

Parent User Guide

Dear parents,

Welcome to **SchoolMoney**; an easy, safe and secure way for you 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 our system.

If you have any problems, or there are any questions that you have regarding paying, simply contact your school and they can get in touch with us!

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1. The Basics – Logging in and making a payment

The school will send you an email or a text message to start the process. It will have all the information that you need to log on and pay the school.

You will get a separate log-on for each child. Please use the last password you receive – this should be for your youngest child, and ALL your children at Our Lady of Lourdes will be showing on this account. If they are not, please call the school office on 01702 475689 and we can correct this.

The first thing you need to do once you have received the text message from the school is go to www.schoolmoney.co.uk. This will bring up a 'Parent Log In' page.

Simply type in your mobile number email address and password (this will be on your text message) to log in. If you have problems logging in at all, it may be because the mobile number or email address do not match the ones the school has. Call your school to double check this and if they have further problems then can contact us.

Once you press log in it should take you to a page that asks for your child's first name. This is the **first** name only.

Pop in your child's name and press confirm. The payments screen will come up for you.

2. Pre-Booking Dinners and Clubs

Dinners

Log in to the system as usual and the payment screen will come up. On the right-hand side under 'Shop' you will see 'Dinner Top Up.' If your school wants you to pre-book then the amount will not be green but white and it will represent a weekly cost of your dinners.

Tick the box that is next to the Dinner Top Up and a box will appear in the middle of the screen. Choose the week you would like to book your child's meals for from the drop down box. Then press okay.

Select a drop down box for a day that you would like to book and your meal options will appear. Select the meal option you want your child to eat for that day. Once you have selected all of your meals select OK. The Top Up will move across to the other side of the screen and be added to the total at the bottom. Then select Make Payment to complete the transaction. You do not need to order a Packed Lunch.

This will take you to a screen where you can input your card details. You will have to do this every time that you want to make a payment due to security on the system.

A box will pop up letting you know that your payment has been processed and an email receipt will be issued to you shortly.

History

You will be able to see the 'History' tab on the top right hand side of the screen. This tab gives you an overview of your child's history on the [SchoolMoney](#) system.

You may need to log out and log back in again to see transactions you have just made.

Select 'History' and it will take you into the transaction history.

This will give you a view of everything that has been paid by you to the school. The final option is 'Dinner Bookings.' If you have booked any dinners in advance they will show up here.

FAQ

Do I have to pay for the whole expense in one go?

Not always. You need to pay for School Lunches in advance, as normal but for some school trips the school office may set up instalments for a payment.

What happens if I change my mobile number or email address?

Make sure any changes to your contact details are passed onto the school as soon as possible. If there are any delays you may not receive new payment messages, and you could have problems logging in to **SchoolMoney**.

Does SchoolMoney store my card details when I make a payment?

No, each time you start the payment process you will need to enter your card details. No confidential information is stored, making the process highly secure.

What happens if I have more than one child at the school?

For each child you will receive a text message and/or email stating you have a new payment to make. However if you sign in for one child's account the rest of their siblings payments can be viewed and paid for, making it easy and straightforward to pay for your children's expenses.

What happens if I forget my password?

The password and payment details will be in each payment message that the school sends out, so don't worry if you forget the password or delete the message the school has sent you. The school can also re-send your password details, just speak to someone in the school office

If you come across any problems with logging on or you would like to query anything showing on your system, please contact your school directly and if needed they will contact us.