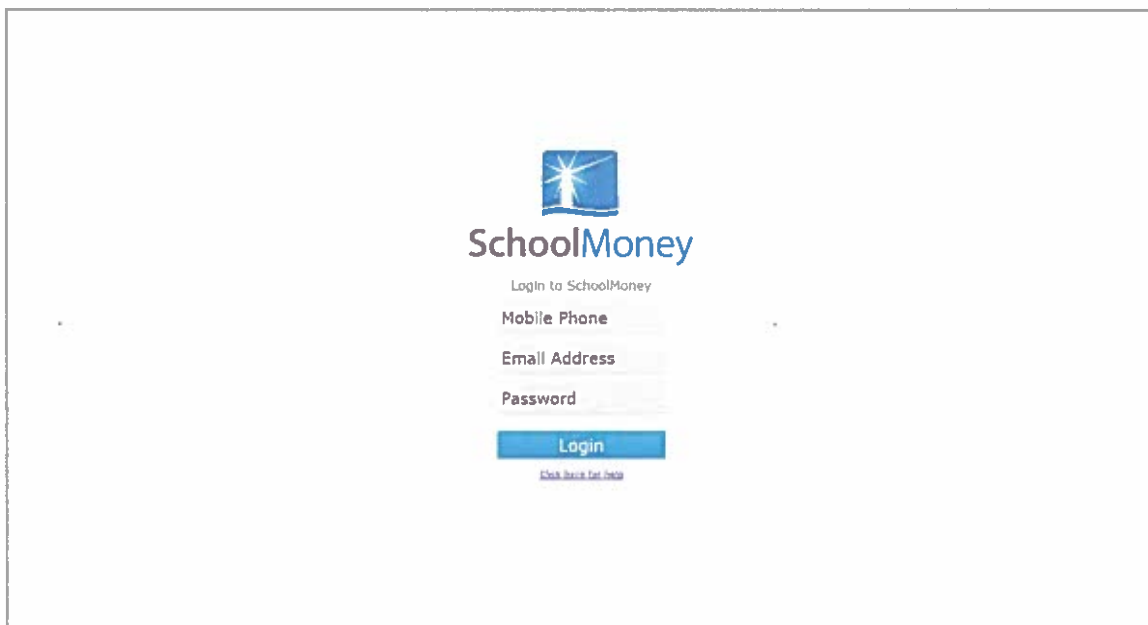
# 1. Logging into SchoolMoney

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.'

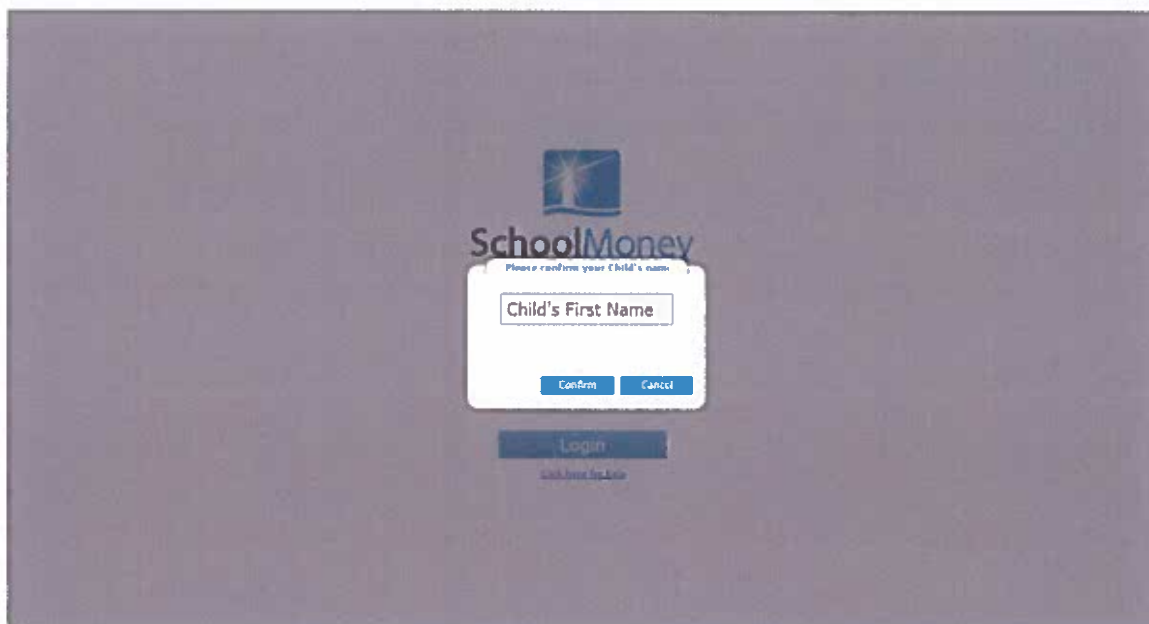
**Please note:** The school will have sent you a password via text/email. If you have not received a message with a password in it, please contact the school directly to request one.

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

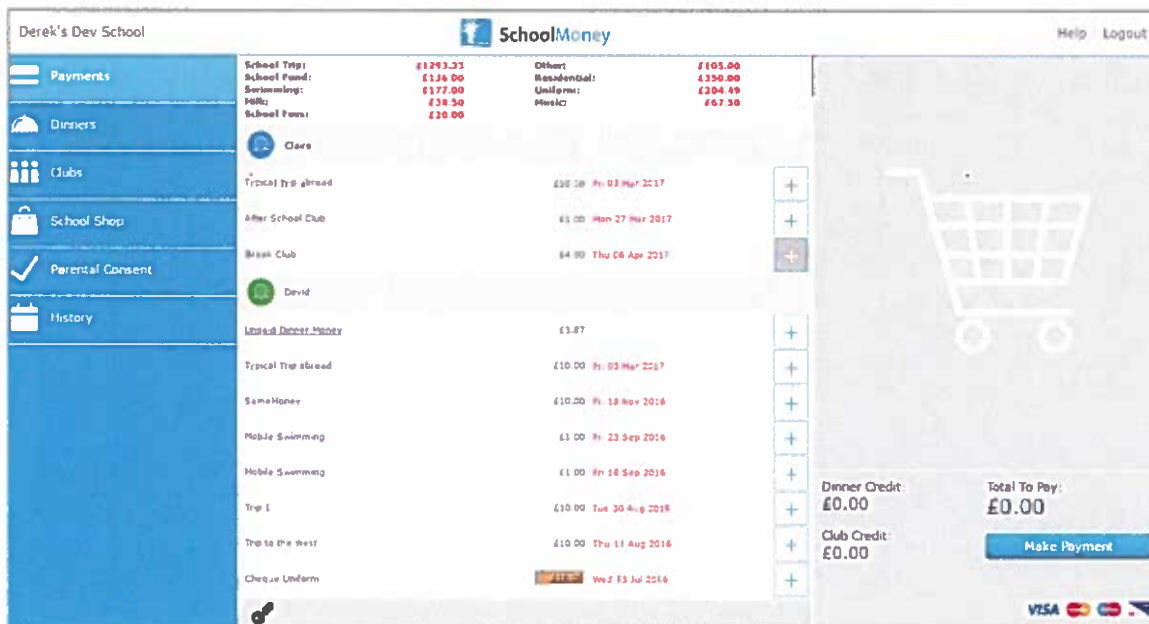


A pop up box will appear asking you to enter your child's name.

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.



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.

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.

Description	Amount	Date	Status
Unpaid Dinner Money	£4.87		Orange
Typical Trip abroad	£10.00	Fr 03 Mar 2017	Green
SamalMoney	£10.00	Fr 18 Nov 2016	Green
Mobile Swimming	£1.00	Fr 22 Sep 2016	Green
Mobile Swimming	£1.00	Fr 18 Aug 2016	Orange
Trip 1	£10.00	Tue 22 Aug 2016	Green
Trip to the West	£10.00	Tue 11 Aug 2016	Green
Cheque Uniform	£10.00	Wed 13 Jul 2016	Green
Cheque Uniform	£10.00	Wed 06 Jul 2016	Green
Hollywood Stars Celebrities: wh	£3.33	Wed 06 Jul 2016	Yellow
PSA Permission	£1.00	Mon 27 Jun 2016	Green
Cheque Uniform	£10.00	Wed 12 Jun 2016	Green
Trip to Scotland	£10.00	Tue 28 Oct 2014	Green
Trip to Scotland	£10.00	Wed 22 Oct 2014	Green

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.

x

dev.behaviourwatch.co.uk says:

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

Prevent this page from creating additional dialogs.

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 SchoolMoney Help Logout

School Trip:	£1293.33	Other:	£105.00
School Fund:	£136.00	Residential:	£350.00
Subscription:	£177.00	Uniform:	£204.49
MSA:	£38.50	Music:	£67.50
School Fees:	£20.00		

Close

- After School Club 40.00 Mon 27 Nov 2017
- Break Club 14.00 Thurs 4 Apr 2017
- Typical Dinner Money 13.87
- Public Swimming 11.00
- Typical Trip abroad 110.00 Fri 03 Mar 2017
- SameMoney 110.00 Fri 18 Nov 2016
- Public Swimming 11.00 Fri 27 Sep 2016
- Public Swimming 11.00 Fri 16 Sep 2016
- Trip 1 110.00 Tue 30 Aug 2016
- Trip to the West 110.00 Thu 11 Aug 2016
- Cheque Uniform 110.00 Wed 13 Jul 2016

Dinner Credit: £0.00  
Club Credit: £0.00  
Total To Pay: £5.67  
**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      2 About the Card      3 Confirm

Name       Card Number

Security Number

Expiry Date MM  YY

You are about to pay £0.10 from your credit or debit card.

**Pay Now**

Your payment is protected by

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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. Dinners

### 3a. Dinner Top Up

If your school asks you to top up your child's dinner account then this will be found in the Dinners section of the options menu on the left hand side of your screen.

Derek's Dev School | SchoolMoney | Help | Logout

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

Item	Amount	Date
School Trip:	£105.00	
School Fund:	£230.00	
Sponsorship:	£177.00	
PRR:	£38.50	
Other Fees:	£20.00	
Other:	£105.00	
Residential:	£230.00	
Uniform:	£204.49	
Music:	£67.50	

Item	Amount	Date
Typical Trip abroad	£10.00	Fri 03 Mar 2017
After School Club	£1.20	Mon 27 Mar 2017
Break Club	£4.00	Thu 06 Apr 2017
David	£3.67	
Unexp. Dinner Money	£3.67	
Typical Trip abroad	£10.00	Fri 03 Mar 2017
SameMoney	£10.00	Fri 18 Nov 2016
Hobbs Swimming	£1.00	Fri 23 Sep 2016
Hobbs Swimming	£1.00	Fri 16 Sep 2016
Trip 1	£18.00	Tue 30 Aug 2016
Trip to the West	£18.00	Thu 11 Aug 2016
Chèque Uniform	£24.75	Wed 13 Jul 2016

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

VISA | M/C | A/M

When you click on Dinners it will come up with a screen that shows your child's dinner balance with an option to top up below

Derek's Dev School | SchoolMoney | Help | Logout

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

Child	Amount
Claire	£1.25
Claire - Dinner Top Up	£1.25
David	£3.02
David - Dinner Top Up	£3.02
Jane	£1.50
Jane - Dinner Top Up	£1.50
Jarrett	£11.24
Jarrett - Dinner Top Up	£11.24
Maxwell	£3.09
Maxwell - Dinner Top Up	£3.09
Nathaniel	£0.24
Nathaniel - Dinner Top Up	£0.24
Rick	£125.71
Rick - Dinner Top Up	£125.71

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

VISA | M/C | A/M

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 your basket on the right.



## 3b. 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.

The screenshot shows the SchoolMoney interface for 'Derek's Dev School'. On the left is a navigation menu with options: Payments, Dinners (selected), Clubs, School Shop, Parental Consent, and History. The main area displays a list of dinner weeks for 'Year 15 Lunch W/C' from April 2017 to February 2018, each with a '+' sign to its right. On the right side, there is a large shopping cart icon. At the bottom right, a summary shows 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00' with a 'Make Payment' button. Payment logos for VISA, Mastercard, and American Express are visible at the very bottom.

### Pre-Booking Specific Meal Options

If your school asks you to book specific meal options for your child:

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

The screenshot shows a detailed view of a dinner booking for 'Year 15 Lunch W/C: Mon 24 Apr 2017'. It features a table with days of the week and dropdown menus for selecting dinner options. All dropdowns are currently set to 'No Dinner Chosen'. At the bottom right, it shows 'Total £0.00' and an 'Update Booking' button.

Year 15 Lunch W/C: Mon 24 Apr 2017	
Monday	No Dinner Chosen
Tuesday	No Dinner Chosen
Wednesday	No Dinner Chosen
Thursday	No Dinner Chosen
Friday	No Dinner Chosen

Total £0.00 [Update Booking](#)

- Select the drop down box next to the day you want to book for and choose one of the options available.





Year 15 Lunch W/C: Mon 24 Apr 2017	
Monday	£0.00 - Packed Lunch
Tuesday	£0.00 - Jac Potato Tuna/Bk <a href="#">Show Allergy</a>
Wednesday	£0.00 - Chop Suey with rice
Thursday	£0.00 - Oven Roasted Chic <a href="#">Show Allergy</a>
Friday	£0.00 - Oven Roasted Chic <a href="#">Show Allergy</a>
Total £0.00 <a href="#">Update Booking</a>	

- Once all meals have been chosen, click the 'Update Booking' button in the bottom right hand corner.
- You can repeat for any other weeks you want to book.

## Pre-Booking Dinner Days

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

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

Year 15 Lunch W/C: Mon 12 Jun 2017	
Cost per meal: £1.01	
Monday	<input type="checkbox"/> £0.00
Tuesday	<input type="checkbox"/> £0.00
Wednesday	<input type="checkbox"/> £0.00
Thursday	<input type="checkbox"/> £0.00
Friday	<input type="checkbox"/> £0.00
Total £0.00 <a href="#">Add To Basket</a>	

- 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.



## Pre-Booking Meat and Vegetarian Options

If your school wants you to book whether your child is having a meat meal or a vegetarian meal:

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

Year 15 Lunch W/C: Mon 24 Apr 2017		
Cost per meal: £1.45		
Monday	No Meal	£0.00
Tuesday	No Meal	£0.00
Wednesday	No Meal	£0.00
Thursday	No Meal	£0.00
Friday	No Meal	£0.00
Total £0.00		Add To Basket

- In the drop down box next to the day you would like to book, choose the option of Meat or Veg.

Year 15 Lunch W/C: Mon 24 Apr 2017		
Cost per meal: £1.45		
Monday	Meat	£0.00
Tuesday	Meat	£0.00
Wednesday	Veg	£0.00
Thursday	No Meal	£0.00
Friday	No Meal	£0.00
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. Clubs

### 4a. Club Top Up

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

The screenshot shows the SchoolMoney interface for 'Derek's Dev School'. The left-hand navigation menu has 'Clubs' circled in yellow. An orange arrow points from this menu item to the 'Clubs' section in the main content area. The 'Clubs' section lists various club activities with their respective costs and dates. At the bottom right, there is a 'Total To Pay' section showing '£0.00' and a 'Make Payment' button.

Club Name	Cost	Date
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	£3.87	
Typical Trip abroad	£10.00	Fri 03 Mar 2017
Sam's Money	£10.00	Fri 18 Nov 2016
Mobile Swimming	£1.00	Fri 23 Sep 2016
Mobile Swimming	£1.00	Fri 16 Sep 2016
Tip 1	£10.00	Tue 30 Aug 2016
Tip to the west	£10.00	Thu 11 Aug 2016
Cheque Uniform	£10.00	Wed 13 Jul 2016

When you click on Clubs it will come up with a screen that shows your child's club balance with the option to top up below.

The screenshot shows the 'Club Top Up' screen in the SchoolMoney interface. The 'Clubs' menu item is selected in the left-hand navigation. The main content area displays a list of club members with their names and current balances. A yellow circle highlights the '£3.00' balance for 'Clare' and the '+ sign' next to it, indicating the option to top up. The 'Total To Pay' section at the bottom right shows '£0.00' and a 'Make Payment' button.

Club Name	Balance
Clare - Club Top Up	£3.00
After School Club - WC: Mon 28 Aug 2017	
David	£14.00
David - Club Top Up	£2.00
After School Club - WC: Mon 28 Aug 2017	
Jane	£1.00
Jane - Club Top Up	£1.00
After School Club - WC: Mon 28 Aug 2017	
Maxwell	£11.00
Maxwell - Club Top Up	£2.00
After School Club - WC: Mon 28 Aug 2017	
Nathanol	£0.00
Nathanol - Club Top Up	£5.00
After School Club - WC: Mon 28 Aug 2017	

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.



## 4b. 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 interface for 'Derek's Dev School'. On the left is a navigation menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, and History. The main area displays a list of club bookings for a child named Derek. Each entry shows the child's name, the club name, the date, and the amount. A '+' sign is next to each entry. On the right, there is a shopping cart icon and a summary section showing 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00'. A 'Make Payment' button is located below the summary. At the bottom right, there are logos for VISA, Mastercard, and American Express.

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.

This screenshot shows the booking interface for 'Clare - Club Top Up'. The top bar shows the child's name and the amount (£21.00). Below that, the club name and date are displayed. A list of days (Monday to Friday) is shown, each with a dropdown menu to select a session. At the bottom, there is a 'Total £0.00' and an 'Add To Basket' button.

- 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 'Clare - Club Top Up' with the dropdown menu for Monday selected. The dropdown menu displays session options: '2 - £2.00', '3 - £3.00', '4 - £4.00', '5 - £5.00', and '6 - £6.00'. At the bottom, there is a 'Total £0.00' and an 'Add To Basket' button.



- Once all sessions have been chosen, click the 'Add to Basket' button in the bottom right hand corner.

The screenshot displays the SchoolMoney interface for Derek's Dev School. The left sidebar contains navigation options: Payments, Drivers, Clubs, School Shop, Parental Consent, and History. The main content area shows a list of club sessions with their costs and a 'Total To Pay' of £12.00. A pop-up box is visible, indicating that a booking has been saved.

Name	Session	Cost	Action
Rich	Club Top Up	£1.00	+
After School Club - WC - Mon 28 Aug 2017			
Susan	Club Top Up	£14.50	+
Sarah	Club Top Up	£5.00	+
After School Club - WC - Mon 28 Aug 2017			
Trevor	Club Top Up	£4.00	+
Trevor	Club Top Up	£5.00	+
After School Club - WC - Mon 14 Aug 2017			
Jarrett	Club Top Up	£2.00	+
Jarrett	Club Top Up	£5.00	+
Robert	Club Top Up	£0.00	+
Robert	Club Top Up	£5.00	+
Jon	Club Top Up	£8.00	+
Jon	Club Top Up	£5.00	+

**Total To Pay: £12.00**

Dinner Credit: £0.00  
Club Credit: £0.00

[Make Payment](#)

VISA, Mastercard, American Express logos are visible at the bottom right.

- 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.



## 5. School Shop

If there is a school shop in which you can purchase items such as uniform or stationery, 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.

The screenshot shows the SchoolMoney interface for 'Derek's Dev School'. The left sidebar has 'School Shop' highlighted. The main content area shows a list of transactions:

Item	Amount	Date
Class		
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
Devil		
Ultimate Money	£3.87	
Typical Trip abroad	£10.00	Fri 03 Mar 2017
Somebody	£38.00	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	£17.75	Wed 13 Jul 2016

At the bottom right, the summary shows: Dinner Credit: £0.00, Club Credit: £0.00, and Total To Pay: £0.00. A 'Make Payment' button is present.

You will be able to purchase items for all of your children, so please ensure the correct child is selected.

The screenshot shows the SchoolMoney interface for 'Derek's Dev School' with the 'School Shop' section active. The main content area displays a list of items for purchase:

Item	Amount
Class	
Class - £1.00 Top Up	£1.00
Class - £2.00 Top Up	£2.00
Class - £ Short	£10.00
Class - Apple	£1.10
Class - Auto Item 1	£1.00
Class - Auto Item 2	£1.00
Class - Bag of Ore	£4.50
Class - Cake	£1.80
Class - Chocolate Bar	£0.49
Class - Exercise Book	£1.00
Class - Lesson Book	£5.00
Class - Holaxed	£2.50
Class - Packet of Wraps	£0.50
Class - Peanut butter & Jelly sandwich	£1.50

At the bottom right, the summary shows: Dinner Credit: £0.00, Club Credit: £0.00, and Total To Pay: £0.00. A 'Make Payment' button is present.

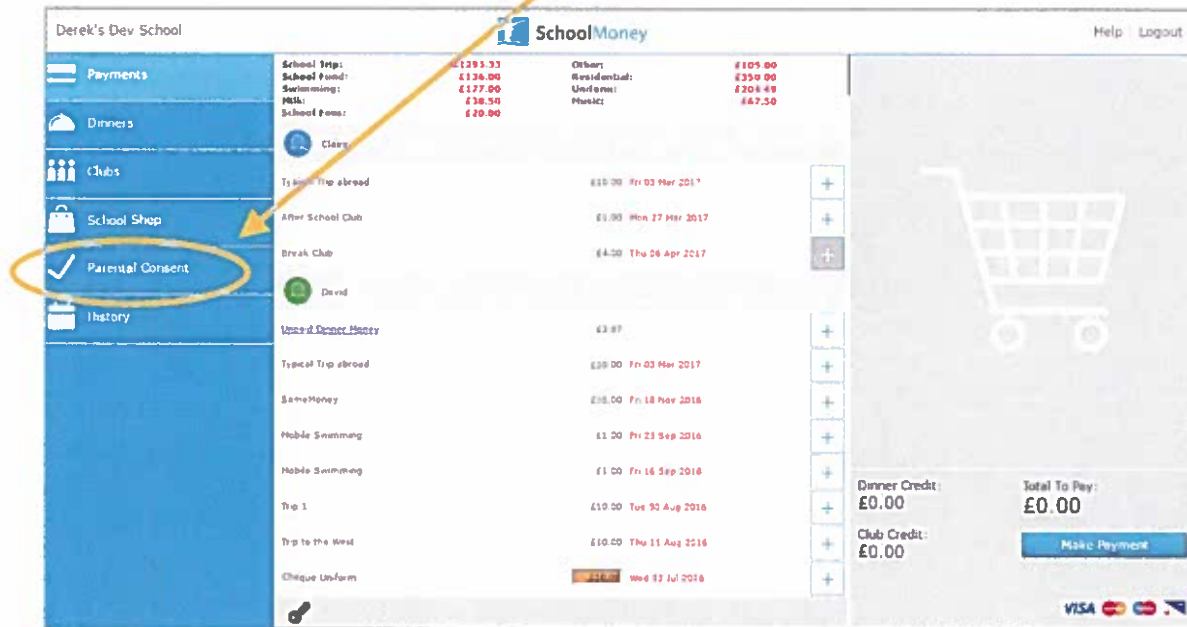
Select the + sign next to the item you would like to purchase. This will add the cost to basket on the left hand side of the screen.

If you want to purchase more than one item, select the + sign as many times as you need.



# 6. Parental Consent

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



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.

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.



## 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.

Derek's Dev School SchoolMoney Help Logout

Payments  
Dinners  
Clubs  
School Shop  
Parental Consent  
History

School Trip: £1293.37  
School Fund: £135.00  
Sponsorship: £18.50  
PMB: £28.50  
School Fees: £22.00

Clubs: £101.00  
Residential: £150.00  
Uniform: £204.49  
Music: £67.50

Clare

Typical Trip ahead	£38.00	Fri 03 Mar 2017
After School Club	£1.00	Mon 27 Mar 2017
Break Club	£4.00	Thu 04 Apr 2017
Devil	£3.87	
Units of Dinner Money	£3.87	
Typical Trip ahead	£10.00	Fri 03 Mar 2017
Sometimes	£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 21 Jul 2016

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

VISA

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.

Derek's Dev School SchoolMoney Help Logout

Transaction History Club History Dinner History Dinner Bookings

Clare

Description	Instalment	Paid	Payment Date	Refunded	Payment Method
Band 4 d	8 of 8	£10.00	Wed 05 Apr 2017	-	Cash
Dairy Delivery	1 of 1	£3.34	Wed 05 Apr 2017	-	Cash
Packet of Cakes	-	£0.50	Tue 04 Apr 2017	-	Cheque
Peanut butter & jelly sandwich	-	£1.00	Tue 04 Apr 2017	-	Cheque
Peanut butter & jelly sandwich	-	-	-	-	Cheque

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

VISA





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.

**Club History**

Description	Start Date	End Date	Cost So Far	Paid So Far
Breakfast Club	Mon 1 <sup>st</sup> Oct 2016	Fri 23 Oct 2016	£1.00	£0.00
Mon				
Tue				
Wed				
Thu				
Fri				
<b>Weekly Total</b>			£1.00	£0.00
<b>Amount Paid</b>				£0.00
<b>Amount Due</b>				£1.00

Description	Start Date	End Date	Cost So Far	Paid So Far
Breakfast Club	Mon 19 Sep 2016	Fri 23 Sep 2016	£1.00	£0.00
Mon				
Tue				
Wed				
Thu				
Fri				
<b>Weekly Total</b>			£1.00	£0.00
<b>Amount Paid</b>				£0.00
<b>Amount Due</b>				£1.00

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

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.

**Dinner History**

Description	Start Date	End Date	Cost So Far	Paid So Far
Year 18 Lunch	Mon 19 Feb 2018	Fri 23 Feb 2018	£8.05	£0.00
Mon				
Tue				
Wed				
Thu				
Fri				
<b>Weekly Total</b>			£8.05	£0.00

Description	Start Date	End Date	Cost So Far	Paid So Far
Year 15 Lunch	Mon 12 Feb 2018	Fri 16 Feb 2018	£4.50	£0.00
Mon				
Tue				
Wed				
Thu				
Fri				
<b>Weekly Total</b>			£4.50	£0.00

Description	Start Date	End Date	Cost So Far	Paid So Far
Year 18 Lunch	Mon 11 Dec 2017	Fri 15 Dec 2017		
Mon				
Tue				

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



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.

Derek's Dev School **SchoolMoney** Help Logout

Transaction History Club History Dinner History **Dinner Bookings**

Clear

Date	Description	Cost
Thu 19 Oct 2017	Burger	£0.00
Wed 18 Oct 2017	Burger	£0.00
Tue 17 Oct 2017	6/1/ Sandwich	£1.50
Mon 16 Oct 2017	Croissant	£0.00
Mon 17 Jul 2017	Jac Potato Tuna, Beans & Cheese & Marble Springs & Cug	£1.00
Tue 11 Jul 2017	Dinner Booking	-
Mon 10 Jul 2017	Dinner Booking	-
Mon 03 Jul 2017	Dinner Booking	-

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

VISA Mastercard American Express

If you need to amend any bookings, please follow the original steps. You will not be asked to pay for these amendments.



## 8. 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.