



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 using 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!

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1. Logging into SchoolMoney



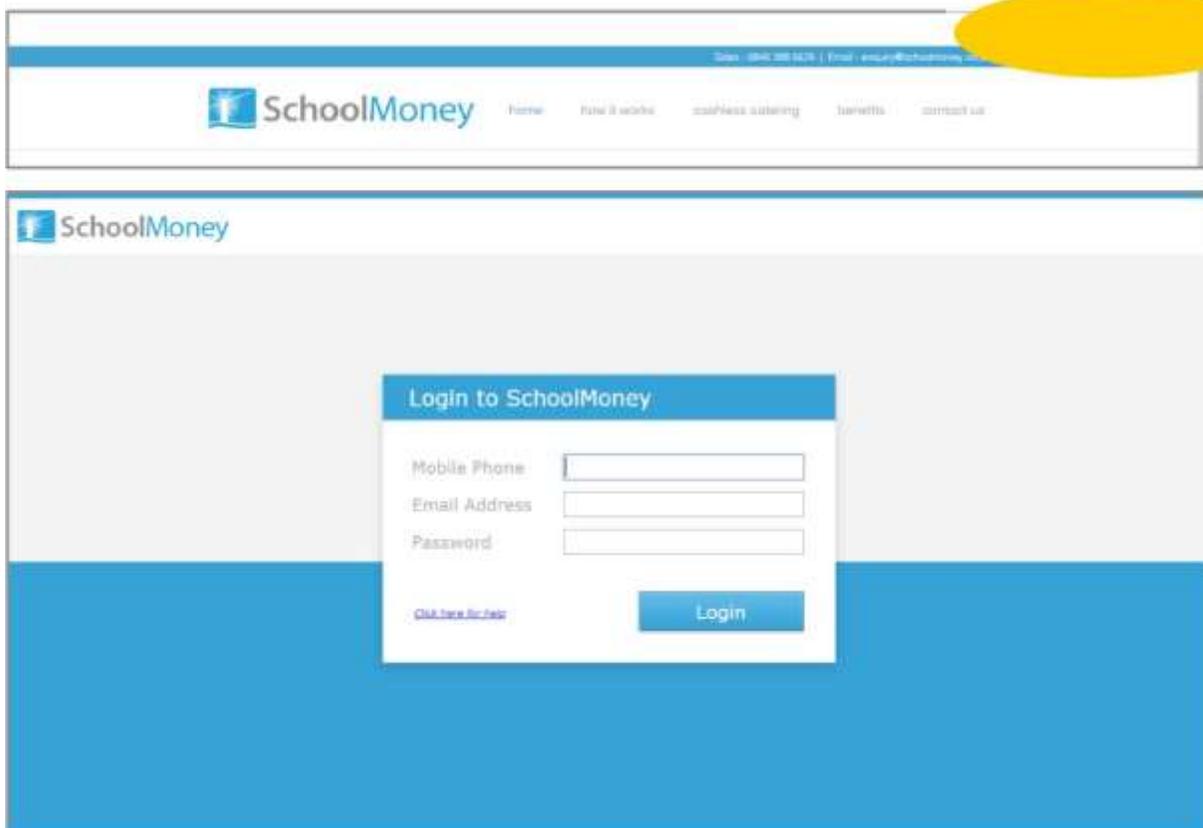
The school will send you an email or a text message to start the process. This will contain details such as, the web address and the password you will need to log on with.



Please note: if you have not received a message with a password in it, please contact the school directly to request one.

To log in:

- Go to www.schoolmoney.co.uk (this web address will be provided to you in your text/email). This will bring up the parent log in page.



- Enter your mobile number, email address and the password that has been provided by the school.
- Press log in and it will take you to a page that asks for your child's first name. This is the first name only.



- Type in the name and select 'Confirm,' this will log you into the payments screen.

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 they have recorded against your child on [SchoolMoney](https://www.schoolmoney.co.uk). If you are entering something that is different it will not allow you to log in and the school will have to change your child's details.

2. Making a Payment



Once you have logged in to your account, you will then be able to make a payment for your child.

Payments Due

Select	Name	Description	Instalment	Due	Due Date
<input type="checkbox"/>	Lauren	life skills class	1 of 4	£1.00	Fri 05 Aug 2018
<input type="checkbox"/>	Lauren	life skills class	2 of 4	£1.00	Fri 12 Aug 2018
<input type="checkbox"/>	Lauren	life skills class	3 of 4	£1.00	Fri 19 Aug 2018
<input type="checkbox"/>	Lauren	life skills class	4 of 4	£1.00	Fri 26 Aug 2018
<input type="checkbox"/>	Lauren	Half Term Swimming Club	1 of 1	£5.00	Wed 31 Aug 2018
<input type="checkbox"/>	Lauren	Zoo	1 of 1	£10.00	Mon 05 Sep 2018
<input type="checkbox"/>	Lauren	Plans	1 of 1	£200.00	Wed 05 Oct 2010
<input type="checkbox"/>	Lauren	Victorian Day	1 of 1	£10.00	Sat 05 Nov 2016
<input type="checkbox"/>	Lauren	Breakfast Club	1 of 1	£0.00	Fri 04 Sep 2015
<input type="checkbox"/>	Lauren	AfterSchool Club	1 of 1	£0.00	Fri 18 Sep 2015

School Shop

Select	Price	Description
<input type="checkbox"/>	£38.00	Lauren - Driver Top Up
<input type="checkbox"/>	£38.00	Lauren - Club Top Up
<input type="checkbox"/>	£0.00	Lauren - Madde Plus Tickets
<input type="checkbox"/>	£3.99	Lauren - ART BOOK
<input type="checkbox"/>	£1.30	Lauren - Art Books
<input type="checkbox"/>	£43.00	Lauren - Blazer 26"
<input type="checkbox"/>	£6.00	Lauren - Book Bag
<input type="checkbox"/>	£9.00	Lauren - Cardigan 28
<input type="checkbox"/>	£13.00	Lauren - Cardigan 7-8
<input type="checkbox"/>	£9.99	Lauren - Cardigan Age 6-7
<input type="checkbox"/>	£2.50	Lauren - Concert Tickets
<input type="checkbox"/>	£0.00	Lauren - Dance Tickets
<input type="checkbox"/>	£3.00	Lauren - drinks bottle
<input type="checkbox"/>	£15.00	Lauren - Football Ticket
<input type="checkbox"/>	£4.00	Lauren - Fountain Pen
<input type="checkbox"/>	£3.00	Lauren - Joseph Tickets
<input type="checkbox"/>	£10.00	Lauren - Jumper 24"
<input type="checkbox"/>	£9.50	Lauren - Jumper 3-4
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£10.00	Lauren - Jumper 7-8
<input type="checkbox"/>	£18.00	Lauren - Jumpers blue
<input type="checkbox"/>	£5.50	Lauren - Jumper Book Bag
<input type="checkbox"/>	£0.50	Lauren - Notepads
<input type="checkbox"/>	£5.00	Lauren - P.E Bag
<input type="checkbox"/>	£5.95	Lauren - Polo Shirt

Total: £0.00
Dinner Credit Used: £5.00
Club Credit Used: £5.00

Make Payment

Payment Options:
Partial Payment Allowed: Mandatory Payment: EX.XX Amount: EX.XX Credits:
Overdue Payment: Offline Only Payment: Cancelled Ltd:

Any outstanding payments will show up on the left hand side of the screen. Any top up or shop items will show up on the right hand side of the screen.

Please note: it is up to the school what they set up on **SchoolMoney**, so they may not offer all options. If you are unsure, please contact the school directly.

To pay for an item in payments due:

- Find the item/instalment you would like to pay for from the left hand side of the screen.
- Select the tick box next to the item/instalment. This will add it to the total at the bottom.
- Click on 'Make Payment' in the bottom right hand corner when you are ready to pay for your items.



Selected	Name	Description	Instalment Due	Due Date	
<input type="checkbox"/>	Lauren	Me skills class	1 of 4	£1.00	Fri 05 Aug 2016
<input type="checkbox"/>	Lauren	Me skills class	2 of 4	£1.00	Fri 12 Aug 2016
<input type="checkbox"/>	Lauren	Me skills class	3 of 4	£1.00	Fri 19 Aug 2016
<input type="checkbox"/>	Lauren	Me skills class	4 of 4	£1.00	Fri 26 Aug 2016
<input checked="" type="checkbox"/>	Lauren	Half Term Swimming Club	1 of 1	£1.00	Wed 31 Aug 2016
<input checked="" type="checkbox"/>	Lauren	Zoo	1 of 1	£10.00	Mon 05 Sep 2016
<input checked="" type="checkbox"/>	Lauren	Plans	1 of 1	£200.00	Wed 05 Oct 2016
<input type="checkbox"/>	Lauren	Victorian Day	1 of 1	£20.00	Sat 09 Nov 2016
<input type="checkbox"/>	Lauren	Breakfast Club	1 of 1	£5.00	Mon 04 Sep 2016
<input type="checkbox"/>	Lauren	AfterSchool Club	1 of 1	£5.00	Fri 18 Sep 2016

Selected	Price	Description
<input type="checkbox"/>	£10.00	Lauren - Dinner Top Up
<input type="checkbox"/>	£10.00	Lauren - Club Top Up
<input type="checkbox"/>	£0.00	Lauren - Aladdin Play Tickets
<input type="checkbox"/>	£5.00	Lauren - ART BOOKS
<input type="checkbox"/>	£1.00	Lauren - Art Books
<input type="checkbox"/>	£10.00	Lauren - Make 24"
<input type="checkbox"/>	£5.00	Lauren - Book Bag
<input type="checkbox"/>	£5.00	Lauren - Cardigan 2B
<input type="checkbox"/>	£15.00	Lauren - Cardigan 7-8
<input type="checkbox"/>	£8.99	Lauren - Cardigan Age 8-11
<input type="checkbox"/>	£2.50	Lauren - Concert Tickets
<input type="checkbox"/>	£6.88	Lauren - Dance Tickets
<input type="checkbox"/>	£3.00	Lauren - drink bottle
<input type="checkbox"/>	£15.00	Lauren - Football Ticket
<input type="checkbox"/>	£4.00	Lauren - Fountain Pen
<input type="checkbox"/>	£5.00	Lauren - Joseph Tickets
<input type="checkbox"/>	£10.00	Lauren - Jumper 24"
<input type="checkbox"/>	£5.00	Lauren - Jumper 2-4
<input type="checkbox"/>	£10.00	Lauren - Jumper 5-6
<input type="checkbox"/>	£10.00	Lauren - Jumper 7-8
<input type="checkbox"/>	£10.00	Lauren - Jumper 9-11
<input type="checkbox"/>	£16.00	Lauren - Jumpers blue
<input type="checkbox"/>	£5.00	Lauren - Junior Book Bag
<input type="checkbox"/>	£0.00	Lauren - Notepads
<input type="checkbox"/>	£3.00	Lauren - P.E Bag
<input type="checkbox"/>	£5.00	Lauren - Polo Shirt

Dinner Lauren: £3.00
Club Lauren: £7.00

Total: £215.00
Dinner Credit Used: £0.00
Club Credit Used: £0.00

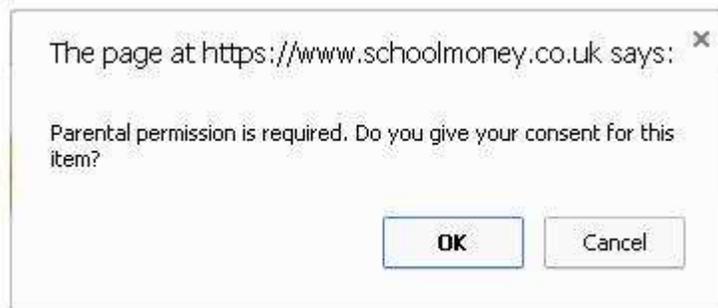
Partial Payment Allowed
Overline Payment
Voluntary Payment
Offline Only Payment
£5.00 Arrears
£25.00 Credits

Consent List

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

- Green:** this means that you can pay off this amount in smaller chunks up until the due date when you will need to have paid it off in full. Click into the green box and over type the amount to whatever you want to pay.
- Orange:** this means you can pay as much towards this payment as you would like and this is all you will pay.

You may also find that when you select the tick box, 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 'make payment' the system 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 the security procedures that are in place on the system. We do not store debit/credit card details.



A confirmation box will pop up once you have selected 'Pay Now' to let you know that the details have been processed. You will receive an email receipt shortly afterwards.

3. Dinners



Your school may not ask you to pay for dinners through the [SchoolMoney](#) system. If you are unsure please contact the school to ask.

3a. Dinner Bookings

Please note: If your child is eligible for Free School Meals or Universal Infant Free School Meals then you can book as normal but you will not be charged.

Log in to your account as usual and you will be able to see the main payment screen. On the right hand side under 'School Shop,' you will see 'Dinner Top Up.'

Pre-Booking Specific Meal Options

When you select the week a pop up box will appear listing the days of that week and next to it, a drop down box. Choose the meals you would like your child to eat from the options in the drop down box and press OK when you are finished.



Select dinner bookings		Mon 08 Aug - Fri 12 Aug 2016	Allergy Information
Monday	£0.00 - Green Option		
Tuesday	£2.00 - Jacket Potato		
Wednesday	No Dinner Chosen		
Thursday	No Dinner Chosen		
Friday	No Dinner Chosen		

OK Cancel Total £2.00

This will then save your bookings and the cost will be added to the total. You will be able to pay for this as usual. (If your child has free school meals you can book without paying by following the same steps).

4. Clubs



4a. Club Bookings

If your school asks you to pre-book your child's club sessions, this will be found on the left hand side of the screen.

Each of the weeks that the school has made available for you to book will be listed under 'Payments Due.'

Select the tick box next to the club you would like to book for. A new pop up will appear with the days of the week and drop down boxes underneath.

The form displays a table for selecting club sessions for Lauren from Monday 05 Sep 2016 to Friday 09 Sep 2016. The table has columns for the day of the week and the number of sessions selected. The total amount is calculated at the bottom.

Day	Sessions Selected
Monday	0
Tuesday	0
Wednesday	0
Thursday	0
Friday	0
Total:	£0.00

Day	Sessions Selected
Monday	1 - £2.50 (breakfast club)
Tuesday	0
Wednesday	1 - £2.50 (breakfast club)
Thursday	0
Friday	1 - £2.50 (breakfast club)
Total:	£5.00

Please note: Before and After school club are split in Breakfast Club and Afterschool Club and show as 2 separate bookings.

Use the drop down boxes to select the option you require.

Breakfast Club will show with the following options:

1. 0815-0845 (£1.80)
2. 0745-0845 (£3.60)



After school club will show with the following options:

1. 3.30-4.30 (£3.60)
2. 3.30-5.30 (£7.20)
3. 3.30-5.45 (£8.10)
4. 4.30-5.30 (£3.60)
5. 4.30-5.45 (£4.50)

Choose from the session's available and select save once you are done. You can then continue to book further weeks and/or pay for what you have chosen.

Please note: if you have club credit, this will be available to use when booking your club sessions.

This will then save your bookings and the cost will be added to the total. You will be able to pay for this as usual.



6. Consent List

At the bottom of your screen there is a button labelled 'Consent List'. This allows you to give and take away consent for payments such as trips or clubs.

The screenshot shows the SchoolMoney interface with a 'Payments Due' table and a 'School Shop' list. A yellow arrow points from the text above to a yellow circle at the bottom of the page containing the text 'Consent List'.

Select	Name	Description	Disttment	Due	Due Date	Item Price	Description
<input type="checkbox"/>	Lauren	After Towns	1 of 2	£8.00	Fri 09 Dec 2017	£10.00	Lauren - Dinner Top Up
<input type="checkbox"/>	Lauren	After Towns	2 of 2	£8.00	Fri 16 Dec 2017	£10.00	Lauren - Club Top Up
<input type="checkbox"/>	Lauren	Barleylands	1 of 1	£8.00	Sun 25 Dec 2016	£10.00	Lauren - AGE 7-8 JUMPER
<input type="checkbox"/>	Lauren	Trip to France	1 of 4	£40.00	Tue 28 Feb 2017	£4.00	Lauren - Blue book bag
<input type="checkbox"/>	Lauren	Trip to France	2 of 4	£40.00	Fri 11 Mar 2017	£15.00	Lauren - Blue uniform - Size L
<input type="checkbox"/>	Lauren	Trip to France	3 of 4	£40.00	Sun 30 Apr 2017	£5.00	Lauren - BDOOL
<input type="checkbox"/>	Lauren	Trip to France	4 of 4	£40.00	Wed 31 May 2017	£8.00	Lauren - Book Bag

Summary: Dinner Lauren: £233.00, Club Lauren: £0.00, School Trip: £8.00

Total: £0.00

Payment methods: VISA, Mastercard, American Express, etc.

Buttons: Partial Payment Allowed, Voluntary Payment, EX-100 Arrows, EX-100 Credits, Consent List

If you click on this button it will pop up with a page which lists the trips/clubs that your child is available to attend.

The screenshot shows the SchoolMoney interface with a 'Parental Consent' dialog box overlaid on the 'Payments Due' page. The dialog box contains a table with columns for 'Items', 'Payment Term', 'Description', 'Due Date', and 'Consent (Date Received)'. The table lists three items: 'School Trip - Trip to France', 'School Trip - Barleylands', and 'School Trip - After Towns'. Each item has a checkbox for consent and a date field.

Items	Payment Term	Description	Due Date	Consent (Date Received)
Lauren	School Trip	Trip to France	Tue 28 Feb 2017	<input type="checkbox"/>
Lauren	School Trip	Barleylands	Sun 25 Dec 2016	<input type="checkbox"/>
Lauren	School Trip	After Towns	Fri 09 Dec 2016	<input type="checkbox"/>

Buttons: Close, Consent List

Tick the box next to the payment you want to give consent for and it will automatically be saved on your account and the schools system. Press 'Close' when you are ready.



7b. Club History

The second tab will give you a breakdown of the club sessions your child has taken and whether you have paid for them or not.

Name	Start Date	End Date	Cost Per Meal	Hot	Sand	Meal	Thu	Fri	Weekly Total	Amount Paid	Amount Due
Lauren After School Club	Mon 05 Sep 2016	Fri 09 Sep 2016	£2.00						£2.00	£0.00	£2.00
Lauren After School Club	Mon 01 Aug 2016	Fri 05 Aug 2016	£4.00						£4.00	£4.00	£0.00
Lauren After School Club	Mon 11 Jul 2016	Fri 15 Jul 2016	£0.00						£0.00	£0.00	£0.00
Lauren Breakfast Club	Mon 04 Jul 2016	Fri 08 Jul 2016	£0.00						£0.00	£0.00	£0.00
Lauren After School Club	Mon 23 May 2016	Fri 27 May 2016	£0.00						£0.00	£0.00	£0.00
Lauren After School Club	Mon 28 Apr 2016	Fri 02 May 2016	£0.00						£0.00	£0.00	£0.00
Lauren Breakfast Club	Mon 29 Feb 2016	Fri 04 Mar 2016	£4.50						£4.50	£4.50	£0.00
Lauren Breakfast Club	Mon 08 Feb 2016	Fri 12 Feb 2016	£5.00						£5.00	£5.00	£0.00
Lauren Breakfast Club	Mon 18 Jan 2016	Fri 22 Jan 2016	£5.00						£5.00	£5.00	£0.00
Lauren After School Club	Mon 07 Dec 2015	Fri 11 Dec 2015	£0.00						£0.00	£0.00	£0.00
Lauren Breakfast Club	Mon 30 Nov 2015	Fri 04 Dec 2015	£5.00						£5.00	£5.00	£0.00
Lauren After School Club	Mon 30 Nov 2015	Fri 04 Dec 2015	£2.00						£2.00	£2.00	£0.00
Lauren Breakfast Club	Mon 28 Sep 2015	Fri 02 Oct 2015	£12.00						£12.00	£12.00	£0.00
Lauren After School Club	Mon 14 Sep 2015	Fri 18 Sep 2015	£0.00						£0.00	£0.00	£0.00
Lauren After School Club	Mon 07 Sep 2015	Fri 11 Sep 2015	£0.00						£0.00	£0.00	£0.00
Lauren Breakfast Club	Mon 17 Aug 2015	Fri 21 Aug 2015	£3.00						£3.00	£3.00	£0.00
Lauren Breakfast Club	Mon 29 Jun 2015	Fri 03 Jul 2015	£0.00						£0.00	£0.00	£0.00
Lauren After School Club	Mon 22 Jun 2015	Fri 26 Jun 2015	£0.00						£0.00	£0.00	£0.00
Lauren Breakfast Club	Mon 22 Jun 2015	Fri 26 Jun 2015	£0.00						£0.00	£0.00	£0.00
Lauren Breakfast Club	Mon 15 Jun 2015	Fri 19 Jun 2015	£0.00						£0.00	£0.00	£0.00
Lauren Breakfast Club	Mon 15 Jun 2015	Fri 19 Jun 2015	£3.50						£3.50	£3.50	£0.00
Lauren After School Club	Mon 08 Jun 2015	Fri 12 Jun 2015	£0.00						£0.00	£0.00	£0.00
Lauren Club Book Club	Mon 01 Jun 2015	Fri 05 Jun 2015	£0.00						£0.00	£0.00	£0.00
Lauren After School Club	Mon 01 Jun 2015	Fri 05 Jun 2015	£0.00						£0.00	£0.00	£0.00
Lauren Club Book Club	Mon 18 May 2015	Fri 22 May 2015	£0.00						£0.00	£0.00	£0.00
Lauren Club Book Club	Mon 11 May 2015	Fri 15 May 2015	£0.00						£0.00	£0.00	£0.00
Lauren After School Club	Mon 23 Feb 2015	Fri 27 Feb 2015	£0.00						£0.00	£0.00	£0.00
Lauren Club Book Club	Mon 23 Jan 2015	Fri 27 Jan 2015	£4.00						£4.00	£4.00	£0.00

7c. Dinners Eaten

The third tab will give you a breakdown of the meals your child has taken and whether you have paid for them or not.

You can see:

- Your dinner money balance (credit/debt).
- The cost per dinner.
- What weeks and days your child has had a meal.
- What kind of meal your child has eaten (hot/sandwich).
- Which weeks you have paid for and which weeks you still owe for.

Name	Dinner	Start Date	End Date	Hot	Sand	Meal	Thu	Fri	Weekly Total	Amount Paid	Amount Due
Lauren	Break	Mon 01 Aug 2016	Fri 05 Aug 2016						£4.00	£0.00	£4.00
Lauren	Dinner	Mon 01 Aug 2016	Fri 05 Aug 2016						£2.10	£2.10	£0.00
Lauren	Break	Mon 13 Jun 2016	Fri 17 Jun 2016						£2.00	£2.00	£0.00
Lauren	Break	Mon 16 Feb 2016	Fri 20 Feb 2016						£2.00	£2.00	£0.00
Lauren	Dinner	Mon 19 Feb 2016	Fri 23 Feb 2016						£1.30	£1.30	£0.00
Lauren	Hot Dinner	Mon 19 Feb 2016	Fri 23 Feb 2016						£4.00	£4.00	£0.00
Lauren	Hot Dinner	Mon 08 Feb 2016	Fri 12 Feb 2016						£4.00	£4.00	£0.00
Lauren	Dinner	Mon 08 Feb 2016	Fri 12 Feb 2016						£0.40	£0.40	£0.00
Lauren	Hot Dinner	Mon 01 Feb 2016	Fri 05 Feb 2016						£10.00	£10.00	£0.00
Lauren	Dinner	Mon 25 Jan 2016	Fri 29 Jan 2016						£2.10	£2.10	£0.00
Lauren	Dinner	Mon 18 Jan 2016	Fri 22 Jan 2016						£0.00	£0.00	£0.00
Lauren	Hot Dinner	Mon 18 Jan 2016	Fri 22 Jan 2016						£10.00	£10.00	£0.00
Lauren	Break	Mon 11 Jan 2016	Fri 15 Jan 2016						£2.00	£2.00	£0.00
Lauren	Hot Dinner	Mon 18 Nov 2015	Fri 20 Nov 2015						£2.00	£2.00	£0.00
Lauren	Hot Dinner	Mon 01 Aug 2015	Fri 05 Aug 2015						£10.00	£10.00	£0.00
Lauren	Dinner	Mon 29 Jun 2015	Fri 03 Jul 2015						£0.00	£0.00	£0.00
Lauren	Dinner	Mon 10 May 2015	Fri 14 May 2015						£2.00	£2.00	£0.00
Lauren	St Peter's School	Mon 13 Oct 2014	Fri 17 Oct 2014						£2.20	£2.20	£0.00
Lauren	St Peter's School	Mon 06 Oct 2014	Fri 10 Oct 2014						£4.20	£4.20	£0.00
Lauren	St Peter's School	Mon 28 Sep 2014	Fri 02 Oct 2014						£4.40	£4.40	£0.00
Lauren	St Peter's School	Mon 15 Sep 2014	Fri 19 Sep 2014						£0.00	£0.00	£0.00
Lauren	St Peter's School	Mon 08 Sep 2014	Fri 12 Sep 2014						£10.00	£10.00	£0.00
Lauren	St Peter's School	Mon 01 Sep 2014	Fri 05 Sep 2014						£10.00	£10.00	£0.00



7d. Dinners Booked

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 you all meals you have booked for your child and for which days.

The screenshot shows the SchoolMoney interface with the 'Dinners Booked' tab selected. The table below lists the booked meals:

Name	Date	Description	Cost
Lauren	Fri 18 Aug 2016	Fish Cakes	£0.00
Lauren	Thu 18 Aug 2016	Pasta	£0.00
Lauren	Wed 17 Aug 2016	Shepherd's Pie	£0.00
Lauren	Tue 16 Aug 2016	Jacket Potatoes	£0.00
Lauren	Mon 15 Aug 2016	Salad	£0.00
Lauren	Fri 12 Aug 2016	Grilled Chicken	£0.00
Lauren	Thu 11 Aug 2016	Pizza Slice	£0.00
Lauren	Wed 10 Aug 2016	Spaghetti Bolognese	£0.00
Lauren	Tue 09 Aug 2016	Meat Deal (Dishwt)	£0.00

If you need to amend any bookings, please follow the original steps in section 3b. You will not be asked to pay for these amendments.



8. FAQ

Do I have to pay online?

Your child's school will advise you whether they are going completely cashless or not. If not, then you will still be able to pay by cash or cheque in the school office. If you are unsure, it is best that you check with the school directly.

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

The school may set the payment to allow partial payments or payments by instalment. This is up to the school and depends on what they are asking you to pay for.

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.

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

You will receive a password for each child that you have registered at the school. However, if you sign in under one child's details then all of your children will be registered on the account. This enables you to pay for every child at once, not just the one you have signed in with. This is done automatically.

What happens if I forget my password?

If you have forgotten the password that the school has sent out to you or you have deleted the message then you will need to contact the school directly. They will be able to issue you a password reminder.

Can I change my password?

You cannot change your **SchoolMoney** password. The system automatically generates the password for you and it stays the same for the duration of your child's stay at the school.

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.



Can I access the website on multiple devices?

Yes! You can use your computer/laptop, your mobile phone or a tablet. As long as you have access to the internet, you will be able to log in 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.

What if the school doesn't have my mobile number or email address?

If the school doesn't have either of these details, they cannot contact you with your password. You need to provide them with one of these options at the least. If they have your mobile number but not your email address you can input this into the login page and these details will be saved against your child's record.

What happens if I can't log on because of 'Invalid Login Details?'

If you are receiving the error message telling you that you have invalid log in details, it will be because one of the fields you are entering is incorrect. The mobile number and email address that you are entering has to match the details that the school has against your child's record. If they do not match it will not allow you to log in. We advise that you contact the school to double check these details and request that they resend your password to you.

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.

What happens if I am separated from my partner and we both want to pay?

At the moment we only allow one account per child. If you do not want to share your login details with an ex-partner, we would advise that they use other forms of payment such as card within the school.

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 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.