



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 or resetting passwords, please contact your school.

Contact details: 028 92 611529, or email: pmagwood850@c2kni.net

Contents

Logging into SchoolMoney	2
Making a Payment	4
Dinners	7
Dinner Top Up	7
Dinner Bookings	7
Parental Consent	8
History	9
Changing passwords	11
FAQ	14

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**



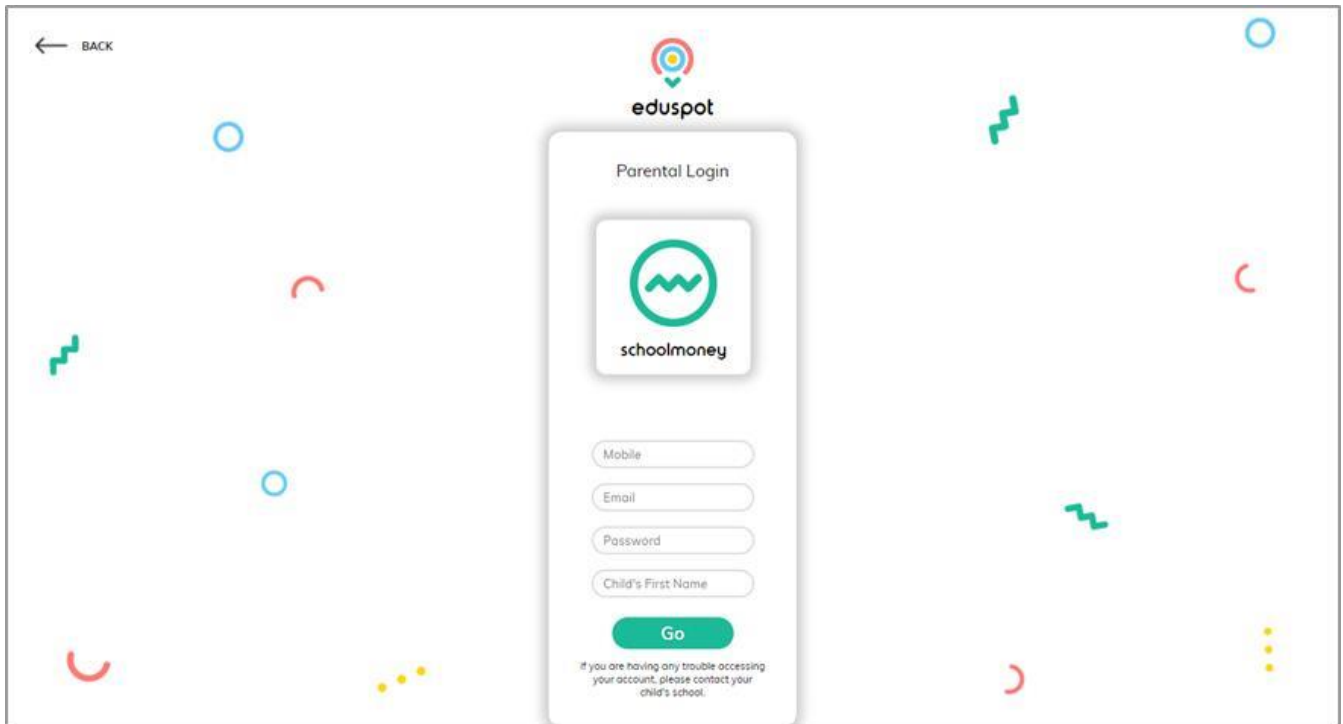
This will take you to our eduspot website.

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.

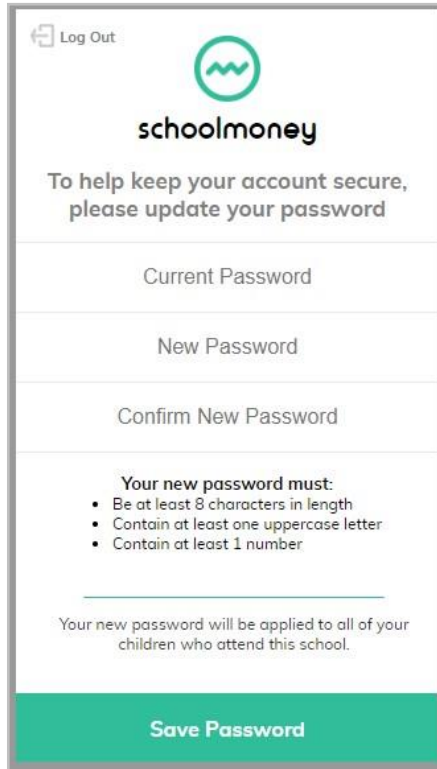
Please note: The school will have sent you a password via text/email. If you have not received a message with a password in it, please contact the school directly to request one.

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 school's 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 are logging in for the first time, you will be required to reset your automatically generated password.



The screenshot shows a mobile app interface for 'schoolmoney'. At the top left is a 'Log Out' button with an arrow icon. Below it is the 'schoolmoney' logo, which consists of a green circle with a white wavy line inside. The text 'schoolmoney' is in a bold, sans-serif font. Below the logo is a message: 'To help keep your account secure, please update your password'. There are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Below these fields is a section titled 'Your new password must:' followed by a bulleted list: 'Be at least 8 characters in length', 'Contain at least one uppercase letter', and 'Contain at least 1 number'. Below the list is a line of text: 'Your new password will be applied to all of your children who attend this school.' At the bottom is a green button with the text 'Save Password'.

A box will appear upon logging in that will ask you to type in your current password and then also create a new password you can use going forward.

Please note: If you forget this password, you will need to ask the school to send you a reset password message.

Once you are happy with your new password press Save and you will proceed to your account.

Making a Payment

Once you have logged into your account, you will then be able to make payments for your child.

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

Any dinner arrears that your child has accumulated will appear first on the list, followed by payments that the school has set up for things such as trips, clubs and fees.

Support Academy
schoolmoney
Change Password | Help | Logout

Payments
Dinners
Clubs
School Shop
Parental Consent
History
Important Notice regarding Online Payment Security

School Trip:	-£20.45	
Lauren		
SeoLife Centre	£12.00 Fri 30 Aug 2019	+
SeoLife Centre	£3.00 Fri 16 Aug 2019	+
Jake		
SeoLife Centre	£12.00 Fri 30 Aug 2019	+
SeoLife Centre	£3.00 Fri 16 Aug 2019	+
Alton towers trip - own travel arrangements	£5.00 Wed 24 Apr 2019	+
Alton towers trip with coach payment	£9.45 Wed 24 Apr 2019	+



Dinner Credit: £0.00
Club Credit: £0.00
Total To Pay: £0.00
Make Payment



To pay for an item select the + sign next to the payment. This will add the payment to the basket and turn the payment yellow to show that it has been selected.

Support Academy
schoolmoney
Change Password | Help | Logout

Payments
Dinners
Clubs
School Shop
Parental Consent
History
Important Notice regarding Online Payment Security

School Trip:	-£20.45	
Lauren		
SeoLife Centre	£12.00 Fri 30 Aug 2019	+
SeoLife Centre	£3.00 Fri 16 Aug 2019	X
Jake		
SeoLife Centre	£12.00 Fri 30 Aug 2019	+
SeoLife Centre	£3.00 Fri 16 Aug 2019	X
Alton towers trip - own travel arrangements	£5.00 Wed 24 Apr 2019	X
Alton towers trip with coach payment	£9.45 Wed 24 Apr 2019	+

Joke
Alton towers trip - own travel arrangements £5.00 X
SeoLife Centre £3.00 X
Lauren
SeoLife Centre £3.00 X

Dinner Credit: £0.00
Club Credit: £0.00
Total To Pay: £11.00
Make Payment



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

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

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.

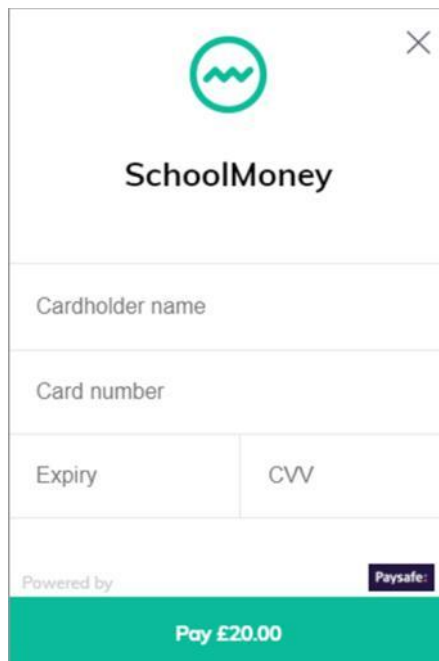
You will also be able to see that some of your due dates are in **grey** and some of them are in **red**. The due dates that are marked in **red** are payments that are overdue and need to be paid as soon as possible.

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.



Once you have selected all 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.

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 mobile-style payment form for SchoolMoney. It features the SchoolMoney logo (a green circle with a white wave) at the top. Below the logo are input fields for "Cardholder name", "Card number", "Expiry", and "CVV". At the bottom, there is a "Powered by" section with the "Paysafe" logo. A large green button at the very bottom says "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.

Dinners

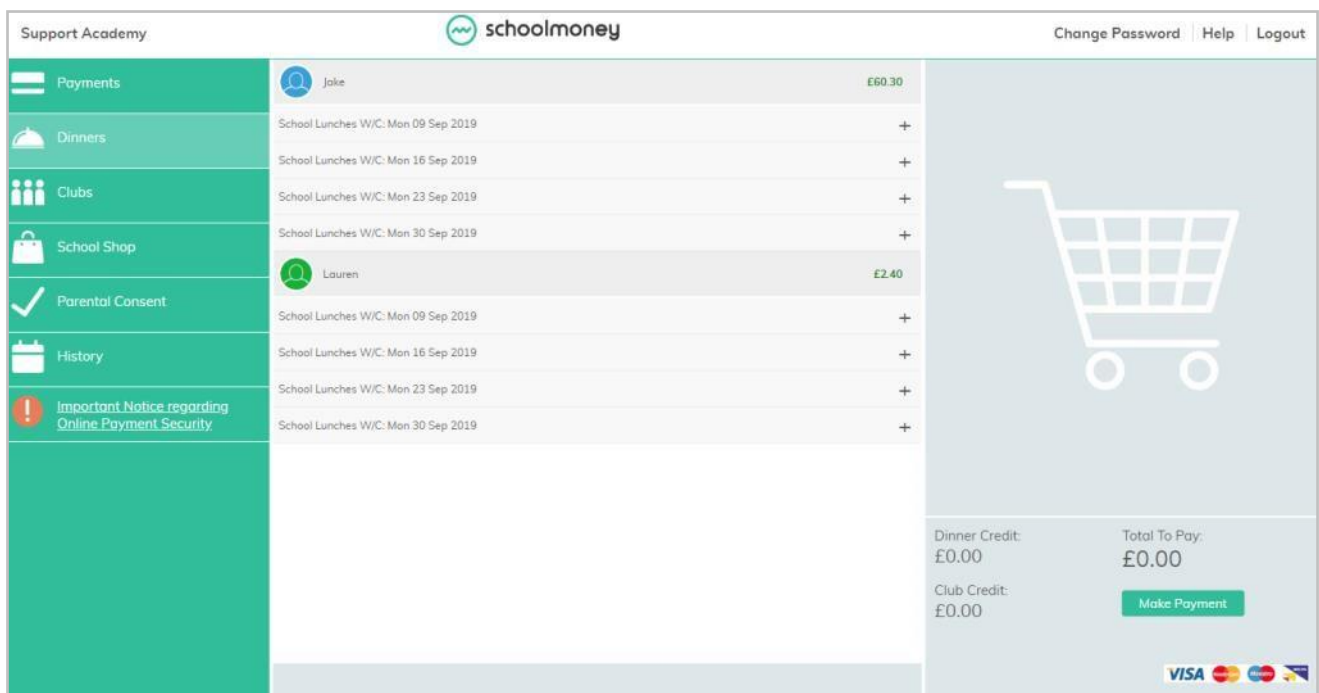
Dinner Top Up

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 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.



The screenshot shows the 'schoolmoney' app interface. On the left is a green sidebar menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an Important Notice regarding Online Payment Security. The main area displays a list of dinner bookings for two children: Jake and Lauren. Each child's section shows four weeks of 'School Lunches W/C' with a '+' sign next to each entry. The total for Jake is £60.30 and for Lauren is £2.40. On the right, there is a large shopping cart icon and a summary section showing 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00'. A 'Make Payment' button is visible, along with logos for VISA, Mastercard, and others.

Child	Week	Amount	Action
Jake	School Lunches W/C: Mon 09 Sep 2019		+
	School Lunches W/C: Mon 16 Sep 2019		+
	School Lunches W/C: Mon 23 Sep 2019		+
	School Lunches W/C: Mon 30 Sep 2019		+
Lauren	School Lunches W/C: Mon 09 Sep 2019		+
	School Lunches W/C: Mon 16 Sep 2019		+
	School Lunches W/C: Mon 23 Sep 2019		+
	School Lunches W/C: Mon 30 Sep 2019		+

Summary:
Dinner Credit: £0.00
Club Credit: £0.00
Total To Pay: £0.00
[Make Payment](#)

Pre-Booking Dinner Days

If your school request you pre-book dinner days for your child:

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

School Lunches W/C: Mon 09 Sep 2019

Cost per meal: £2.50

Monday	None	£0.00
Tuesday	Meal	£0.00
Wednesday	Packed Lunch	£0.00
Thursday	None	£0.00
Friday	None	£0.00

Total £0.00 [Add To Basket](#)

- Tick the box next to the day you would like your child to eat
- Once all 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.

Parental Consent

When schools set up payments, such as school trips or clubs, they can request that you give parental consent when you pay.

Support Academy  [Change Password](#) [Help](#) [Logout](#)

Please tap on a Student and select the items you would like to give consent.

	Jake	+
	Lauren	+



Dinner Credit: £0.00 Total To Pay: £0.00
 Club Credit: £0.00 [Make Payment](#)

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		
Swimming Autumn Swimming Lessons	Wed 21 Aug 2019	☒
School Trip Madam Tussauds	Sat 31 Aug 2019	☐
Residential residential trip	Wed 21 Aug 2019	☒

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.

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.

Support Academy
schoolmoney
Change Password | Help | Logout

Payments
Dinners
Clubs
School Shop
Parental Consent
History
Important Notice regarding Online Payment Security

Transaction History | Club History | Dinner History | Meal Selections

Jake

Lauren

Book Bag

Instalment: -

Paid: £10.00

Payment Date: Mon 12 Aug 2019

Refunded: -

Payment Method: Cash

Trip to the Lake

Instalment: 1 of 1

Paid: £12.00

Payment Date: Mon 12 Aug 2019

Refunded: -

Payment Method: Cash

Theatre Trip

Instalment: 1 of 2

Paid: £10.00

Payment Date: Mon 12 Aug 2019

Refunded: -

Payment Method: Voucher

Eden project trip

Instalment: 2 of 3

Paid: £10.00

Shopping Cart Icon

Dinner Credit: £0.00
Club Credit: £0.00
Total To Pay: £0.00
Make Payment

VISA | M | C | D

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.

Support Academy schoolmoney Change Password Help Logout

Payments Dinners Clubs School Shop Parental Consent History Important Notice regarding Online Payment Security

Transaction History Club History Dinner History Meal Selections

Lauren

Description: Breakfast Club
Start Date: Mon 02 Sep 2019
End Date: Fri 06 Sep 2019
Cost So Far: £8.00
Paid So Far: £0.00

Mon: 1
Tue: 1
Wed: 4
Thu: 1
Fri: 4

Weekly Total: £8.00
Amount Paid: £0.00

Description: Afterschool Club
Start Date: Mon 18 Mar 2019
End Date: Fri 22 Mar 2019
Cost So Far: £0.00
Paid So Far: £0.00

Mon: 1
Tue: 1
Wed: 1
Thu: 1

Dinner Credit: £0.00
Club Credit: £0.00
Total To Pay: £0.00
Make Payment

VISA

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 schoolmoney Change Password Help Logout

Payments Dinners Clubs School Shop Parental Consent History Important Notice regarding Online Payment Security

Transaction History Club History Dinner History Meal Selections

Lauren

Dinner: School Lunches
Start Date: Mon 19 Aug 2019
End Date: Fri 23 Aug 2019

Mon: 1
Tue: 1
Wed: 1
Thu: 1
Fri: 1

Weekly Total: £8.80

Dinner: School Lunches
Start Date: Mon 27 May 2019
End Date: Fri 31 May 2019

Mon: 1
Tue: 1
Wed: 1
Thu: 1
Fri: 1

Weekly Total: £0.00

Dinner: School Lunches
Start Date: Mon 20 May 2019
End Date: Fri 24 May 2019

Dinner Credit: £0.00
Club Credit: £0.00
Total To Pay: £0.00
Make Payment

VISA

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
Change Password | Help | Logout

Payments
Dinners
Clubs
School Shop
Parental Consent
History
Important Notice regarding Online Payment Security

Transaction History | Club History | Dinner History | Meal Selections

Lauren

Dinner Date:	Fri 23 Aug 2019
Meals Selected:	Roast Turkey & Veg (£2.20)
Total Cost:	£2.20

Dinner Date:	Thu 22 Aug 2019
Meals Selected:	Chicken Dippers with Potato We (£2.20)
Total Cost:	£2.20

Dinner Date:	Wed 21 Aug 2019
Meals Selected:	Jacket Potato with Tuna & Sweet (£2.20)
Total Cost:	£2.20

Dinner Date:	Tue 20 Aug 2019
Meals Selected:	Packed Lunch (£0.00)
Total Cost:	£0.00

Dinner Date:	Mon 19 Aug 2019
Meals Selected:	Roast Turkey & Veg (£2.20)
Total Cost:	£2.20

Dinner Date:	Mon 27 May 2019
Meals Selected:	Holiday
Total Cost:	-

Dinner Date:	Mon 20 May 2019
Meals Selected:	Chicken Dippers with Potato We (£2.20)
Total Cost:	£2.20

Dinner Date:	Wed 15 May 2019
--------------	-----------------

Dinner Credit: £0.00
Club Credit: £0.00
Total To Pay: £0.00
[Make Payment](#)

Changing Passwords

When you are sent your initial welcome message you will receive a system generated password. However, once you are logged in you can amend this password to something more memorable.

- Log in to your account with the password that the school has provided to you
- If you are using a computer, you will see 'Change Password' in the top right-hand corner. If you are using a mobile device, when you navigate to the menu side bar it will be listed below History

Support Academy schoolmoney Change Password | Help | Logout

Payments	School Trip:	-£20.45
Dinners	SeoLife Centre	£12.00 Fri 30 Aug 2019
Clubs	SeoLife Centre	£3.00 Fri 16 Aug 2019
School Shop	Joke	
Parental Consent	SeoLife Centre	£12.00 Fri 30 Aug 2019
History	SeoLife Centre	£3.00 Fri 16 Aug 2019
Important Notice regarding Online Payment Security	Alton towers trip - own travel arrangements	£5.00 Wed 24 Apr 2019
	Alton towers trip with coach payment	£9.45 Wed 24 Apr 2019

Dinner Credit: £0.00

Club Credit: £0.00

Total To Pay: £0.00

[Make Payment](#)

VISA

schoolmoney

- Payments
- Dinners
- Clubs
- School Shop
- Parental Consent
- History
- Change Password
- Help
- Logout

Total: £0.00

Please Note: If you have more than one child at the school; you can change the password for one student and the change will apply to all of the children who attend the school.

A screen will pop up asking for you to type in your current password (the one that the school sent to you and then enter and confirm your new password. These passwords must include:

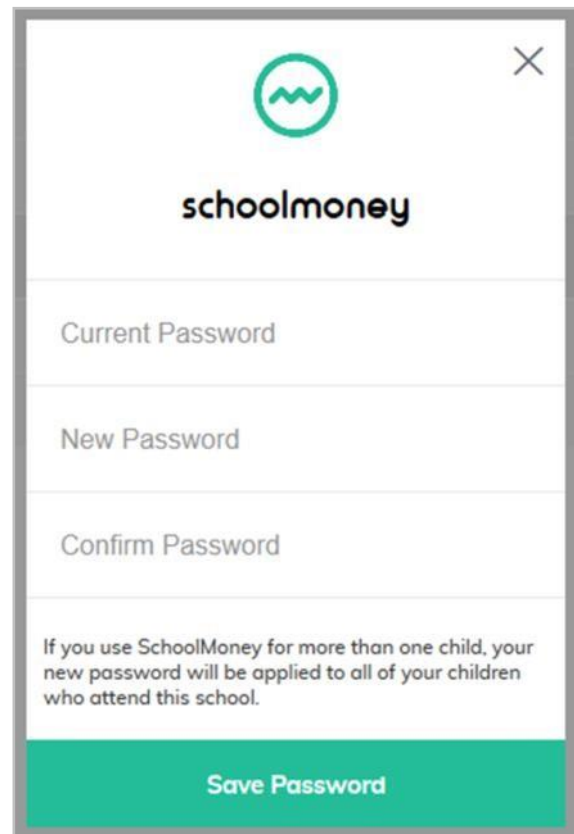
- At least 8 characters.

- ☐ At least 1 capital letter
- ☐ At least 1 number

Select Save Password

Forgotten password?

A 'Password Reset' message can be sent to you via text message or email with a special URL that will take you to a website where you can set a new password. If you need to reset your password, you will need to contact your school and ask them to send you this message.



The image shows a mobile app interface for 'schoolmoney'. At the top is a green circular logo with a white wavy line. Below the logo is the text 'schoolmoney'. There are three input fields labeled 'Current Password', 'New Password', and 'Confirm Password'. Below these fields is a note: 'If you use SchoolMoney for more than one child, your new password will be applied to all of your children who attend this school.' At the bottom is a green button labeled 'Save Password'.

FAQ

I cannot login to my account

If you are receiving the invalid Login Details error when trying to log into SchoolMoney we would advise you take the following steps:

- Check that the mobile number/email address the school has on record for you matches the details you are entering
- Ask the school to send you a reset Password link. You will then be able to change your password to something more memorable
- Make sure you are entering your child's first name only
- Try logging in with a different device
- Login with a Wi-Fi connection and not 4G
- Make sure you are not autocompleting the details. Type each section in from scratch
- Clear your history/cache on the device you are using
- Make sure that you are not keeping the website open in the background of your device. Close it completely before trying to login again

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 your children's details match.

I have forgotten my password

A 'Password Reset' message can be sent to you via text message or email with a special URL that will take you to a website where you can set a new password. If you need to reset your password, you will need to contact your school and ask them to send you this message.

I have not received a message from my child's school with the password

You will need to speak to your child's school directly and ask them to either send you the welcome message which will include your pre-set password, or a password reset link.

I have separated from my partner, can we both have a login

The SchoolMoney system does have a feature which enables schools to add secondary contacts to the system. This will then create a separate login for the secondary contact. Whilst this is something that SchoolMoney can do, please be aware that offering this to parents is at the school's discretion.

Can I change my password

When you first login to SchoolMoney you will be sent a system generated password. Once you have logged in you are able to change your password as explained on Page 16 of this guide. If you forget your password or what to reset it before you have logged in for the first time, you can ask the school to send you a password reset link.

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.

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 Pay Point?

Pay Point 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 Pay Point barcode sheet. Once you have this sheet, take it to your local Pay Point 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. If 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.

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.

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.