



schoolmoney

Parent User Guide

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!

The **SchoolMoney** Online Payment Service brought to you by Eduspot

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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.eduspot.co.uk

This will take you to our eduspot website.

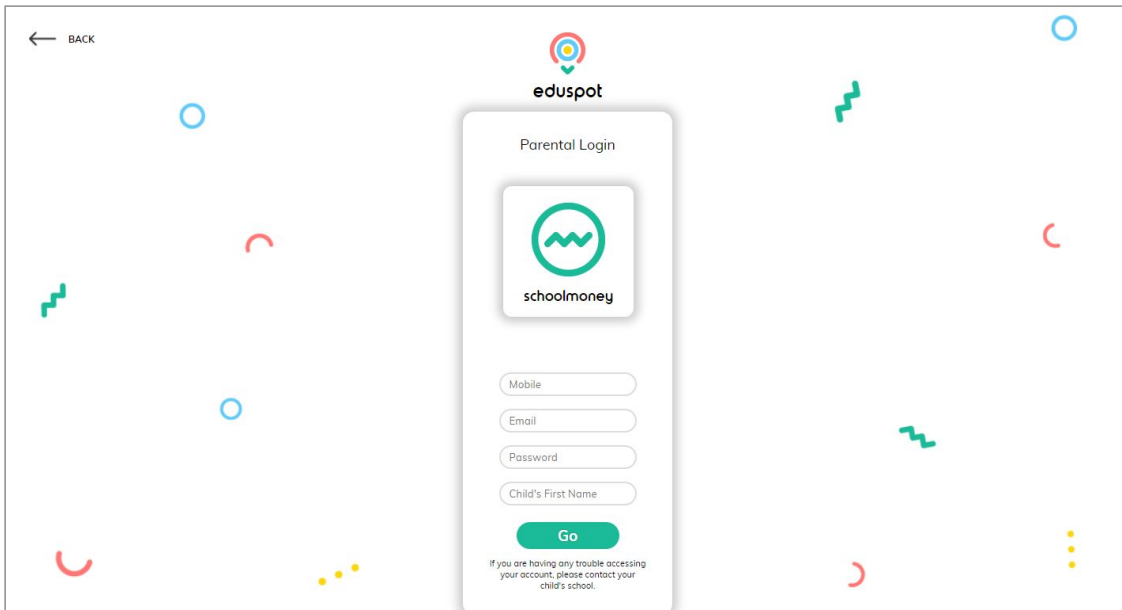


In the top right hand corner of the screen is a sign in button. Please click on this.



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

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 have more than one child that attends the school then their payments will show beneath their names. Names are listed alphabetically.

Support Academy
Help | Logout

	School Trip:	-£65.00	Residential:	-£840.00
Payments	Other:	-£0.03		
Dinners				
Clubs	Lauren			
	Unpaid Dinner Money	£2.20		+ -
School Shop	Harry Potter Studios	£30.00	Wed 28 Feb 2018	+ -
	Birmingham Trip	£50.00	Fri 29 Sep 2017	+ -
Parental Consent				
History	Noah			
	Unpaid Dinner Money	£37.20		+ -
	Harry Potter Studios	£30.00	Wed 28 Feb 2018	+ -
	PGL	£130.00	Fri 12 Jan 2018	+ -
	PGL	£130.00	Fri 15 Dec 2017	+ -
	Chocolate Factory	£15.00	Fri 01 Dec 2017	+ -
	Pantomime	£5.00	Thu 30 Nov 2017	+ -
	Chocolate Factory	£15.00	Fri 24 Nov 2017	+ -
	PGL	£130.00	Fri 17 Nov 2017	+ -
	PGL	£30.00	Fri 20 Oct 2017	+ -

Total To Pay:
£0.00

Dinner Credit:
£0.00

Club Credit:
£0.00

[Make Payment](#)

Minimum total amount allowed: £2.50

[illegible]

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

Harry Potter Studios	£30.00	Wed 28 Feb 2018
PGL	£130.00	Fri 12 Jan 2018

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.

Support Academy
schoolmoney
Help | Logout

Payments

Dinners

Clubs

School Shop

Parental Consent

History

School Trip: Other: -£65.00 -£0.03
Residential: -£840.00

Lauren

Unpaid Dinner Money £2.20 X

Harry Potter Studios £30.00 X

Birmingham Trip £0.00 Fri 29 Sep 2017 +

Noah

Unpaid Dinner Money £37.20 X

Chocolate Factory £15.00 X

Harry Potter Studios £30.00 Wed 28 Feb 2018 +
PGL £130.00 Fri 12 Jan 2018 +
PGL £130.00 Fri 15 Dec 2017 +
Chocolate Factory £15.00 Fri 01 Dec 2017 +
Pantomime £5.00 Thu 30 Nov 2017 +
Chocolate Factory £15.00 Fri 24 Nov 2017 X
PGL £130.00 Fri 17 Nov 2017 +
PGL £30.00 Fri 20 Oct 2017 +

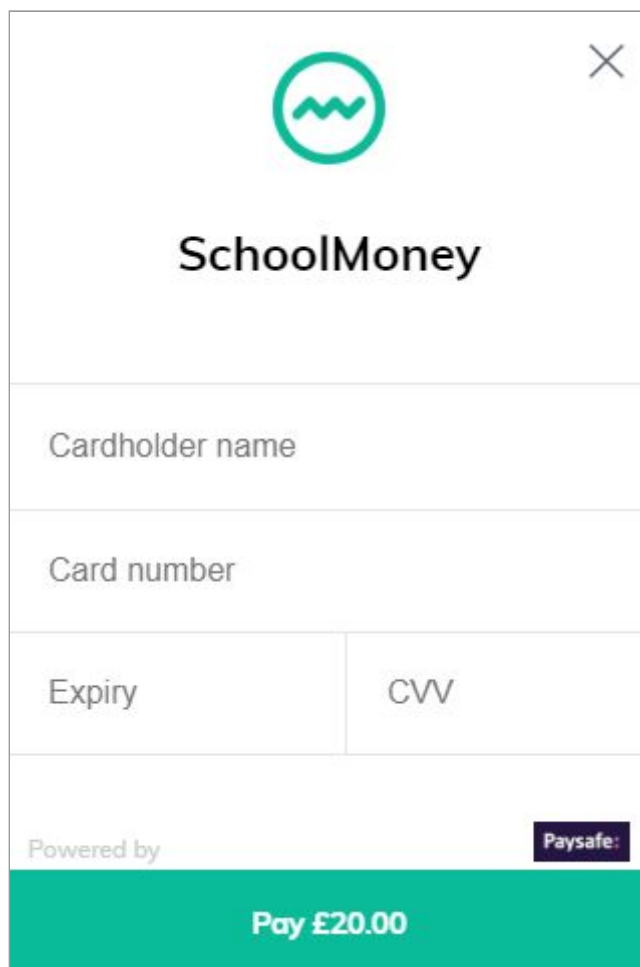
Dinner Credit: £0.00
Club Credit: £0.00
Minimum total amount allowed £2.50

Total To Pay: £84.40
Make Payment

www.eduspot.co.uk

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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.**



A screenshot of a payment form titled 'SchoolMoney'. The form has a green circular logo with a white wave-like symbol at the top left. Below the logo is the text 'SchoolMoney'. The form contains several input fields: 'Cardholder name', 'Card number', 'Expiry', and 'CVV'. At the bottom left, it says 'Powered by' followed by a small logo. At the bottom right, there is a green button with the text 'Pay £20.00'.

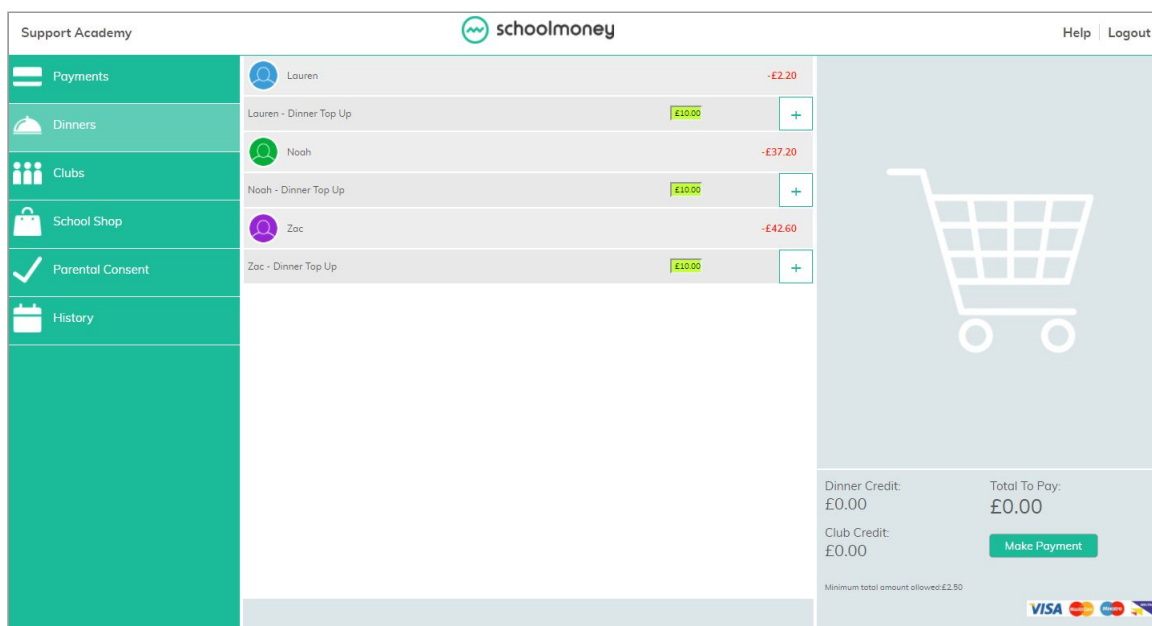
A confirmation pop up will appear once you have selected 'Pay Now' so that you know the details have been processed and you will receive an email receipt shortly afterwards.

3. Dinners

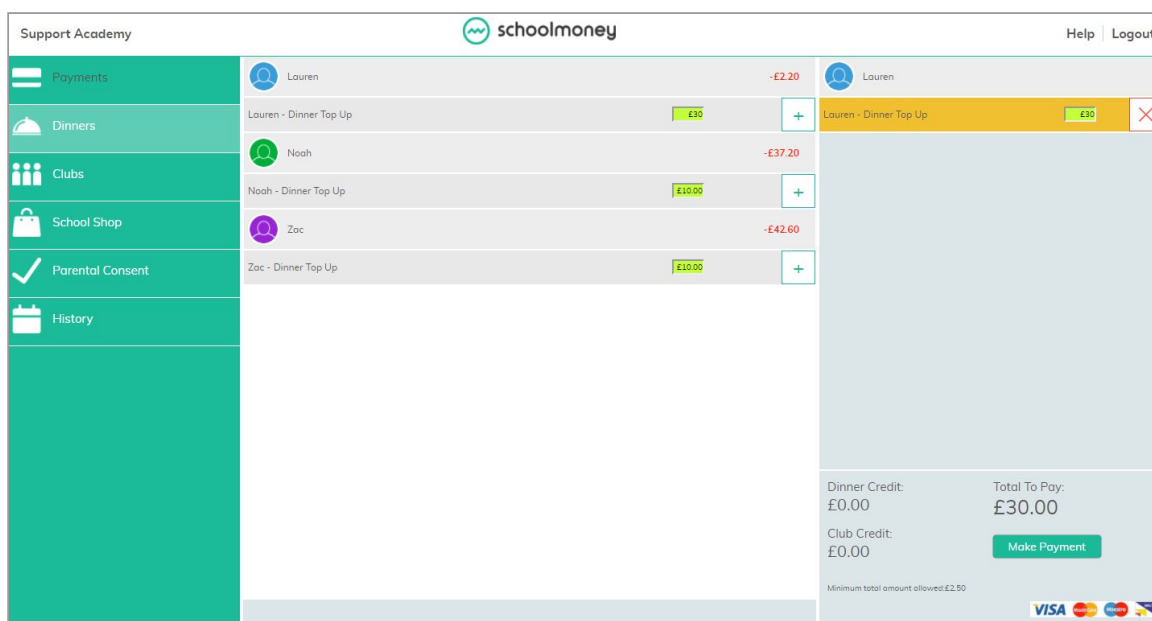
3.1 Dinner Top Up

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.

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



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.

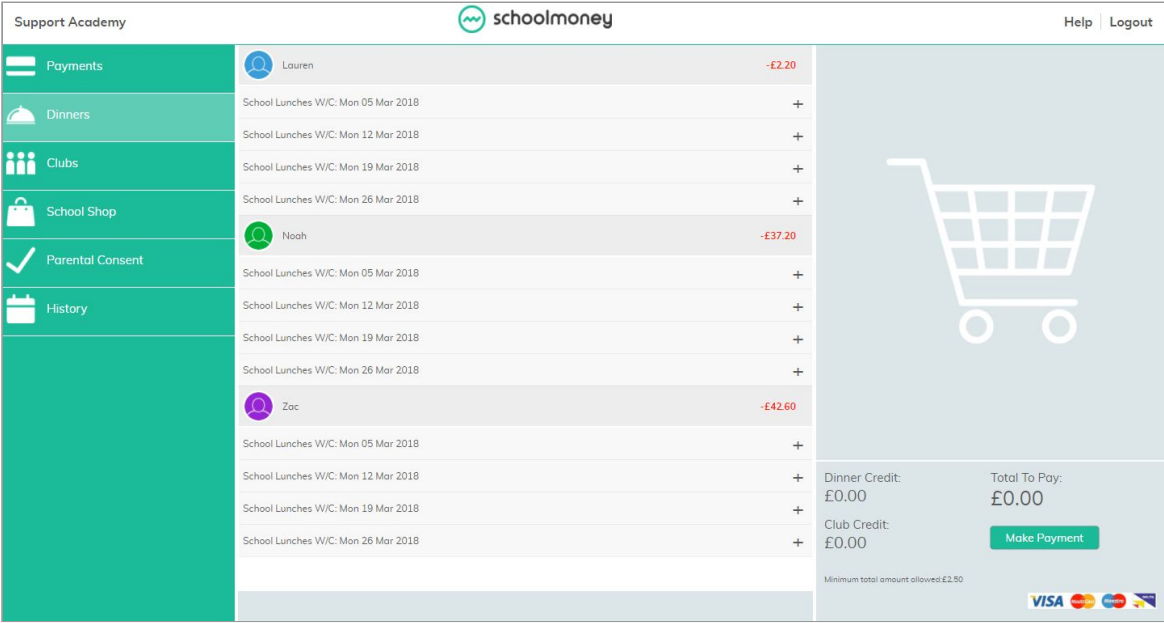


3.2 Dinner Bookings

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
Lauren	School Lunches W/C: Mon 05 Mar 2018	+
	School Lunches W/C: Mon 12 Mar 2018	+
	School Lunches W/C: Mon 19 Mar 2018	+
	School Lunches W/C: Mon 26 Mar 2018	+
Noah	School Lunches W/C: Mon 05 Mar 2018	+
	School Lunches W/C: Mon 12 Mar 2018	+
	School Lunches W/C: Mon 19 Mar 2018	+
	School Lunches W/C: Mon 26 Mar 2018	+
Zac	School Lunches W/C: Mon 05 Mar 2018	+
	School Lunches W/C: Mon 12 Mar 2018	+
	School Lunches W/C: Mon 19 Mar 2018	+
	School Lunches W/C: Mon 26 Mar 2018	+

Summary:

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

[Make Payment](#)

Minimum total amount allowed £2.50

VISA, Mastercard, American Express, PayPal

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	Cost per meal
Monday	£0.00
Tuesday	£0.00
Wednesday	£0.00
Thursday	£0.00
Friday	£0.00

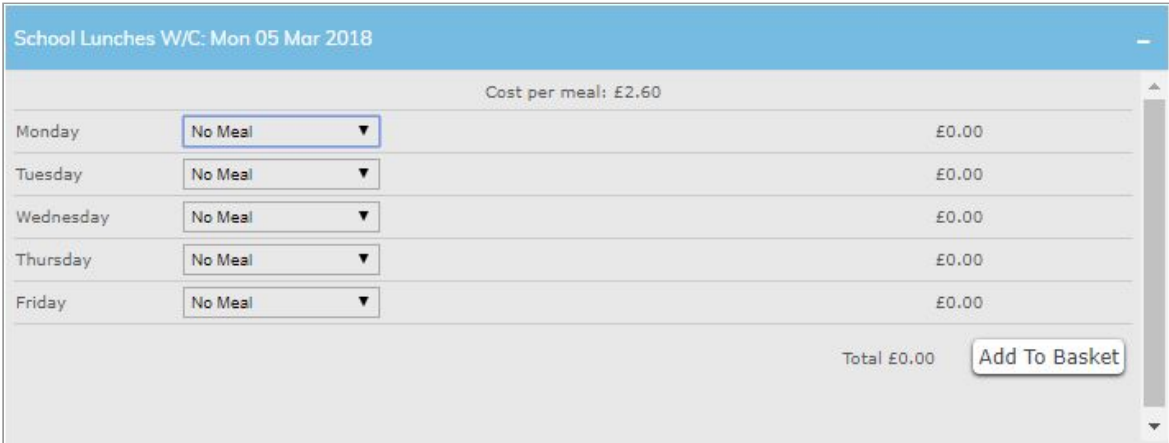
Total: £0.00 [Add To Basket](#)

- 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.

Pre-Booking Meat and Vegetarian Options

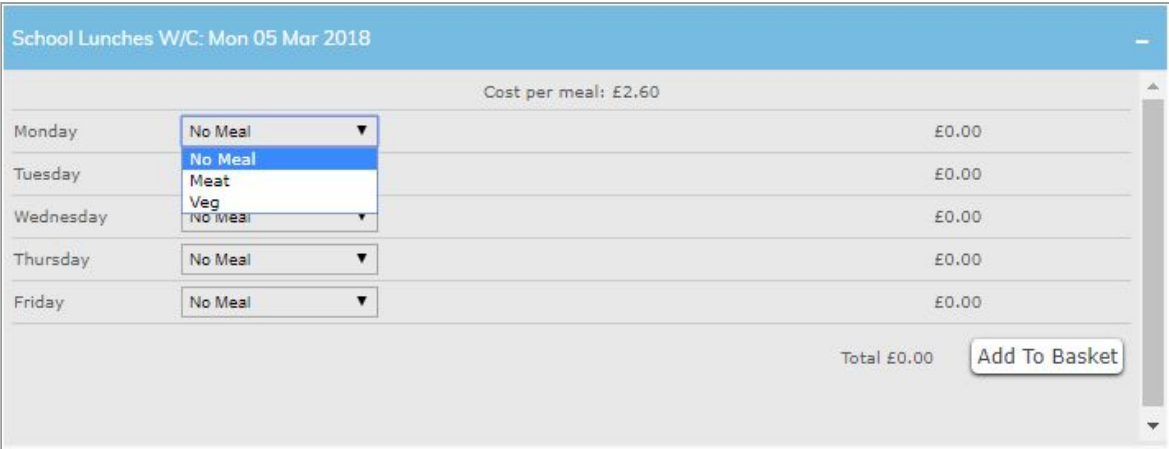
If your school wants you to book whether your child is having a meat meal or a vegetarian meal:

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



School Lunches W/C: Mon 05 Mar 2018		
Cost per meal: £2.60		
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.



School Lunches W/C: Mon 05 Mar 2018		
Cost per meal: £2.60		
Monday	No Meal	£0.00
Tuesday	Meat	£0.00
Wednesday	No Meal	£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.

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.

School Lunches W/C: Mon 05 Mar 2018	
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.

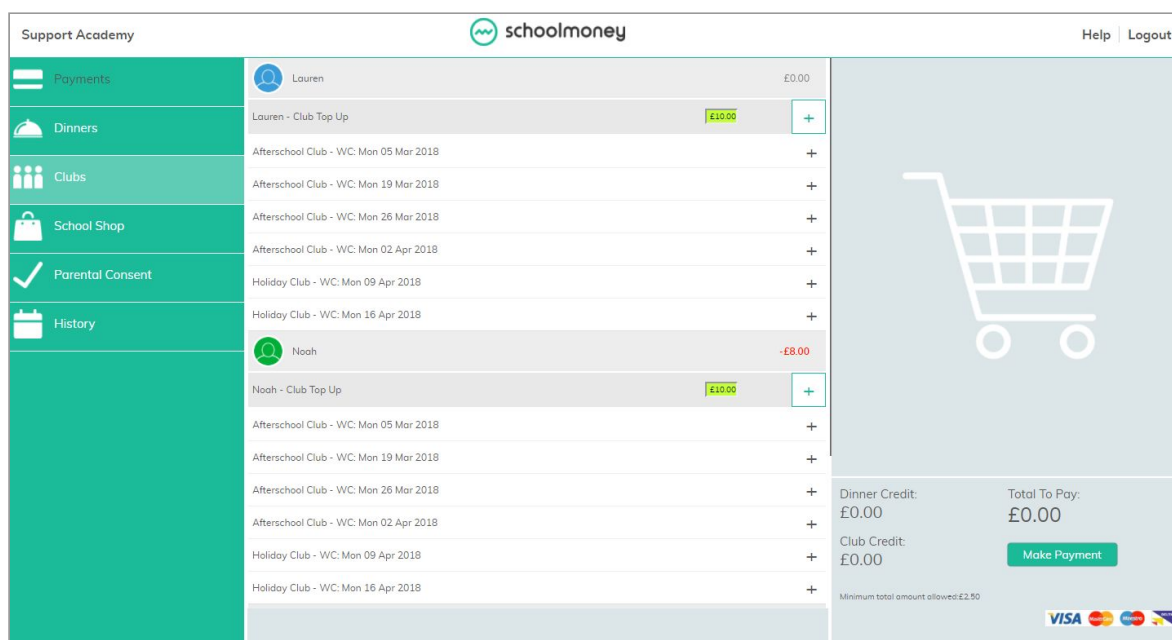
School Lunches W/C: Mon 05 Mar 2018	
Monday	No Dinner Chosen ▼
Tuesday	No Dinner Chosen £2.20 - Chicken Korma & Rice £2.00 - Vegetable & Chickpea Korma with Rice £2.20 - Jacket Potato with Baked Beans £0.00 - Packed Lunch
Wednesday	
Thursday	
Friday	No Dinner Chosen ▼
Total £0.00 Update Booking	

- 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.

4. Clubs

4.1 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.



Support Academy schoolmoney Help | Logout

Payments Laureen £0.00

Dinners Laureen - Club Top Up £10.00 +

Clubs Afterschool Club - WC: Mon 05 Mar 2018 +

School Shop Afterschool Club - WC: Mon 19 Mar 2018 +

Parental Consent Afterschool Club - WC: Mon 26 Mar 2018 +

History Afterschool Club - WC: Mon 02 Apr 2018 +

Holiday Club - WC: Mon 09 Apr 2018 +

Holiday Club - WC: Mon 16 Apr 2018 +

Noah -£8.00

Noah - Club Top Up £10.00 +

Afterschool Club - WC: Mon 05 Mar 2018 +

Afterschool Club - WC: Mon 19 Mar 2018 +

Afterschool Club - WC: Mon 26 Mar 2018 +

Afterschool Club - WC: Mon 02 Apr 2018 +

Holiday Club - WC: Mon 09 Apr 2018 +

Holiday Club - WC: Mon 16 Apr 2018 +

Total To Pay: £0.00

Dinner Credit: £0.00

Club Credit: £0.00

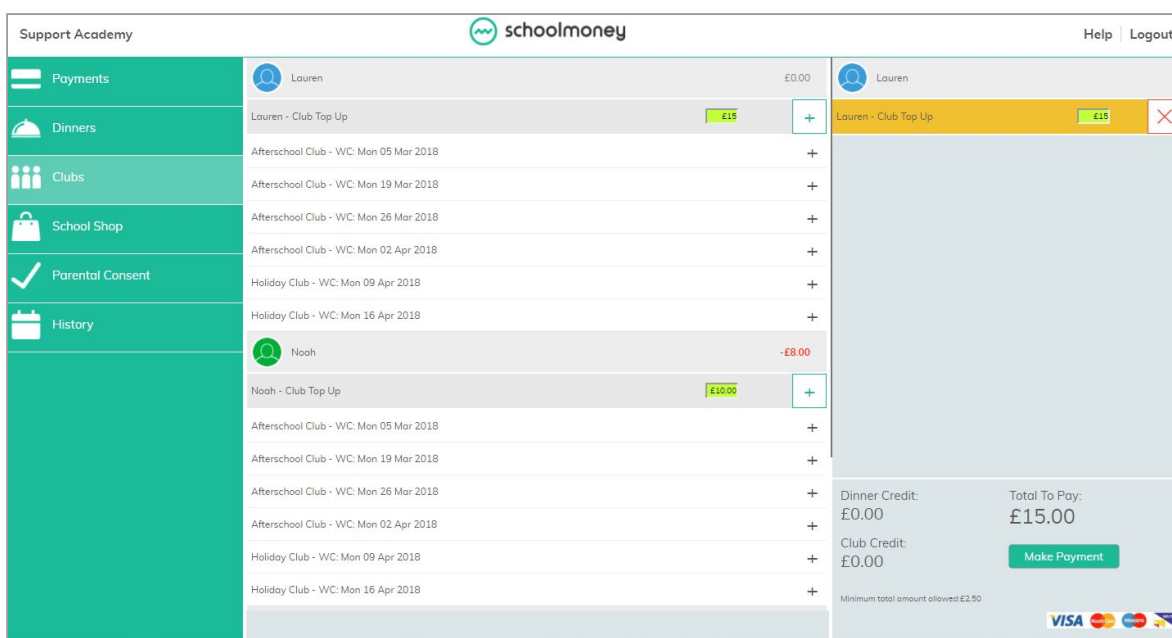
Make Payment

Minimum total amount allowed: £2.50

VISA

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.

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.



Support Academy schoolmoney Help | Logout

Payments Laureen £0.00

Dinners Laureen - Club Top Up £15.00 +

Clubs Afterschool Club - WC: Mon 05 Mar 2018 +

School Shop Afterschool Club - WC: Mon 19 Mar 2018 +

Parental Consent Afterschool Club - WC: Mon 26 Mar 2018 +

History Afterschool Club - WC: Mon 02 Apr 2018 +

Holiday Club - WC: Mon 09 Apr 2018 +

Holiday Club - WC: Mon 16 Apr 2018 +

Noah -£8.00

Noah - Club Top Up £10.00 +

Afterschool Club - WC: Mon 05 Mar 2018 +

Afterschool Club - WC: Mon 19 Mar 2018 +

Afterschool Club - WC: Mon 26 Mar 2018 +

Afterschool Club - WC: Mon 02 Apr 2018 +

Holiday Club - WC: Mon 09 Apr 2018 +

Holiday Club - WC: Mon 16 Apr 2018 +

Total To Pay: £15.00

Dinner Credit: £0.00

Club Credit: £0.00

Make Payment

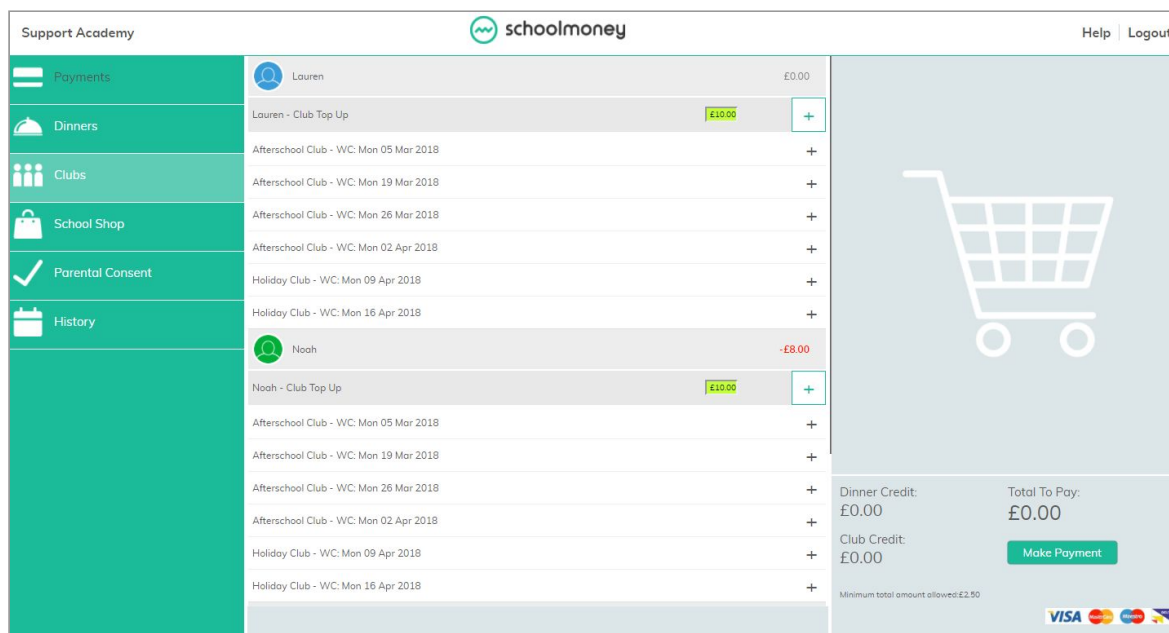
Minimum total amount allowed: £2.50

VISA

4.2 Club Bookings

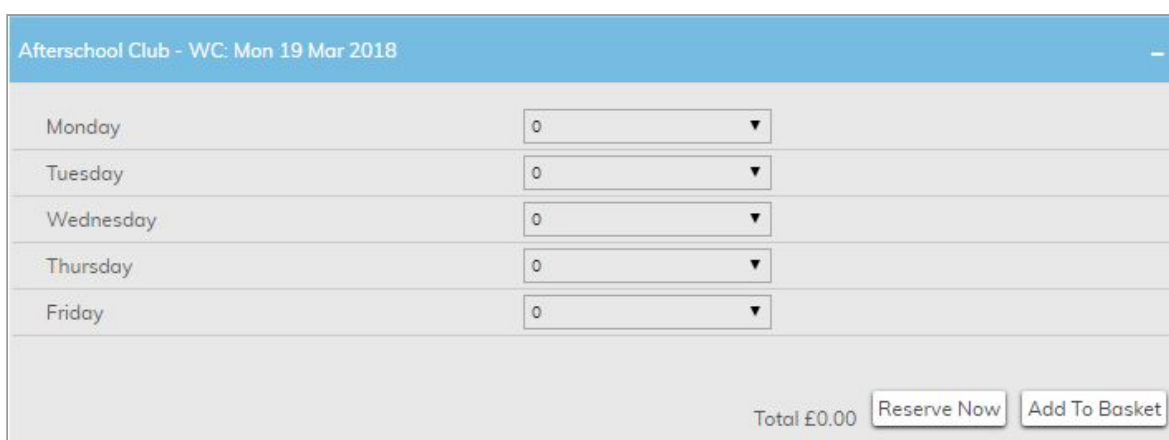
If your school asks you to pre-book your child's club sessions then this will be found in the Clubs section of the options menu.

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' app interface. On the left is a sidebar menu with icons and labels: Payments, Dinners, Clubs, School Shop, Parental Consent, and History. The main content area is divided into two sections for children: Lauren and Noah. Under Lauren, there is a 'Club Top Up' for £10.00 and a list of 'Afterschool Club' sessions for various dates in March and April 2018, each with a '+' button. Under Noah, there is a 'Club Top Up' for £10.00 and a similar list of 'Afterschool Club' sessions. On the right side, there is a large shopping cart icon. At the bottom right, there is a summary section showing 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00', with a 'Make Payment' button. Below this, it says 'Minimum total amount allowed: £2.50' and shows logos for VISA, Mastercard, and others.

- 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.



The screenshot shows a booking form for 'Afterschool Club - WC: Mon 19 Mar 2018'. The form has a blue header bar with the title. Below the header, there are five rows for days of the week: Monday, Tuesday, Wednesday, Thursday, and Friday. Each row has a dropdown menu with the number '0' selected. At the bottom right, there is a 'Total £0.00' label and two buttons: 'Reserve Now' and 'Add To Basket'.

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

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
Help | Logout

Payments
Dinners
Clubs
School Shop
Parental Consent
History

Lauren
£0.00

Lauren - Club Top Up
£15
+

Afterschool Club - WC: Mon 05 Mar 2018
+

Afterschool Club - WC: Mon 19 Mar 2018
+

Afterschool Club - WC: Mon 26 Mar 2018
+

Afterschool Club - WC: Mon 02 Apr 2018
+

Holiday Club - WC: Mon 09 Apr 2018
+

Holiday Club - WC: Mon 16 Apr 2018
+

Noah
-£8.00

Noah - Club Top Up
£10.00
+

Afterschool Club - WC: Mon 05 Mar 2018
+

Afterschool Club - WC: Mon 19 Mar 2018
+

Afterschool Club - WC: Mon 26 Mar 2018
+

Afterschool Club - WC: Mon 02 Apr 2018
+

Holiday Club - WC: Mon 09 Apr 2018
+

Holiday Club - WC: Mon 16 Apr 2018
+

Afterschool Club W/C: Mon 19 Mar 2018
£6.00
X

Afterschool Club W/C: Mon 26 Mar 2018
£6.00
X

Dinner Credit: £0.00

Club Credit: £0.00

Total To Pay: £12.00

Make Payment

Minimum total amount allowed: £2.50

- 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.

Support Academy
schoolmoney
Help | Logout

Payments
Dinners
Clubs
School Shop
Parental Consent
History

Lauren

Lauren - Book Bag £10.00 +
Lauren - Drinks Bottle £2.99 +
Lauren - Football Shirt £10.00 +
Lauren - Library Card £2.15 +
Lauren - Logo Sweatshirt £7.99 +
Lauren - P.E Bag £5.99 +
Lauren - Pencil Case £2.50 +

Noah

Noah - Book Bag £10.00 +
Noah - Drinks Bottle £2.99 +
Noah - Football Shirt £10.00 +
Noah - Library Card £2.15 +
Noah - Logo Sweatshirt £7.99 +
Noah - P.E Bag £5.99 +

Lauren

Lauren - P.E Bag £5.99 X
Lauren - Book Bag £10.00 X

Noah

Noah - Book Bag £10.00 X
Noah - Football Shirt £10.00 X

Dinner Credit: £0.00
Club Credit: £0.00

Total To Pay: £35.99
Make Payment

Minimum total amount allowed: £2.50

You will be able to purchase items for all of your children, so please ensure the correct child is selected. Please make sure to scroll right down to the bottom of the page if you have more than one child at the school as they will be listed alphabetically.

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.

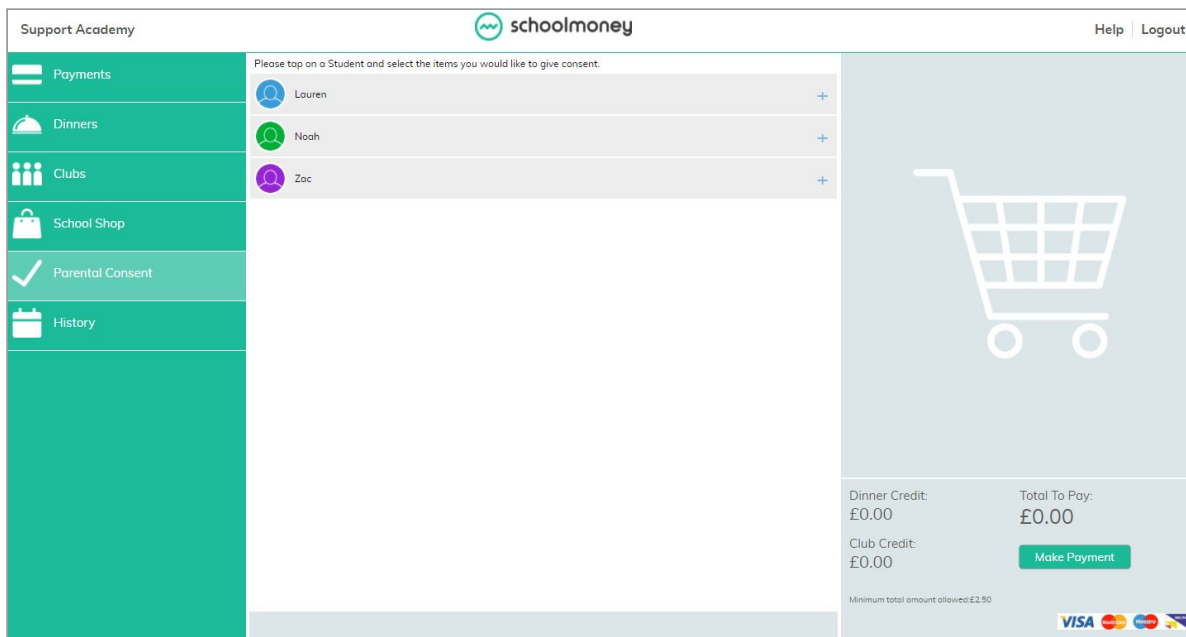
If you want to purchase more than one item, select the + sign as many times as you need.

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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.

 Lauren		
School Trip Harry Potter Studios	Wed 28 Feb 2018	☐
Other CONSENT ONLY - Trip	Tue 27 Feb 2018	☐
School Trip Pantomime	Mon 12 Feb 2018	☒
Residential PGL	Mon 12 Feb 2018	☒
School Trip Birmingham Trip	Fri 29 Sep 2017	☐
School Trip Trip to Canada	Thu 28 Sep 2017	☒

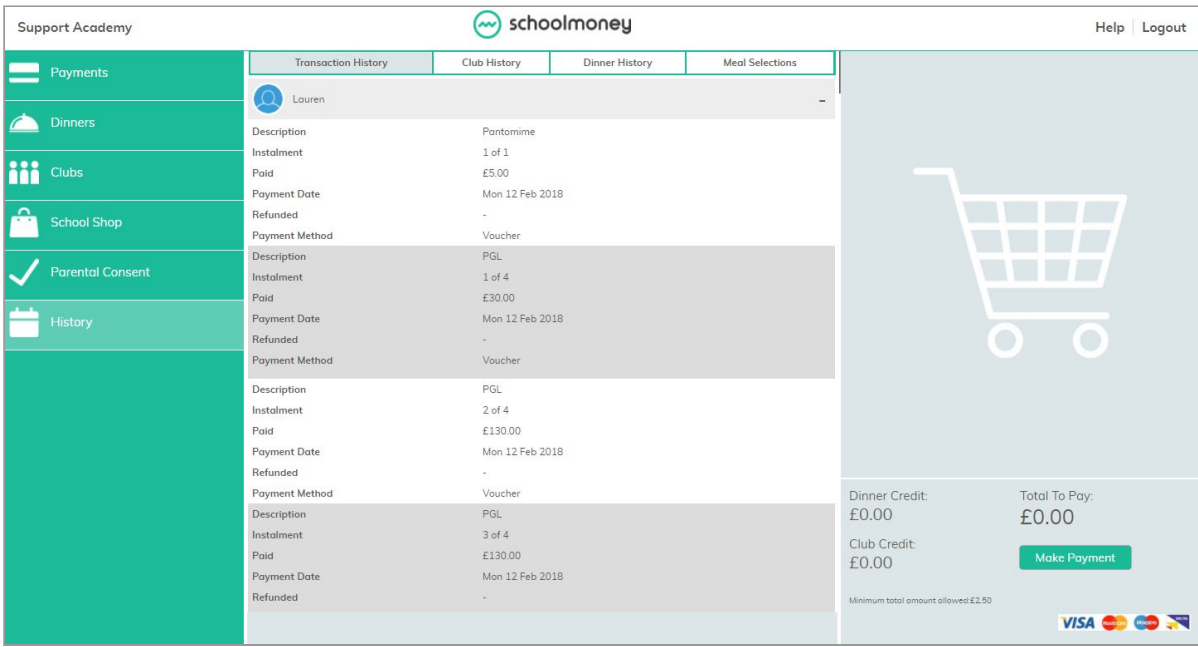
A green box means that you have given consent, a blank box means that you haven't. To give consent for a payment simply check the blank box and it will turn green.

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.

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.



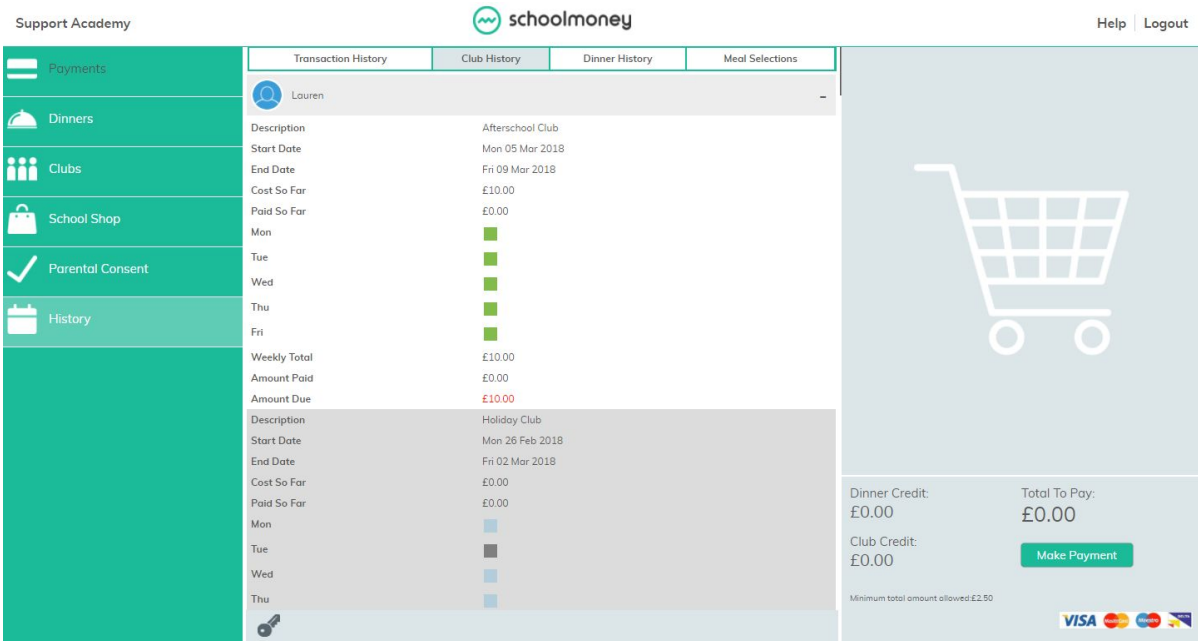
The screenshot shows the 'schoolmoney' interface for 'Support Academy'. The 'Transaction History' tab is selected. The left sidebar contains navigation options: Payments, Dinners, Clubs, School Shop, Parental Consent, and History. The main content area displays a list of transactions for user 'Lauren'. Each transaction entry includes details like Description, Instalment, Paid amount, Payment Date, Refunded status, and Payment Method. The right sidebar shows a shopping cart icon and a summary of credits and total payable amount.

Transaction	Description	Instalment	Paid	Payment Date	Refunded	Payment Method
1	Pantomime	1 of 1	£5.00	Mon 12 Feb 2018	-	Voucher
2	PGL	1 of 4	£30.00	Mon 12 Feb 2018	-	Voucher
3	PGL	2 of 4	£130.00	Mon 12 Feb 2018	-	Voucher
4	PGL	3 of 4	£130.00	Mon 12 Feb 2018	-	Voucher

Summary on the right:

- Dinner Credit: £0.00
- Club Credit: £0.00
- Total To Pay: £0.00
- Minimum total amount allowed: £2.50

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.



The screenshot shows the 'schoolmoney' interface for 'Support Academy' with the 'Club History' tab selected. The left sidebar is the same as the previous screenshot. The main content area displays club sessions for user 'Lauren'. It lists sessions like 'Afterschool Club' and 'Holiday Club' with details on dates, costs, and payment status. A color-coded key indicates payment status: green for paid, red for due, and blue for not paid. The right sidebar shows the shopping cart and summary.

Club Session	Description	Start Date	End Date	Cost So Far	Paid So Far	Mon	Tue	Wed	Thu	Fri
1	Afterschool Club	Mon 05 Mar 2018	Fri 09 Mar 2018	£10.00	£0.00	Green	Green	Green	Green	Green
2	Holiday Club	Mon 26 Feb 2018	Fri 02 Mar 2018	£0.00	£0.00	Blue	Blue	Blue	Blue	Blue

Summary on the right:

- Dinner Credit: £0.00
- Club Credit: £0.00
- Total To Pay: £0.00
- Minimum total amount allowed: £2.50

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



Help

Logout



Payments



Dinners



Clubs



School Shop



Parental Consent



History

Transaction History	Club History	Dinner History	Meal Selections
 Lauren 			
 Noah 			
Dinner School Lunches			
Start Date Mon 12 Feb 2018			
End Date Fri 16 Feb 2018			
Mon 			
Tue 			
Wed 			
Thu 			
Fri 			
Weekly Total £5.20			
Dinner School Lunches			
Start Date Mon 29 Jan 2018			
End Date Fri 02 Feb 2018			
Mon 			
Tue 			
Wed 			
Thu 			
Fri 			
Weekly Total £0.00			
Dinner School Lunches			



Dinner Credit:
£0.00

Club Credit:
£0.00

Total To Pay:
£0.00

Make Payment

Minimum total amount allowed: £2.50



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		Help Logout	
		Transaction History	Club History	Dinner History	Meal Selections
- Payments - Dinners - Clubs - School Shop - Parental Consent - History	Lauren		-		
	Dinner Date		Mon 05 Feb 2018		
	Meals Selected		Chicken Korma & Rice (£2.20)		
	Total Cost		£2.20		
	Dinner Date		Mon 06 Nov 2017		
	Meals Selected		Chicken Korma & Rice (£0.00)		
	Total Cost		£0.00		
	Dinner Date		Thu 26 Oct 2017		
	Meals Selected		Mac N Cheese Pasta with Herby (£0.00)		
	Total Cost		£0.00		
	Dinner Date		Fri 13 Oct 2017		
	Meals Selected		Jacket Potato with Mackerel, C (£0.00)		
	Total Cost		£0.00		
	Dinner Date		Thu 12 Oct 2017		
	Meals Selected		Beef Lasagne with Garlic Bread (£0.00)		
	Total Cost		£0.00		
	Dinner Date		Wed 11 Oct 2017		
	Meals Selected		Jacket Potato with Cheese (£0.00)		
	Total Cost		£0.00		
	Dinner Date		Tue 10 Oct 2017		
	Meals Selected		Jacket Potato with Chilli Con (£0.00)		
	Total Cost		£0.00		
	Dinner Date		Mon 09 Oct 2017		



Dinner Credit: £0.00
Club Credit: £0.00
Total To Pay: £0.00
[Make Payment](#)
Minimum total amount allowed: £2.50





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

8. FAQ

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 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.

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 login 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.