

## **Logging on and using WisePay**

### **How do I login?**

Please go to the school's website [www.shevingtonhigh.org.uk](http://www.shevingtonhigh.org.uk) and select the login drop down tab, then select WisePay. This will direct you to the screen where your username and password will need to be entered.

### **How do I change my password?**

The first time you login you will need to use the username and password you have been sent. After this you will be able to change the password to one which you prefer.

To do this, after logging in, go to your 'Wise Account' and then go to 'My Account Detail'. Please follow the on-screen instructions. Please be aware that your email address becomes your User Name if you change your password.

For security purposes, please ensure that your 'Wise Account' password you choose is unique to your 'Wise Account' and that you do not use it for any other login. WisePay recommends that you change the password issued above to your own password.

### **What can I do on my 'Wise Account'?**

Once in your 'Wise Account' you can make payments online, view your payment history which will show a list of transactions that you have made and you can also see what your child's food and drink balance is as well as being able to check what they have had to eat or drink from the canteen.

### **What if I have more than one student at school?**

If you have more than one child at school, you will receive a User Name and a Password for each child. You can either choose to keep each account separate or to merge them together. To do this, go to your Wise Account and go in to 'Merge an Account'. Please follow the on-screen instructions.

### **Do I still need to complete paperwork for trips if I have paid online?**

Yes, for any educational visit we require a completed reply slip and consent form for each child. A place is not 100% guaranteed unless we have received all of the relevant documentation. You can download each consent form directly from Wisepay. Either complete the form online or print it off and return to school.

### **I have topped up my child's food and drink account but the amount hasn't changed on Wisepay?**

Once you have processed payment, providing that you get a message to confirm the transaction has gone through, your child's account will be immediately topped up. Unfortunately, Wisepay does not update until the end of the day to show that the money has gone on so you will not see this from your screen but rest assured – your child's account will have been topped up if you have had confirmation.

### **Who do I contact if I have any questions or queries?**

Due to data protection and confidentiality considerations, unfortunately, WisePay cannot take questions over the telephone on individual accounts. Therefore, if you do have any questions please contact the school directly and choose the option to come through to Finance. We will then try to assist you with your query, if it is something that needs to be investigated by Wisepay we will take your details and get back to you.