



# SchoolMoney

## Hints & Tips Parents

A brief guide to paying for your child's school items

### How do I log onto my account?

To log into your account with **SchoolMoney** you will need your mobile number, email address and the password your school should have sent to you.

- Go to [www.schoolmoney.co.uk](http://www.schoolmoney.co.uk).
- Click on the parent link in the top right hand corner of the screen.
- This will send you to our log in page. Fill out the details and 'login.'
- A pop up will appear asking for your child's FIRST NAME. Type this in and you will be logged into the account.

### The school hasn't sent me a password, what do I do?

If you do not have a password or you forget it, then you will need to contact your child's school directly and ask them to send you one.

### I can't log in, it is saying 'Invalid Login Details?'

This message means that one of the login fields has the incorrect information. If this is the case you may want to check your mobile number and email address against the ones that your school has on record. If these are different in any way, it will not allow you to log in.

### I am logged in, how do I know what to pay for?

It is up to your child's school what they set up on the system so you may not have the option to pay for all payment types. On the left hand side of the screen you will have any payments the school has set up, such as trips and music lessons. On the right hand side you will have the School Shop; in here you have your top ups (dinners/clubs) and any shop items your school is selling.

### How do I pay for the item I want?

Once you are logged in and have decided what you want to pay for, tick the box next to the payment and it will be added to the total. Once you have selected everything you want, click on the 'Make Payment' option and you will be sent to a page where you can input your card details.

### Some of my costs are highlighted in green and orange, what does this mean?

- **Green:** this means that you can pay off the 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 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.



### [My school has asked that I pre-book dinners, how do I do this?](#)

If your school has decided that they want you to pre-book your school meals:

- Log in as normal.
- For the **mobile/tablet version** you will need to select the Dinners section in the options menu where you will find all of the weeks the school has set up for you. Select the week you want to book and choose your options. Once you have selected your meals click 'Add To Basket.' Repeat on any other weeks.
- For the **browser version** you will need to tick the top up on the right hand side of your screen under 'school shop.' This will bring up a drop down box of weeks to choose from. Select your week and your meals and then press OK. Repeat on any other weeks.

### [My school has asked that I pre-book club sessions, how do I do this?](#)

If your school has decided that they want you to pre-book your club sessions:

- Log in as normal.
- For the **mobile/tablet version** you will need to select the Club section in the options menu where you will find all of the weeks the school has set up for you. Select the week you want to book and choose your options. Once you have selected your sessions click 'Add To Basket.' Repeat on any other weeks.
- For the **browser version**, the weeks will be available on the left hand side of the screen. Tick the week you want to book for and select the sessions. Select OK and repeat on any other weeks.

### [Can I change a booking I have made for dinners/clubs?](#)

If you have decided that you want to change a booking, go back into that week on your account and amend the booking. Please be aware that you can only do this for bookings in the future.

### [I want to buy more than one shop item but there is nowhere to change the quantity.](#)

If you would like to purchase more than one shop item you need to select the item as many times as you would like and they will be added to your total.

### [How will I know that my payment has processed?](#)

When you have input your card details and selected 'make payment,' a pop up will appear letting you know that this has processed. You will also receive an email receipt shortly after.

### [How can I see what I have paid previously for my child?](#)

On your account there is a History option. This will show you your transaction history (including any cash and cheque payments you may have made within the school), as well as any dinners and club sessions taken.

### [If I want to query any of the information I can see, what do I do?](#)

If you have questions about any of the information that you can see on your account then you will need to contact your child's school directly. They can then pass this onto **SchoolMoney** if needed.

### [I need more help using the system.](#)

This hints and tips guide is just a brief overview of what our system can do for you. If you would like more in-depth instruction on how to navigate this system there is a user guide available for you when you input your login details. There is a link 'click here for help.' This will send you to a section that will allow you to download our user guide.