WisePay User Guide
for Students and Parents

Desktop Version 2018

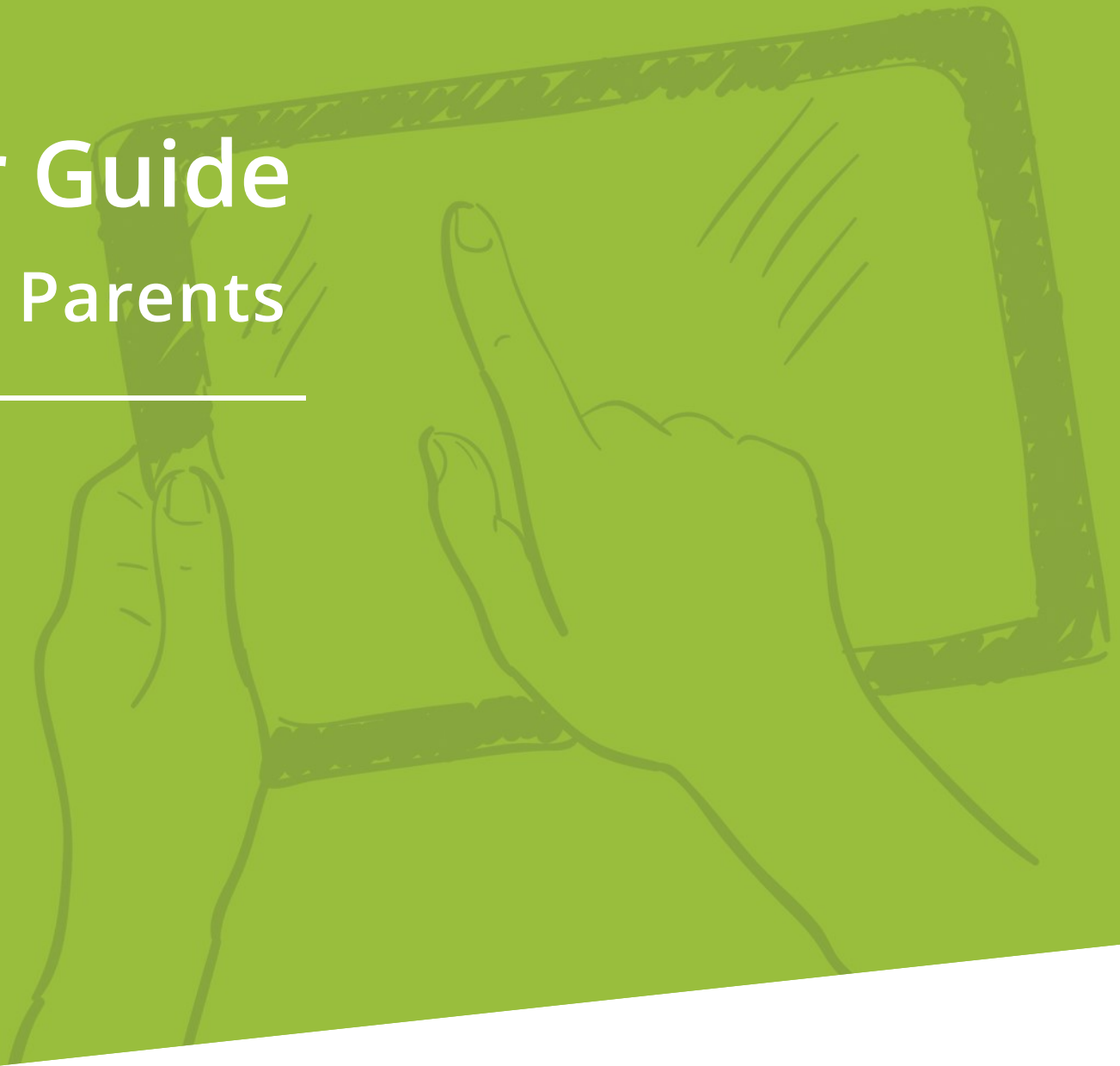**WisePay User Guide**
for Students and Parents

App and Optimised Mobile Version 2018

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Log Into WisePay

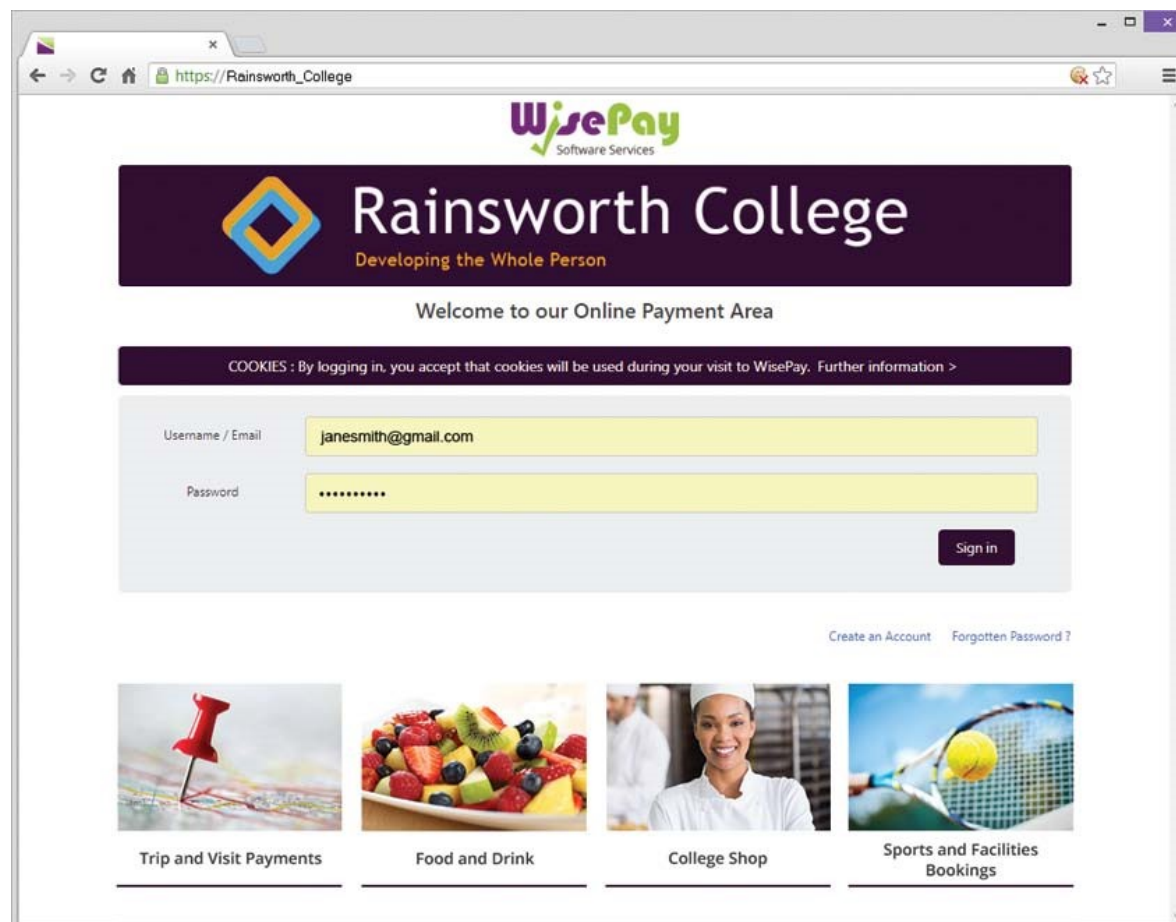**You will need a Username and Password to log into WisePay.**

Your Organisation will advise you either by letter or email of your individual Username/Email and Password.

Enter your username or email address and password in the boxes provided and click the 'Sign In' button to start making payments and access your Wise Account.

Please remember that both your Username/Email and Password are case sensitive and so must be entered with the correct upper and lower case characters.

You should change your Username and Password that has been sent to you by WisePay.

If you believe that you should have received a letter and it has not arrived, please contact your school or college administrator.

Log Out
It's always a good idea to log out of WisePay when you have finished.

Forgotten Password

Q. What do I do if I forget my Password?

A. You can request a password reset by selecting the "Forgotten Password" link on the homepage.

Step 1 - A security challenge will appear - this is not case sensitive, either lower or upper case characters can be used.

Step 2 - You will then have to enter your email address and confirmation email– this is case sensitive, and must be filled in with the exact email address that is registered on your WisePay account.

Click the "Reset Password" button to complete your password reset request.

Once a request has been made WisePay will validate your email address, and you will be sent a one-time use, reset password link.

This link has a 12 hour expiry to allow you to reset your password.

Click on the link and follow the on screen instructions.

Your WisePay Homepage

My Merged Accounts
Switch accounts between all your merged students.

My Wise Account
View all your payments, balances and messages.

Meal Balance
View your latest meal balance.

Payment Cards Accepted.

Change Password
Click here to create a new password.

Log Out
Once you have finished using WisePay, click here to log out.

Payments and Bookings
Select your chosen area to make a payment or booking.

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Adding items to your shopping cart

To add an item to your shopping cart, select the item that you want to purchase or pay for by clicking on it.

The purchase price will automatically appear in the "Price" box.

If you decide you want to make a payment for that item click the "Purchase" button.

The shopping cart will automatically appear at the top of your page once your selected item/s have been added.

If you wish to remove an item from your shopping cart, simply click the "Delete" link in the' Quantity' column.

The item will instantly be deleted from your shopping cart.

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Checkout

Q. How do I checkout?

A. To checkout click the "Proceed to Checkout" button at the bottom of your shopping cart.

	Item(s)	Student	Option		Quantity	Item Price	Shipping	VAT	Subtotal
	Cashless Catering Top Up		Denomination	Pay £50 top-up to your food and drink balance (50.00)	1 Delete	£50.00	£0.00	£0.00	£50.00
			If selecting your own amount to pay, please enter it here	0					
							TOTAL		£50.00

Proceed to Checkout >

Proceed to Checkout >

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Checkout Details

You will be asked to confirm you account details and billing address.
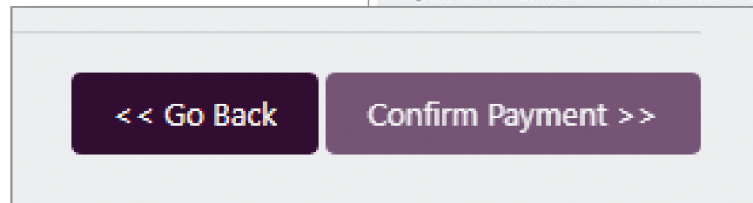
Terms and Conditions

To proceed with the payment you must agree with the Terms & Conditions that are presented to you. Once you have agreed with them, click "Yes" I agree to the Term & Conditions.

Select the "Confirm Payment" button at the bottom of this page, to continue through to the payments area.

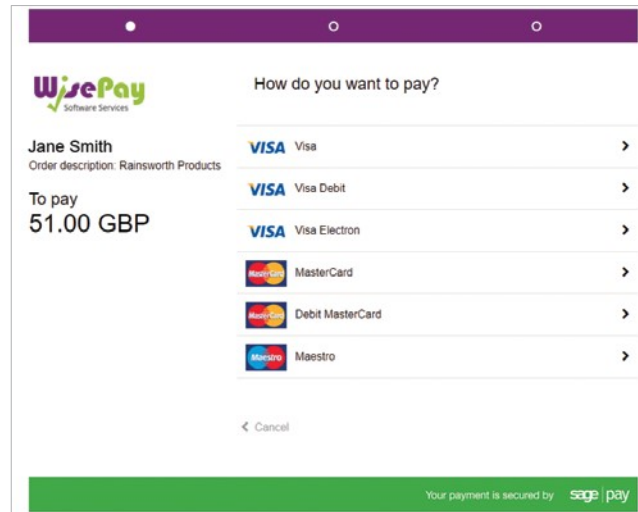**WisePay User Guide**
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Payment Method

To complete your transaction you must select a payment method.

Select a payment method by clicking on the relevant card you wish to use.

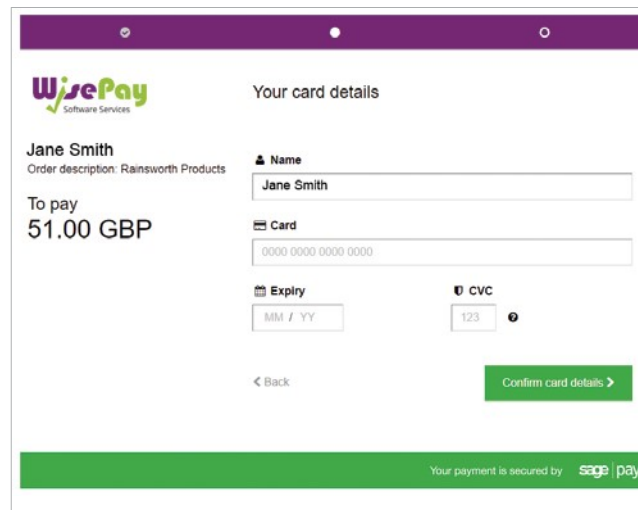You will then be asked to fill in your card details.

Click the "Confirm Card Details" button to complete your transaction.

Once your payment has been successfully made, a confirmation screen with a reference number will be displayed back to you. It is a good idea to make a note of this reference number.

A confirmation email will be sent to you with details of your order and information from your organisation, regarding collection of your items and what you should do next.

Wise Account Overview

Q. What is my 'Wise Account'?

A. Every user is provided with a secure Wise Account. From here you can view all your online payments made to your chosen organisation (ie College or School).
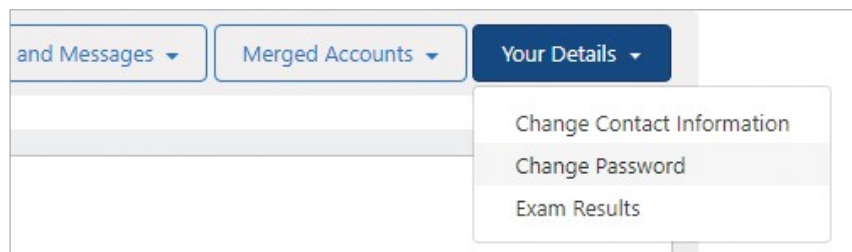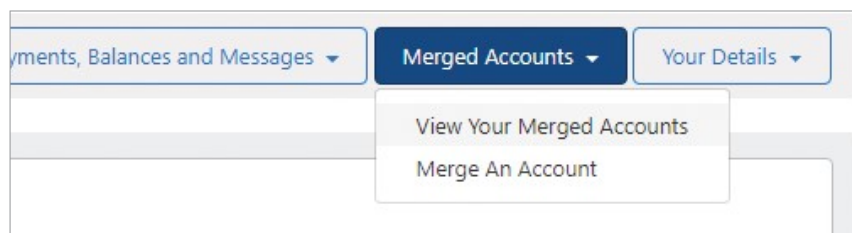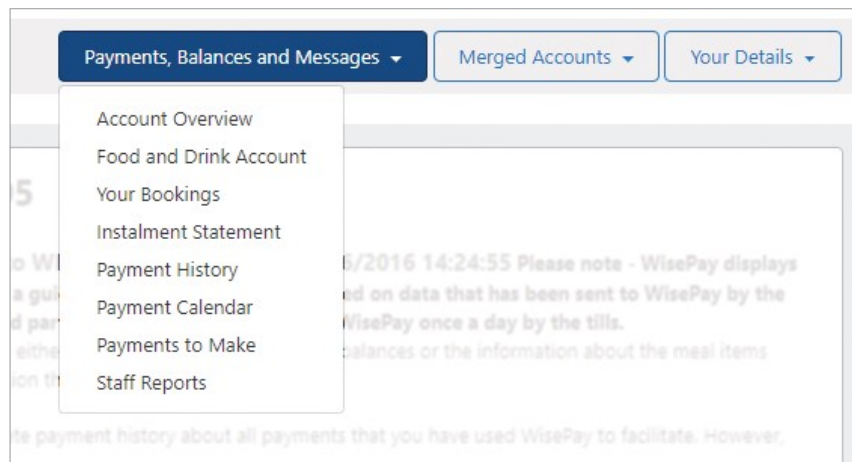
Your Wise Account Overview

This allows you to view your:

- latest food and drink balance

- food and drink purchases

- payment top ups

- trip payments and balances

- last 50 transactions

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Your Wise Account

Payments, Balances and Messages

- **Food and Drink Account** - view your food and drink balance, latest top ups and food and drink purchases.

- **Your Bookings**- view all your bookings by date.

- **Instalment Statement**- view all your instalment payments made to date.

- **Payment History**- your payment history can be viewed by reference number or date.

- **Payment Calender**- view all past and upcoming payments by date.

- **Payments to Make**- view all upcoming payments to be made.
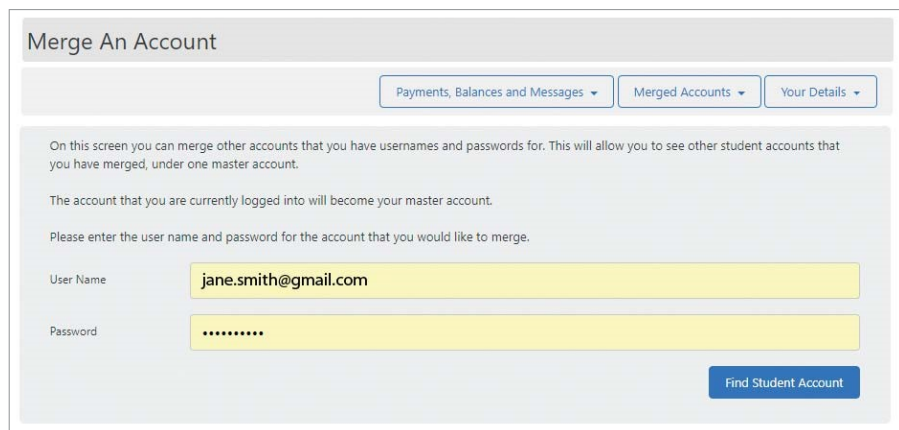

Merged Accounts

- **View Your Merged Accounts** - view all your named merged accounts.

- **Merge an Account**- merge accounts for other students.

Your Details

- **Change Contact Information**- view all your named merged accounts.

- **Merge an Account**- merge accounts for other students.

- **Exam Results** - View your exam results.
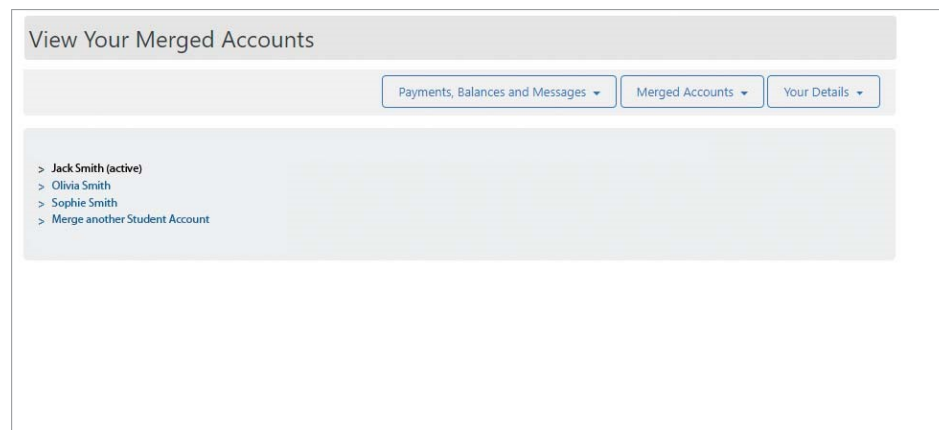
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Merged Accounts

Merging Accounts

You can either choose to keep each account separate or you can merge all your accounts so they can be viewed under one master account by clicking the "Find Student Account" button.

This is particularly useful if you have another student at a different school.

Once logged in you will be able to switch between each account and select items to purchase in a common shopping cart, and then make a single payment transaction.

Viewing Merged Account

You can view all multiple students by clicking on the "Merged Accounts" tab in the Wise Account Area

If you have more than one student at the same school or college, you will receive a Username and Password for each student.

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Your Details

Personal details and Passwords

You can amend or check your account details and password by selecting the "Your Details" tab in the Wise Account area.

Change Password

Payments, Balances and Messages ▾   Merged Accounts ▾   Your Details ▾

Please edit the form below to change details of your account

Account Details for Jane Smith

Email
Jane.smith@gmail.com

Confirm Email
Jane.smith@gmail.com

This will be used to send confirmation messages about your order, it will also become the account username when you change your password.

Telephone

Mobile
07123 456 789

These will be used if the organisation you are making a payment to (i.e. your College or School) needs to contact you regarding your payment or order.

Allow your Organisation to send SMS via WisePay
○ Not Set   ○ No   ● Yes

Allow your Organisation to send Email via WisePay
○ Not Set   ○ No   ● Yes

Password

Confirmation of Password Change
● No, do not change my password
○ Yes, change my password

Enter your New Password
Enter your New Password

Confirm your New Password
Re-enter your New Password

We would advise you to use a password that you do not use anywhere else. As with all passwords, we would advise that you change your password every 2-3 months. For a secure password combine upper and lower case letters and numbers.

Save Account Details

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If you have any further question or need help your first line of any enquiry should be with your Organisation's WisePay Administrator.

They will contact WisePay on your behalf if they are unable to help