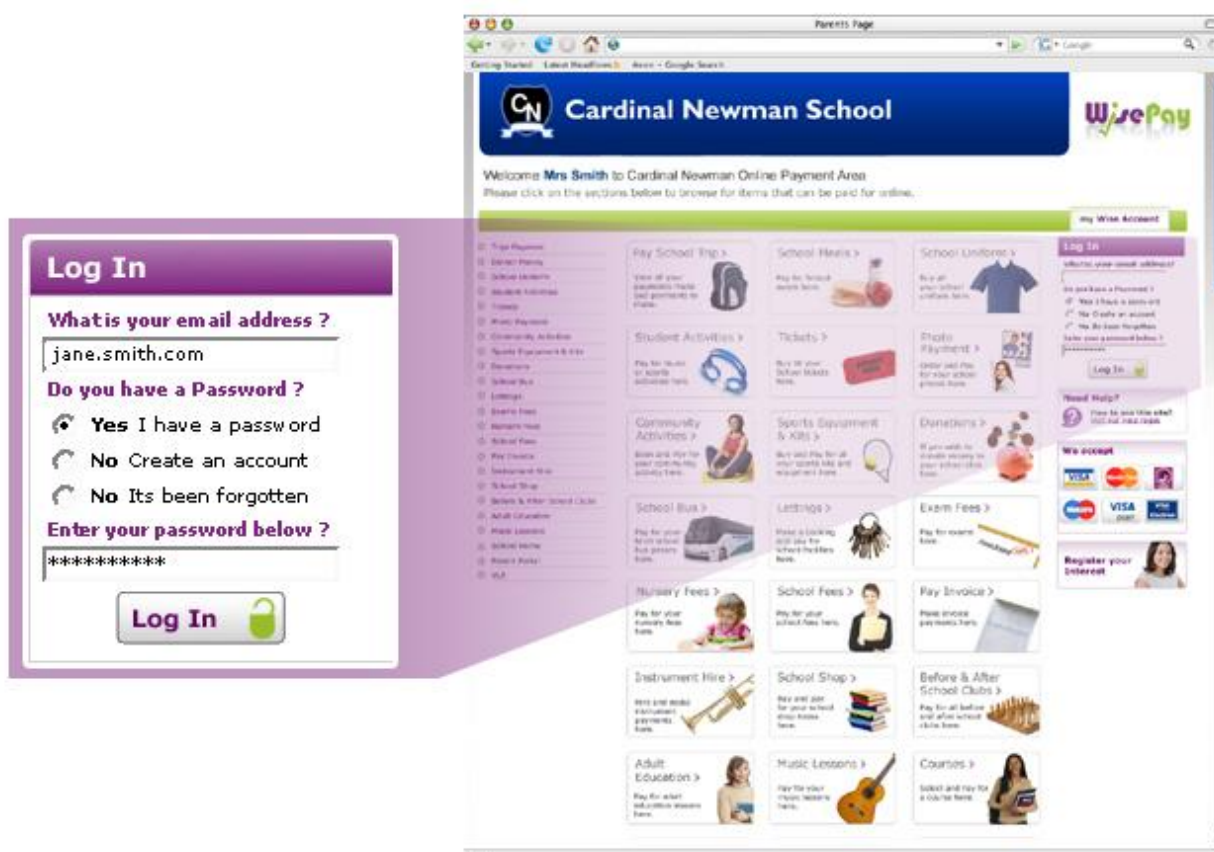# 1. LOG IN / LOG OUT

To log in, enter your username, and password into the boxes on the log in section of the home page and click on the Log In button.

Log In

Do you have a password? You will be presented with 3 options:

1. Yes I have a password.

2. No create an account.
or

3. No it's been forgotten.

If "YES I have a password" is chosen, then fill in your username and password and click the Log in button.

If "NO create an account" is selected, you will need to create an account by following the on screen instructions.

If "NO It's been forgotten" is selected, you will need to fill in your email address. We will check this against your account and email your password to you.

If you are unable to retrieve your password, or have lost your login details, then please contact your school and ask them to resupply this information..
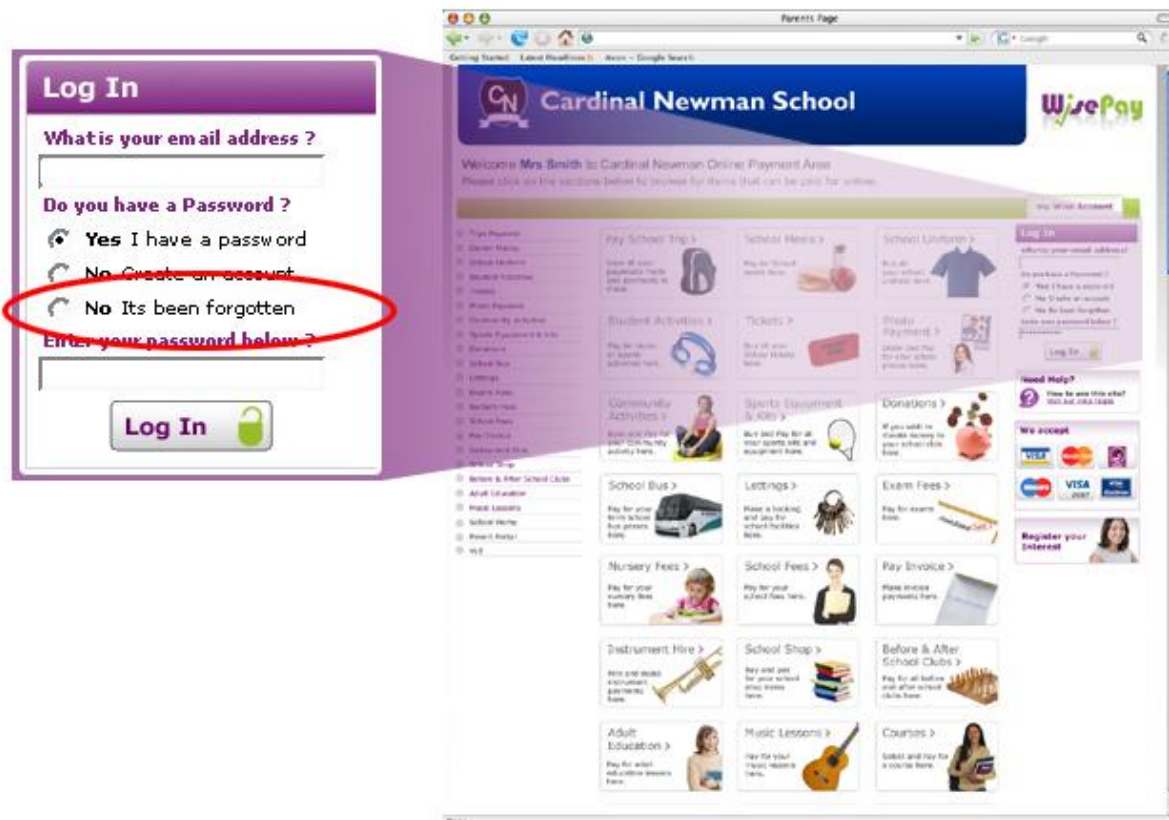
Log Out

To Log Out, click on the "logout" link on the top right of the page / green bar.
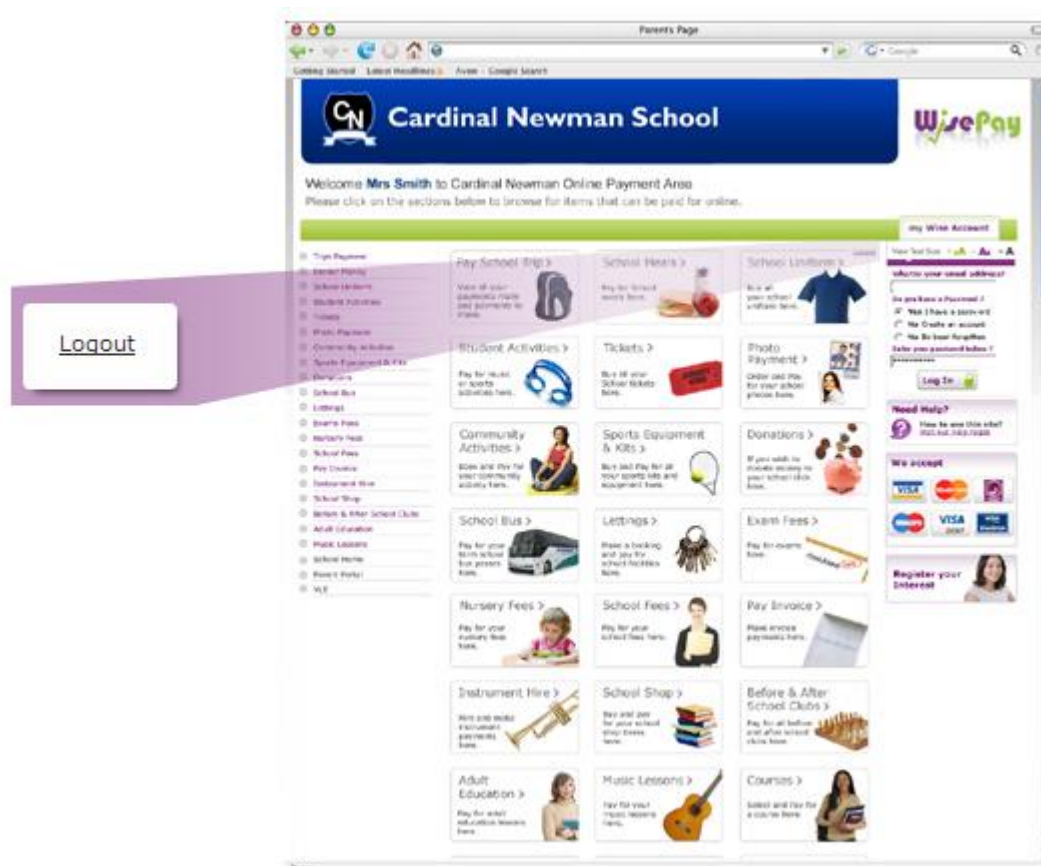
2.   WHAT DO I DO IF I FORGET MY PASSWORD

If you forget your password please select:

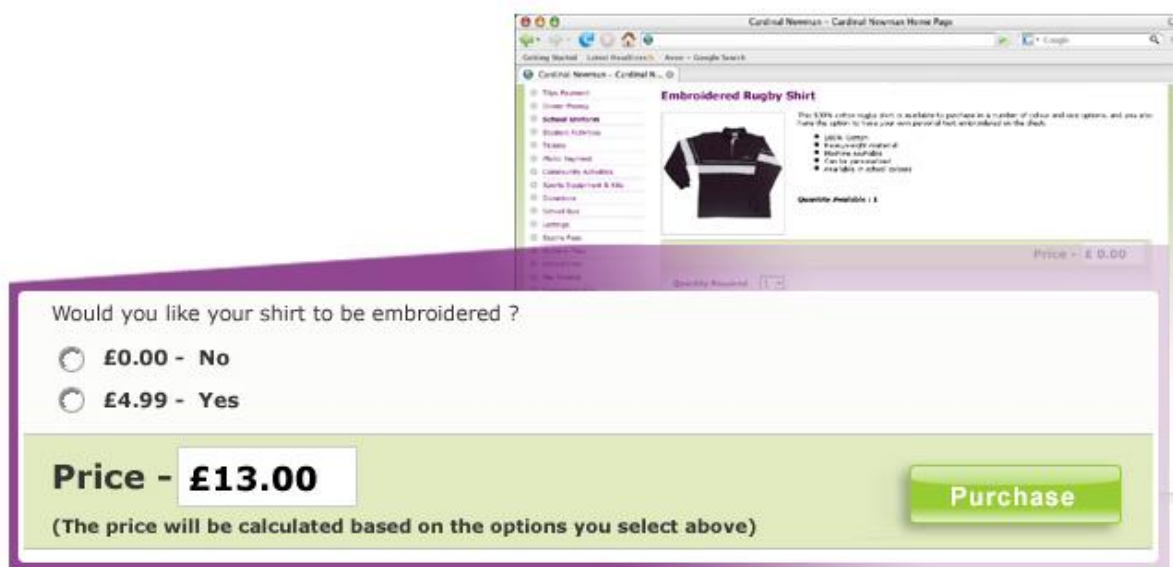"NO, it's been forgotten" on the Login screen.

You will be asked to fill in your email address and we will check this against your account and email your password to you.

If you have previously been given a password but we do not hold an email address for you, then we do not have your email address to resend your password to. Please contact your WisePay School Administrator for your password.

3.   HOW DO I ADD/REMOVE ITEMS TO FROM MY SHOPPING CART ?

Adding items to my shopping cart

To add an item to your shopping cart select the item that you want to purchase or pay for by clicking on to it. The purchase price will automatically appear in the 'Price' box.

Then, if you decide you want to make a payment for the item that you have selected, click the "purchase" button. The Shopping Cart will automatically appear at the top of your page with your selected item added. You can continue to browse your school payment system and add items to your Shopping Cart.

Removing items from your shopping cart

Take a few moments to review all of the items you have placed in your Shopping Cart. If you wish to remove an item, simply click the "Delete" button, next to the item you don't require. The item will be instantly deleted from your Shopping Cart.
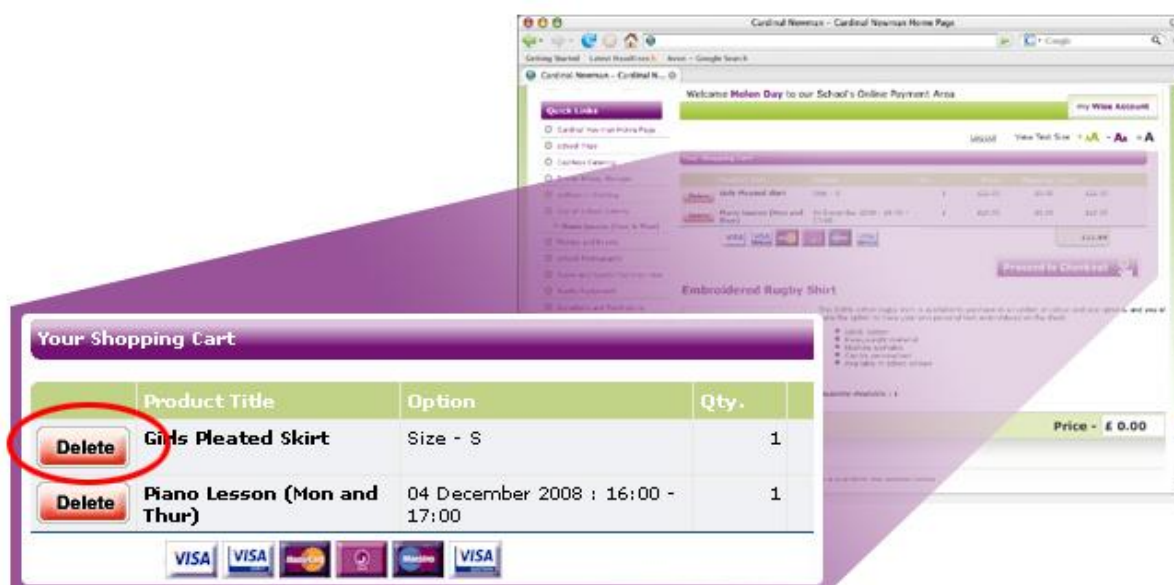
Proceed To Checkout

When you are ready to pay for your items, click the "Proceed to Checkout" button. You will be taken to a page containing your details, which you must check or amend as appropriate.

Check Your Invoice & Delivery Address

Having clicked on "Proceed to Checkout", you will need to check your invoice details and address (if appropriate). If correct, read the Terms & Conditions thatare presented to you and if you agree with them, click "I agree" to the Term & Conditions. Once you have done this, then click on "Make a Payment".

To change your email, telephone or password, click the "Edit My Details" button. Once you have done this, click "Accept" and "continue as detailed above.


The address information is the address registered with your school, if you need to change this, then you will be able to do so on the payment screen which follows.

4.   HOW DO I MAKE A PAYMENT?

Having clicked on "Make a Payment", you will need to follow the on screen instructions.

Firstly, the total amount of your order will appear. Check this is correct. You will then be asked to select the type of card you wish to use.

You will then be asked to fill in your card details. Click the "proceed" button. If your card is registered with 3D Secure you will be asked to enter your card's account password (this is the password that you have set up with your bank or card authoriser).
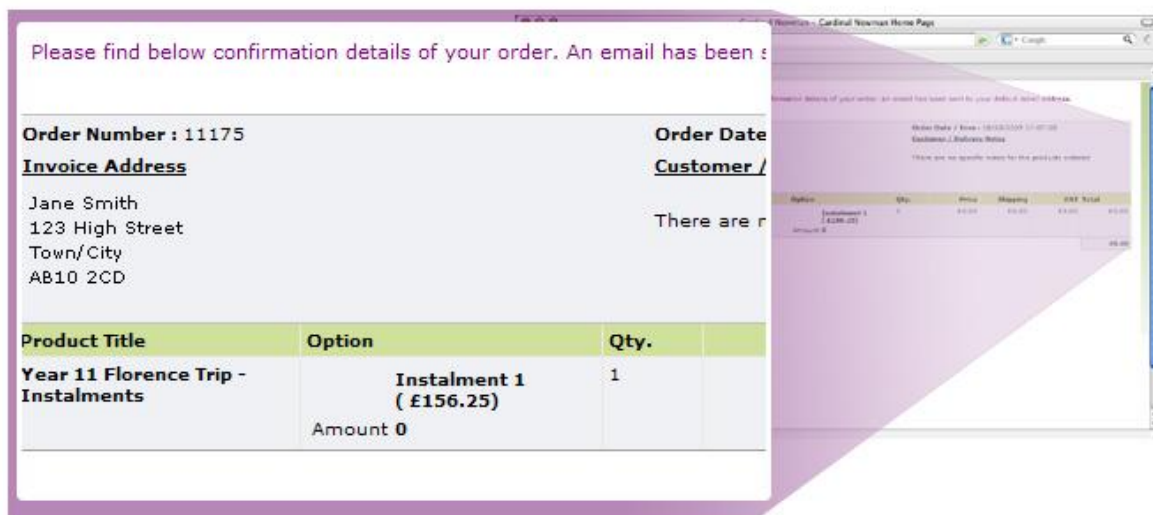

Once your payment has been successfully made, a Confirmation Screen with a reference number will be displayed back to you. An email Payment Confirmation will also be sent to your email address. This will contain details of your payment and information from your school about collecting/receiving your payment items and what you should do next.

5.   WHICH CREDIT / DEBIT CARDS ARE ACCEPTED

WisePay accepts all credit / debit cards with the following logos on them.

- MasterCard
- Visa
- Solo
- Maestro
- Switch
- Visa electron
- Visa debit
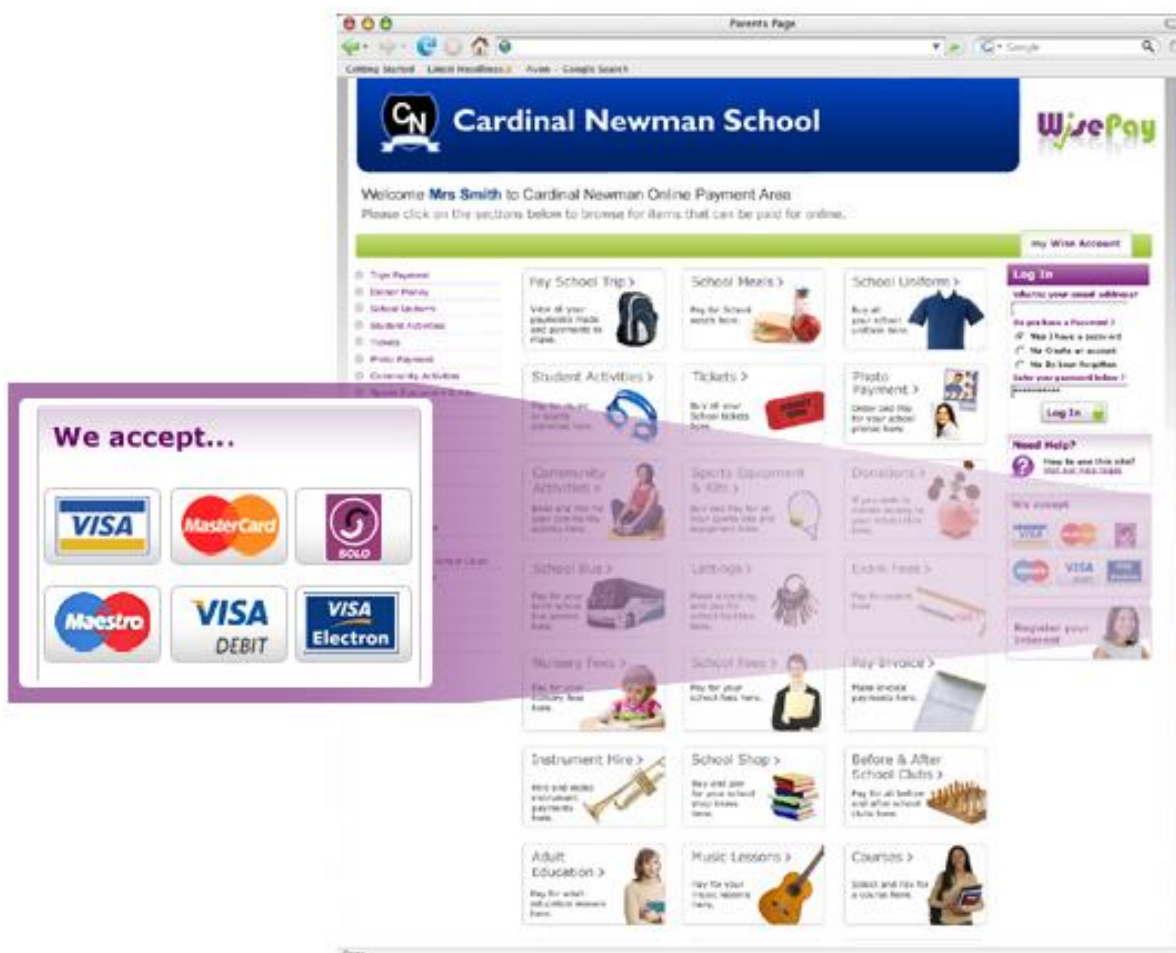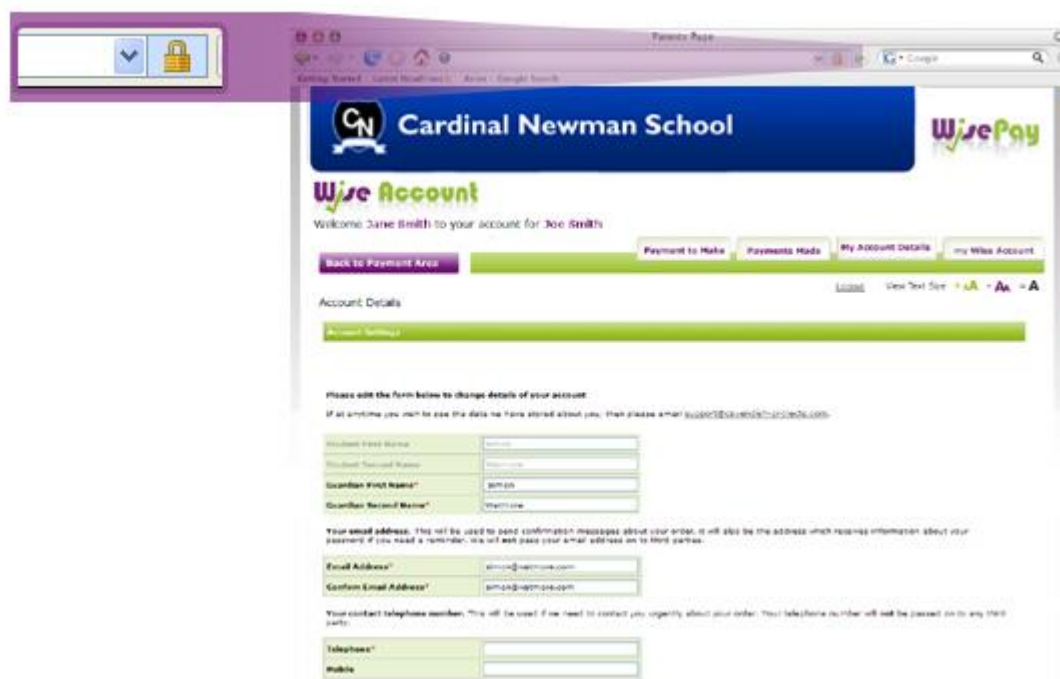
6.   IS THE SITE SECURE?

Yes. All pages viewed on WisePay are encrypted using a 'Secure Socket Layer (SSL) session.

SSL is an industry standard and is designed to ensure internet pages and sensitive information are not intercepted. When browsing using an SSL enabled site, you will see a padlock icon visible in your browser.

All payments are made through the Protx Payment Gateway which adheres to the highest level of compliance under the Payment Card Industry Data Security Standard (PCI), including stringent fraud screening, SSL encryption and tamperproof data storage. This process is regularly audited by the banks and banking authorities.

Some of our web pages use "Cookies". A cookie is a safe, text only piece of data which WisePay uses to remember who you are as you navigate through the site, this cookie gets removed from your system when you leave WisePay.

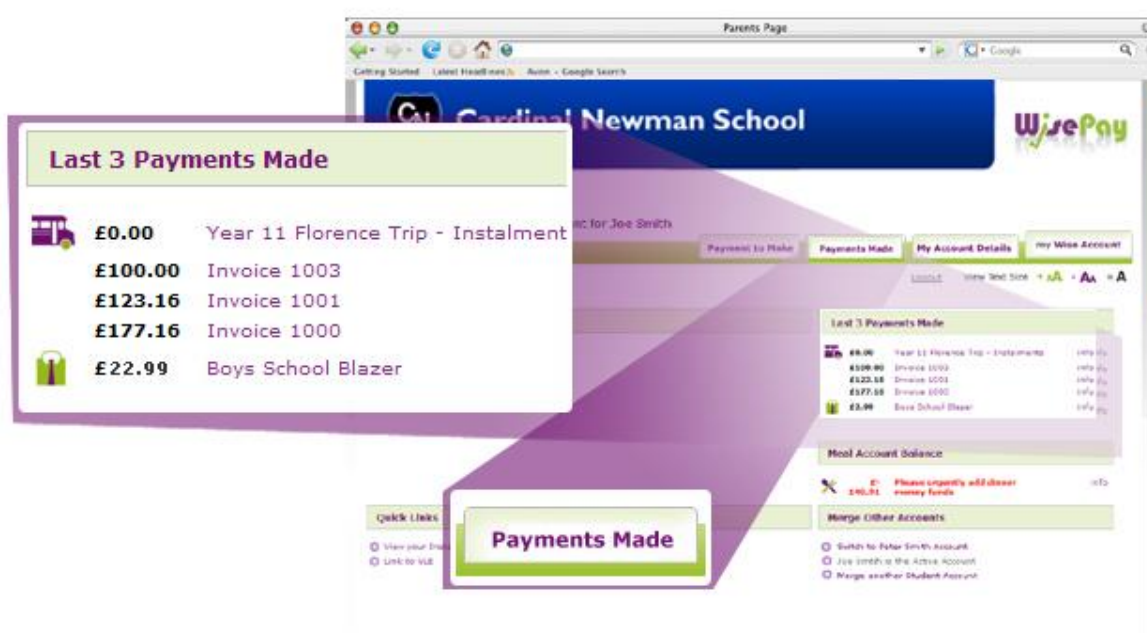Your card details are never stored by WisePay.

7.   HOW DO I VIEW MY TRANSACTION HISTORY?

Once you have logged in, click on the "Your Account" button on the top right of the screen. This will take you to your own Account Page.

The first page of your Account Page shows you any payments you are due to make and the last 3 transactions you have made.

To view your transaction history, click the "Payments Made" button. This shows you a full detailed breakdown of all the transactions you have made.

Date : Time	Order Number	Method	Order Amount	Cart
18/03/2009 17:07:05	11175	Zero Cost Order	£0.00	1 x Year 11 Florence Trip - Inst
30/01/2009 12:09:11	11064	Online Card Payment	£100.00	1 x Invoice 1003 (£100.00ea.)
30/01/2009 11:34:51	11061	Online Card Payment	£123.16	1 x Invoice 1001 (£123.16ea.)
30/01/2009 11:32:16	11060	Online Card Payment	£177.16	1 x Invoice 1000 (£177.16ea.)

8.   HOW DO I CHECK / EDIT MY ACCOUNT DETAILS?

After logging in, click on "My Account". From here, you can check / edit your account details by clicking on "My Account Details".

## 9.   HOW TO VIEW MULTIPLE STUDENTS UNDER ONE ACCOUNT

If you should have more than one child at our school, you will receive a username and password for each child. You can either choose to keep each account separate (by using the usernames and passwords provided for each child) or you can view all your accounts under one master account.
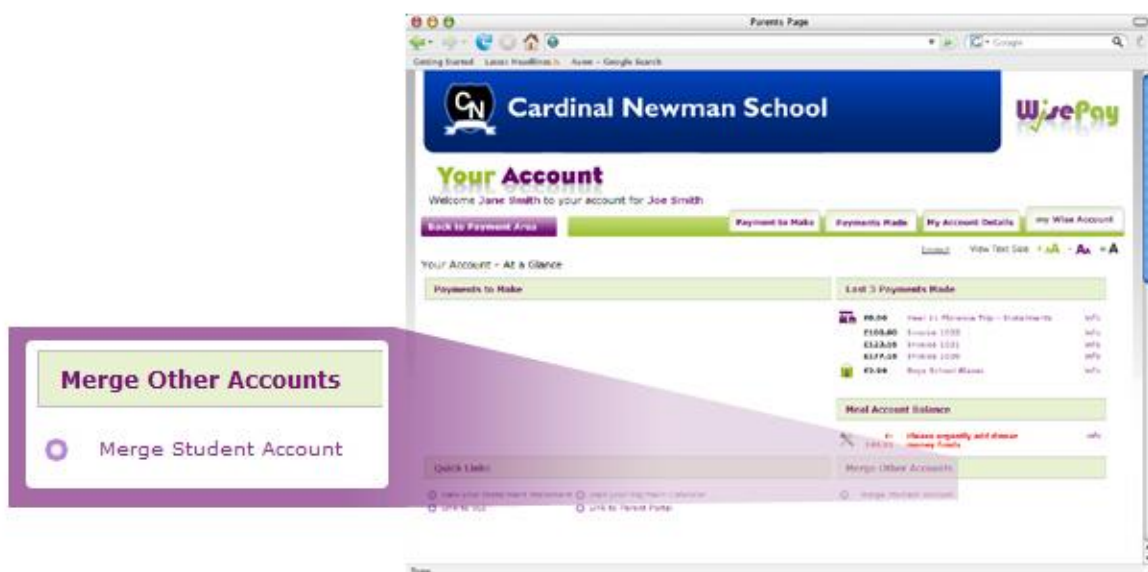
To merge multiple accounts:

1. Log in to one of your Accounts

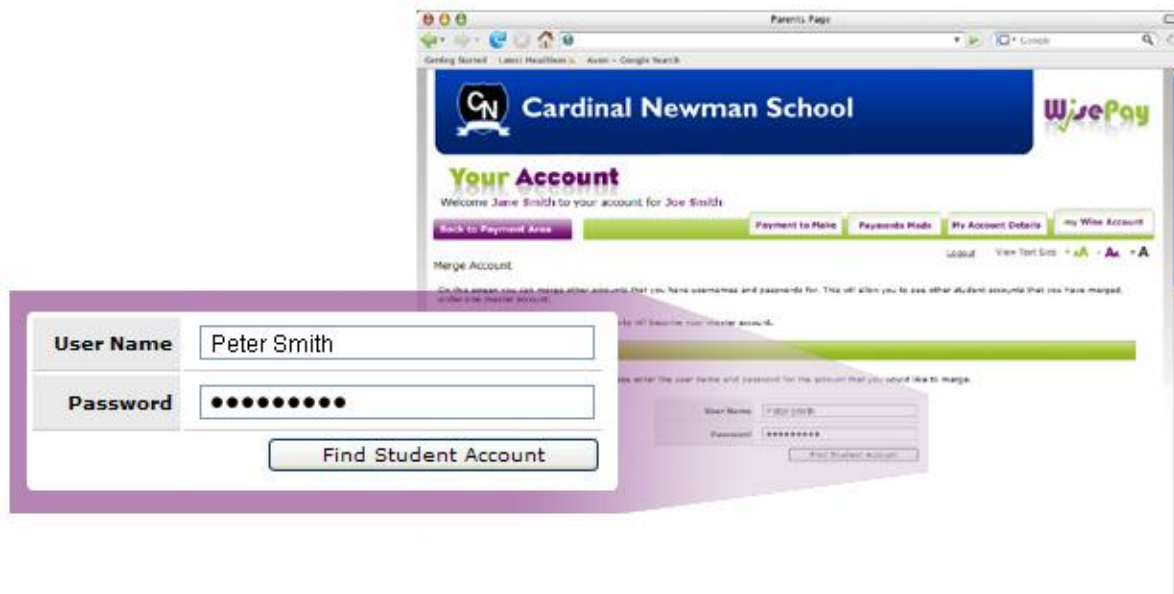   (using your user name and password for that account).
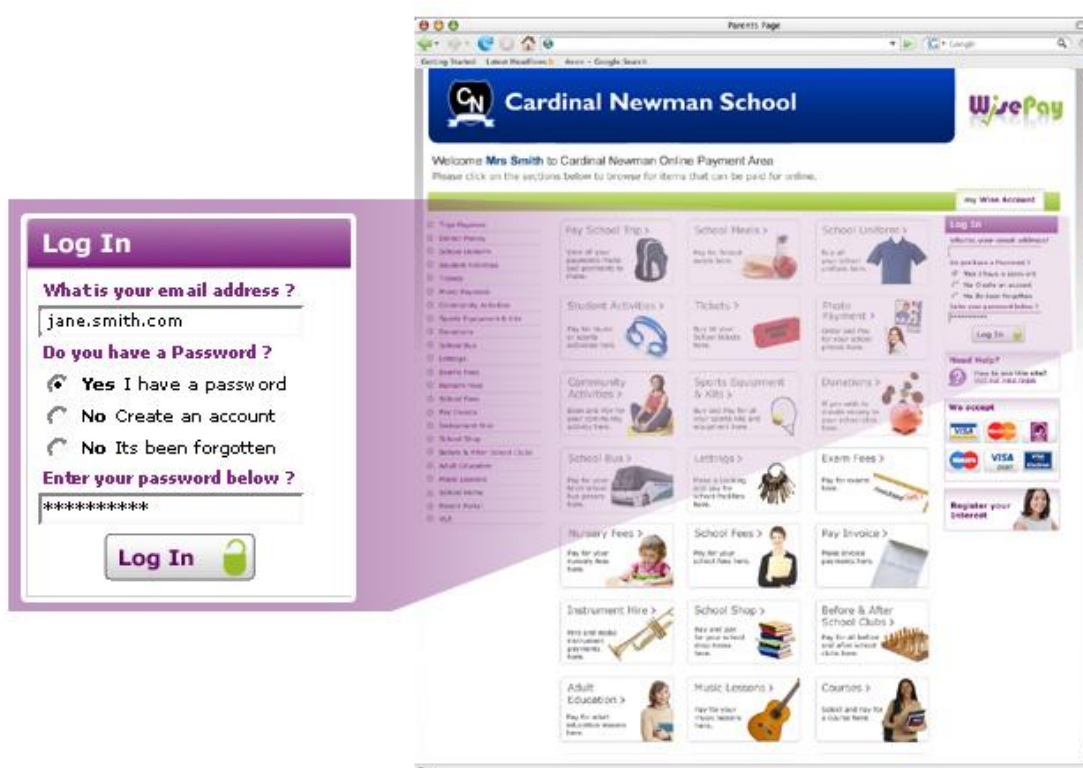
2. Click on the top bar called 'my Wise Account'. Go to the 'Merge Student Accounts' section at the bottom right of this page.
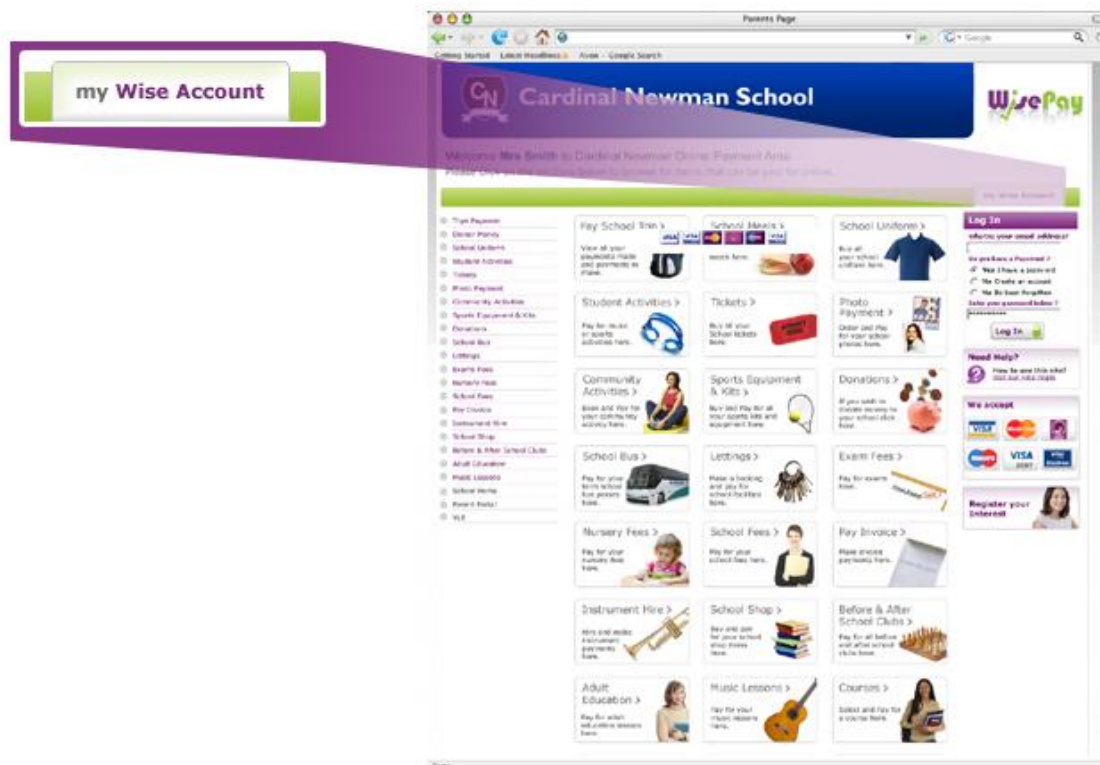

3. Click on to the 'Merge Student Account' link at the bottom right of the page.

4. On the next screen, enter the username and password of one of your other children and press 'Find Student Account'.

5. If a matching student account is found, the student is displayed on the next screen with a 'Merge this Account' button. Pressing this button merges the account. A message will also appear to enable you to return to the 'my Wise Account' page.
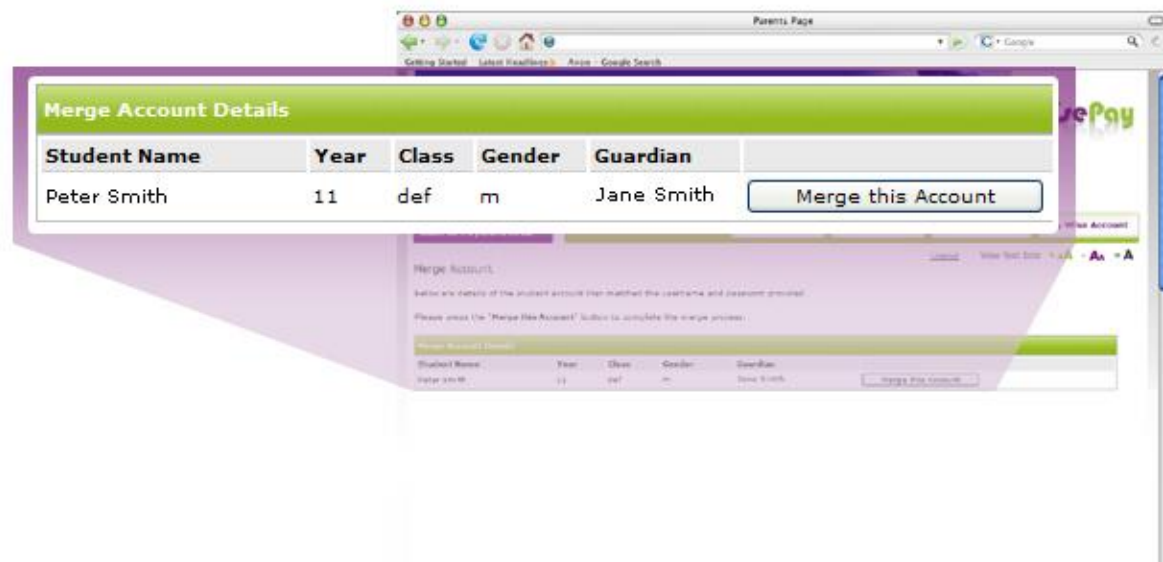
6. Once a student account has been 'merged', in your 'my Wise Account' page, your student is listed as a link which allows you to switch to that account.

7. For subsequent visits to WisePay, you must login in with the first child's user name and password as that is now the master account.

10.   WHO SHOULD I CONTACT IF I HAVE A PROBLEM?

Your first line of enquiry should be with your school's WisePay Administrator. They will contact WisePay on your behalf if they are unable to help.