



**WisePay User Guide**  
for Students and Parents

**Desktop Version 2018**



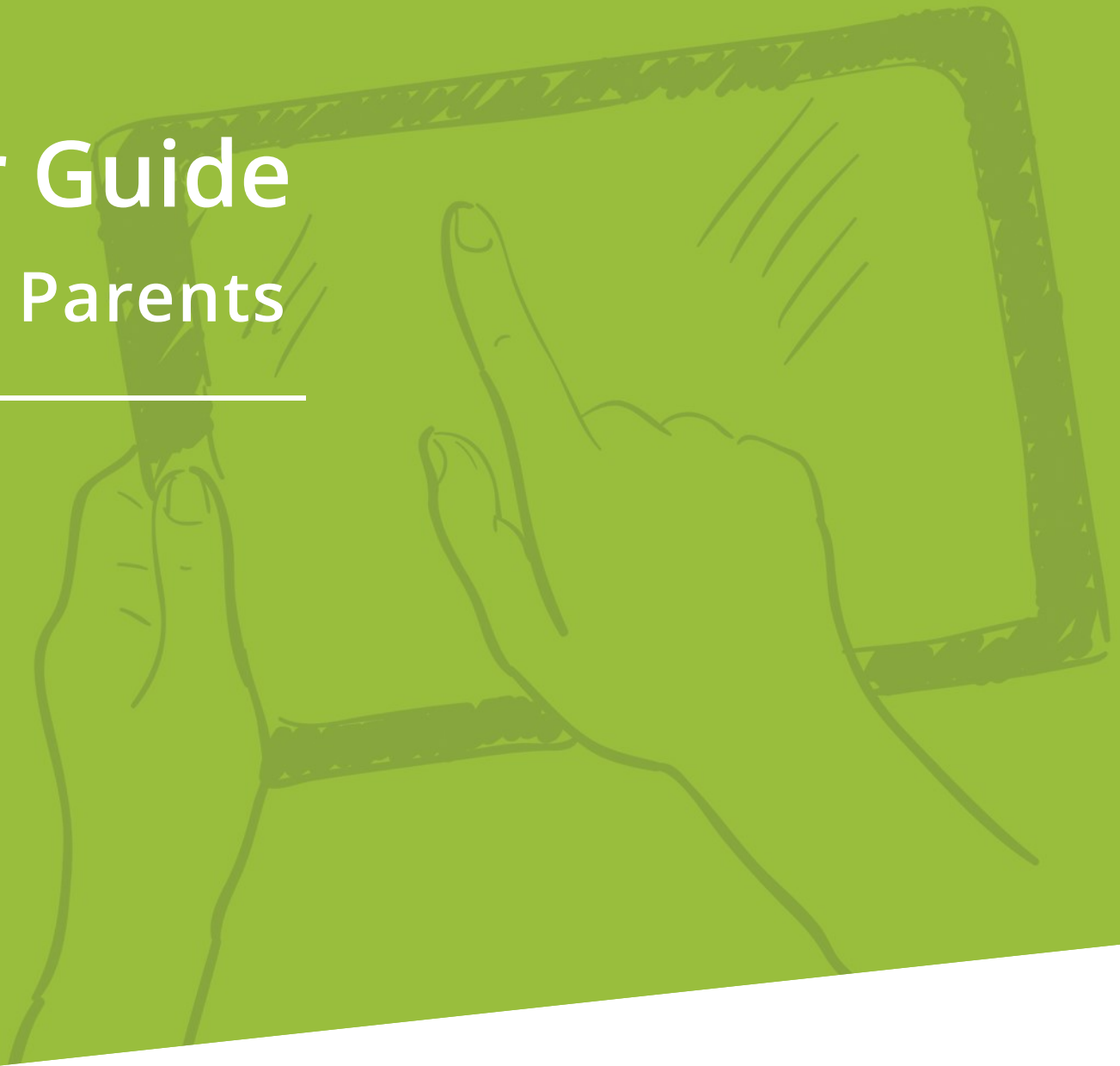
**WisePay User Guide**  
for Students and Parents

**App and Optimised Mobile  
Version 2018**

# WisePay User Guide

## for Students and Parents

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WisePay Desktop Version 2018



# Contents

Log Into WisePay.....	01
Forgotten Password.....	02
The WisePay Homepage.....	03
Adding Items to your Shopping Cart.....	04
Checkout.....	05
Checkout Account.....	06
Payment Method.....	07
Wise Account Overview.....	08
Your Wise Account.....	09
Merged Accounts.....	10
Your Details.....	11

# Log Into WisePay

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

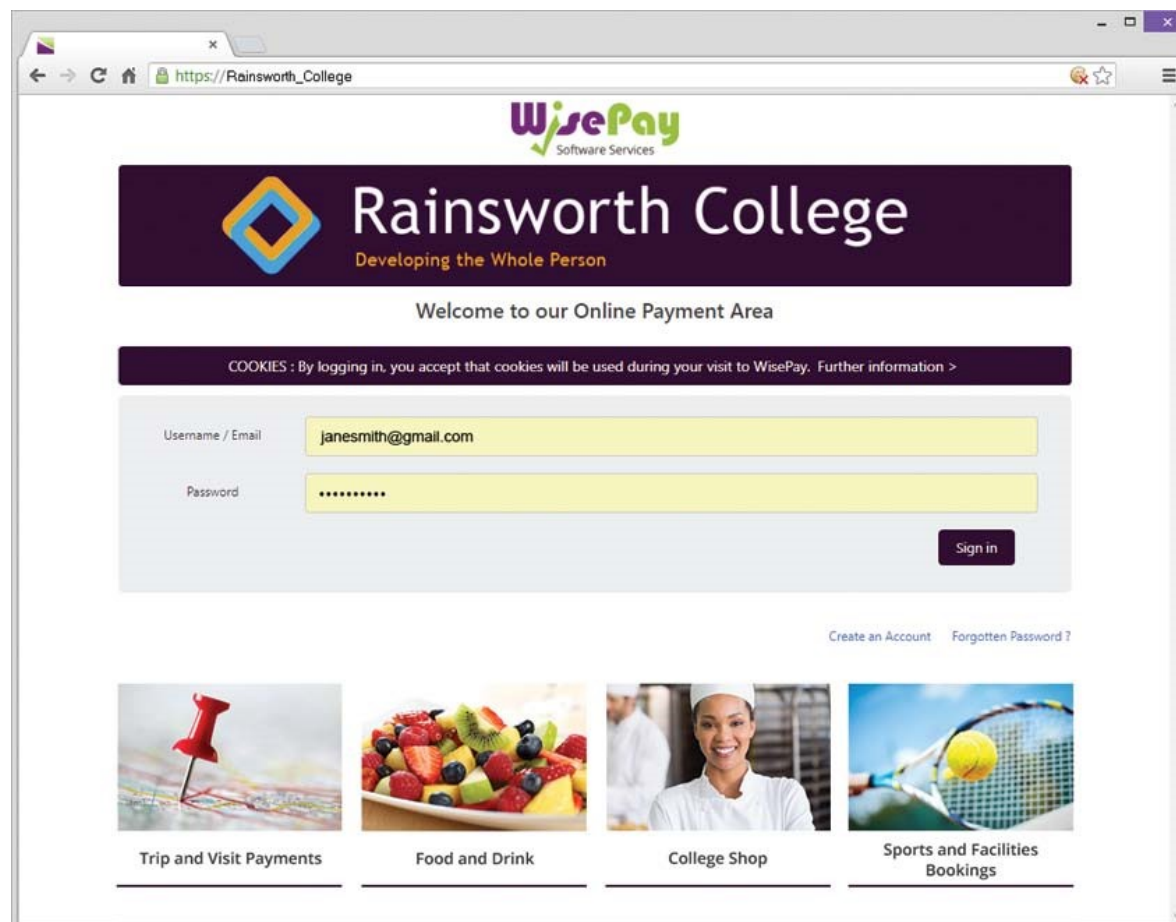
Your Organisation will advise you either by letter or email of your individual Username/Email and Password.

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.**



The screenshot shows a web browser window displaying the login page for Rainsworth College's WisePay system. The page features the WisePay logo at the top, followed by the Rainsworth College logo and tagline "Developing the Whole Person". Below this is a welcome message: "Welcome to our Online Payment Area". A cookie notice states: "COOKIES: By logging in, you accept that cookies will be used during your visit to WisePay. Further information >". The login form consists of two input fields: "Username / Email" with the value "janesmith@gmail.com" and "Password" with masked characters. A "Sign in" button is located to the right of the password field. Below the form are links for "Create an Account" and "Forgotten Password?". At the bottom, there are four service categories with corresponding images: "Trip and Visit Payments" (a red pushpin), "Food and Drink" (a bowl of fruit), "College Shop" (a smiling woman in a white uniform), and "Sports and Facilities Bookings" (a tennis racket hitting a ball).

## Log Out


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

# Forgotten Password

Reset my Password

If you have forgotten your account password you can use this page to request a reset password email.

### 1. Security Challenge

 Enter the code displayed in the box

This challenge is to prevent automated systems from using this feature maliciously.  
[Load New Code](#)

### 2. Enter you Email Address

WisePay will send an email to the address you provide containing instructions for resetting your password.

Email

Confirm Email

## 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.

WisePay Software Services

**Rainsworth College**  
Developing the Whole Person

Welcome Jane Smith to your account Jack Smith

My Merged Accounts My Wise Account Change Password Log Out

Meal Balance : 16<sup>th</sup> May 2018 14:24:55 £4.25

! This is the latest balance provided to WisePay by the POS tills and does not include top-ups made after the time displayed above.

Trip and Visit Payments Food and Drink College Shop Sports and Facilities Bookings

VISA VISA Electron MasterCard Verified by VISA MasterCard SecureCode digicert PCI

Help Using WisePay Terms and Conditions Privacy Policy Cookie Information

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## 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.

# Adding items to your shopping cart

Cashless Catering Top Up

You can top up your meal account here using either your debit or credit card.  
All our food is freshly prepared with the best local ingredients.  
A selection of fruit is always available.

Price - £ 0.00  
(The price will be calculated based on the options you select below)

Denomination

£10.00 - Pay £10 top-up to your food and drink balance

£15.00 - Pay £15 top-up to your food and drink balance

£20.00 - Pay £20 top-up to your food and drink balance

£30.00 - Pay £30 top-up to your food and drink balance

£50.00 - Pay £50 top-up to your food and drink balance

£0.00 - Select your own amount to pay

If selecting your own amount to pay, please enter it here

0

Price - £ 0.00  
(The price will be calculated based on the options you select below)

Purchase

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.

Item(s)	Student	Option	Quantity	Item Price	Shipping	VAT	Subtotal
Cashless Catering Top Up		Denomination	1	£50.00	£0.00	£0.00	£50.00
		If selecting your own amount to pay, please enter it here	0				
TOTAL							£50.00

< Continue Shopping    Proceed to Checkout >

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

	Quantity	Item Price
ur ce	1	£50
	Delete	


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.

# 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  If selecting your own amount to pay, please enter it here	1 <a href="#">Delete</a>	£50.00	£0.00	£0.00	£50.00
<b>TOTAL</b>							<b>£50.00</b>

[Proceed to Checkout >](#)

**Proceed to Checkout >**



# Checkout Details

**You will be asked to confirm your account details and billing address.**

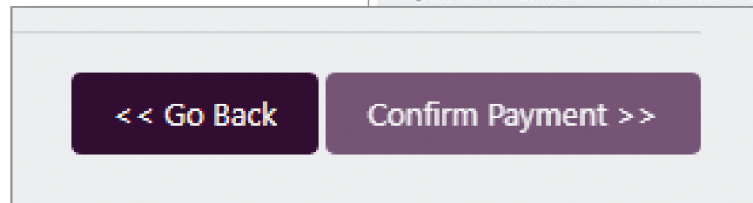
Terms and Conditions

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.

The screenshot shows the 'Checkout' page with the following sections:

- Account Details:** First Name (Jane), Last Name (Smith), Email (jsmith@gmail.com).
- Billing Address:** Address 1 (12 Windsor Road), Address 2 (empty), City (Cambridgeshire), Postcode (AB12 3CD).
- Payment Options:** Saved Cards section with a radio button selected for 'I will use a card that isn't listed above'. Other options include 'MasterCard \*\*\*\* 0001 Exp. 01/19' and 'I would like to store this new card for future use'.
- Customer Delivery Notes:** A text area with the message 'There are no specific notes for the products you are purchasing'.
- Terms and Conditions:** A section with radio buttons for 'Yes' and 'No', where 'No' is selected.
- Footer:** '<< Go Back' and 'Confirm Payment >>' buttons.



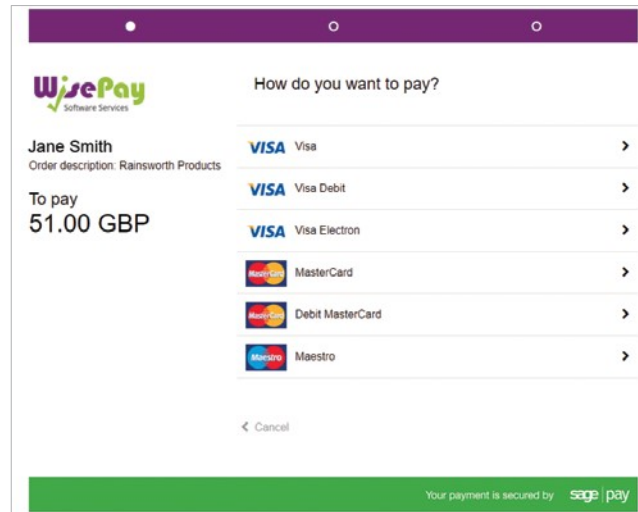
# Payment Method

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.

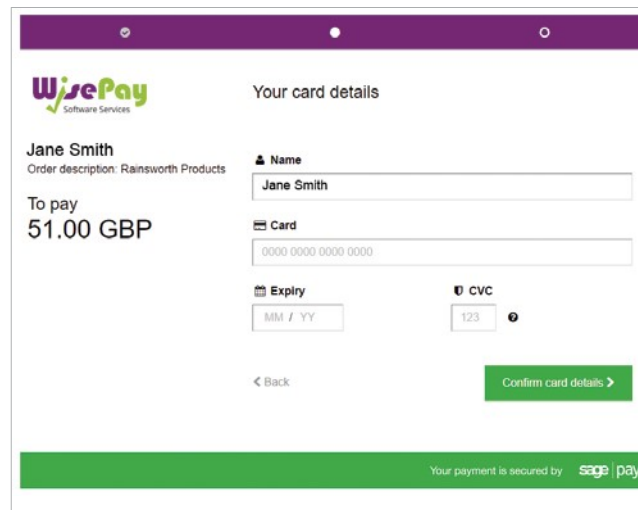
Click the "Confirm Card Details" button to complete your transaction.



The screenshot shows the 'How do you want to pay?' screen in the WisePay interface. On the left, it displays the user's name 'Jane Smith', the order description 'Rainsworth Products', and the amount 'To pay 51.00 GBP'. On the right, there is a list of payment methods: VISA Visa, VISA Visa Debit, VISA Visa Electron, MasterCard, Debit MasterCard, and Maestro. Each method has a right-pointing arrow. At the bottom left, there is a '< Cancel' button. At the bottom right, there is a green bar with the text 'Your payment is secured by sage pay'.

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.



The screenshot shows the 'Your card details' screen in the WisePay interface. On the left, it displays the user's name 'Jane Smith', the order description 'Rainsworth Products', and the amount 'To pay 51.00 GBP'. On the right, there are input fields for 'Name' (containing 'Jane Smith'), 'Card' (containing '0000 0000 0000 0000'), 'Expiry' (with 'MM / YY' sub-labels), and 'CVC' (containing '123'). At the bottom left, there is a '< Back' button. At the bottom right, there is a green button labeled 'Confirm card details >'. At the bottom, there is a green bar with the text 'Your payment is secured by sage pay'.

# 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

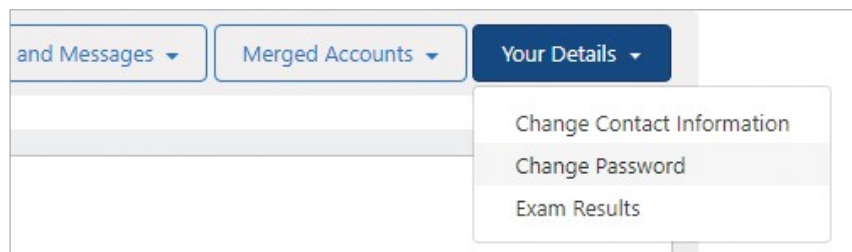
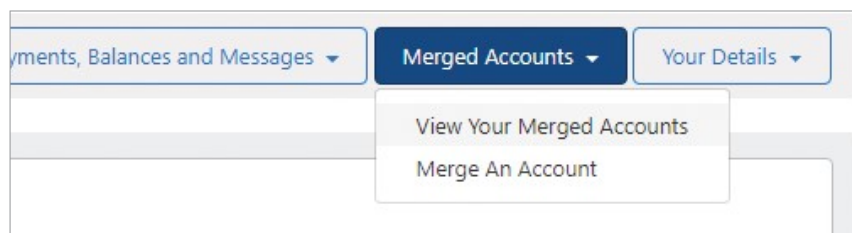
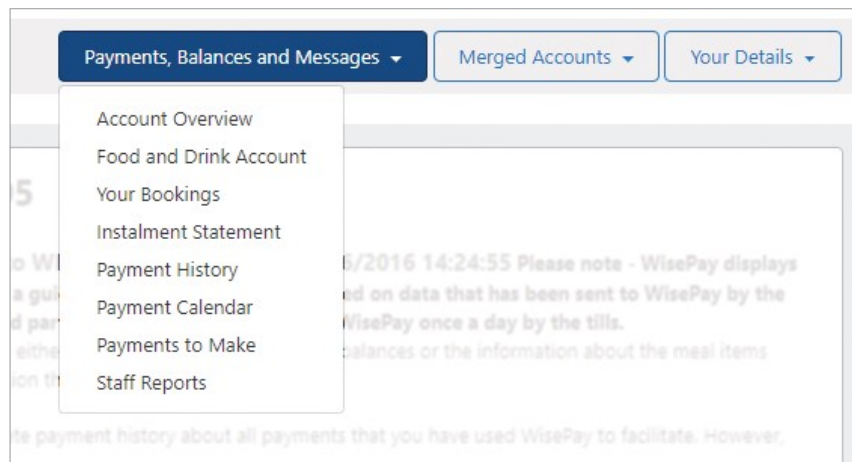
This allows you to view your:

- latest food and drink balance
- food and drink purchases
- payment top ups
- trip payments and balances
- last 50 transactions

The screenshot displays the WisePay interface for Rainsworth College. At the top, the user is identified as Jane Smith on account Jack Smith. Below this, there are navigation options: 'My Merged Accounts', 'My Wise Account', 'Change Password', and 'Log Out'. The main content area is divided into three sections:

- Payment Top Ups:** A table with columns for Date/Time, Order Ref., Item, and Amount. It lists three transactions for 'Cashless Catering' on 12/03/2018 and 02/10/2017, each for £10.00.
- Food and Drink Purchases:** A table with columns for Date/Time, Description, and Amount. It lists three transactions for 'Cashless Catering' on 12/03/2018 and 02/10/2017, each for £10.00.
- Payment History (50 Most Recent Transactions):** A larger table with columns for Date/Time, Order Reference, Payment Method, Item Description, and Amount. It lists 50 transactions, including 'Online Card Payment', 'Manual Payment - Cheque', 'Manual Payment - Transfer', and 'Manual Payment - Bursary', with various descriptions like 'Cashless Catering', 'Theatre trip to see Matilda the Musical', 'Sri Lanka 2019', 'Ski Trip to France 2018', 'Locker Payments', 'Student Parking Permit', and 'Blazer'.

# 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 Calendar**- view all past and upcoming payments by date.
- **Payments to Make**- view all upcoming payments to be made.

## Merged Accounts

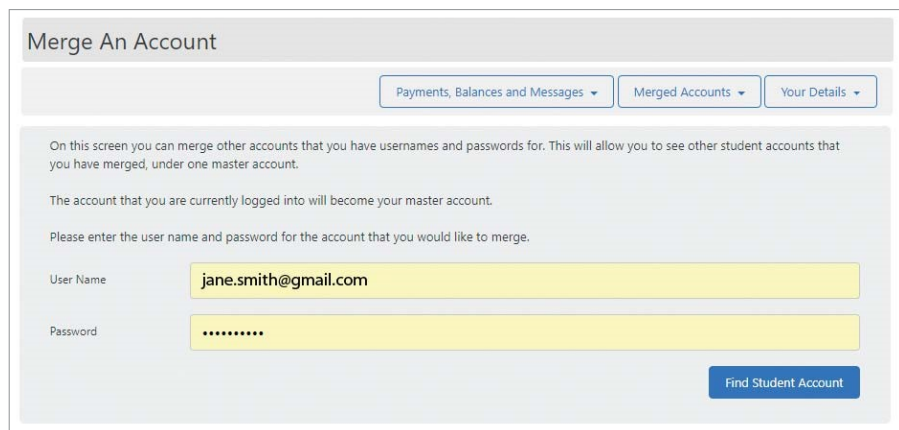
- **View Your Merged Accounts** - view all your named merged accounts.
- **Merge an Account**- merge accounts for other students.

## 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.

# Merged Accounts

## Merging Accounts



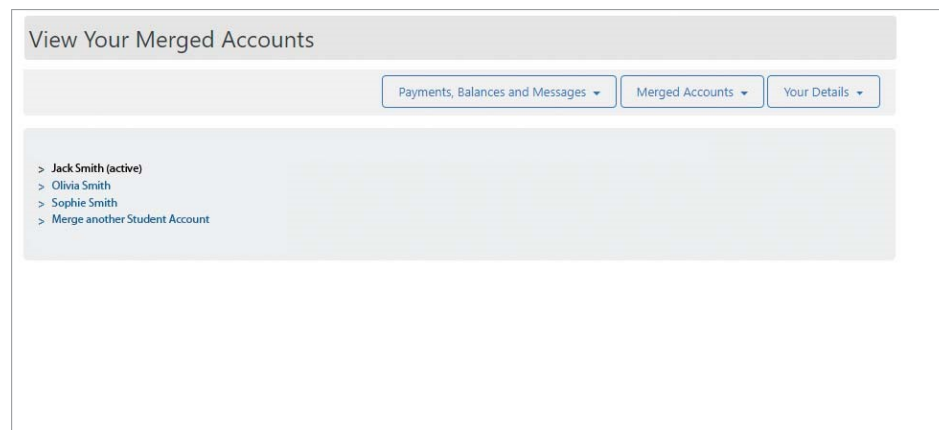
The screenshot shows a web form titled "Merge An Account". At the top, there are three tabs: "Payments, Balances and Messages", "Merged Accounts", and "Your Details". Below the tabs, there is instructional text: "On this screen you can merge other accounts that you have usernames and passwords for. This will allow you to see other student accounts that you have merged, under one master account." and "The account that you are currently logged into will become your master account." Below this, it says "Please enter the user name and password for the account that you would like to merge." There are two input fields: "User Name" with the value "jane.smith@gmail.com" and "Password" with masked characters "\*\*\*\*\*". A blue button labeled "Find Student Account" is at the bottom right.

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



The screenshot shows a web page titled "View Your Merged Accounts". At the top, there are three tabs: "Payments, Balances and Messages", "Merged Accounts", and "Your Details". Below the tabs, there is a list of accounts with expandable options:

- > Jack Smith (active)
- > Olivia Smith
- > Sophie Smith
- > Merge another Student 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.

# 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**

**Confirm Email**

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**

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**

**Confirm 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](#)

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

