

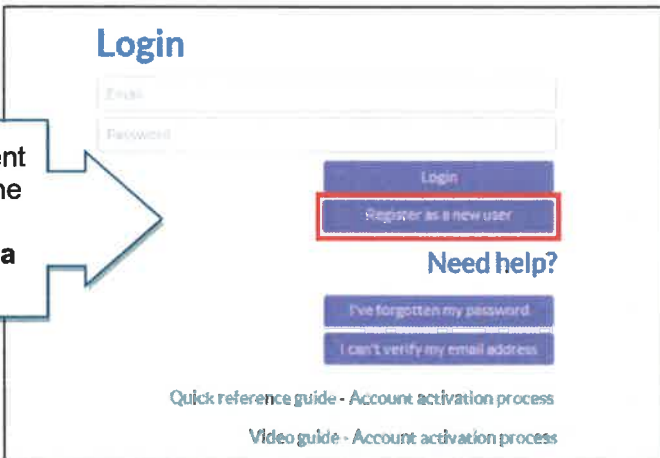
How do I register my child's account?

Important:

To allow you to use the school Online Payment website you **must** have 'cookies' enabled. The following website gives instructions on how to enable cookies in your web browser: <http://www.google.com/cookies.html>

You **do not** need to register your child's account if you already have a Tucasi online payments account for a child at this or any other school. Please refer to "How do I link my children to my existing account" section below.

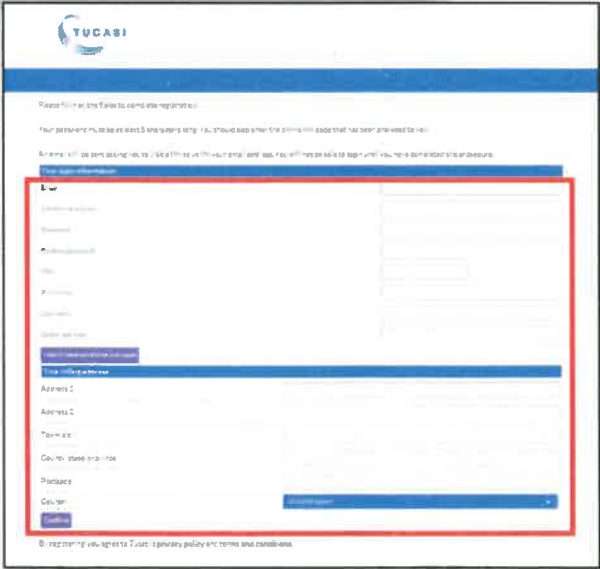
1. Using the letter sent by the school load the scopay website
Select **Register as a new user**



Quick reference guide - Account activation process
Video guide - Account activation process

2. Enter your email and password details. Enter the link code provided in the letter. Now enter your billing details and click **Confirm**

Note: Online link code is for **one time use only**. It is no longer needed once the account has been activated.



You will receive an email with an activation link (this may go directly to your spam/junk email)

How do I link my children to my existing account?

1. Select **Your info and **Link accounts****
Enter the link code for your other child/ren in **Online link code** and click **Link account**

2. Using the drop down you can see all your children and move between their different accounts

How do I update my billing address details?

1. Select **Your info and **Address****

2. Update your details and click **Update address**

How do I change my login details?

1. Select Your info and Login Details

2. Update your details, then re-enter your current password and click Update

The screenshot shows the 'Your info' page with the following sections:

- Login details:** Change your login information with this form.
- Change your email:** Warning: Changing your email will end your session, and you will need to verify your new email address before logging in again. Current email: ah@tucasi.com. New email: [input]. Confirm new email: [input].
- Change your password:** New password: [input]. Confirm new password: [input].
- Change your name:** Current name: Bob Ackroyd Smith. Title: [input]. First name: [input]. Last name: [input].
- Enter current password for security (required):** Current password: [input]. **Update** button.

How do I change my contact details?

IMPORTANT: You will only see the **Contact preferences** option if your child's school have purchased the SCO Communications module and have opted for you to update your own contact details.

1. Select Your info and Contact preferences

2. Update your details and click Update

The screenshot shows the 'Contact preferences' page with the following details:

- Set the preferred method of contact by Tucasi School 1.**
- Email address:** example@tucasi.com
- Home phone number:** [input]
- Mobile phone number:** 01111 111111
- Contact preference:**
 - Email
 - Letter
 - Text message or email
 - Text message
 - Email or text message
- Update** button.

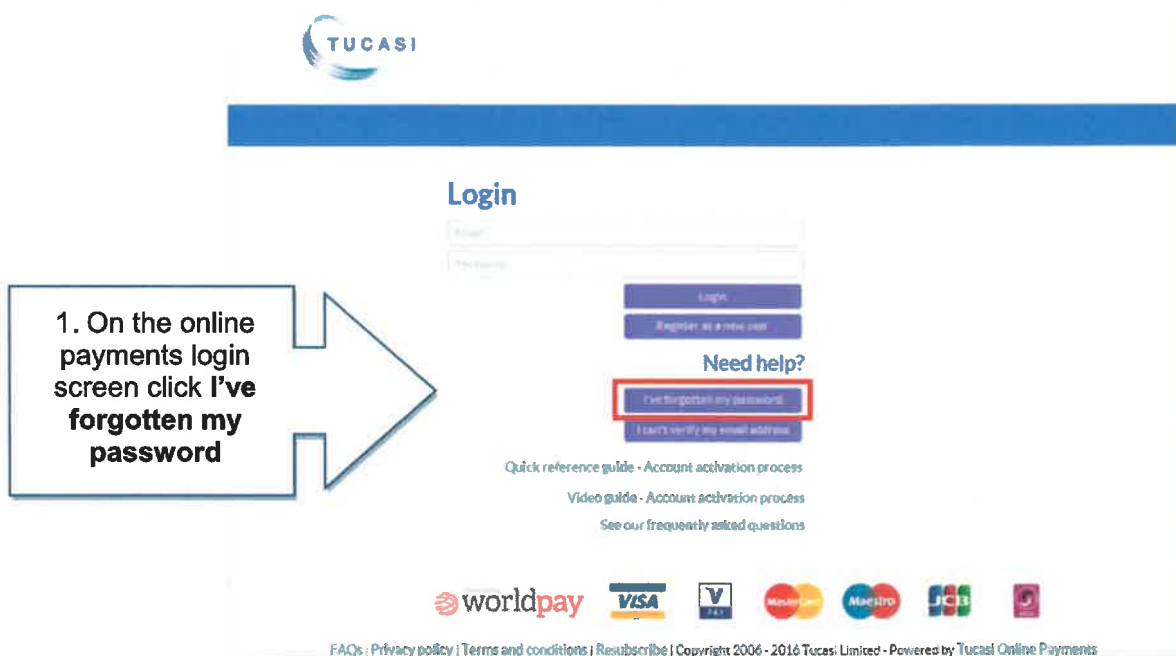
How do I create a second login?

Once you have registered your account you may wish to have a second login. For example, for use by your husband/wife/other family member who wishes to make payments to the school.

Contact your school and they will issue you with a new letter with a different code.

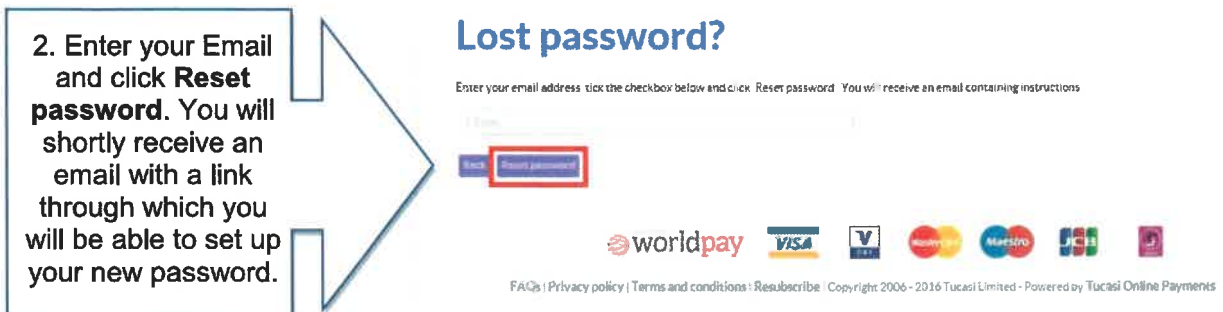
If you have any questions please refer to [See our frequently asked questions](#) link on the www.scopay.com login screen.

What do I do if I have forgotten my password?



1. On the online payments login screen click I've forgotten my password

The screenshot shows the Tucasi login page. At the top left is the Tucasi logo. Below it is a blue horizontal bar. The main heading is "Login". There are two input fields: "Email" and "The family". Below these are three buttons: "Login", "Register as a new user", and "Need help?". The "Need help?" section contains three links: "I've forgotten my password" (highlighted with a red box), "I can't verify my email address", and "Quick reference guide - Account activation process". Below these are two more links: "Video guide - Account activation process" and "See our frequently asked questions". At the bottom, there are logos for worldpay, VISA, V PAY, Mastercard, Maestro, JCB, and UnionPay. The footer contains the text: "FAQs | Privacy policy | Terms and conditions | Resubscribe | Copyright 2006 - 2016 Tucasi Limited - Powered by Tucasi Online Payments".



2. Enter your Email and click Reset password. You will shortly receive an email with a link through which you will be able to set up your new password.

The screenshot shows the Tucasi "Lost password?" page. At the top is the heading "Lost password?". Below it is the instruction: "Enter your email address tick the checkbox below and click: Reset password. You will receive an email containing instructions". There is an input field for "Email" and a checkbox labeled "I am". Below the checkbox is a button labeled "Reset password" (highlighted with a red box). At the bottom, there are logos for worldpay, VISA, V PAY, Mastercard, Maestro, JCB, and UnionPay. The footer contains the text: "FAQs | Privacy policy | Terms and conditions | Resubscribe | Copyright 2006 - 2016 Tucasi Limited - Powered by Tucasi Online Payments".

How do I add items to my basket?

Important: you must register before you can purchase an item online. Your school will provide you with a letter explaining the registration process.

1. Load your Internet browser and login to your account and select the pupil you wish to make a purchase for



Account balances Add to basket

Name	Actions	Balance	Enter top-up amount
After School Club	View history Order sessions	£-24.00	£ 0.00
Breakfast Club	View history Order sessions	£0.00	£ 0.00
Cafeteria account	View history	£0.00	£ 0.00
Dinner money	View history Order meals	£-20.00	£ 0.00
General pre-payment account	View history	£0.00	£

You can click on the **item name** or the **View history** button to view further details

2. Top up an item by entering **top-up amount** you wish to pay and **Add to basket**

Products Add to basket

Quantity	Name	Unit price	Total price
0	Book bag	£ 3.00	£ 0.00
1		£ 2.50	£ 0.00
2		£ 2.00	£ 0.00
3			
4			
5			

3. If it's a product you want to purchase choose the **quantity** and **Add to basket**

Your items will now be added to your basket

How do I view my child's school dinner history?

Primary Schools

Payment history for Dinner money

Date of last online payment: 08 Mar 2016 16:20
 Last online payment amount: £8.00
 Current balance: -£10.00



Once within **View history** of Dinner Money you can click on the school dinner calendar

Description	Date	Paid	Amount
Dinner money	08 Mar 2016 16:20	Online	£8.00
Child meal payment	08 Mar 2016 16:17	In school	£10.00
Child meal payment	28 Aug 2015 14:55	In school	£55.00
Child meal payment	28 Aug 2015 14:54	In school	£100.00
Dinner money	23 Jan 2015 18:19	Online	£25.00
Child meal payment	20 Oct 2014 16:45	In school	£10.00
Child meal payment	09 Oct 2014 11:36	In school	£10.00



Marc Ackroyd - Dinner money calendar

March 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
D	D	D	D	D	S	S
	1	2	3	4	5	6
7	8	9	10	11		
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

View: Download report for entire or dates between: and

Session	Color	Event
Breakfast	Red	Breakfast
Lunch	Blue	Lunch
Afternoon	Green	Afternoon
Evening	Yellow	Evening
Other	Purple	Other

Secondary Schools

Payment history for Cafeteria account

Date of last online payment: 08 Mar 2016 16:30
 Last online payment amount: £15.00
 Current balance: £13.96

Description	Date	Paid	Amount
Cafeteria account	08 Mar 2016 15:10	Online	£15.00
1 x Water Lrg, 1 x Mini Cuplet, 1 x Large Baguette	08 Mar 2016 13:28	Cashless	-£2.68
1 x Misc, 1 x Tray Bakes, 1 x Sandwich	07 Mar 2016 13:30	Cashless	-£3.11
Money Added	04 Mar 2016 12:46	Cashless	£5.00

Once within **view history** of the Cashless Catering account you can see your child's purchase history

How do I go to the checkout?

1. Click on **View basket** which is displayed on the right hand side of the screen

Your basket

Dinner money		Marc Ackroyd
Total:	£10.00	
Book bag		Marc Ackroyd
Qty: 2		
Total:	£6.00	
Subtotal: £16.00		
View basket		

2. Check the items in your basket, edit if necessary and click on **Checkout**

Home
Your info
Parents' evening
Help
Logout

Selected account :
Marc Ackroyd - Tuzal School 1 ▼

Your basket

Payment processor: WorldPay

Qty	Name	For	Total
Edit Delete	1 Dinner money	Marc Ackroyd	£10.00
Edit Delete	2 Book bag	Marc Ackroyd	£6.00
Subtotal:			£16.00

[Continue shopping](#)
Go back to view products.

[Checkout](#)
Pay for the items in your basket

Account balances

After School Club	-£24.00
Breakfast Club	£0.00
Cafeteria account	£13.96
Dinner money	-£10.00
General pre-payment account	£0.00
Out of School Care	£0.00

Trip/event balances

Jorvik Viking Centre	£10.00
London	£220.00

3. Enter your billing address and click on **Process payment**

Checkout: Enter payment and contact information

Please confirm your address for payment. This address must be the same as your billing address for your credit/debit card.

Your billing address

Title	Mr
Name	Bob
Surname	Ackroyd Smith
Address	123 Street
Town/city	Town
County/state/province	County
Postcode	SD509FD
Country	United Kingdom ▼

Tick here to save your details for next time:

[Process payment](#)

Your basket

Dinner money		Marc Ackroyd
Total:	£10.00	
Book bag		Marc Ackroyd
Qty: 2		
Total:	£6.00	
Subtotal: £16.00		
View basket		

Account balances

After School Club	-£24.00
Breakfast Club	£0.00
Cafeteria account	£13.96
Dinner money	-£10.00
General pre-payment account	£0.00
Out of School Care	£0.00

Trip/event balances

Jorvik Viking Centre	£10.00
London	£220.00
Music Tuition 2015/16	£100.00



WorldPay
Help | FAQs | Security

Secure Payment Page
TEST MODE - This is not a live transaction.
Please review your purchase details, then select a payment method to continue.

Select language English
Choose currency £16.00 (Pounds Sterling)
Description Purchases at Tucasi School 1 (ref 850/9901)
Amount £16.00

Select your payment method







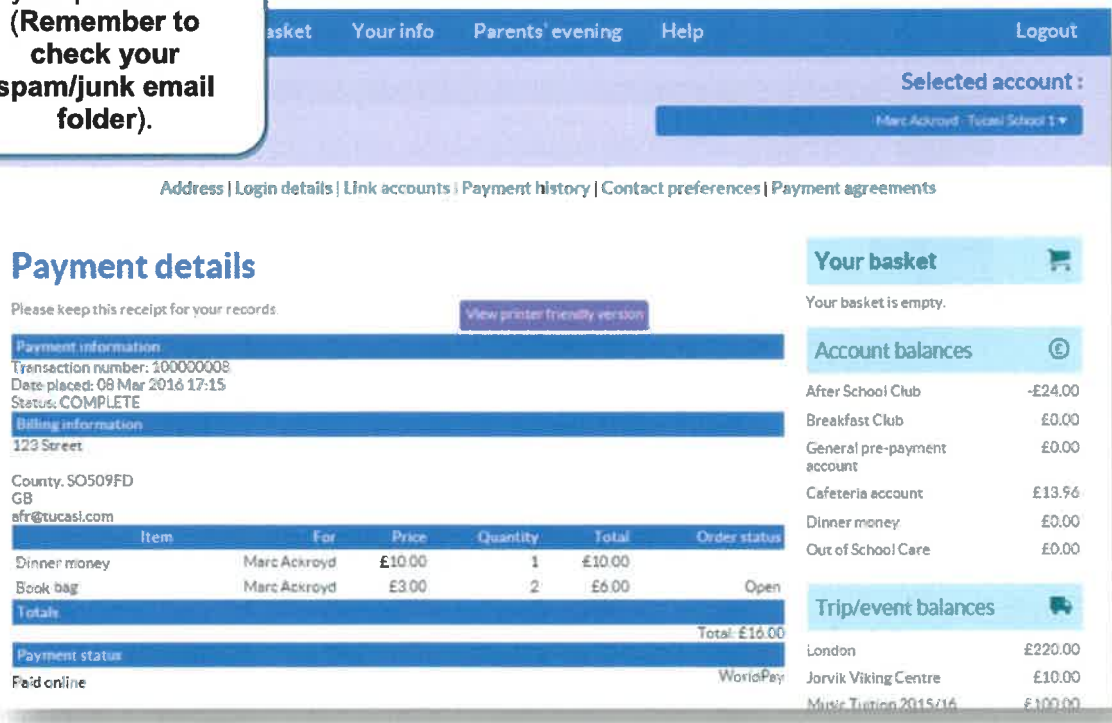

Cancel

For help with your payment visit the: [WorldPay Help](#).

NB The payment page may look different to this example if your child's school uses a Local Authority payment gateway.

4. Select your payment method, enter your card details, then click on **Make payment**

You will receive an email confirming your purchase. (Remember to check your spam/junk email folder).



[Basket](#) | [Your info](#) | [Parents' evening](#) | [Help](#) | [Logout](#)

Selected account: Marc Ackroyd - Tucasi School 1

[Address](#) | [Login details](#) | [Link accounts](#) | [Payment history](#) | [Contact preferences](#) | [Payment agreements](#)

Payment details

Please keep this receipt for your records. [View printer friendly version](#)

Payment information
Transaction number: 100000008
Date placed: 08 Mar 2016 17:15
Status: COMPLETE

Billing information
123 Street
County: SO509FD
GB
afr@tucasi.com

Item	For	Price	Quantity	Total	Order status
Dinner money	Marc Ackroyd	£10.00	1	£10.00	Open
Book bag	Marc Ackroyd	£3.00	2	£6.00	
Totals				Total: £16.00	

Payment status
Paid online WorldPay

Your basket
Your basket is empty.

Account balances

After School Club	£24.00
Breakfast Club	£0.00
General pre-payment account	£0.00
Cafeteria account	£13.96
Dinner money	£0.00
Out of School Care	£0.00

Trip/event balances

London	£220.00
Jorvik Viking Centre	£10.00
Music Tuition 2015/16	£100.00

If you need help with the system or for further enquiries please contact the School Office at your child's school.

If you have any questions please also refer to the Video and Quick Reference Guides in the [Help](#) option within your online account.

Or [See our frequently asked questions](#) link on the online account login screen.