

# SchoolMoney

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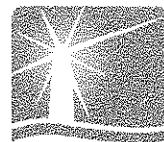
## Parent User Guide

Dear parents,

Welcome to **SchoolMoney**; an easy, safe and secure way to pay for your child's trips, dinners and other expenses online using 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.

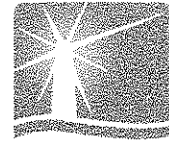
If you have any questions about making payments, simply contact your school and they can get in touch with us!

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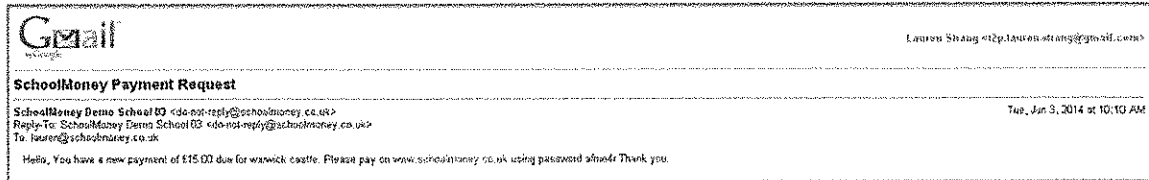


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# 1. Logging into SchoolMoney



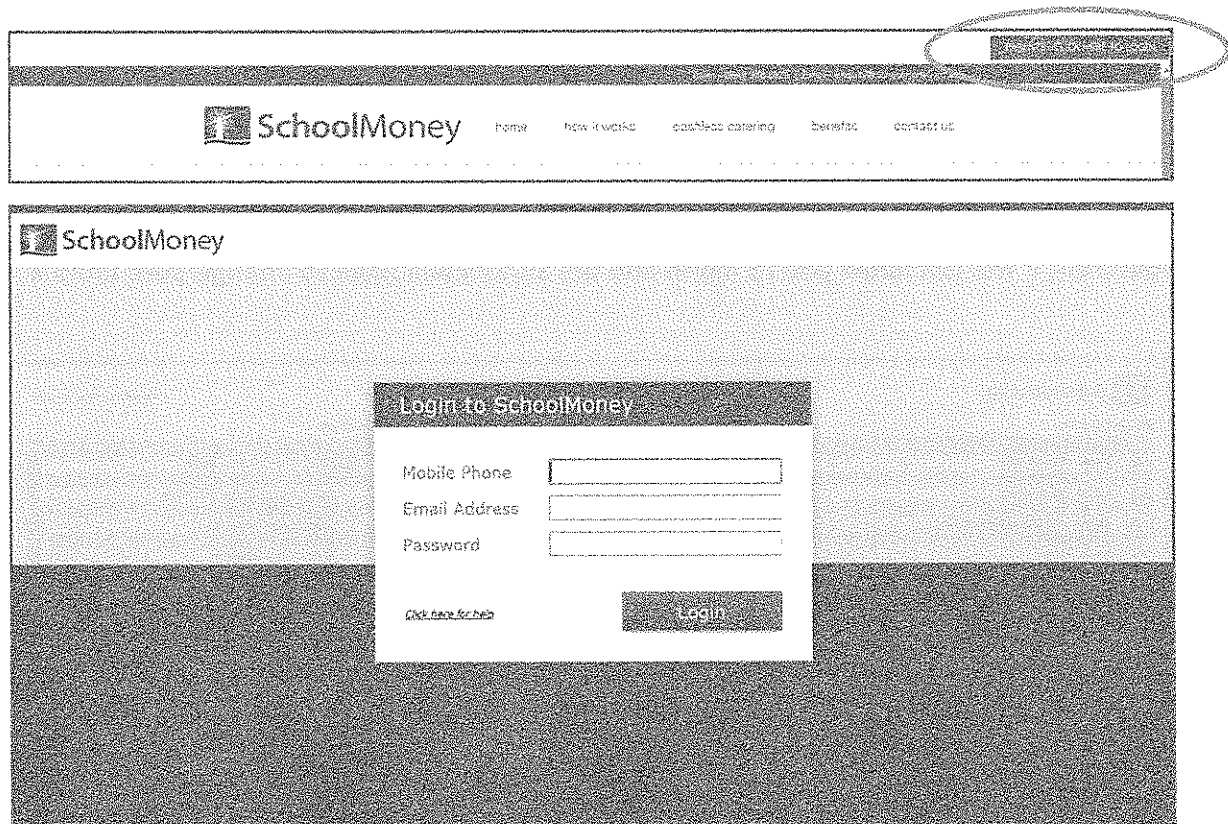
The school will send you an email or a text message to start the process. This will contain details such as, the web address and the password you will need to log on with.



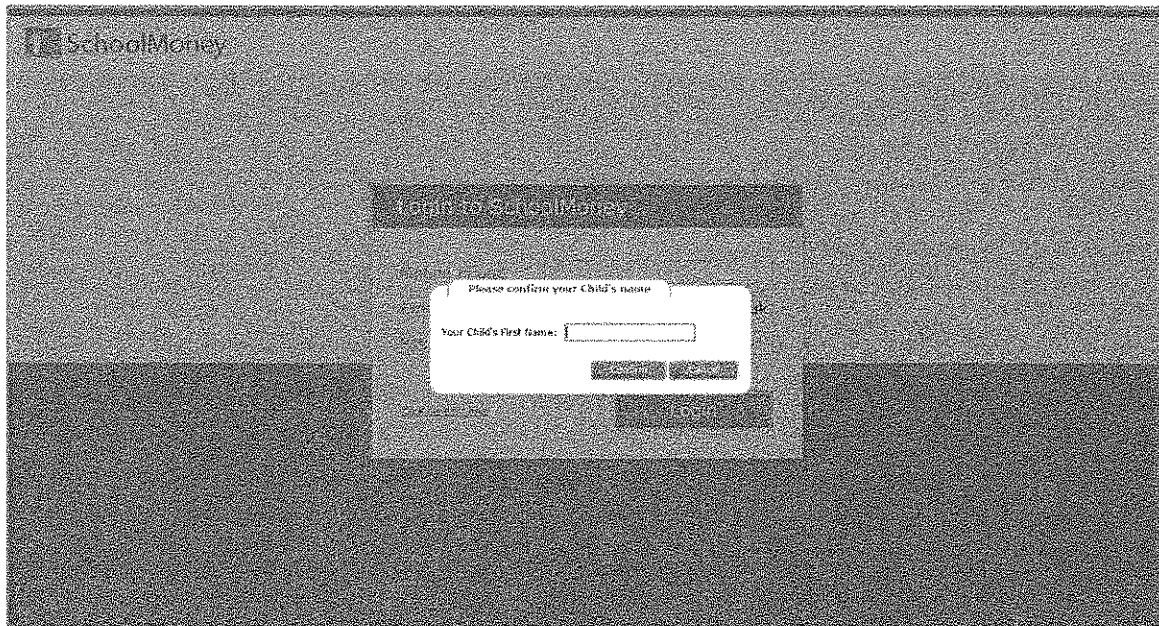
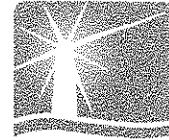
**Please note: if you have not received a message with a password in it, please contact the school directly to request one.**

To log in:

- Go to [www.schoolmoney.co.uk](http://www.schoolmoney.co.uk) (this web address will be provided to you in your text/email). This will bring up the parent log in page.



- Enter your mobile number, email address and the password that has been provided by the school.
- Press log in and it will take you to a page that asks for your child's first name. **This is the first name only.**



- Type in the name and select 'Confirm,' this will log you into the payments screen.

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 they have recorded against your child on SchoolMoney. If you are entering something that is different it will not allow you to log in and the school will have to change your child's

**SchoolMoney** SchoolMoney Davis School 62 [Payments](#) [History](#) [Logout](#)

**Payments Due** Please tick the items you wish to pay for and then click on Make Payment.

Select	Name	Description	Instalment	Due Date
<input type="checkbox"/>	Lauren	life skills class	1 of 4	Fri 05 Aug 2016
<input type="checkbox"/>	Lauren	life skills class	2 of 4	Fri 12 Aug 2016
<input type="checkbox"/>	Lauren	life skills class	3 of 4	Fri 19 Aug 2016
<input type="checkbox"/>	Lauren	life skills class	4 of 4	Fri 26 Aug 2016
<input type="checkbox"/>	Lauren	Half Term Swimming Club	1 of 1	Wed 31 Aug 2016
<input type="checkbox"/>	Lauren	Zoo	1 of 1	Mon 05 Sep 2016
<input type="checkbox"/>	Lauren	Phone	1 of 1	Wed 05 Oct 2016
<input type="checkbox"/>	Lauren	Wholes Day	1 of 1	Sat 09 Nov 2016
<input type="checkbox"/>	Lauren	Breakfast Club	1 of 1	Fri 04 Sep 2016
<input type="checkbox"/>	Lauren	After School Club	1 of 1	Fri 18 Sep 2015

Dinner Lauren: £1.90  
Club Lauren: £7.00

**School Shop**

Select	Name	Description
<input type="checkbox"/>	£10.00	Lauren - Dinner Top Up
<input type="checkbox"/>	£10.00	Lauren - Club Top Up
<input type="checkbox"/>	£0.00	Lauren - Aladdin Play Tickets
<input type="checkbox"/>	£5.99	Lauren - ART ROCK
<input type="checkbox"/>	£1.30	Lauren - Art Books
<input type="checkbox"/>	£43.00	Lauren - Mouse 20
<input type="checkbox"/>	£6.00	Lauren - Book Bag
<input type="checkbox"/>	£5.00	Lauren - Caravan 20
<input type="checkbox"/>	£13.00	Lauren - Caravan 7-8
<input type="checkbox"/>	£5.99	Lauren - Caravan 50-60
<input type="checkbox"/>	£2.50	Lauren - Concert Tickets
<input type="checkbox"/>	£0.99	Lauren - Dance Tickets
<input type="checkbox"/>	£3.00	Lauren - drink bottle
<input type="checkbox"/>	£15.00	Lauren - Football Ticket
<input type="checkbox"/>	£4.00	Lauren - Fountain Pen
<input type="checkbox"/>	£5.00	Lauren - Joseph Tickets
<input type="checkbox"/>	£10.00	Lauren - Jumper 24"
<input type="checkbox"/>	£9.50	Lauren - Jumper 3-4
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£10.00	Lauren - Jumper 7-8
<input type="checkbox"/>	£16.00	Lauren - Jumpers blue
<input type="checkbox"/>	£4.50	Lauren - Junior Book Bag
<input type="checkbox"/>	£0.50	Lauren - Notepads
<input type="checkbox"/>	£5.00	Lauren - P.E Bag
<input type="checkbox"/>	£8.95	Lauren - Polo Shirt

**Total: £0.00**  
Income Credit Used: £0.00  
Club Credit Used: £0.00

**Payment Methods:**  
 Partial Payment Allowed  Voluntary Payment  E.X.XX Arrears  
 Overdue Payment  Offline Only Payment  E.X.XX Credits

**VISA** **MasterCard** **Amex** **Debit** **Direct Debit**

## 2. Making a Payment



Once you have logged in to your account, you will then be able to make a payment for your child.

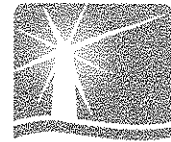
The screenshot shows the SchoolMoney interface. On the left, under 'Payments Due', there is a table with columns for 'Select Item', 'Description', 'Instalment', 'Due Date', and 'Total'. Items include 'Life skills class', 'No skills class', 'Half Term Swimming Club', 'Zoo', 'Piano', 'Victorian Day', and 'Breakfast Club'. On the right, under 'School Shop', there is a list of items with prices, such as 'Dinner Top Up', 'Club Top Up', 'Aladdin Play Tickets', 'ART BOOK', 'Art Books', 'Blazer 25', 'Book Bag', 'Cardigan 25', 'Cardigan 7-8', 'Cardigan Age 9-7', 'Concert Tickets', 'Dance Tickets', 'drinks bottle', 'Football Ticket', 'Fountain Pen', 'Joseph Tickets', 'Jumper 2-4', 'Jumper 3-4', 'Jumper 5-6', 'Jumper 7-8', 'Jumpers Blue', 'Junior Book Bag', 'Notepads', 'P.E Bag', and 'Polo Shirt'. At the bottom, there is a 'Total: £0.00' and a 'Make Payment' button. Payment options like 'VISA', 'Partial Payment Allowed', and 'Voluntary Payment' are also visible.

Any outstanding payments will show up on the left hand side of the screen. Any top up or shop items will show up on the right hand side of the screen.

Please note: it is up to the school what they set up on SchoolMoney, so they may not offer all options. If you are unsure, please contact the school directly.

To pay for an item in payments due:

- Find the item/instalment you would like to pay for from the left hand side of the screen.
- Select the tick box next to the item/instalment. This will add it to the total at the bottom.
- Click on 'Make Payment' in the bottom right hand corner when you are ready to pay for your items.



**SchoolMoney** SchoolMoney Online School 001 Payments | History | Logout

**Payments Due** Please tick the items you wish to pay for and then click on Make Payment.

Select	Item	Description	Instalment No.	Due Date
<input type="checkbox"/>	Lauren	Life skills class	1 of 4	£3.00 Fri 05 Aug 2016
<input type="checkbox"/>	Lauren	Life skills class	2 of 4	£3.00 Fri 12 Aug 2016
<input type="checkbox"/>	Lauren	Life skills class	3 of 4	£3.00 Fri 19 Aug 2016
<input type="checkbox"/>	Lauren	Life skills class	4 of 4	£3.00 Fri 26 Aug 2016
<input checked="" type="checkbox"/>	Lauren	Half Term Swimming Club	1 of 1	£5.00 Wed 31 Aug 2016
<input checked="" type="checkbox"/>	Lauren	Zoo	1 of 1	£24.00 Mon 08 Sep 2016
<input checked="" type="checkbox"/>	Lauren	Piano	1 of 1	£100.00 Wed 05 Oct 2016
<input checked="" type="checkbox"/>	Lauren	Victorian Day	1 of 1	£20.00 Sat 03 Nov 2016
<input checked="" type="checkbox"/>	Lauren	Breakfast Club	1 of 1	£0.00 Fri 04 Sep 2015
<input checked="" type="checkbox"/>	Lauren	American School Club	1 of 1	£0.00 Fri 18 Sep 2015

**School Shop**

Select	Price	Description
<input type="checkbox"/>	£55.00	Lauren - Driver Top Up
<input type="checkbox"/>	£10.00	Lauren - Club Top Up
<input type="checkbox"/>	£0.00	Lauren - Aladdin Play Tickets
<input type="checkbox"/>	£5.00	Lauren - ART BOOK
<input type="checkbox"/>	£1.30	Lauren - Art Books
<input type="checkbox"/>	£42.00	Lauren - Blazer 20
<input type="checkbox"/>	£6.00	Lauren - Book Bag
<input type="checkbox"/>	£9.00	Lauren - Cardigan 20
<input type="checkbox"/>	£12.00	Lauren - Cardigan 7-8
<input type="checkbox"/>	£9.99	Lauren - Cardigan Age 6-7
<input type="checkbox"/>	£2.50	Lauren - Concert Tickets
<input type="checkbox"/>	£0.00	Lauren - Dance Tickets
<input type="checkbox"/>	£3.00	Lauren - drink bottle
<input type="checkbox"/>	£15.00	Lauren - Football Kitset
<input type="checkbox"/>	£4.00	Lauren - Fountain Pen
<input type="checkbox"/>	£5.00	Lauren - Joseph Tickets
<input type="checkbox"/>	£10.00	Lauren - Jumper 24"
<input type="checkbox"/>	£8.50	Lauren - Jumper 3-4
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£10.00	Lauren - Jumper 7-8
<input type="checkbox"/>	£16.00	Lauren - Jumpers blue
<input type="checkbox"/>	£2.50	Lauren - Junior Book Bag
<input type="checkbox"/>	£0.50	Lauren - Notepads
<input type="checkbox"/>	£5.00	Lauren - P.E Bag
<input type="checkbox"/>	£8.95	Lauren - Polo Shirt

Dinner Lauren: £1.00  
Club Lauren: £7.00

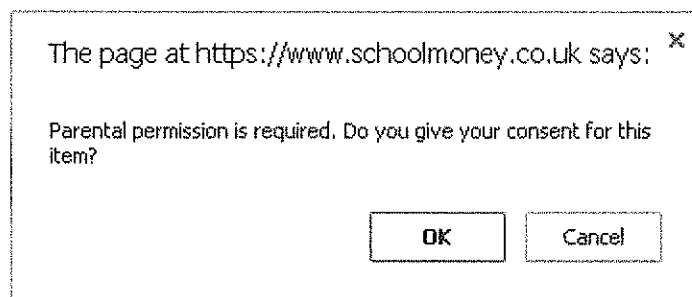
**Total: £215.00**  
Dinner Credit Used: £3.00  
Club Credit Used: £1.00

VISA  Partial Payment allowed  Voluntary Payment £X.XX Arrears  
 Overdue Payment  Offline Only Payment £X.XX Credits

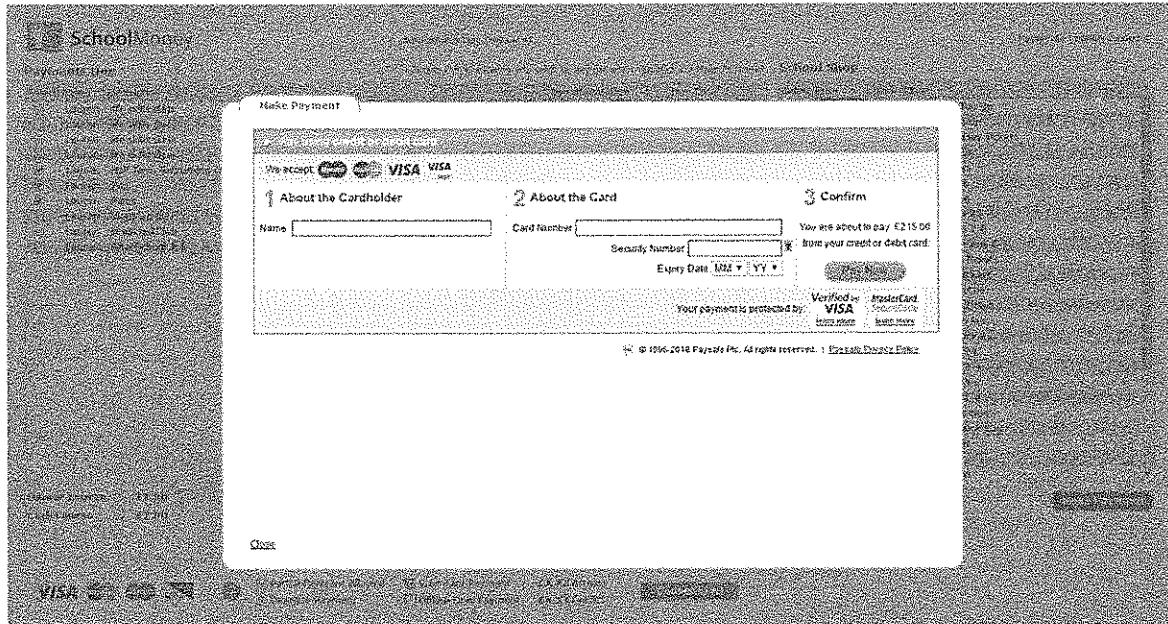
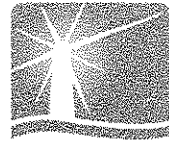
You may find that some of your payments are highlighted in a different colour:

- Green: this means that you can pay off this amount in smaller chunks up until the due date when you will need to have paid it off in full. Click into the green box and over type the amount to whatever you want to pay.
- Orange: this means you can pay as much towards this payment as you would like and this is all you will pay.

You may also find that when you select the tick box, a pop up will appear asking for your consent. You will have to give your consent to pay for this item/instalment.



Once you have selected 'make payment' the system will take you to a screen where you can input your card details. You will have to do this every time that you want to make a payment due to the security procedures that are in place on the system. **We do not store debit/credit card details.**



A confirmation box will pop up once you have selected 'Pay Now' to let you know that the details have been processed. You will receive an email receipt shortly afterwards.

## 3. Dinners



Your school may not ask you to pay for dinners through the SchoolMoney system. If you are unsure please contact the school to ask. If your school does not use our dinner module, you may skip this section.

There are a few different ways the school may ask you to pay for your child's meals. Below we have detailed the different options. Please bare in mind that not all of these will apply to you; you will only be asked to pay in one of these ways.

### 3a. Dinner Top Up

If the school only wants you to top up money onto your child's dinner account you will be using the 'Dinner Top Up.' This will appear on the right hand side of your screen underneath 'Shop Items' and will be a figure (usually the weekly amount) in a green box.

To use the Dinner Top up:

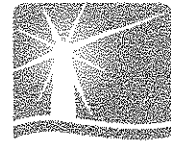
- Click into the green box and change the amount.
- Select the tick box on the left hand side and it will be added to the total.
- Select 'Make Payment' in the bottom right hand corner.

Select	Price	Description
<input type="checkbox"/>	£10.00	Lauren - Dinner Top Up
<input type="checkbox"/>	£10.00	Lauren - Club Top Up
<input type="checkbox"/>	£0.00	Lauren - Aladdin Play Tickets
<input type="checkbox"/>	£5.99	Lauren - ART BOOK
<input type="checkbox"/>	£1.30	Lauren - Art Books
<input type="checkbox"/>	£43.00	Lauren - Blazer 26
<input type="checkbox"/>	£6.00	Lauren - Book Bag
<input type="checkbox"/>	£9.00	Lauren - Cardigan 28
<input type="checkbox"/>	£13.00	Lauren - Cardigan 7-8
<input type="checkbox"/>	£9.99	Lauren - Cardigan Age 6-7
<input type="checkbox"/>	£2.50	Lauren - Concert Tickets
<input type="checkbox"/>	£0.00	Lauren - Dance Tickets
<input type="checkbox"/>	£3.00	Lauren - drinks bottle
<input type="checkbox"/>	£15.00	Lauren - Football Ticket
<input type="checkbox"/>	£4.00	Lauren - Fountain Pen
<input type="checkbox"/>	£5.00	Lauren - Joseph tickets
<input type="checkbox"/>	£10.00	Lauren - Jumper 24"
<input type="checkbox"/>	£9.50	Lauren - Jumper 3-4
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£10.00	Lauren - Jumper 7-8
<input type="checkbox"/>	£16.00	Lauren - Jumpers blue
<input type="checkbox"/>	£5.50	Lauren - Junior Book Bag
<input type="checkbox"/>	£0.50	Lauren - Notepads
<input type="checkbox"/>	£5.00	Lauren - P.E Bag
<input type="checkbox"/>	£8.95	Lauren - Polo Shirt

The green box means that you can change the figure if you want to.

**E.g. Your weekly default amount is £10.50, but you would like to pay for three weeks in advance. Click into the green box and type in £31.50. Once you tick the box, this amount will be added to the total.**





## 3b. Dinner Bookings

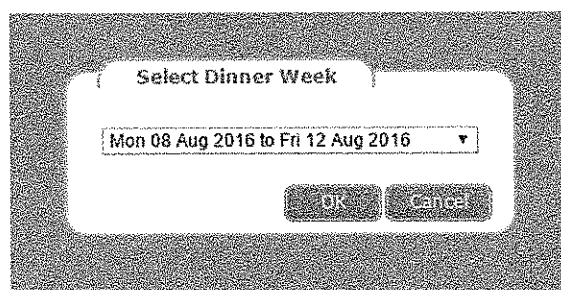
If your school wants you to book dinners, there are a few ways that they could ask you to do this.

**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.**

Log in to your account as usual and you will be able to see the main payment screen. On the right hand side under 'School Shop,' you will see 'Dinner Top Up.' If your school wants you to pre-book, then the amount will not be green but white and it will represent a weekly cost of your dinners.

Select	Price	Description
<input type="checkbox"/>	£10.00	Lauren - Dinner Top Up
<input type="checkbox"/>	£10.00	Lauren - Club Top Up
<input type="checkbox"/>	£0.00	Lauren - Aladdin Play Tickets
<input type="checkbox"/>	£5.99	Lauren - ART BOOK
<input type="checkbox"/>	£1.30	Lauren - Art Books
<input type="checkbox"/>	£43.00	Lauren - Blazer 25"
<input type="checkbox"/>	£6.00	Lauren - Book Bag
<input type="checkbox"/>	£9.00	Lauren - Cardigan 28
<input type="checkbox"/>	£13.00	Lauren - Cardigan 7-8
<input type="checkbox"/>	£9.99	Lauren - Cardigan Age 6-7
<input type="checkbox"/>	£2.50	Lauren - Concert Tickets
<input type="checkbox"/>	£0.00	Lauren - Dance Tickets
<input type="checkbox"/>	£3.00	Lauren - drinks bottle
<input type="checkbox"/>	£15.00	Lauren - Football Ticket
<input type="checkbox"/>	£4.00	Lauren - Fountain Pen
<input type="checkbox"/>	£5.00	Lauren - Joseph Tickets
<input type="checkbox"/>	£10.00	Lauren - Jumper 24"
<input type="checkbox"/>	£9.50	Lauren - Jumper 3-4
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£10.00	Lauren - Jumper 7-8
<input type="checkbox"/>	£16.00	Lauren - Jumpers blue
<input type="checkbox"/>	£5.50	Lauren - Junior Book Bag
<input type="checkbox"/>	£0.50	Lauren - Notepads
<input type="checkbox"/>	£5.00	Lauren - P.E Bag
<input type="checkbox"/>	£8.95	Lauren - Polo Shirt

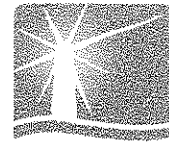
Tick the box that is next to the 'Dinner Top Up' and a pop up box will appear in the middle of the screen. Choose the week you would like to book your child's meals for from the drop down box. Then press OK.



## Pre-Booking Specific Meal Options

If your school requests that you book specific meal options for your child.

When you select the week a pop up box will appear listing the days of that week and next to it, a drop down box. Choose the meals you would like your child to eat from the options in the drop down box and press OK when you are finished.



Day	Item
Monday	£6.99 - Green Option
Tuesday	£2.00 - Jacket Potato
Wednesday	No Dinner Chosen
Thursday	No Dinner Chosen
Friday	No Dinner Chosen

Total £2.00

This will then save your bookings and the cost will be added to the total. You will be able to pay for this as usual. (If your child has free school meals you can book without paying by following the same steps).

## Pre-Booking Dinner Days

If the school wants you to book the days that you want your child to eat:

When you select the week a pop up box will appear listing the days of that week and next to it, a tick box. Tick the days you would like your child to have meals on and press OK when you are ready.

Day	Selected
Monday	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/>

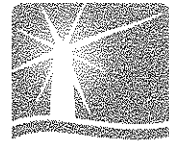
Total £4.20

This will then save your bookings and the cost will be added to the total. You will be able to pay for this as usual. (If your child has free school meals you can book without paying by following the same steps).

## Pre-Booking Meat and Vegetarian Options

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

When you select the week, a pop up box will appear listing the days of that week and next to it, a drop down box with either Meat or Veg. Choose whether you want your child to have a meat meal or a vegetarian meal for each day and click OK when you are ready.



Select days for dinner

W/C: Mon 08 Aug 2016

Cost per meal: £2.10

Monday	Meat
Tuesday	Meat
Wednesday	Veg
Thursday	No Meal
Friday	Meat
<b>Total</b>	<b>£6.30</b>

OK Cancel

This will then save your bookings and the cost will be added to the total. You will be able to pay for this as usual. (If your child has free school meals you can book without paying by following the same steps).

## 4. Clubs



Your school may not ask you to pay for clubs through the SchoolMoney system. If you are unsure please contact the school to ask. If your school does not use our club module you may skip this section.

### 4a. Club Top Up

If the school only wants you to top up money onto your child's club account you will be using the 'Club Top Up.' This will appear on the right hand side of your screen underneath 'Shop Items' and will be a figure in a green box.

To use the Club Top up:

- Click into the green box and change the amount.
- Select the tick box on the left hand side and it will be added to the total.
- Select 'Make Payment' in the bottom right hand corner.

Select	Price	Description
<input type="checkbox"/>	£10.00	Lauren - Dinner Top Up
<input type="checkbox"/>	£10.00	Lauren - Club Top Up
<input type="checkbox"/>	£0.00	Lauren - Aladdin Play Tickets
<input type="checkbox"/>	£5.99	Lauren - ART BOOK
<input type="checkbox"/>	£1.30	Lauren - Art Books
<input type="checkbox"/>	£43.00	Lauren - Blazer 26"
<input type="checkbox"/>	£6.00	Lauren - Book Bag
<input type="checkbox"/>	£9.00	Lauren - Cardigan 28
<input type="checkbox"/>	£13.00	Lauren - Cardigan 7-8
<input type="checkbox"/>	£9.99	Lauren - Cardigan Age 6-7
<input type="checkbox"/>	£2.50	Lauren - Concert Tickets
<input type="checkbox"/>	£0.00	Lauren - Dance Tickets
<input type="checkbox"/>	£3.00	Lauren - drinks bottle
<input type="checkbox"/>	£15.00	Lauren - Football Ticket
<input type="checkbox"/>	£4.00	Lauren - Fountain Pen
<input type="checkbox"/>	£5.00	Lauren - Joseph tickets
<input type="checkbox"/>	£10.00	Lauren - Jumper 24"
<input type="checkbox"/>	£9.50	Lauren - Jumper 3-4
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£10.00	Lauren - Jumper 7-8
<input type="checkbox"/>	£16.00	Lauren - Jumpers blue
<input type="checkbox"/>	£5.50	Lauren - Junior Book Bag
<input type="checkbox"/>	£0.50	Lauren - Notepads
<input type="checkbox"/>	£5.00	Lauren - P.E Bag
<input type="checkbox"/>	£8.95	Lauren - Polo Shirt

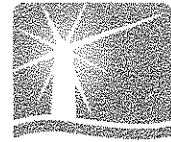
The green box means that you can change the figure.

E.g. The default amount is £10. You would like to pay for the half term in advance. Click into the green box and type in your chosen figure. Once you tick the box, this amount will be added to the total.

### 4b. Club Bookings

If your school asks you to pre-book your child's club sessions, this will be found on the left hand side of the screen.

Each of the weeks that the school has made available for you to book will be listed under 'Payments Due.'



Select	Name	Description	Instalment	Due	Due Date
<input type="checkbox"/>	Lauren	life skills class	1 of 4	£1.00	Fri 03 Aug 2016
<input type="checkbox"/>	Lauren	life skills class	2 of 4	£1.00	Fri 12 Aug 2016
<input type="checkbox"/>	Lauren	life skills class	3 of 4	£1.00	Fri 19 Aug 2016
<input type="checkbox"/>	Lauren	life skills class	4 of 4	£1.00	Fri 26 Aug 2016
<input type="checkbox"/>	Lauren	Half Term Swimming Club	1 of 1	£5.00	Wed 31 Aug 2016
<input type="checkbox"/>	Lauren	Zoo	1 of 1	£10.00	Mon 05 Sep 2016
<input type="checkbox"/>	Lauren	Piano	1 of 1	£200.00	Wed 05 Oct 2016
<input type="checkbox"/>	Lauren	Victorian Day	1 of 1	£20.00	Sat 05 Nov 2016
<input type="checkbox"/>	Lauren	breakfastClub	1 of 1	£0.00	Fri 09 Sep 2016
<input type="checkbox"/>	Lauren	BreakfastClub	1 of 1	£0.00	Fri 16 Sep 2016
<input type="checkbox"/>	Lauren	BreakfastClub	1 of 1	£0.00	Fri 23 Sep 2016

Select the tick box next to the club you would like to book for. A new pop up will appear with the days of the week and drop down boxes underneath.

Select BreakfastClub sessions for Lauren

Please select bookings for Mon 05 Sep 2016 to Fri 09 Sep 2016

Monday: 0

Tuesday: 0

Wednesday: 0

Thursday: 0

Friday: 0

Total: £0.00

Save Cancel

Select BreakfastClub sessions for Lauren

Please select bookings for Mon 05 Sep 2016 to Fri 09 Sep 2016

Monday: 1 - £2.50 (breakfast club)

Tuesday: 0

Wednesday: 1 - £2.50 (breakfast club)

Thursday: 0

Friday: 1 - £2.50 (breakfast club)

Total: £5.00

Save Cancel

Choose from the sessions available and select save once you are done. You can then continue to book further weeks and/or pay for what you have chosen.

Please note: if you have club credit, this will be available to use when booking your club sessions.

## 5. School Shop



If your school sells items, such as uniform or stationery, then they may decide to set this up in the shop. This section will always be available for you to log in and order/pay for.

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

If you would like to pay for a shop item:

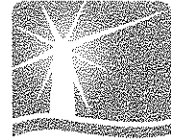
- Select the tick box on the left hand side and it will be added to the total.
- Select 'Make Payment' in the bottom right hand corner.

School Shop		
<input type="checkbox"/>	£13.00	Lauren - Cardigan 7-8
<input type="checkbox"/>	£9.99	Lauren - Cardigan Age 6-7
<input type="checkbox"/>	£2.50	Lauren - Concert Tickets
<input type="checkbox"/>	£0.00	Lauren - Dance Tickets
<input type="checkbox"/>	£3.00	Lauren - drinks bottle
<input type="checkbox"/>	£15.00	Lauren - Football Ticket
<input type="checkbox"/>	£4.00	Lauren - Fountain Pen
<input type="checkbox"/>	£5.00	Lauren - Joseph tickets
<input type="checkbox"/>	£10.00	Lauren - Jumper 24"
<input type="checkbox"/>	£9.50	Lauren - Jumper 3-4
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£10.00	Lauren - Jumper 7-8
<input type="checkbox"/>	£16.00	Lauren - Jumpers blue
<input type="checkbox"/>	£5.50	Lauren - Junior Book Bag
<input type="checkbox"/>	£0.50	Lauren - Notepads
<input type="checkbox"/>	£5.00	Lauren - P.E Bag
<input type="checkbox"/>	£8.95	Lauren - Polo Shirt
<input type="checkbox"/>	£4.00	Lauren - Recorder
<input type="checkbox"/>	£10.00	Lauren - Rucksack
<input type="checkbox"/>	£4.25	Lauren - School Bag
<input type="checkbox"/>	£15.00	Lauren - School Photo
<input type="checkbox"/>	£3.00	Lauren - School Tie
<input type="checkbox"/>	£0.50	Lauren - Spelling Book
<input type="checkbox"/>	£1.00	Lauren - Swim Hat
<input type="checkbox"/>	£1.60	Lauren - Swimming Hat
<input type="checkbox"/>	£5.00	Lauren - Tie

Once you have purchased an item, you can then go into the school and collect it when you are ready.

**Please note:** if you want to purchase more than one of the item, click on the tick box as many times as needed and it will all be added to the total cost.

# 6. Consent List



At the bottom of your screen there is a button labelled 'Consent List'. This allows you to give and take away consent for payments such as trips or clubs.

**SchoolMoney** SchoolMoney Demo School 03 Payments | History | Logout

Please tick the items you wish to pay for and then click on Make Payment.

Select	Name	Description	Instalment Due	Due Date
<input type="checkbox"/>	Lauren	After Tours	1 of 2	£8.00 Fri 09 Dec 2016
<input type="checkbox"/>	Lauren	After Tours	2 of 2	£8.00 Fri 16 Dec 2016
<input type="checkbox"/>	Lauren	Barleylands	1 of 1	£8.00 Sun 25 Dec 2016
<input type="checkbox"/>	Lauren	Trip to France	1 of 4	£42.00 Tue 26 Feb 2017
<input type="checkbox"/>	Lauren	Trip to France	2 of 4	£42.00 Fri 11 Mar 2017
<input type="checkbox"/>	Lauren	Trip to France	3 of 4	£42.00 Sun 20 Apr 2017
<input type="checkbox"/>	Lauren	Trip to France	4 of 4	£42.00 Wed 11 May 2017

Select	Price	Description
<input type="checkbox"/>	£10.00	Lauren - Dinner Top Up
<input type="checkbox"/>	£10.00	Lauren - Club Top Up
<input type="checkbox"/>	£10.00	Lauren - AGE 7-8 JUMPER
<input type="checkbox"/>	£4.00	Lauren - Blue book bag
<input type="checkbox"/>	£15.00	Lauren - Blue uniform - Size L
<input type="checkbox"/>	£5.00	Lauren - BOOB
<input type="checkbox"/>	£0.00	Lauren - Book Bag
<input type="checkbox"/>	£0.50	Lauren - Book Bag - Navy
<input type="checkbox"/>	£4.15	Lauren - Book Bag
<input type="checkbox"/>	£9.00	Lauren - Caravan 20
<input type="checkbox"/>	£2.50	Lauren - Concert Tickets
<input type="checkbox"/>	£8.00	Lauren - Dance Blue
<input type="checkbox"/>	£15.00	Lauren - Football Ticket
<input type="checkbox"/>	£18.00	Lauren - Forest School Uniform 3-4yrs
<input type="checkbox"/>	£4.00	Lauren - FourLain Pen
<input type="checkbox"/>	£3.00	Lauren - GCSE Science Revision Guide
<input type="checkbox"/>	£12.00	Lauren - Jumper 30
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£9.00	Lauren - Jumper small
<input type="checkbox"/>	£5.50	Lauren - Junior Book Bag
<input type="checkbox"/>	£2.00	Lauren - Metal Pencil Case
<input type="checkbox"/>	£10.00	Lauren - Notabook
<input type="checkbox"/>	£0.50	Lauren - Notepads
<input type="checkbox"/>	£1.00	Lauren - Pencil
<input type="checkbox"/>	£8.00	Lauren - Pin badge

**Total: £0.00**  
 Other Credit Used: £0.00  
 Club Credit Used: £0.00

Partial Payment Allowed     Voluntary Payment     EX-XX Arrears  
 Overdue Payment     Offline Only Payment     EX-XX Credits

**Consent List**

If you click on this button it will pop up with a page which lists the trips/clubs that your child is available to attend.

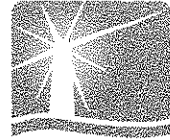
**Potential Consent**

Name	Payment Type	Description	Due Date	Consent	Date Received
Lauren	School Trip	Trip to France	Tue 26 Feb 2017	<input type="checkbox"/>	
Lauren	School Trip	Barleylands	Sun 25 Dec 2016	<input type="checkbox"/>	
Lauren	School Trip	After Tours	Fri 09 Dec 2016	<input type="checkbox"/>	

**Close**

Tick the box next to the payment type you want to give consent for and it will automatically be saved on your account and the schools system. Press 'Close' when you are ready.

# 7. History



You will be able to see the 'History' tab on the top right hand side of the screen. This tab gives you an overview of your child's history on the SchoolMoney system.

SchoolMoney
SchoolMoney Terms School 02
Payments | History | Logout

**Payments Due**

Please tick the items you wish to pay for and then click on Make Payment.

Account Name	Description	Instalment	Due	Due Date
Lauren	Re skills class	1 of 4	£1.00	Fri 05 Aug 2016
Lauren	Re skills class	2 of 4	£1.00	Fri 12 Aug 2016
Lauren	Re skills class	3 of 4	£1.00	Fri 19 Aug 2016
Lauren	Re skills class	4 of 4	£1.00	Fri 26 Aug 2016
Lauren	Half Term Swimming Club	1 of 1	£5.00	Wed 31 Aug 2016
Lauren	Zoo	1 of 1	£100.00	Mon 05 Sep 2016
Lauren	Flute	1 of 1	£200.00	Wed 07 Oct 2016
Lauren	Midweek Day	1 of 1	£20.00	Sat 03 Nov 2016
Lauren	BreakfastClub	1 of 1	£0.00	Fri 09 Sep 2016
Lauren	BreakfastClub	1 of 1	£0.00	Fri 16 Sep 2016
Lauren	BreakfastClub	1 of 1	£0.00	Fri 23 Sep 2016

**School Shop**

Select	Price	Description
<input type="checkbox"/>	£15.00	Lauren - Dinner Top Up
<input type="checkbox"/>	£15.00	Lauren - Club Top Up
<input type="checkbox"/>	£0.00	Lauren - Agaddn Play Tickets
<input type="checkbox"/>	£0.00	Lauren - ART BOOK
<input type="checkbox"/>	£1.00	Lauren - Art Books
<input type="checkbox"/>	£13.00	Lauren - Blister 29
<input type="checkbox"/>	£4.00	Lauren - Book Bag
<input type="checkbox"/>	£9.00	Lauren - Cardigan 2E
<input type="checkbox"/>	£13.00	Lauren - Cardigan 7-8
<input type="checkbox"/>	£9.99	Lauren - Cardigan Age 8-7
<input type="checkbox"/>	£3.50	Lauren - Concert Tickets
<input type="checkbox"/>	£0.00	Lauren - Dance Tickets
<input type="checkbox"/>	£3.00	Lauren - drinks bottle
<input type="checkbox"/>	£15.00	Lauren - Football Ticket
<input type="checkbox"/>	£4.00	Lauren - Fountain Pen
<input type="checkbox"/>	£5.00	Lauren - Joseph tickets
<input type="checkbox"/>	£10.00	Lauren - Jumper 24
<input type="checkbox"/>	£5.00	Lauren - Jumper 3-4
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£10.00	Lauren - Jumper 7-8
<input type="checkbox"/>	£10.00	Lauren - Jumpers Blue
<input type="checkbox"/>	£5.50	Lauren - Junior Book Bag
<input type="checkbox"/>	£0.50	Lauren - Notepads
<input type="checkbox"/>	£5.00	Lauren - P.E Bag
<input type="checkbox"/>	£9.95	Lauren - Polo Shirt

Dinner Lauren:	£1.00
Club Lauren:	£7.00
Other:	£1.00

**Total: £0.00**

Dinner Credit Used: £0.00  
Club Credit Used: £0.00

Partial Payment Allowed   
  Voluntary Payment   
  E.K.XX Arrears   
  E.K.XX Credits

Overdue Payment   
  Offline Only Payment

## 7a. Transaction History

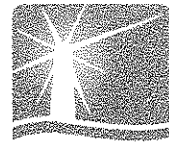
When you first click on 'History,' you will be sent to the 'Transaction History.' This gives you a breakdown of any payments you have made to the school, whether that be by debit/credit card or by cash/cheque within the school.

SchoolMoney
SchoolMoney Terms School 02
Payments | History | Logout

All Items   
  Dinner History   
  Dinner Received

DATE	DESCRIPTION	AMOUNT	PAY	PAYMENT DATE	PAYMENT METHOD
Lauren	Rucksack	£10.00	Credit	Wed 03 Aug 2016	Cash
Lauren	Break	£2.00	Credit	Mon 04 Jul 2016	Cheque
Lauren	Break	£1.00	Credit	Mon 27 Jun 2016	Cash
Lauren	Dinner Dinner Lauren	£2.50	Credit	Mon 27 Jun 2016	Cash
Lauren	Dinner Dinner Lauren	£0.50	Credit	Mon 27 Jun 2016	Cash
Lauren	Break	£1.00	Credit	Mon 27 Jun 2016	Cash
Lauren	Break	£2.00	Credit	Mon 27 Jun 2016	Cash
Lauren	Break	£0.50	Credit	Mon 27 Jun 2016	Cash
Lauren	Rucksack	£10.00	Credit	Tue 07 Jun 2016	Cash
Lauren	Fountain Pen	£4.00	Credit	Tue 07 Jun 2016	Cash
Lauren	Jumper 24	£10.00	Credit	Tue 07 Jun 2016	Cash
Lauren	Book Bag	£0.00	Credit	Tue 07 Jun 2016	Cash
Lauren	Recevier	£4.00	Credit	Tue 07 Jun 2016	Cash
Lauren	AfterSchoolClub	£9.00	Credit	Tue 24 May 2016	Cash
Lauren	AfterSchoolClub	£2.00	Credit	Tue 24 May 2016	Cash
Lauren	AfterSchoolClub	£4.00	Credit	Tue 24 May 2016	Cash
Lauren	BreakfastClub	£1.00	Credit	Tue 24 May 2016	Cash
Lauren	BreakfastClub	£4.50	Credit	Tue 24 May 2016	Cash
Lauren	BreakfastClub	£0.50	Credit	Tue 24 May 2016	Cash
Lauren	AfterSchoolClub	£2.00	Credit	Fri 04 Dec 2015	Cash
Lauren	BreakfastClub	£0.50	Credit	Fri 04 Dec 2015	Cash
Lauren	Rhea Dinner Healthy	£0.50	Credit	Mon 16 Nov 2015	Cash
Lauren	Rhea Dinner Healthy	£0.50	Credit	Mon 16 Nov 2015	Cash
Lauren	Rhea Dinner Healthy	£0.70	Credit	Mon 16 Nov 2015	Cash
Lauren	Rhea Dinner Healthy	£10.00	Credit	Tue 03 Nov 2015	Cash
Lauren	Break	£1.50	Credit	Fri 23 Oct 2015	Cash
Lauren	Rhea Dinner Healthy	£0.50	Credit	Fri 23 Oct 2015	Cash
Lauren	Break	£0.50	Credit	Fri 23 Oct 2015	Cash
Lauren	Rhea Dinner Healthy	£0.50	Credit	Fri 23 Oct 2015	Cash
Lauren	Rhea Dinner Healthy	£0.50	Credit	Fri 23 Oct 2015	Cash
Lauren	Rhea Dinner Healthy	£0.50	Credit	Fri 23 Oct 2015	Cash
Lauren	Notingham	£5.00	Credit	Mon 24 Aug 2015	Cash





## 7b. Club History

The second tab will give you a breakdown of the club sessions your child has taken and whether you have paid for them or not.

SchoolMoney SchoolMoney Home | School 03 Payments | History | Logout

Transaction History **Club History** Dinner Booked?

Name	Description	Start Date	End Date	Cost	So	Fall	Paid	So	For	Mon	Tue	Wed	Thu	Fri	Yearly Total	Amount Paid	Amount Due
Lauren	AfterSchoolClub	Mon 09 Sep 2016	Fri 09 Sep 2016	£2.00											£2.00	£2.00	£0.00
Lauren	AfterSchoolClub	Mon 07 Aug 2016	Fri 05 Aug 2016	£4.00											£4.00	£4.00	£0.00
Lauren	AfterSchoolClub	Mon 11 Jul 2016	Fri 08 Jul 2016	£0.00											£0.00	£0.00	£0.00
Lauren	BreakfastClub	Mon 04 Jul 2016	Fri 04 Jul 2016	£3.00											£3.00	£3.00	£0.00
Lauren	AfterSchoolClub	Mon 23 May 2016	Fri 27 May 2016	£8.00											£8.00	£8.00	£0.00
Lauren	BreakfastClub	Mon 25 Apr 2016	Fri 29 Apr 2016	£0.00											£0.00	£0.00	£0.00
Lauren	BreakfastClub	Mon 19 Feb 2016	Fri 04 Mar 2016	£4.50											£4.50	£4.50	£0.00
Lauren	BreakfastClub	Mon 08 Feb 2016	Fri 12 Feb 2016	£5.00											£5.00	£5.00	£0.00
Lauren	BreakfastClub	Mon 18 Jan 2016	Fri 22 Jan 2016	£5.00											£5.00	£5.00	£0.00
Lauren	AfterSchoolClub	Mon 07 Dec 2015	Fri 11 Dec 2015	£0.00											£0.00	£0.00	£0.00
Lauren	BreakfastClub	Mon 30 Nov 2015	Fri 04 Dec 2015	£5.00											£5.00	£5.00	£0.00
Lauren	AfterSchoolClub	Mon 30 Nov 2015	Fri 04 Dec 2015	£2.00											£2.00	£2.00	£0.00
Lauren	BreakfastClub	Mon 26 Sep 2015	Fri 02 Oct 2015	£12.00											£12.00	£12.00	£0.00
Lauren	BreakfastClub	Mon 14 Sep 2015	Fri 18 Sep 2015	£0.00											£0.00	£0.00	£0.00
Lauren	BreakfastClub	Mon 07 Sep 2015	Fri 11 Sep 2015	£0.00											£0.00	£0.00	£0.00
Lauren	BreakfastClub	Mon 17 Aug 2015	Fri 21 Aug 2015	£2.00											£2.00	£2.00	£0.00
Lauren	BreakfastClub	Mon 29 Jun 2015	Fri 03 Jul 2015	£0.00											£0.00	£0.00	£0.00
Lauren	AfterSchoolClub	Mon 22 Jun 2015	Fri 26 Jun 2015	£0.00											£0.00	£0.00	£0.00
Lauren	BreakfastClub	Mon 22 Jun 2015	Fri 26 Jun 2015	£0.00											£0.00	£0.00	£0.00
Lauren	BreakfastClub	Mon 16 Jun 2015	Fri 19 Jun 2015	£0.00											£0.00	£0.00	£0.00
Lauren	BreakfastClub	Mon 19 Jun 2015	Fri 19 Jun 2015	£3.50											£3.50	£3.50	£0.00
Lauren	AfterSchoolClub	Mon 09 Jun 2015	Fri 12 Jun 2015	£0.00											£0.00	£0.00	£0.00
Lauren	Orvis Book Club	Mon 01 Jun 2015	Fri 05 Jun 2015	£0.00											£0.00	£0.00	£0.00
Lauren	After School 24/09/2014	Mon 01 Jun 2015	Fri 05 Jun 2015	£0.00											£0.00	£0.00	£0.00
Lauren	Orvis Book Club	Mon 18 May 2015	Fri 22 May 2015	£0.00											£0.00	£0.00	£0.00
Lauren	Orvis Book Club	Mon 11 May 2015	Fri 15 May 2015	£0.00											£0.00	£0.00	£0.00
Lauren	After School 24/09/2014	Mon 23 Feb 2015	Fri 27 Feb 2015	£0.00											£0.00	£0.00	£0.00
Lauren	Orvis Book Club	Mon 29 Jan 2015	Fri 30 Jan 2015	£4.00											£4.00	£4.00	£0.00

Key:  Attended Sessions  Not Attended  Holiday  Inset Trip

## 7c. Dinners Eaten

The third tab will give you a breakdown of the meals your child has taken and whether you have paid for them or not.

You can see:

- Your dinner money balance (credit/debt).
- The cost per dinner.
- What weeks and days your child has had a meal.
- What kind of meal your child has eaten (hot/sandwich).
- Which weeks you have paid for and which weeks you still owe for.

SchoolMoney SchoolMoney Home | School 03 Payments | History | Logout

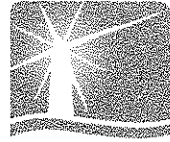
Transaction History **Dinner History** Dinner Booked?

Your dinner money balance is £1.00 in credit.  
Cost per Dinner - Price varies

Name	Dinner	Start Date	End Date	Mon	Tue	Wed	Thu	Fri	Weeks Total	Yearly Total	Amount Paid	Amount Due
Lauren	Break	Mon 01 Aug 2016	Fri 05 Aug 2016						£4.00	£4.00	£0.00	£0.00
Lauren	Demo Dinners Lauren	Mon 01 Aug 2016	Fri 05 Aug 2016						£2.10	£2.10	£0.00	£0.00
Lauren	Break	Mon 13 Jun 2016	Fri 17 Jun 2016						£2.00	£2.00	£0.00	£0.00
Lauren	Break	Mon 15 Feb 2016	Fri 19 Feb 2016						£2.00	£2.00	£0.00	£0.00
Lauren	Demo Dinners Lauren	Mon 15 Feb 2016	Fri 19 Feb 2016						£0.30	£0.30	£0.00	£0.00
Lauren	Rhea Dinner Healthy	Mon 15 Feb 2016	Fri 19 Feb 2016						£4.00	£4.00	£0.00	£0.00
Lauren	Rhea Dinner Healthy	Mon 08 Feb 2016	Fri 12 Feb 2016						£4.00	£4.00	£0.00	£0.00
Lauren	Demo Dinners Lauren	Mon 08 Feb 2016	Fri 12 Feb 2016						£3.40	£3.40	£0.00	£0.00
Lauren	Rhea Dinner Healthy	Mon 01 Feb 2016	Fri 05 Feb 2016						£10.00	£10.00	£0.00	£0.00
Lauren	Demo Dinners Lauren	Mon 25 Jan 2016	Fri 29 Jan 2016						£2.10	£2.10	£0.00	£0.00
Lauren	Demo Dinners Lauren	Mon 18 Jan 2016	Fri 22 Jan 2016						£0.00	£0.00	£0.00	£0.00
Lauren	Rhea Dinner Healthy	Mon 18 Jan 2016	Fri 22 Jan 2016						£10.00	£10.00	£0.00	£0.00
Lauren	Break	Mon 11 Jan 2016	Fri 15 Jan 2016						£2.00	£2.00	£0.00	£0.00
Lauren	Rhea Dinner Healthy	Mon 10 Nov 2015	Fri 20 Nov 2015						£2.00	£2.00	£0.00	£0.00
Lauren	Rhea Dinner Healthy	Mon 31 Aug 2015	Fri 04 Sep 2015						£10.00	£10.00	£0.00	£0.00
Lauren	Demo Dinners Lauren	Mon 29 Jun 2015	Fri 03 Jul 2015						£0.00	£0.00	£0.00	£0.00
Lauren	Demo Dinners Lauren	Mon 11 May 2015	Fri 15 May 2015						£2.00	£2.00	£0.00	£0.00
Lauren	St Peter's School	Mon 13 Oct 2014	Fri 17 Oct 2014						£2.20	£2.20	£0.00	£0.00
Lauren	St Peter's School	Mon 08 Oct 2014	Fri 10 Oct 2014						£4.20	£4.20	£0.00	£0.00
Lauren	St Peter's School	Mon 29 Sep 2014	Fri 03 Oct 2014						£4.40	£4.40	£0.00	£0.00
Lauren	St Peter's School	Mon 15 Sep 2014	Fri 19 Sep 2014						£0.80	£0.80	£0.00	£0.00
Lauren	St Peter's School	Mon 08 Sep 2014	Fri 12 Sep 2014						£10.00	£10.00	£0.00	£0.00
Lauren	St Peter's School	Mon 01 Sep 2014	Fri 05 Sep 2014						£10.00	£10.00	£0.00	£0.00

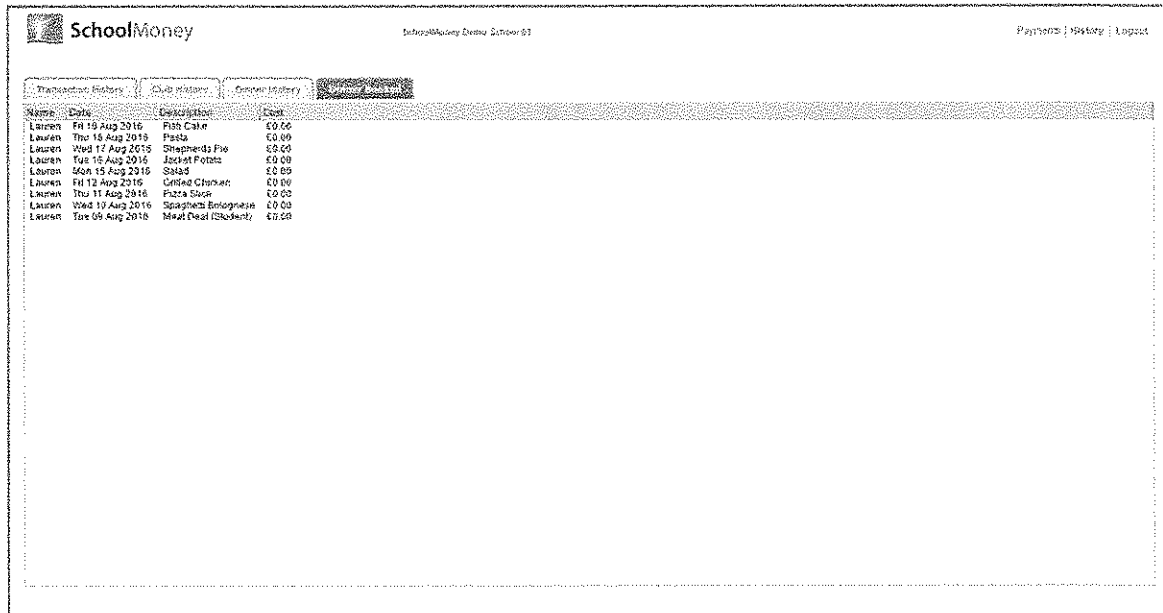
Key:  Dinner Eaten  Sandwiches Eaten  Price School Meal Eaten  No Dinner Eaten  School Holiday - no dinners  Universal Infant Free School Meal Eaten

## 7d. Dinners Booked



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 you all meals you have booked for your child and for which days.



Name	Date	Description	Cost
Lauren	Fri 19 Aug 2016	Fish Cake	00.00
Lauren	Thu 18 Aug 2016	Pasta	00.00
Lauren	Wed 17 Aug 2016	Shepherd's Pie	00.00
Lauren	Tue 16 Aug 2016	Jacket Potatoes	00.00
Lauren	Mon 15 Aug 2016	Sausages	00.00
Lauren	Fri 12 Aug 2016	Corned Beef	00.00
Lauren	Thu 11 Aug 2016	Pizza Slice	00.00
Lauren	Wed 10 Aug 2016	Spaghetti Bolognese	00.00
Lauren	Tue 09 Aug 2016	Meat Pie (250g)	00.00

If you need to amend any bookings, please follow the original steps in section 3b. 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?

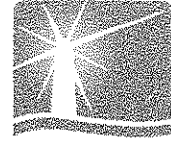
You cannot change your SchoolMoney password. The system automatically generates the password for you and it stays the same for the duration of your child's stay at the school.

### 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 Note: Not all schools will offer this facility.**



**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 log in. 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 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.

