

**INTERNET PAYMENTS  
USER INSTRUCTIONS**

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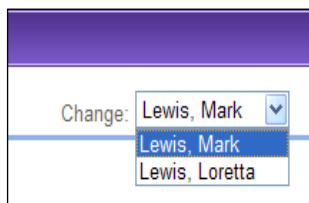
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## 1. **Connect to the Internet payments website**

- Load your Internet browser (*this might be Internet Explorer or Mozilla Firefox*).
  - To allow you to use the school Internet 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.
  - Enter the user name and password supplied by your child's school.
  - Optional - Enter your billing address details (these need to match the address on the credit/debit card that will be used for making online payments). You can enter these details later during the purchase procedure if you wish.
  - Click on **Log In**.
  - Once connected, you will be prompted to change your log in details to an email address and password of your choice. Your new user name **must** be your email address so that order receipts can be automatically emailed to you. An email will then be sent to your email address asking you to click (or copy and paste) a link to verify your email address. You will not be able to purchase any products until you have completed this process.
  - After you have verified your email address, log in again using your new username and password.
  - The **Accounts payment** screen for your child is displayed.
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## 2. *Select a pupil*

- Your child's name is displayed on the screen. If you wish to make a payment against a sibling, select their name from the **Change** drop down box.



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## 3. *Make your purchases*

### a. **Account payments**

Account payments are used to top up funds to pay for dinner money and/or cashless cafeteria. Account payments 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**.
- **Account payments**  
To make a Pre-payment account top-up (for cashless cafeteria), enter an amount in the **Enter top-up amount** field. Click on **Add To Basket**.
- Click on **View** 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 Products

- Click on [Other Products](#) to display any services or products offered by the school.
- To make a payment select **Quantity** using the drop down box. Enter an amount in the **Unit Price. Total Price** for this item will be displayed.
- Click on **Add To Basket**.

## c. Events

- Click on [Events](#) to display events that your child is currently selected for, together with the **Cost**. Events will not be displayed if they are not available to your child.
- To make an event payment, enter an amount in the **Enter payment amount** field. Click on **Add To Basket**.

## d. Trip payments

- Click on [Trip payments](#) to display trips that your child is currently selected for, together with amounts **Owing** and **Paid**. Trip 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**.
- 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 [Trip payments](#) and select **View** to display all payments made against this trip using the Internet, cash or cheque.

## e. Uniform

- Click on [Uniform](#) to display uniform items for sale at school, if applicable. Uniform will not be displayed if these items are not available on line to your child.
- Select a **Quantity**, select the **Size** (if relevant) and click on **Add To Basket**.

#### **f. Optional trips**

- Click on [Optional trips](#) to display trips that are available to your child, but for which they are not currently selected. Making a payment will add your child to this trip. The total cost of the trip is displayed.
  - To make a trip payment enter a payment in the **Enter payment amount** field. Click on **Add To Basket**.
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#### **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.
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#### **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.

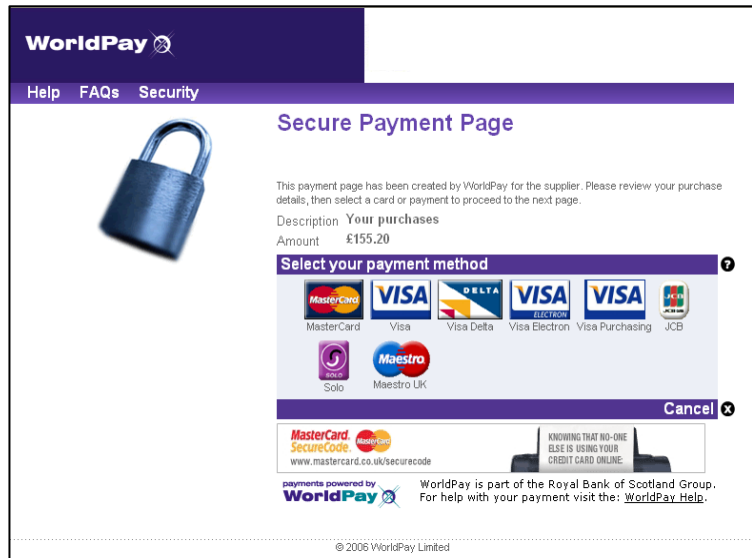
Emails will be sent to the email address entered to:

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

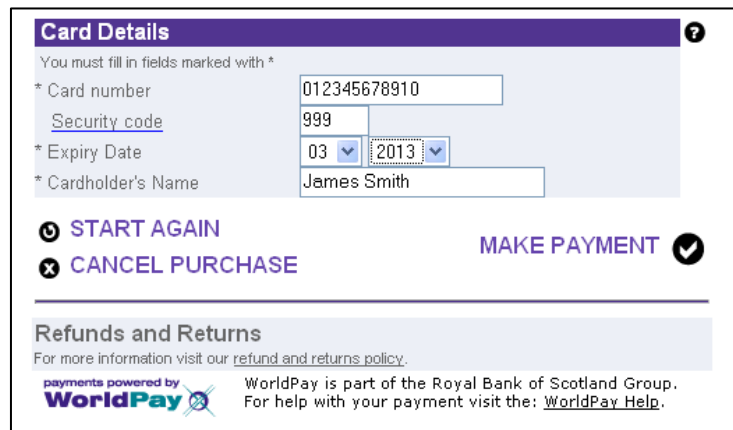
## b. WorldPay Secure Payment Page

The **WorldPay Secure Payment Page** is displayed.

- Click on your payment method.



- Enter your **Card Details**.
- Click on **MAKE PAYMENT**.

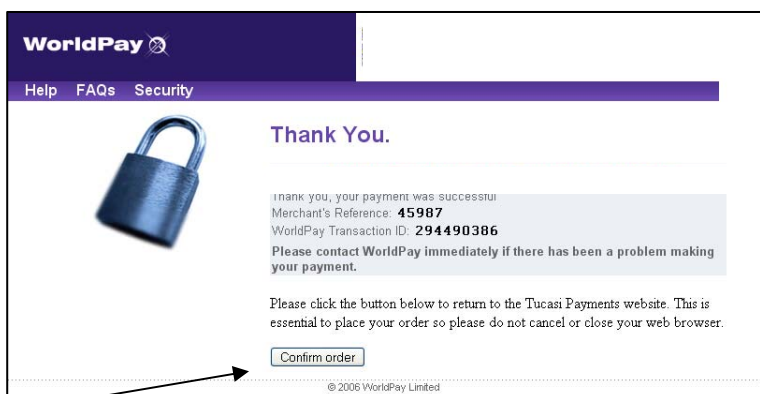


The payment is processed.

You must click on **Confirm order** to complete the transaction.

Do not cancel or close your web browser.

You must click on **Confirm order** to complete the transaction.



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.

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## **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 **User Name/Password** to amend the account login information.
- Click on **Pupil Options** to set the daily spend limit for your child if your school has cashless catering.
- Click on **Logout** to exit the Internet payment system or select **Logout** at the top right of the screen.

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## **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 **Send 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 to the original one issued.

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**For further enquiries, or to cancel an Internet payment,  
please contact the Finance Department at your school.**