ONLINE PAYMENTS USER INSTRUCTIONS

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1. Connect to the Online Payments website

- Load your Internet browser (this might be Internet Explorer or Mozilla Firefox).
- To allow you to use the school Online Payment website you must have 'cookies' enabled. (A cookie is a file that is stored on your computer. It contains the address of the Web site and codes that your Internet browser sends back to the Web site each time you visit a page there. Cookies do not usually contain personal information.) You only have to carry out this procedure once. The following website gives instructions on how to enable cookies in your web browser: http://www.google.com/cookies.html
- After you have enabled cookies, enter the website address supplied by your child's school.
- Click on Create New Account.
- Enter a current email address and password.
- Enter the Online link code that has been supplied by the school. You will be
 provided with an Online link code for each child you have at the school, but
 should enter only one at this stage as the others will be entered within the
 website.
- Enter your billing address details (these need to match the address on the credit/debit card that will be used for making online payments).
- Click on Confirm.
- Login with your email address and password.
- The items available for purchase will be displayed e.g. Account payments, Trips etc.

2. Select a pupil

Your child's name is displayed on the screen. It you wish to make a payment against a sibling, select them from the **Current pupil** drop down box.

To add a sibling see section 6 View/amend your account details.

3. Make your purchases

To navigate to the item you want to make a payment against, either use the Quick Links on the right hand side of the screen or scroll down to relevant item. You can also collapse and expand the item groups to view.

a. Account payments

Account payments are used to top up funds to pay for dinner money, cashless cafeteria, breakfast and after school clubs. These will not be displayed if they are not available to your child.

Account payments display your child's current **Dinner money account balance** and top up facility and your child's current **Pre-payment account balance** and top up facility.

Dinner Money payments

To make a Dinner money account top-up, enter an amount in the **Enter top-up amount** field. Click on **Add to Basket**. This will appear in your basket (top right hand side).

Account payments

To make a Pre-payment account top-up (for cashless cafeteria, breakfast and after school club), enter an amount in the **Enter top-up amount** field. Click on **Add to Basket**. This will appear in your basket (top right hand side).

 Click on View History to display all Account payments history made using Internet, cash or cheque for Dinner Money or Pre-payment account.

View Dinner Money account history

- Displays history of Child meal payments made online or in school.
- Shows number of meals taken, total cost and current balance.
- School dinners calendar views your child's dinner history.

View Pre-Payment Account

- Displays history of Account deposit payments made online or in school.
- Payment on account displays what your child has spent.

b. Other Items

- Click on **Other Items** to display any services or products offered by the school.
- To make a payment select Quantity using the drop down box. If applicable, enter an amount in the Unit Price. Total Price for this item will be displayed.
- Click on Add to Basket. This will appear in your basket (top right hand side).

c. Trip/Event payments

- Click on Trips/Events to display ones that your child is currently selected for, together with amounts Owing and Paid. Trip/event payments will not be displayed if they are not available to your child.
- To make a trip payment, enter an amount in the Enter payment amount field.
 Click on Add to Basket. This will appear in your basket (top right hand side).
- Some **Trips/Events** may have (Optional) next to them. These are for events your child is eligible to attend if you would like them to.
- Click on a trip name to view details of the trip including any relevant notes
 entered by the school. Depending on school procedure, it may also include **Trip**check boxes to allow you to give permission, on line, for your child to attend a
 trip. Click **Save** to save any changes made on this screen.
- Click on View History to display all payments made against this trip using the Internet, cash or cheque.

4. Proceed to checkout

- Click on **Checkout**. The contents of **Your Basket** will be displayed.
- Click on Edit to edit items selected for purchase, if required.
- Click on Back to continue shopping.
- Click on **Checkout** to place the order and enter the payment details.

5. Enter payment and contact information

a. Billing address

The **Billing Address** should match the details entered on sign-in. Change any information if necessary.

The address must match the billing address for your credit/debit card.

Emails will be sent to the email address entered to:

- Confirm payment by Bank.
- Confirm order and items purchased.
- Click on Place Order.

b. Hampshire County Council ePayments System

The Hampshire County Council ePayments System – Purchase summary is displayed.



Click on Proceed.

c. Secure Payment Page

- Select the required currency.
- Select your card type.

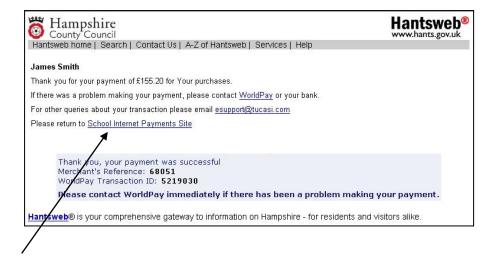


Enter your Card Details.



Click on MAKE PAYMENT.

Confirmation of your payment is displayed.



Click on <u>School Online Payments Site.</u>

Your order will be displayed.

You will receive email confirmation to the address provided by you:

- 1. to confirm the payment from your bank
- 2. to confirm the items purchased.

6. View/amend your account details

- Click on Your Account.
- Your child's Order History is displayed.
- Click on an Order Number to display the details of that order.
- Click on Addresses to view/amend the Billing Address details.
- Click on **Email/Password** to amend the account login information.
- Click on <u>Pupil Settings</u> to set the daily spend limit for your child if your school has cashless catering.
- Click on <u>Link Account</u> to link Sibling accounts. If a parent has more than one child at the school, the parent can use one SCO Online Payment account to view account details and make payments for all their children. Each child is issued with an Online link code, enter this code and click on Link account.
- Click on <u>Logout</u> to exit the Online Payment system or select <u>Logout</u> at the top right of the screen.

7. Forgotten your password?

- Load your web browser and enter the website address supplied by your child's school.
- On the log in screen select Reset Password.
- Type in your current email address.
- You will receive an email with your password details.

OR

 Contact the Finance Department at your school and they will reset your password.

For further enquiries, or to cancel an Online Payment, please contact the Finance Department at your school.