



schoolmoney

Parent User Guide

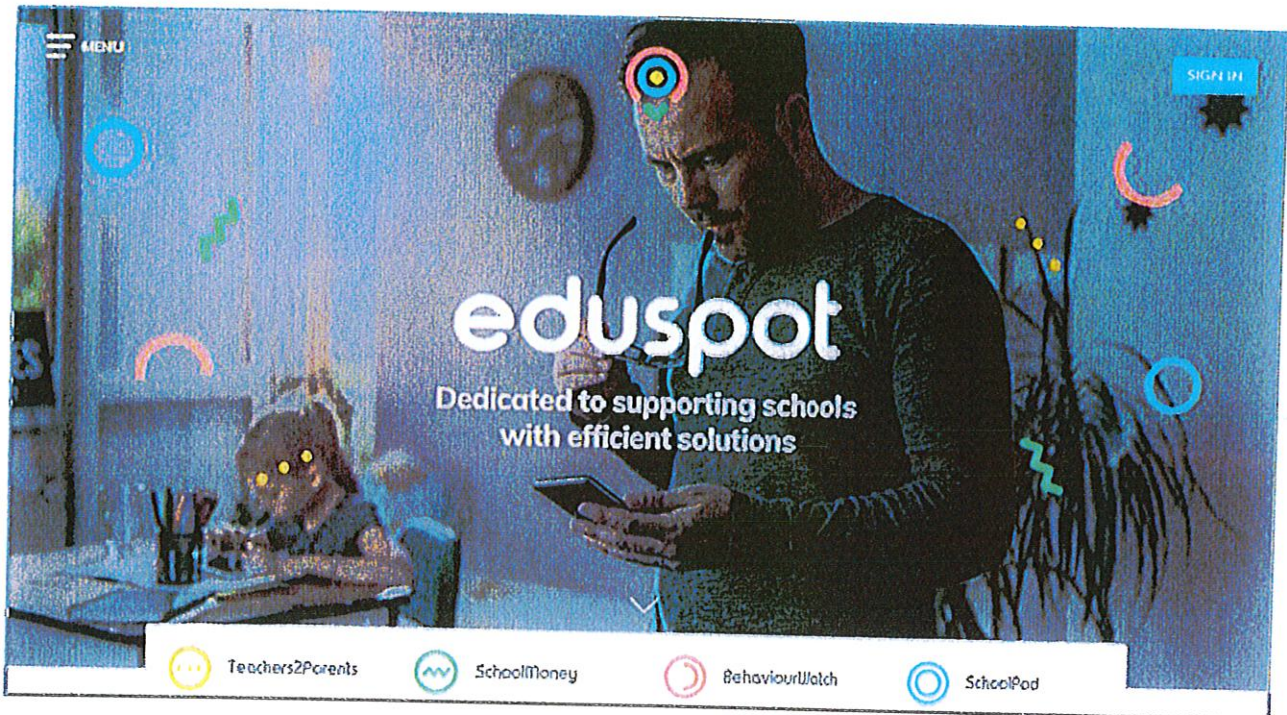
Dear parents,

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, simply contact your school and they can get in touch with us!

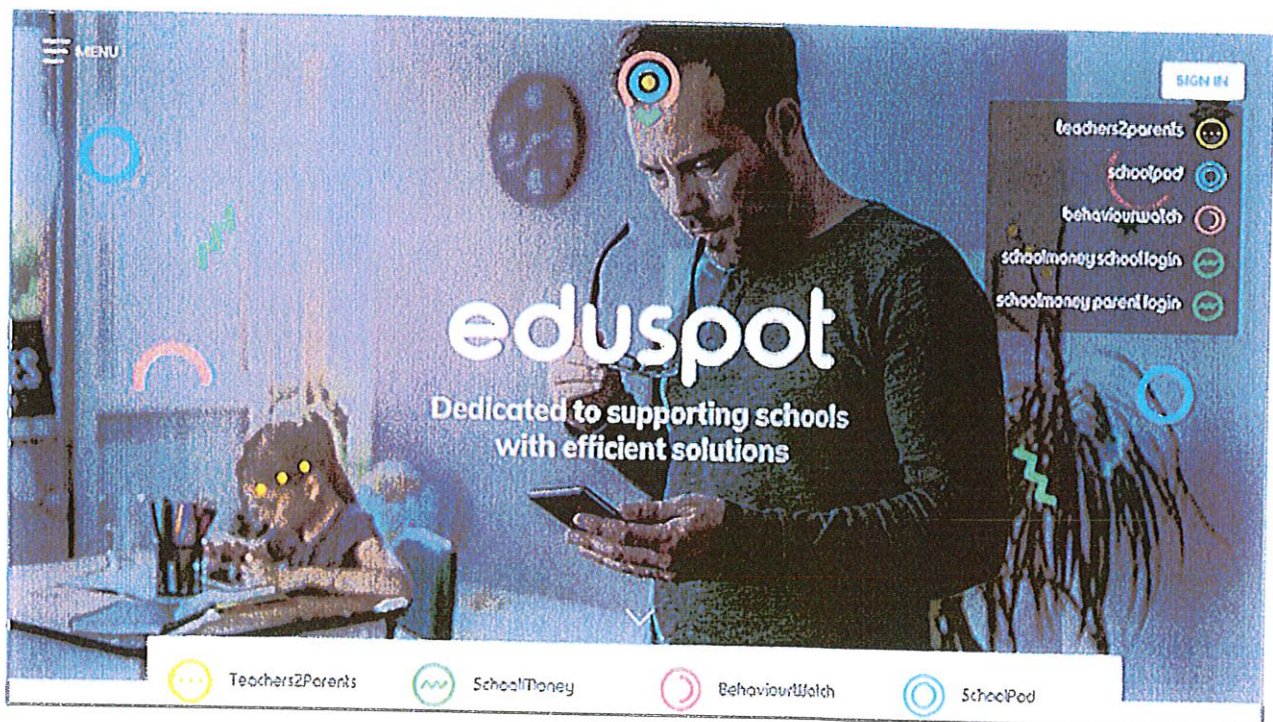
1. Logging into SchoolMoney

To log into your **SchoolMoney** account, you will first need to open a webpage on your device and enter the following address:



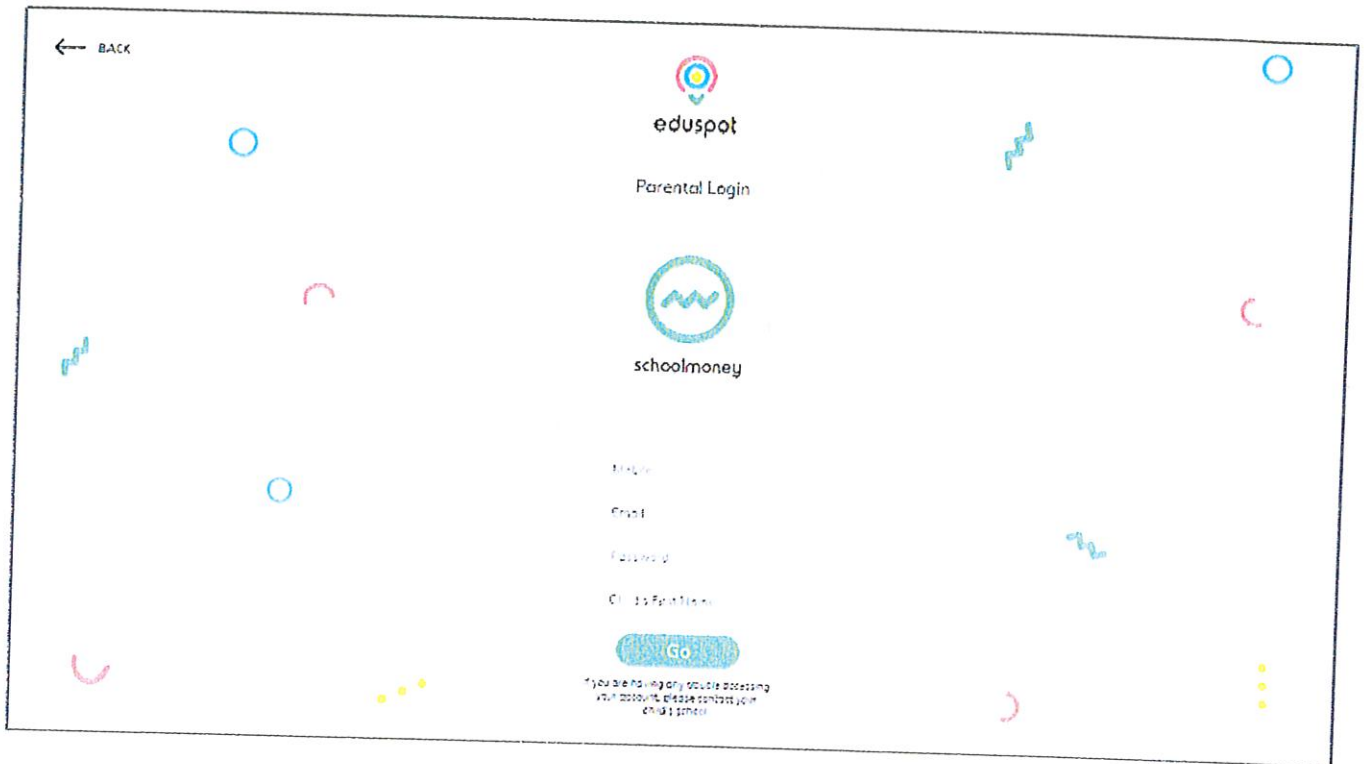
This will take you to our eduspot website.

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 schools 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.

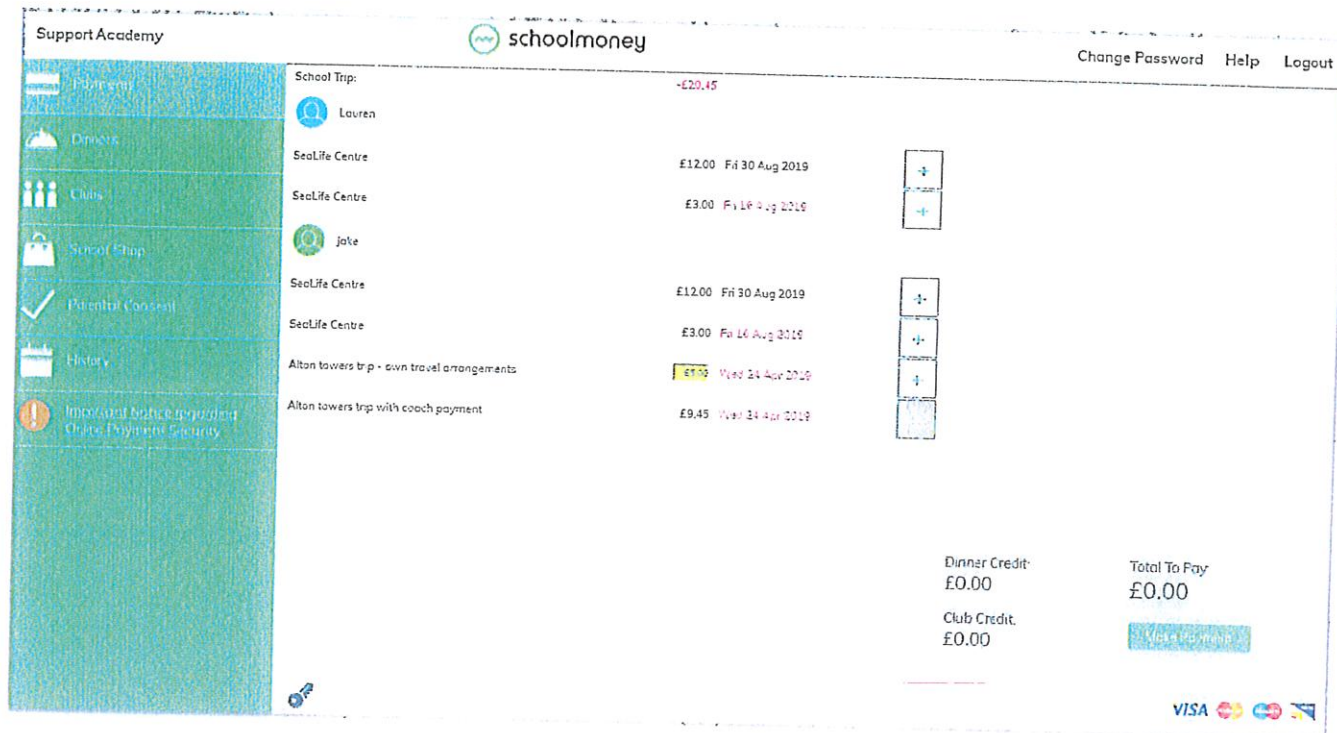
Please note: If for any reason it won't allow you to log on, we would advise that you contact your school to double check the mobile number/ email address that they have recorded against your child on **SchoolMoney**. If you are entering different details to the school, you will be unable to login until the school change your child's details.

2. 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.



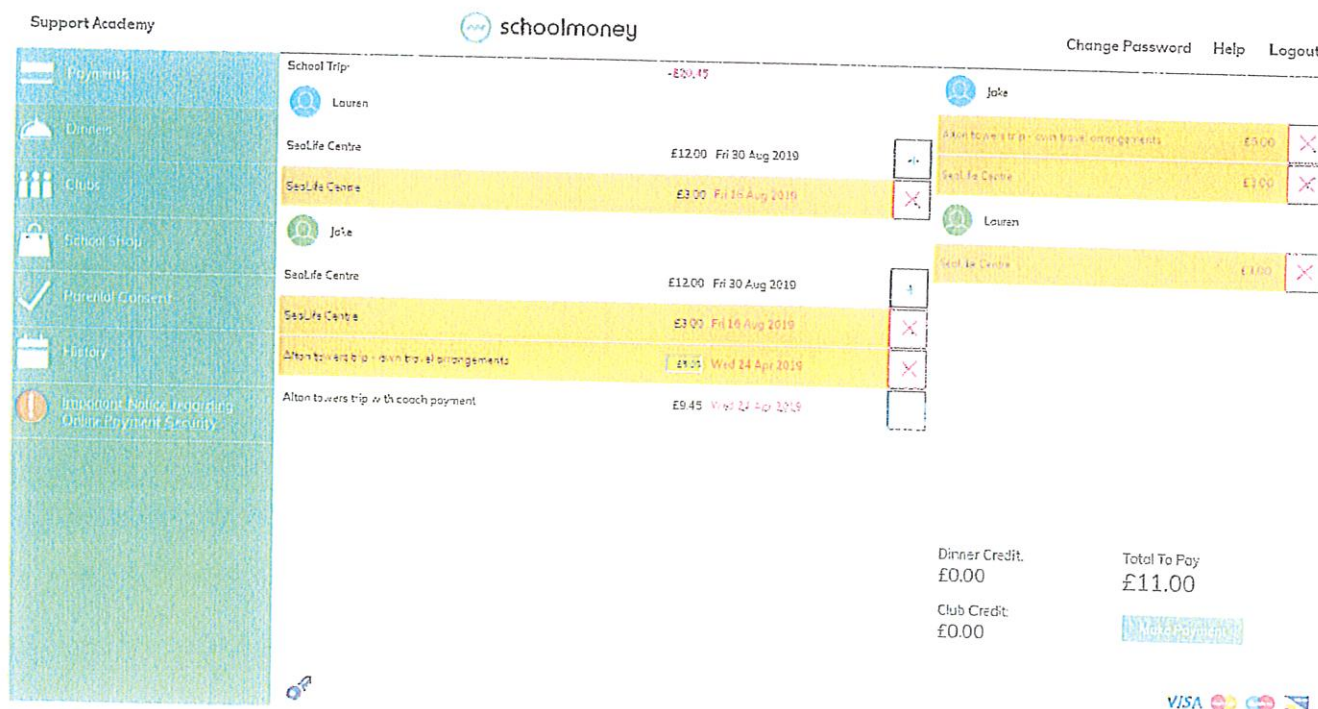
Support Academy schoolmoney [Change Password](#) [Help](#) [Logout](#)

Category	Child	Amount	Date	Action
School Trip	Lauren	-£20.45		
Dinner	SeoLife Centre	£12.00	Fri 30 Aug 2019	+ -
Clubs	SeoLife Centre	£3.00	Fri 16 Aug 2019	+ -
School Shop	Jake			
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	£1.00	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
[View Payment](#)

VISA   

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.



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Category	Child	Amount	Date	Action
School Trip	Lauren	-£20.45		
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	Alton towers trip with coach payment	£9.45	Wed 24 Apr 2019	+ -

Dinner Credit: £0.00
Club Credit: £0.00
Total To Pay: £11.00
[View Payment](#)

VISA   

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

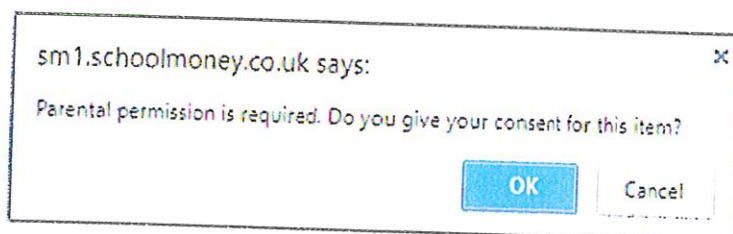
You may find that some of your payments are highlighted in a different colour:

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.

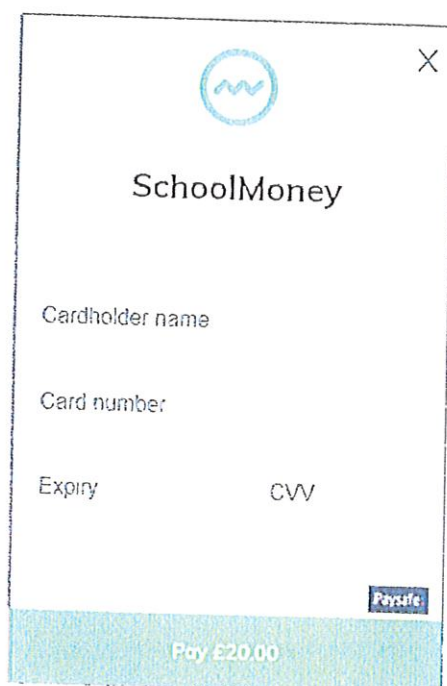
You will also be able to see that some of your due dates are in grey and some of them are in red. The due dates that are marked in red are payments that are overdue and need to be paid as soon as possible.

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.



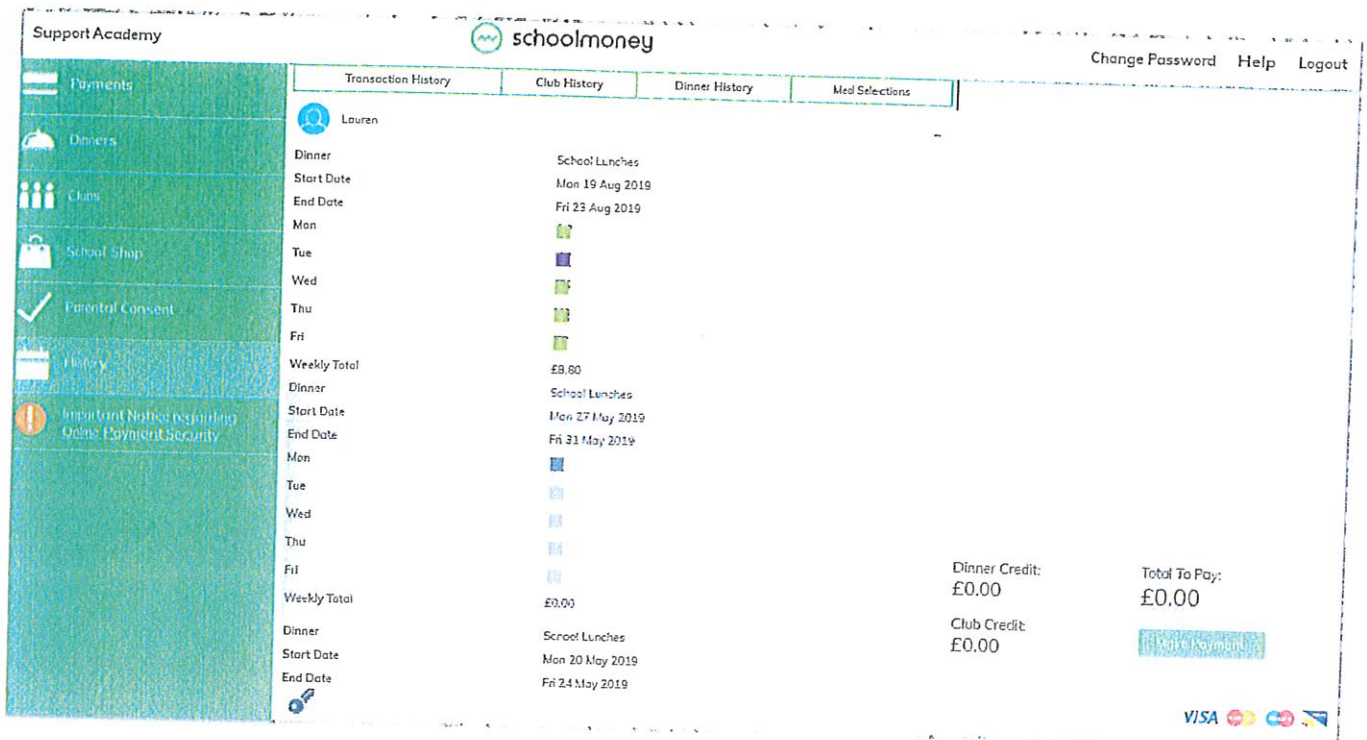
Once you have selected all of the payments you would like to purchase you will find them listed on the right hand side of your screen. If you want to remove anything from your basket at this point, click the X next to the item. Click on the 'Make Payment' button when you are ready to check out.

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 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.

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.



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Transaction History **Club History** **Dinner History** **Meal Selections**

Lauren

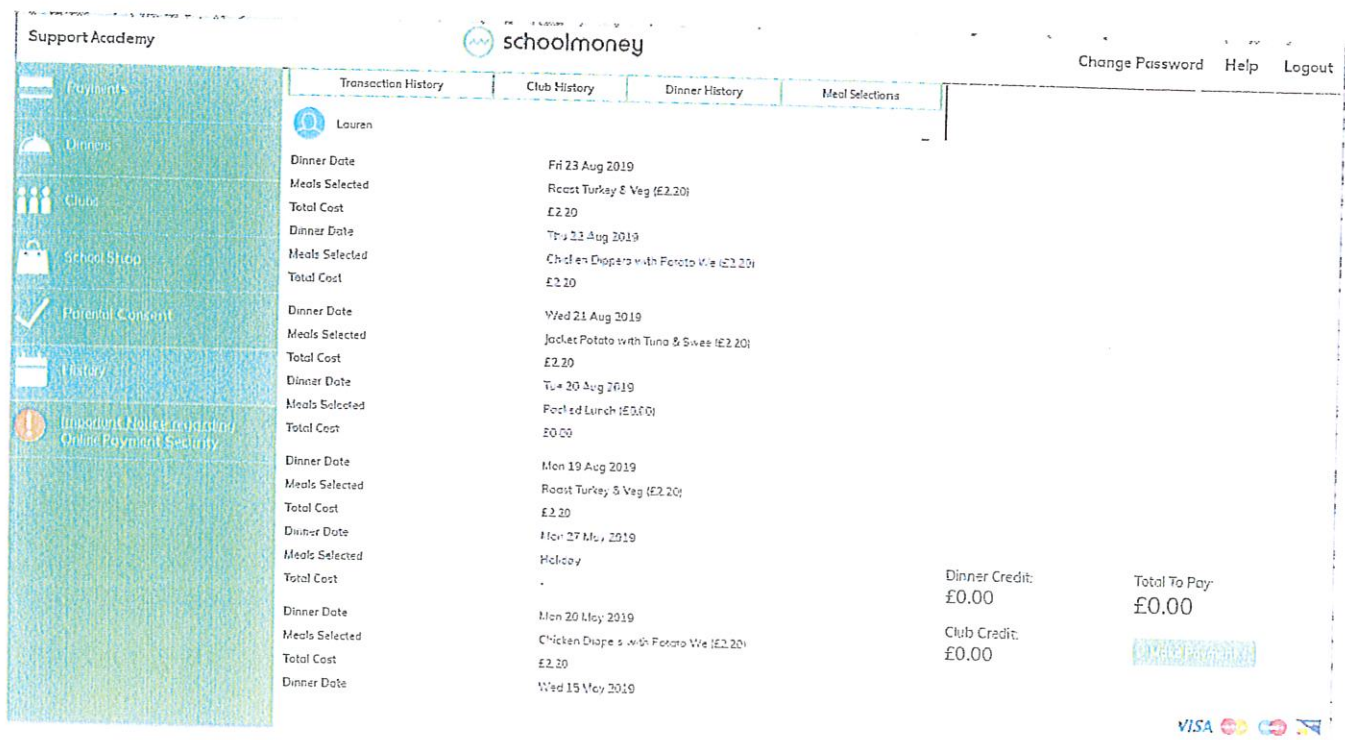
Dinner	Start Date	End Date	Mon	Tue	Wed	Thu	Fri	Weekly Total
School Lunches	Mon 19 Aug 2019	Fri 23 Aug 2019						£8.80
Dinner	Start Date	End Date	Mon	Tue	Wed	Thu	Fri	Weekly Total
School Lunches	Mon 27 May 2019	Fri 31 May 2019						£0.00

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

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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.



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Transaction History **Club History** **Dinner History** **Meal Selections**

Lauren

Dinner Date	Meals Selected	Total Cost
Fri 23 Aug 2019	Roast Turkey & Veg (£2.20)	£2.20
Thu 22 Aug 2019	Chicken Chops with Potato & Veg (£2.20)	£2.20
Wed 21 Aug 2019	Jacket Potato with Tuna & Sweet (£2.20)	£2.20
Tue 20 Aug 2019	Roast Turkey & Veg (£2.20)	£2.20
Mon 19 Aug 2019	Roast Turkey & Veg (£2.20)	£2.20
Mon 27 May 2019	Chicken Chops with Potato & Veg (£2.20)	£2.20

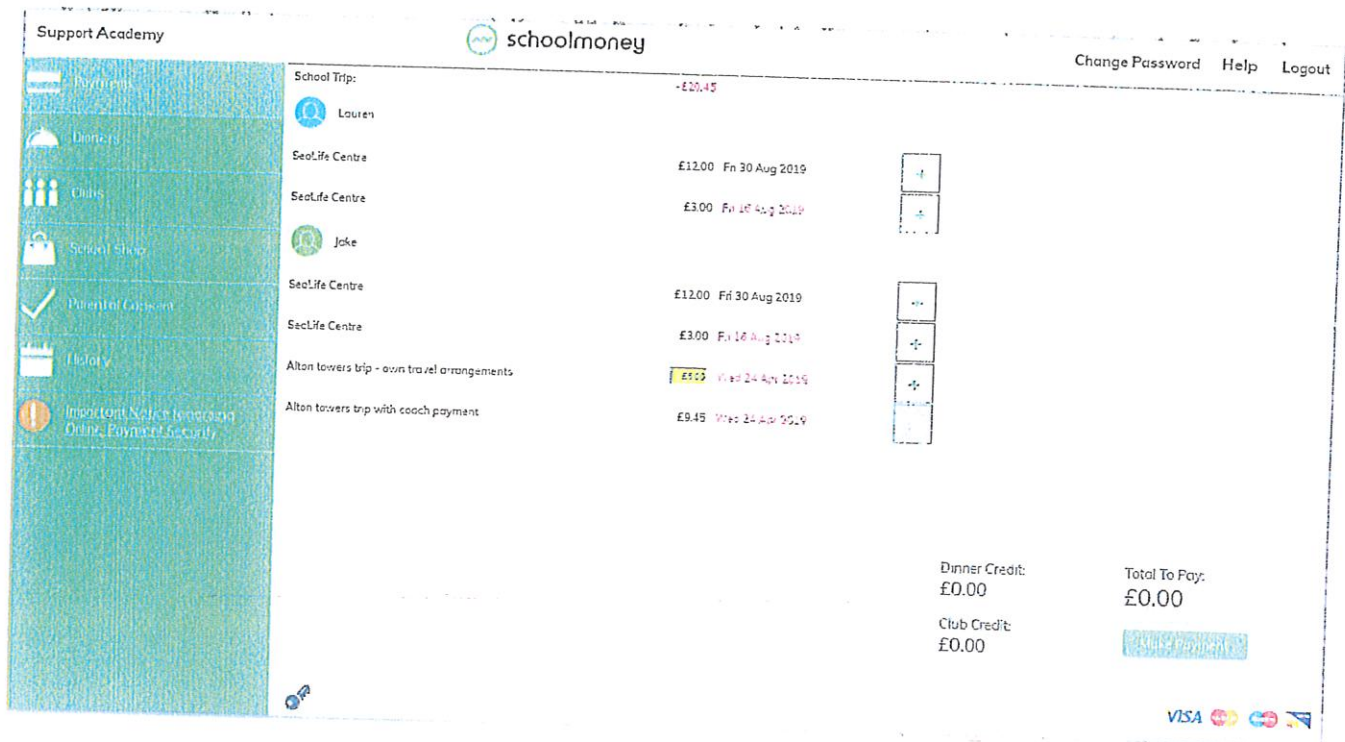
Dinner Credit: £0.00 **Club Credit:** £0.00 **Total To Pay:** £0.00 [Make Payment](#)

VISA   

8. Changing Passwords

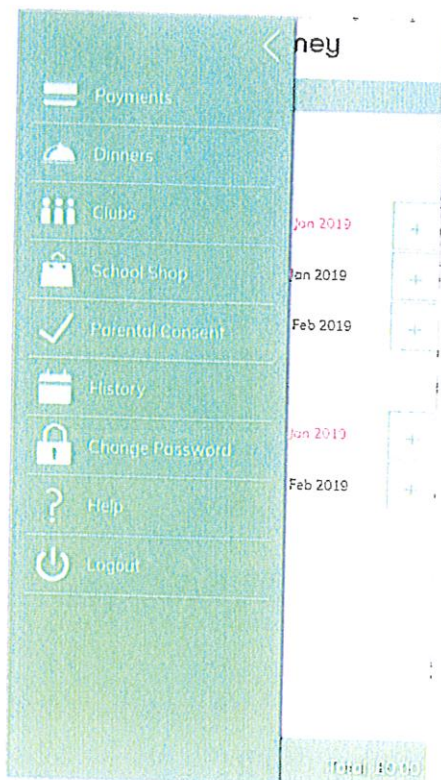
When you are sent your initial welcome message you will receive a system generated password. However, once you are logged in you can amend this password to something more memorable.

- 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



The screenshot shows the 'schoolmoney' website interface. On the left is a sidebar menu with options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, and an Important Notice. The main area displays a list of transactions under the heading 'School Trip:'. The transactions include payments for 'SeoLife Centre' and 'Alton towers trip'. At the bottom right, there is a summary section showing 'Dinner Credit: £0.00', 'Club Credit: £0.00', and 'Total To Pay: £0.00'. The top right corner of the page has links for 'Change Password', 'Help', and 'Logout'.

Transaction	Amount	Date
School Trip: Lauren	-£20.45	
SeoLife Centre	£12.00	Fri 30 Aug 2019
SeoLife Centre	£3.00	Fri 16 Aug 2019
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 payments	£9.45	Wed 24 Apr 2019

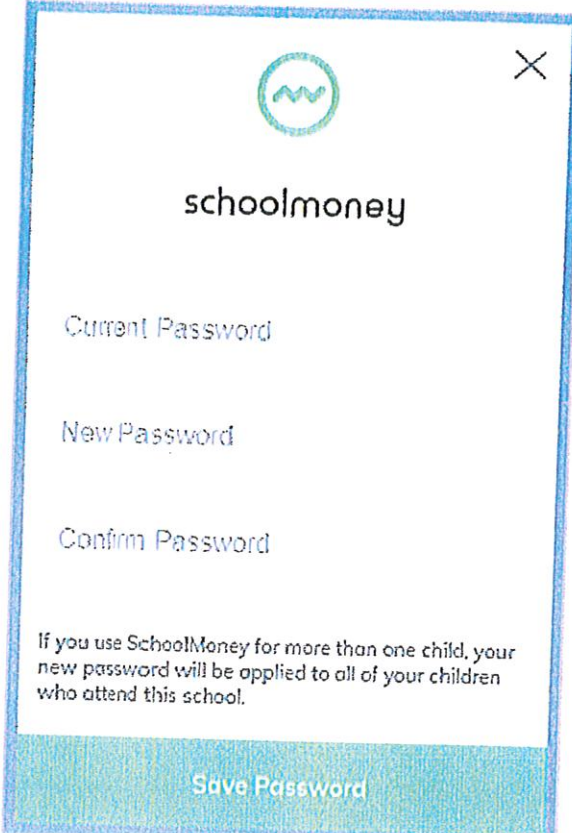


The screenshot shows the 'schoolmoney' mobile app interface. The sidebar menu on the left includes options: Payments, Dinners, Clubs, School Shop, Parental Consent, History, Change Password, Help, and Logout. The main area shows a list of transactions with dates like 'Jun 2019', 'Jan 2019', and 'Feb 2019'.

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 screenshot shows a mobile app interface for 'schoolmoney'. At the top is a green circular logo with a white 'M' and a blue 'X' in the top right corner. Below the logo, the text 'schoolmoney' is displayed. 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'.



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 wifi 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 of 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 schools 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.