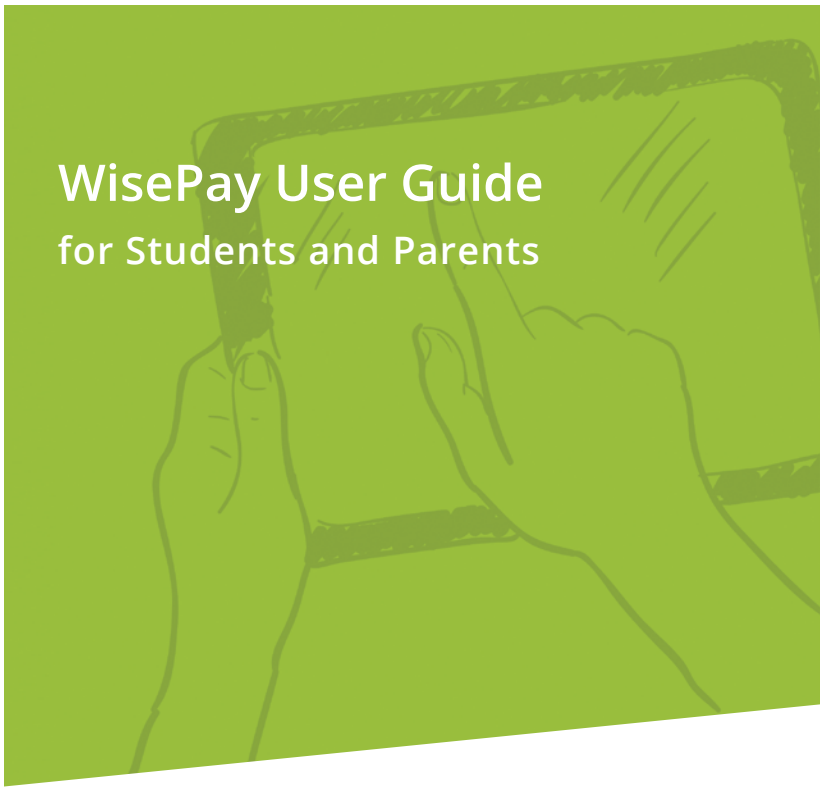
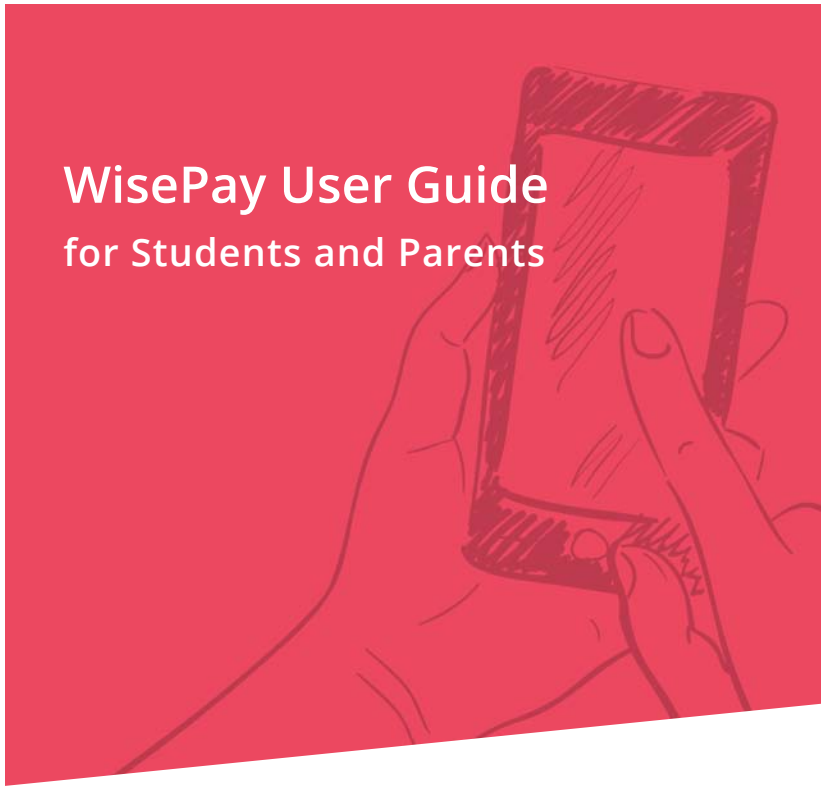


Desktop Version 2018

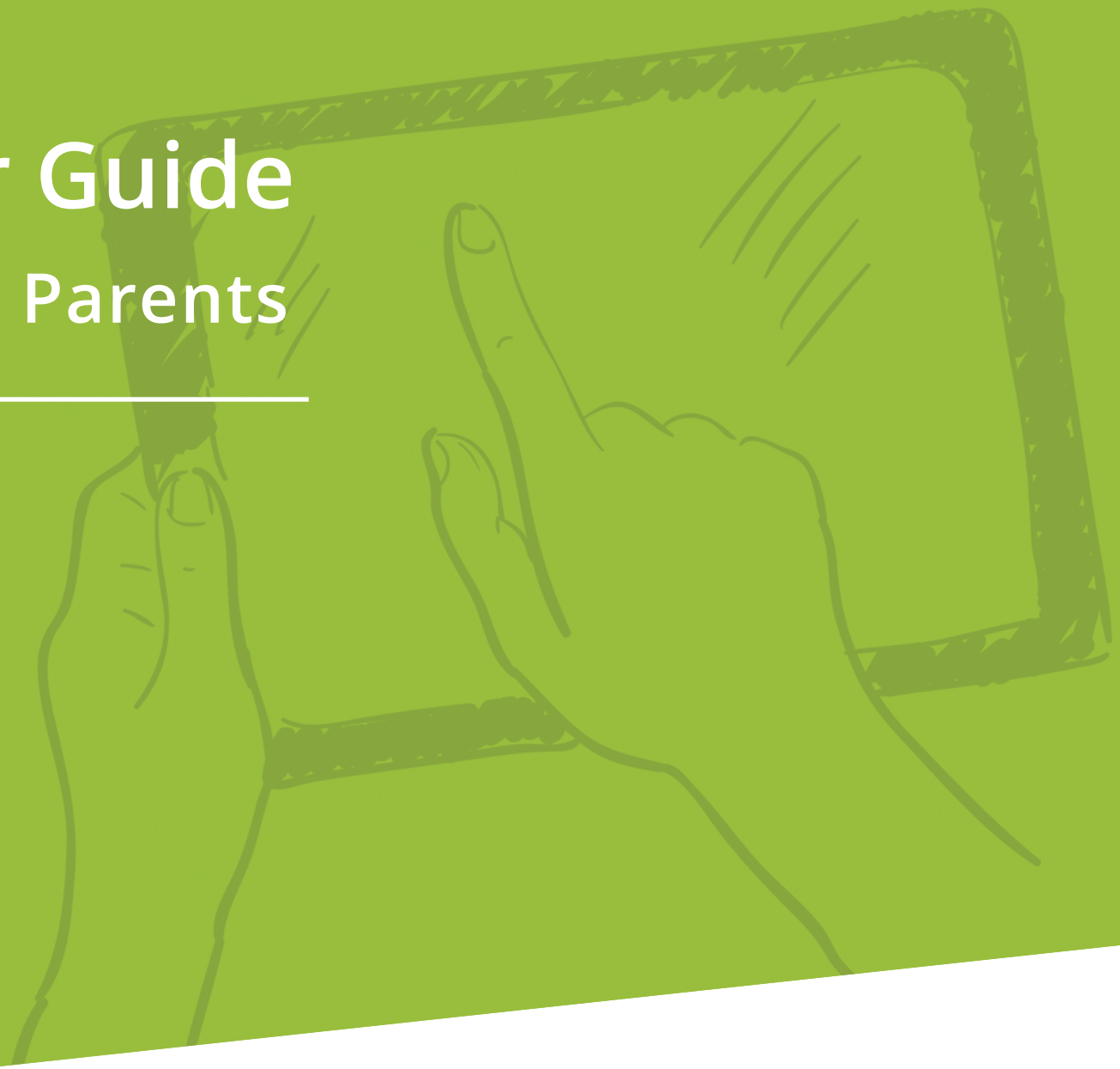


App and Optimised Mobile Version 2018

WisePay
Software Services

WisePay User Guide

for Students and Parents



WisePay Software Services

WisePay Desktop Version 2018

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Checkout 05

Checkout Account 06

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Your Details 11

Log Into WisePay

You will need a Username and Password to log into WisePay.

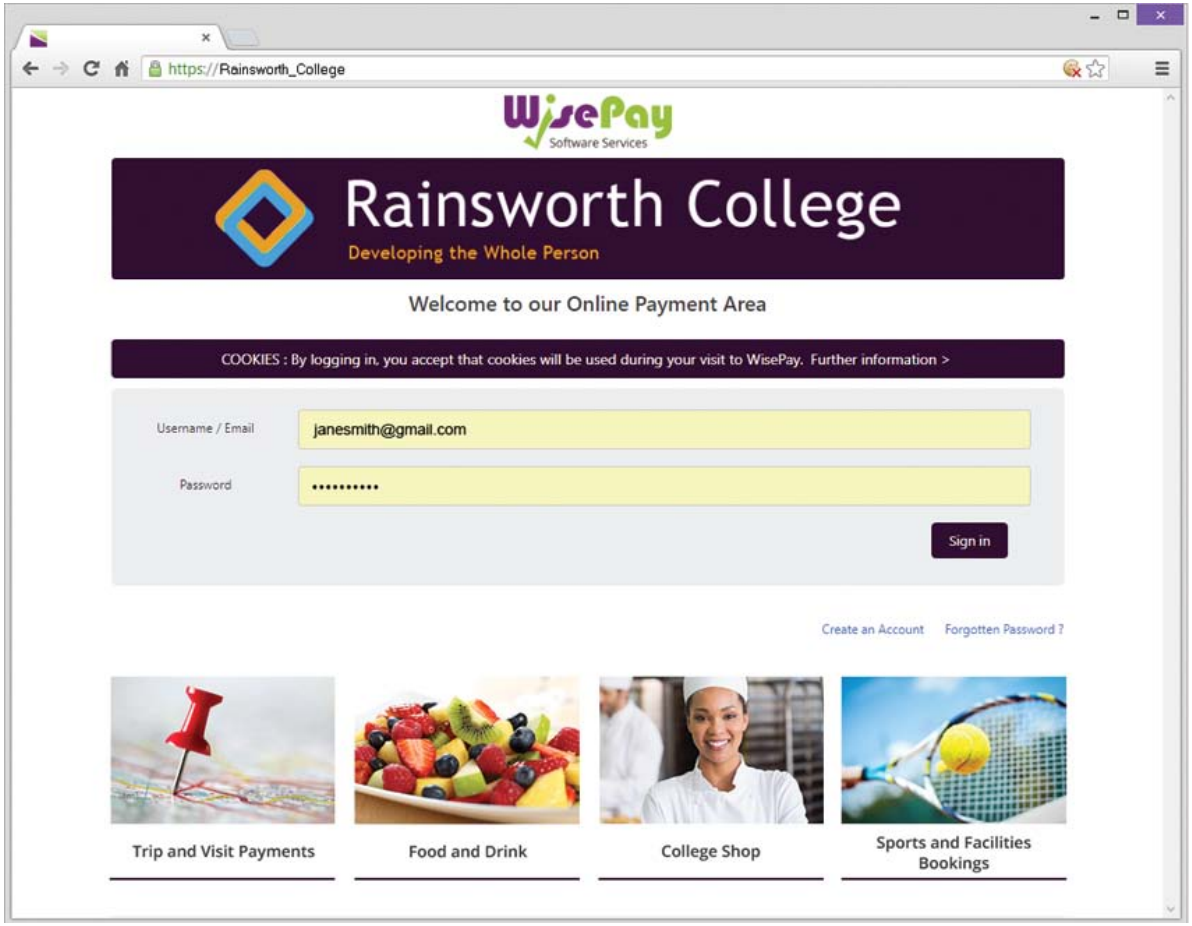
Your Organisation will advise you either by letter or email of your individual Username/Email and Password.

Enter your username or email address and password in the boxes provided and click the 'Sign In' button to start making payments and access your Wise Account.

Please remember that both your Username/Email and Password are case sensitive and so must be entered with the correct upper and lower case characters.

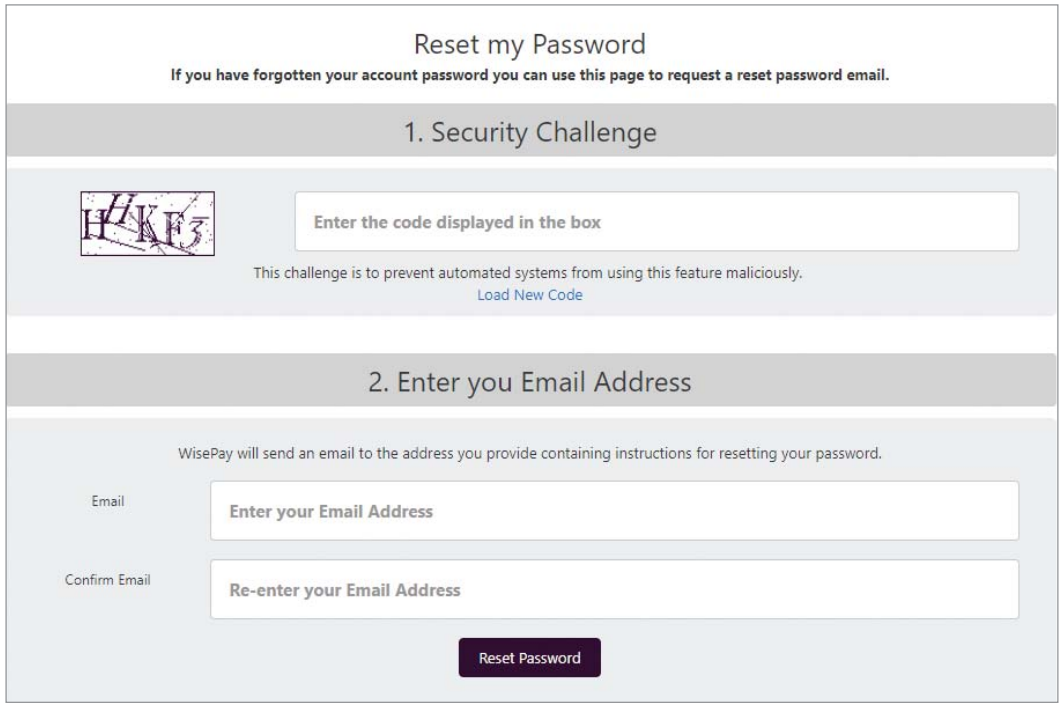
You should change your Username and Password that has been sent to you by WisePay.

If you believe that you should have received a letter and it has not arrived, please contact your school or college administrator.



Log Out
It's always a good idea to log out of WisePay when you have finished.

Forgotten Password



Q. What do I do if I forget my Password?

A. You can request a password reset by selecting the "Forgotten Password" link on the homepage.

Step 1 - A security challenge will appear - this is not case sensitive, either lower or upper case characters can be used.

Step 2 - You will then have to enter your email address and confirmation email– this is case sensitive, and must be filled in with the exact email address that is registered on your WisePay account.

Click the "Reset Password" button to complete your password reset request.

Once a request has been made WisePay will validate your email address, and you will be sent a one-time use, reset password link.

This link has a 12 hour expiry to allow you to reset your password.

Click on the link and follow the on screen instructions.

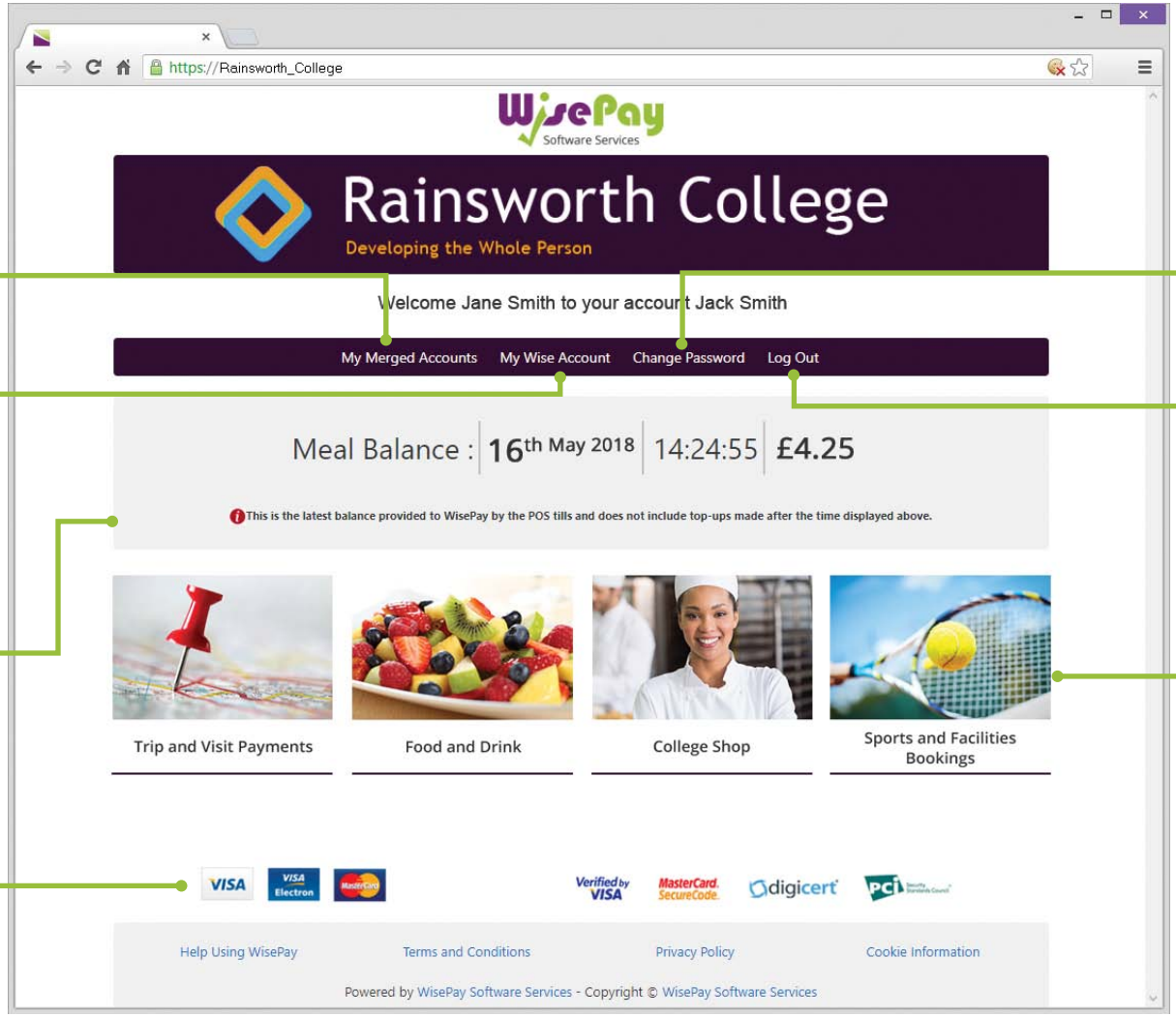
Your WisePay Homepage

My Merged Accounts
Switch accounts between all your merged students.

My Wise Account
View all your payments, balances and messages.

Meal Balance
View your latest meal balance.

Payment Cards Accepted.

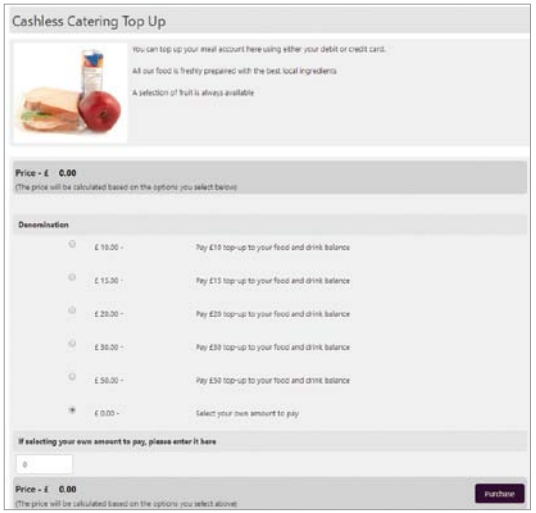


Change Password
Click here to create a new password.

Log Out
Once you have finished using WisePay, click here to log out.

Payments and Bookings
Select your chosen area to make a payment or booking.

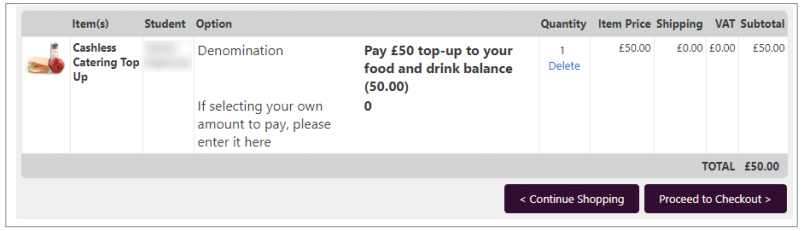
Adding items to your shopping cart



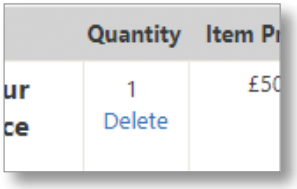
To add an item to your shopping cart, select the item that you want to purchase or pay for by clicking on it.

The purchase price will automatically appear in the "Price" box.

If you decide you want to make a payment for that item click the "Purchase" button.



The shopping cart will automatically appear at the top of your page once your selected item/s have been added.



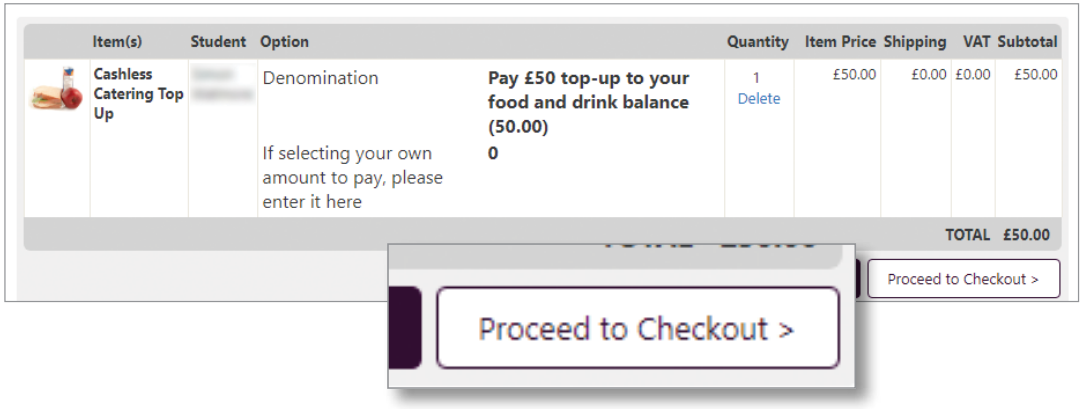
If you wish to remove an item from your shopping cart, simply click the "Delete" link in the' Quantity' column.

The item will instantly be deleted from your shopping cart.

Checkout

Q. How do I checkout?

A. To checkout click the "Proceed to Checkout" button at the bottom of your shopping cart.



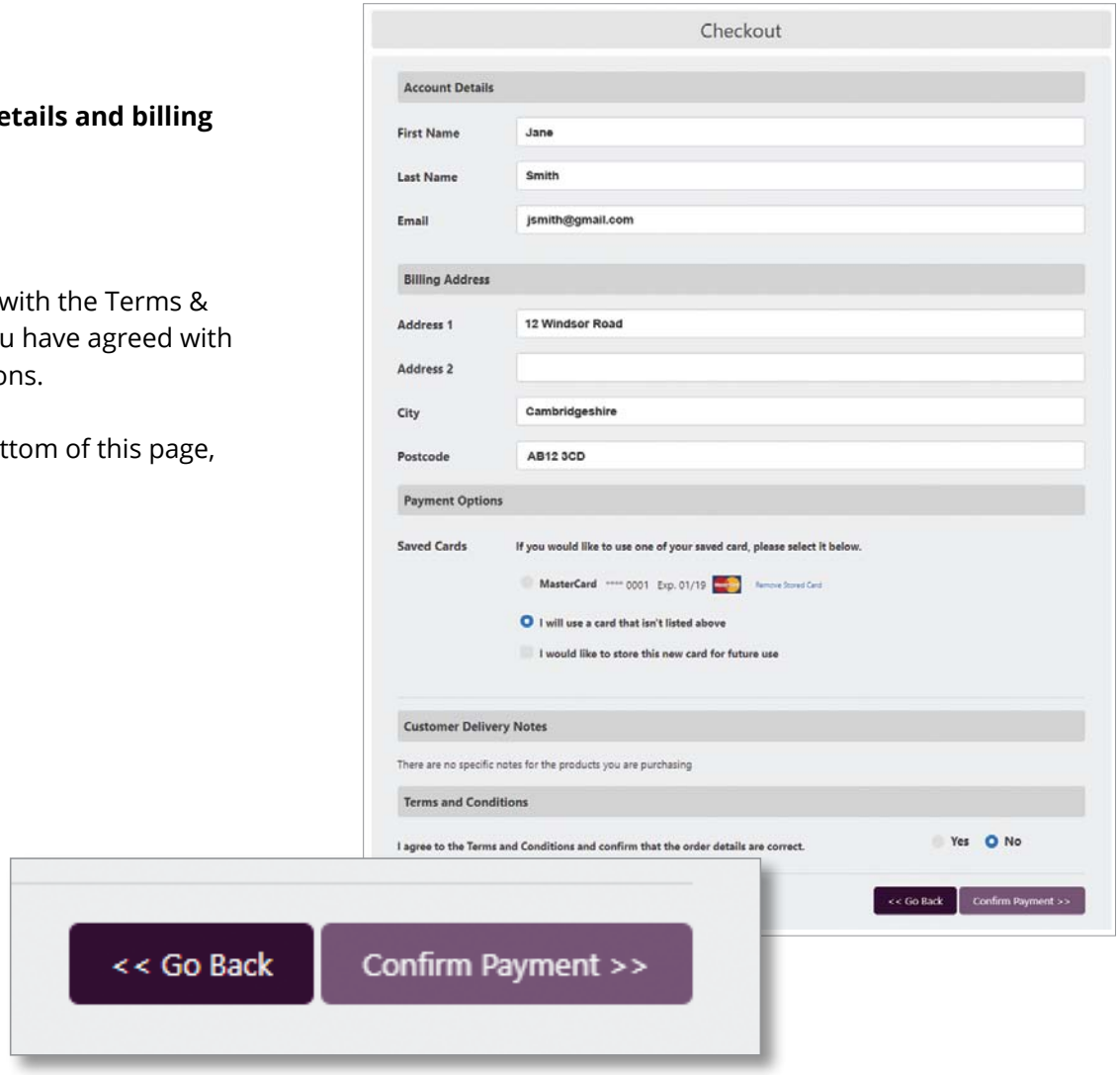
Checkout Details

You will be asked to confirm you account details and billing address.

Terms and Conditions

To proceed with the payment you must agree with the Terms & Conditions that are presented to you. Once you have agreed with them, click “Yes” I agree to the Term & Conditions.

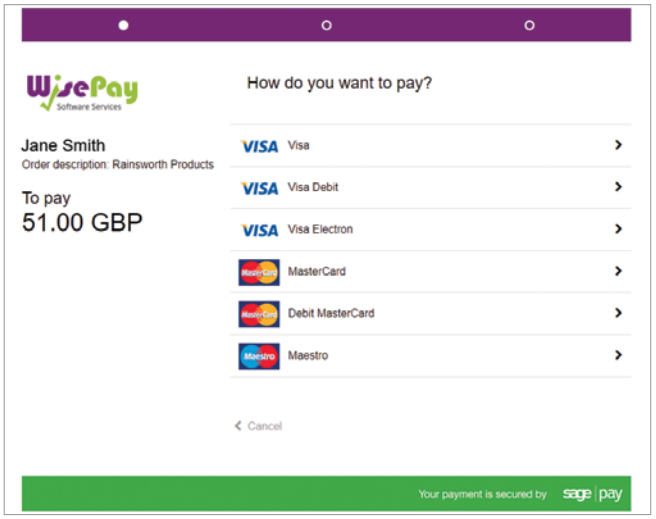
Select the “Confirm Payment” button at the bottom of this page, to continue through to the payments area.



Payment Method

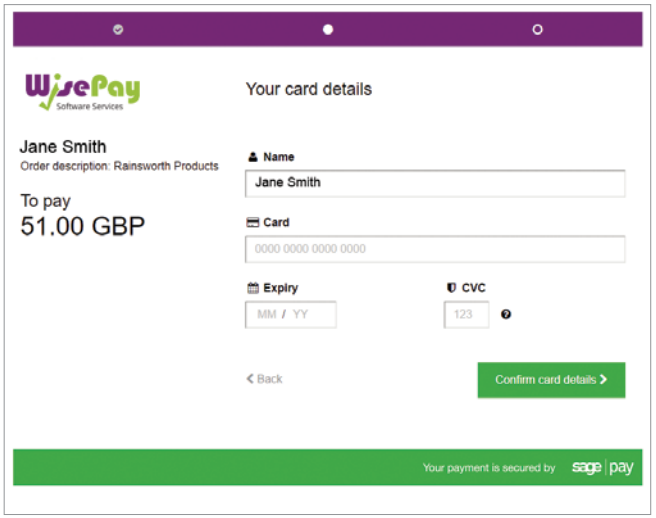
To complete your transaction you must select a payment method.

Select a payment method by clicking on the relevant card you wish to use.



You will then be asked to fill in your card details.

Click the “Confirm Card Details” button to complete your transaction.



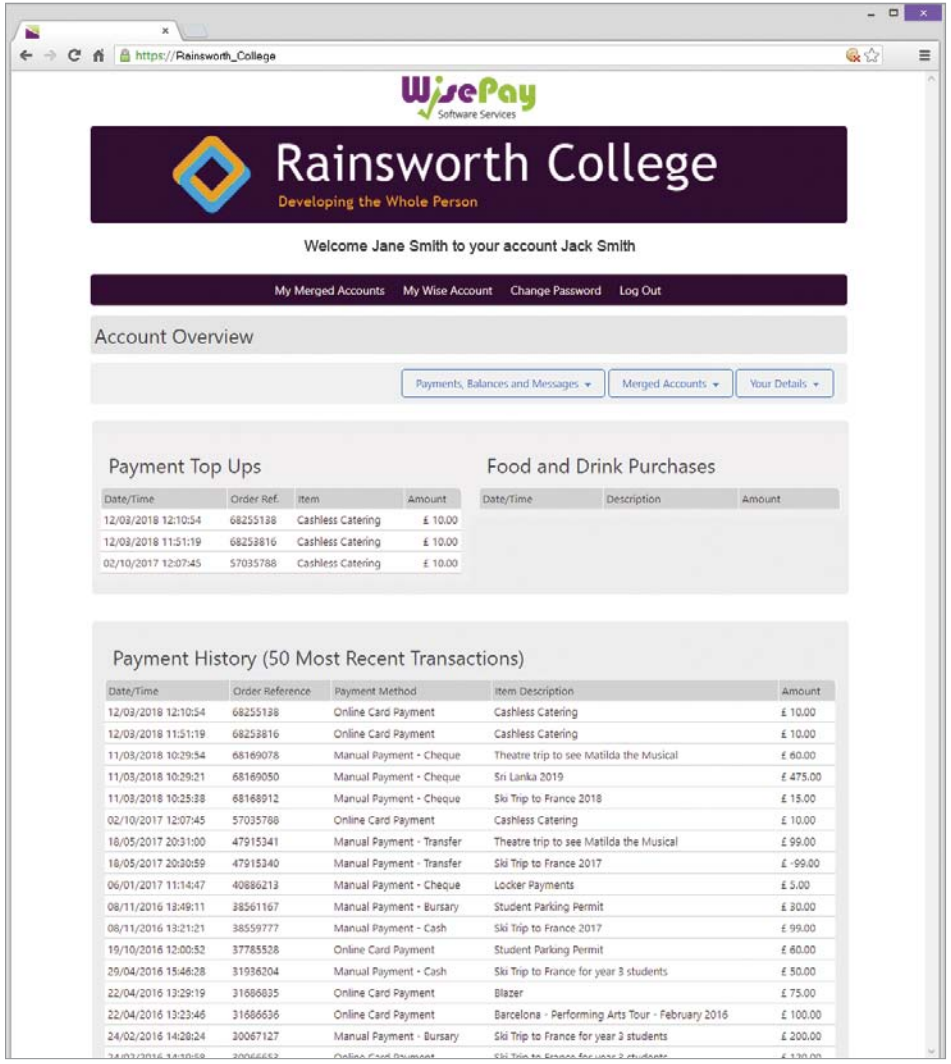
Once your payment has been successfully made, a confirmation screen with a reference number will be displayed back to you. It is a good idea to make a note of this reference number.

A confirmation email will be sent to you with details of your order and information from your organisation, regarding collection of your items and what you should do next.

Wise Account Overview

Q. What is my 'Wise Account'?

A. Every user is provided with a secure Wise Account. From here you can view all your online payments made to your chosen organisation (ie College or School).

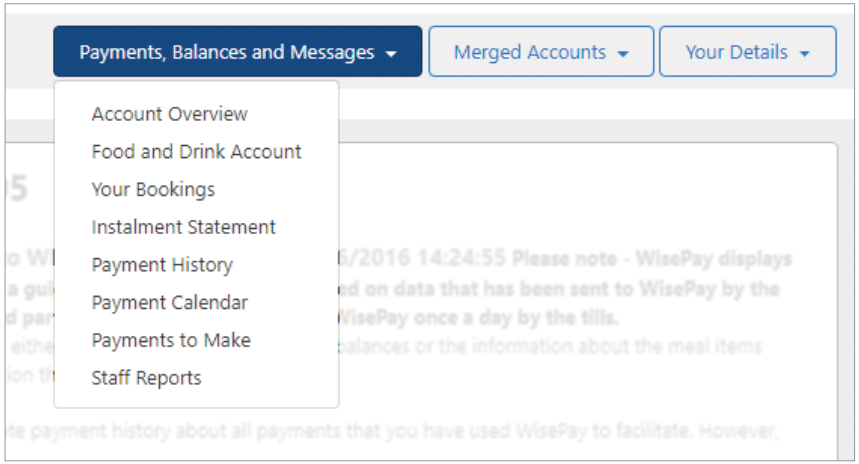


Your Wise Account Overview

This allows you to view your:

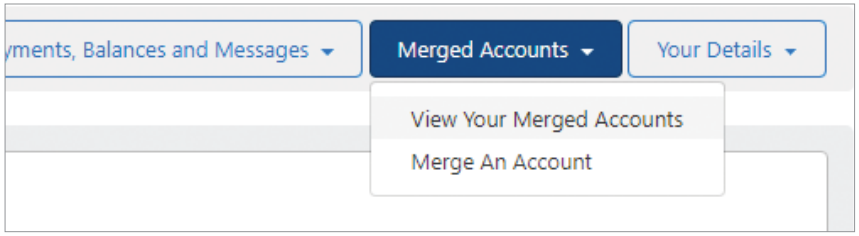
- latest food and drink balance
- food and drink purchases
- payment top ups
- trip payments and balances
- last 50 transactions

Your Wise Account



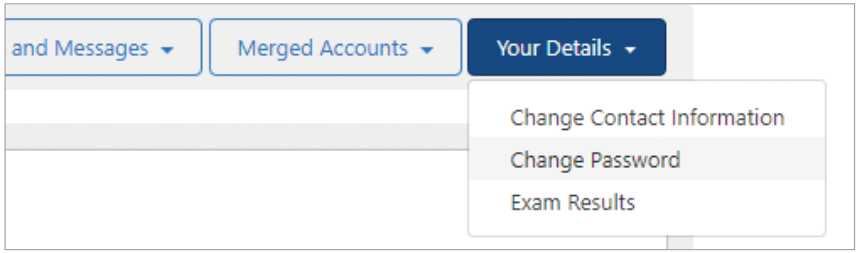
Payments, Balances and Messages

- Food and Drink Account - view your food and drink balance, latest top ups and food and drink purchases.
- Your Bookings- view all your bookings by date.
- Instalment Statement- view all your instalment payments made to date.
- Payment History- your payment history can be viewed by reference number or date.
- Payment Calender- view all past and upcoming payments by date.
- Payments to Make- view all upcoming payments to be made.



Merged Accounts

- View Your Merged Accounts - view all your named merged accounts.
- Merge an Account- merge accounts for other students.

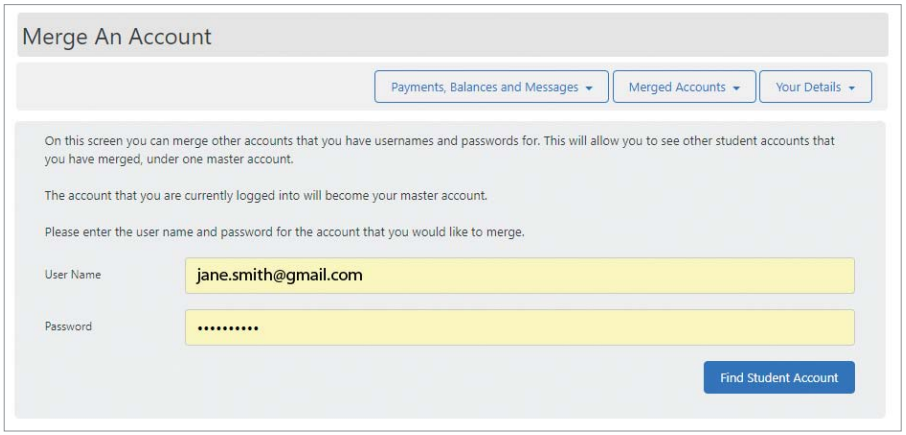


Your Details

- Change Contact Information- view all your named merged accounts.
- Merge an Account- merge accounts for other students.
- Exam Results - View your exam results.

Merged Accounts

Merging Accounts

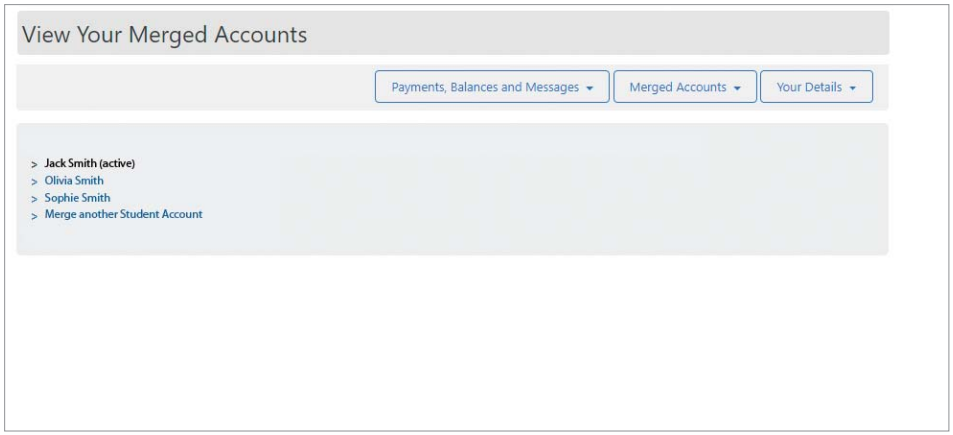


You can either choose to keep each account separate or you can merge all your accounts so they can be viewed under one master account by clicking the “Find Student Account” button.

This is particularly useful if you have another student at a different school.

Once logged in you will be able to switch between each account and select items to purchase in a common shopping cart, and then make a single payment transaction.

Viewing Merged Account



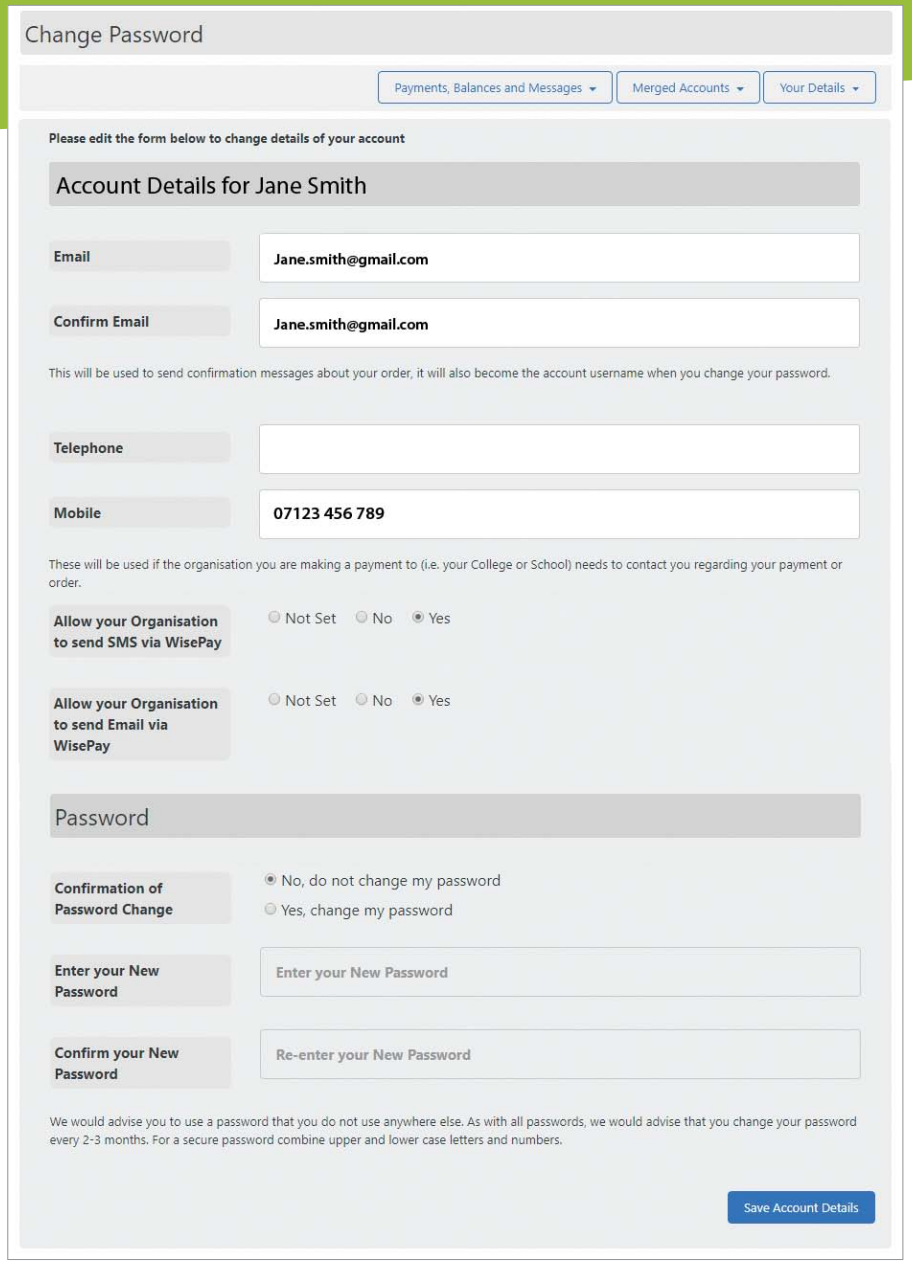
You can view all multiple students by clicking on the “Merged Accounts” tab in the Wise Account Area

If you have more than one student at the same school or college, you will receive a Username and Password for each student.

Your Details

Personal details and Passwords

You can amend or check your account details and password by selecting the “Your Details” tab in the Wise Account area.



If you have any further question or need help your first line of any enquiry should be with your Organisation's WisePay Administrator.

They will contact WisePay on your behalf if they are unable to help

WisePay User Guide

for Students and Parents

A quick start guide to our new app and mobile web site.

WisePay Software Services

WisePay App and Optimised Mobile Version 2018

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User Friendly WisePay 03

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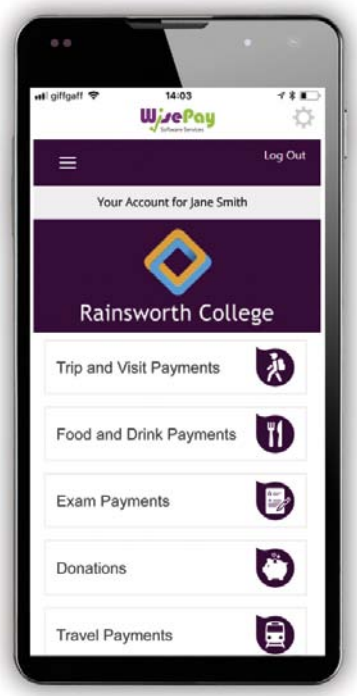
WisePay
Software Services

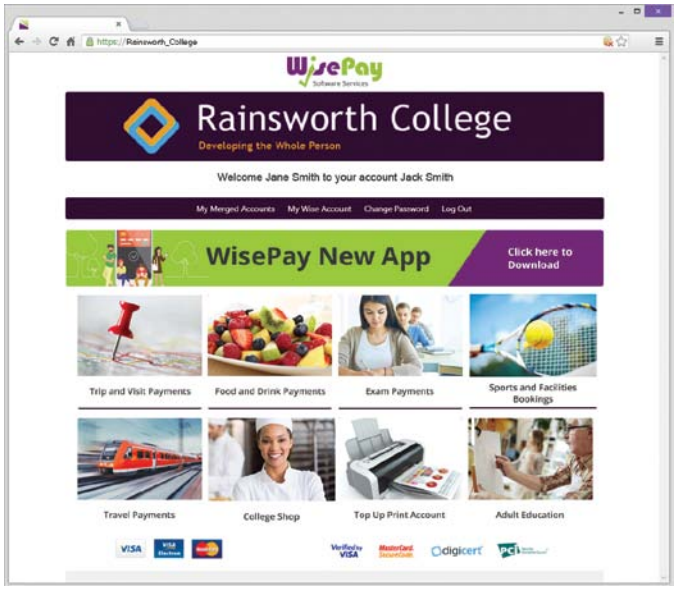
Benefits to Parents and Students

WisePay has made payments and bookings even quicker for Parents and Students on the go.

You can access your WisePay account and receive latest messages from your school or college on any mobile device with WisePay's easier to use optimised mobile version.

Users can now checkout faster with our flexible payment options. Payment Cards can be stored securely for repeat purchases, providing you with a (One Click) seamless transaction on the go.

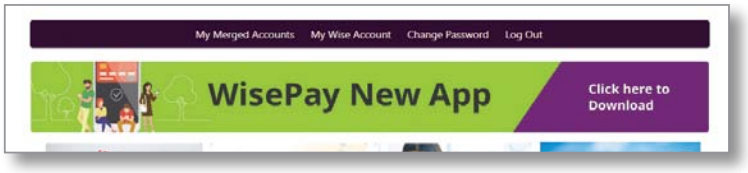




WisePay Your Way

WisePay Software Services

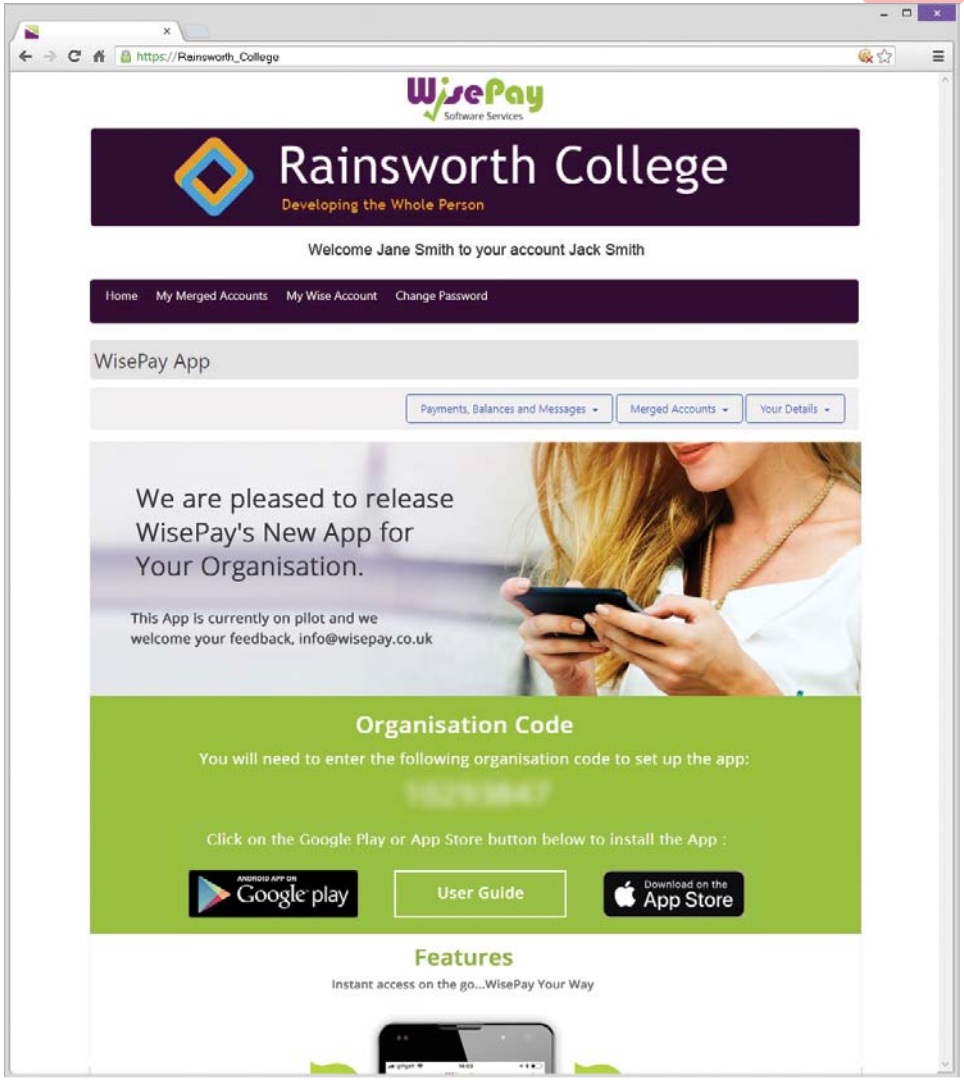
Downloading the App



To download the new WisePay App click the selected graphic at the top of your WisePay homepage.

The WisePay App is available to download for both Android and Apple devices.

From the WisePay App page you will be given a unique Organisation Code. You will need this code in the WisePay App, where you can register an account and start making payments quickly and easily.



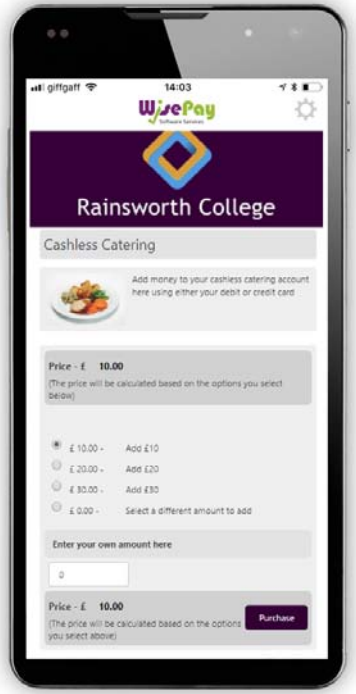
WisePay Software Services

User Friendly WisePay Mobile Device

Example Mobile Homepage

Example of Mobile Menu

Example of Mobile Check Out



Example of Mobile Cashless Catering Screen

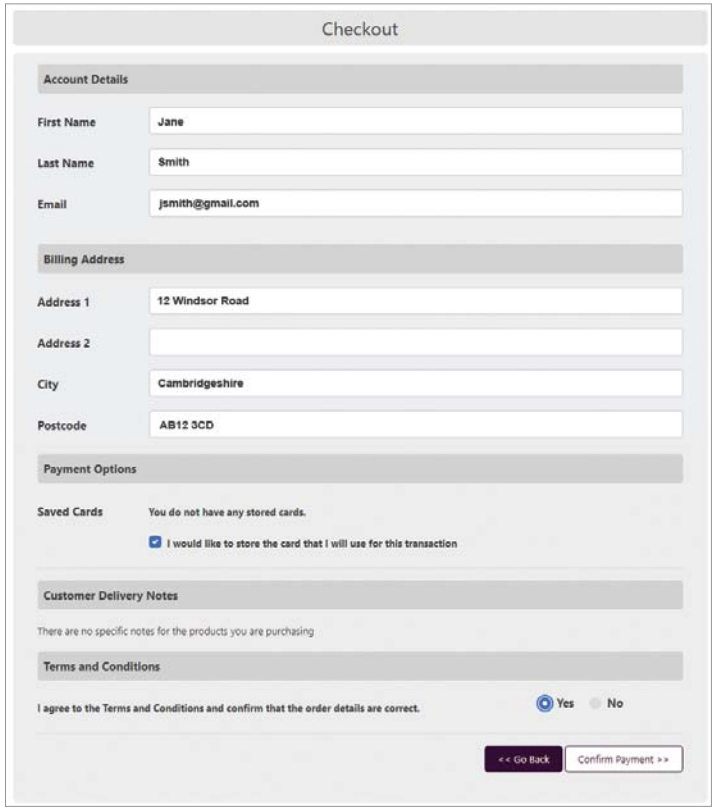
The Check Out - Non Stored Card Details

WisePay
Software Services

The Check Out - Non Stored Card Details

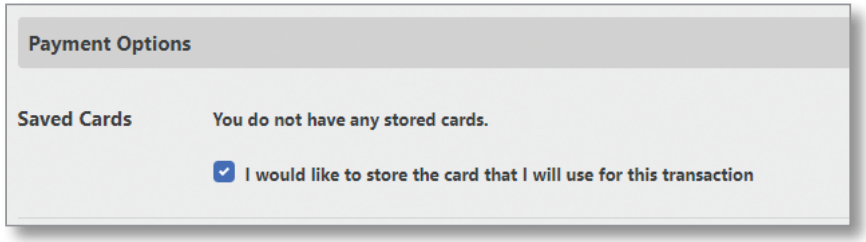
Account Details and Billing Address

When you checkout your details may already be pre-filled, depending on whether your organisation has entered your details.



Payment Options (New)

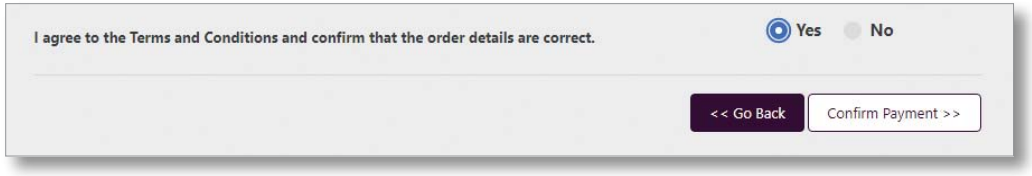
Non Saved Cards
This option will be visible if you are making a payment for the first time, or have chosen not to store any card details previously. This option does NOT have to be clicked to proceed with a payment.



Terms and Conditions

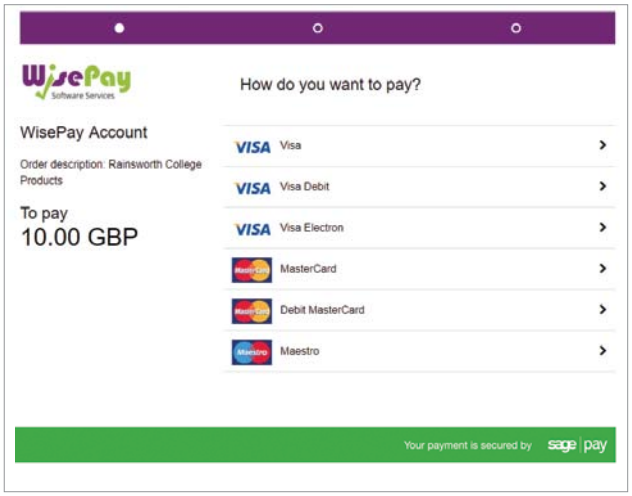
To proceed with your purchase you **must agree** with the Terms & Conditions that are presented to you.

Once you have agreed with them, click “Yes” I agree to the Term & Conditions and continue to the payment screens.



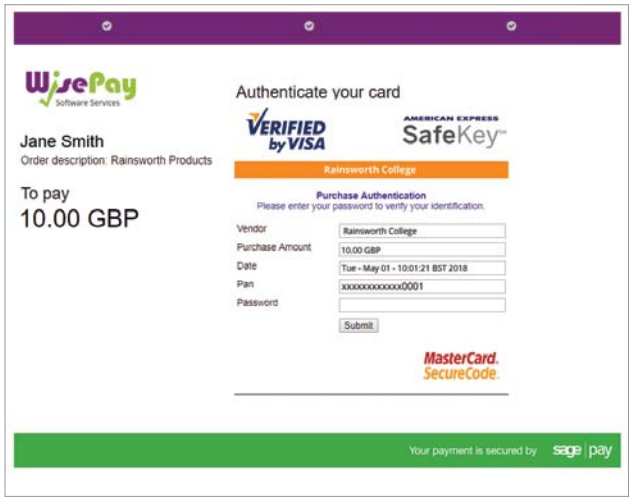
Payment Process - Non Stored Card Details

* The screens below are at Sage Pay payment gateway.



To complete your transaction you must select a payment card.

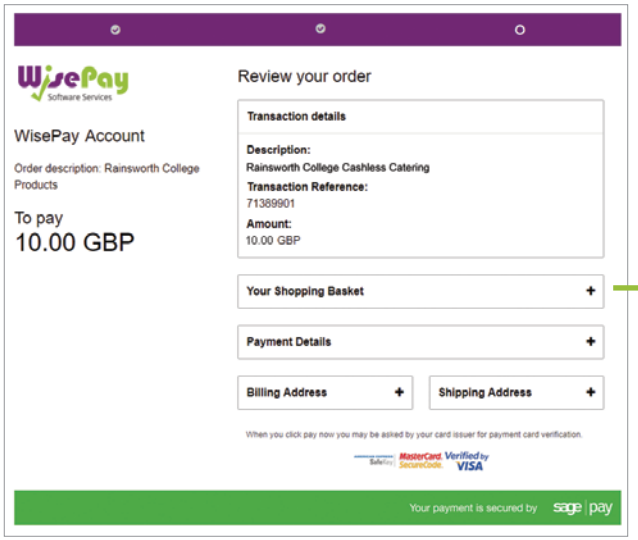
Select a payment method by clicking on the relevant card you wish to use.

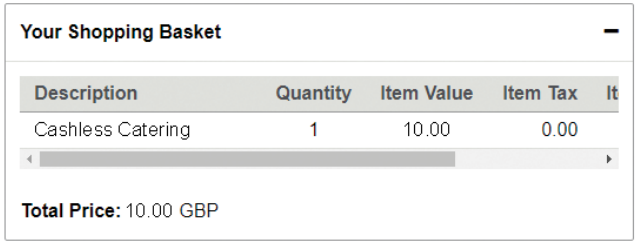


You will then be asked to fill in your card details.

Click the “Confirm Card Details” button to review your order.

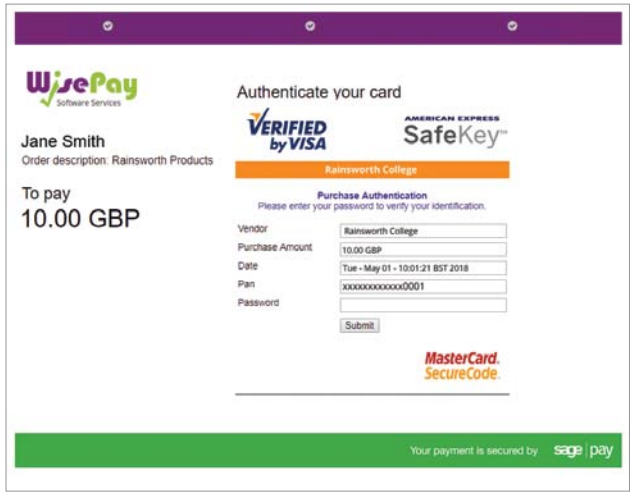
User friendly mobile screen.



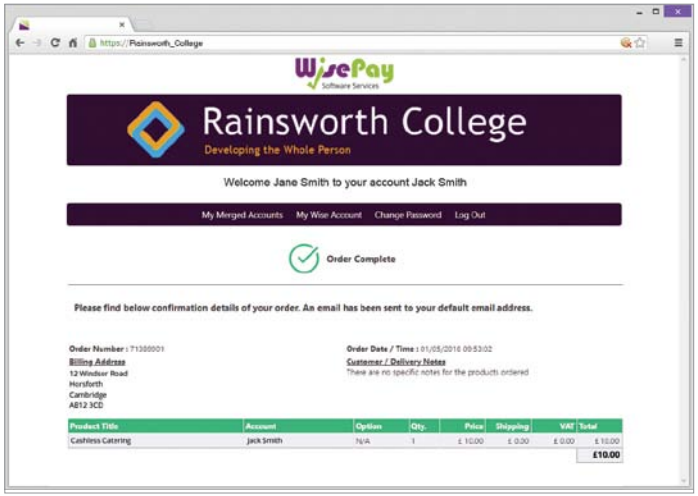


You can review your order and use the expanding buttons to review your shopping basket, payment details or billing address.

Order Complete - Non Stored Card Details



To complete your order, you may need to authenticate your card details with a password.



Once your payment has been successfully made, a confirmation screen with a reference number will be displayed back to you. It is a good idea to make a note of this reference number.

A confirmation email will be sent to you with details of your order and information from your organisation, regarding collection of your items and what you should do next.

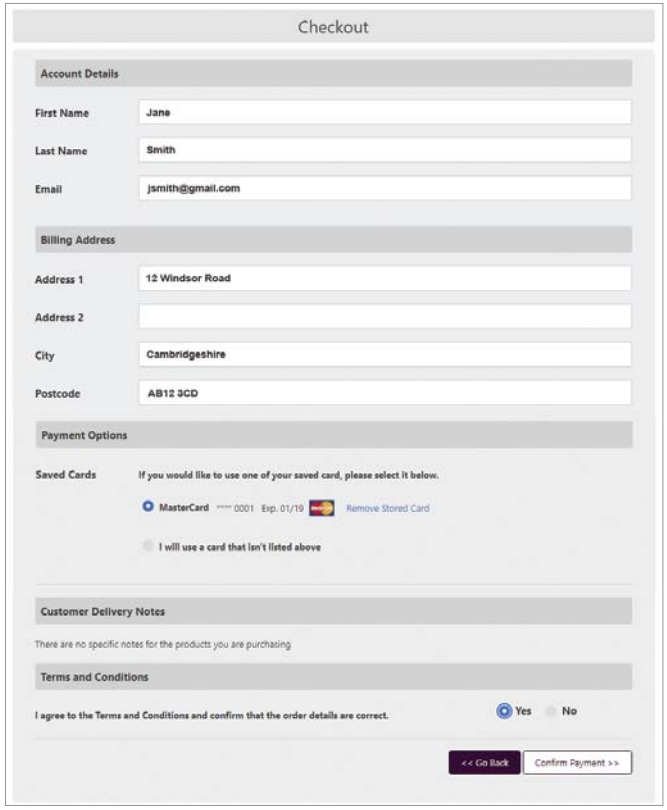
The Check Out - Stored Card Details

WisePay
Software Services

The Check Out - Stored Card Details

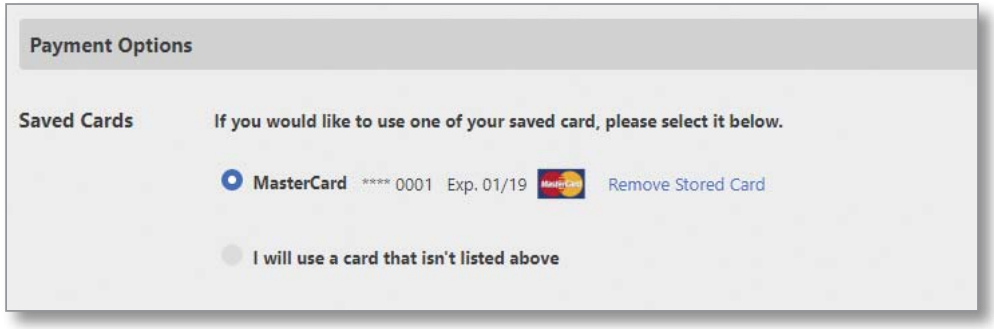
Account Details and Billing Address

When you checkout your details may already be pre-filled, depending on whether your organisation has entered your details.



Payment Options (New)

Saved Payment Card Details
This option will only be visible if you have previously chosen to store your payment card details. You can either continue to make a payment with the selected card highlighted or choose a new card by clicking the 'I will use a card that isn't listed above' option.



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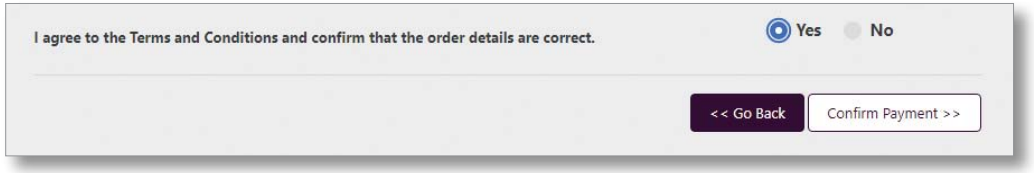
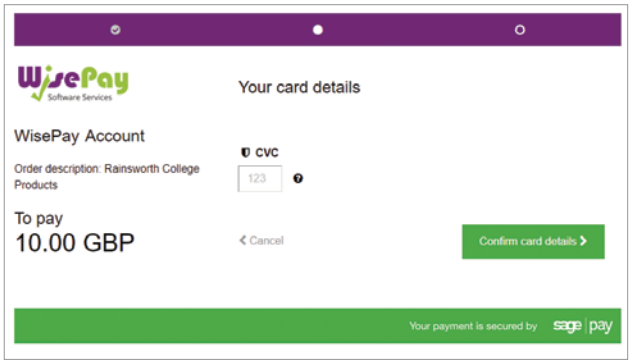
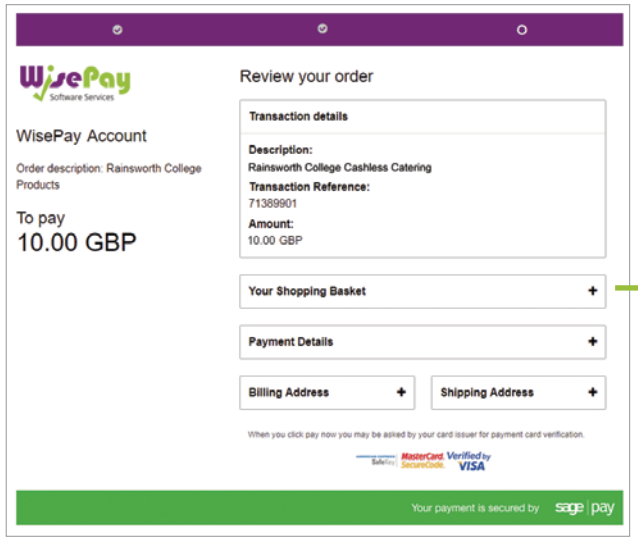


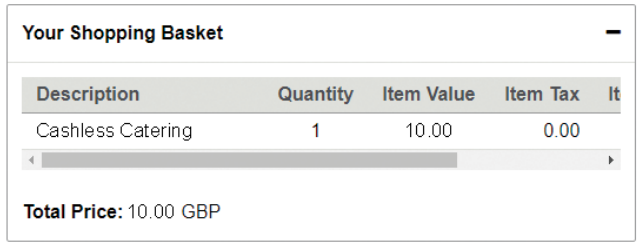
Payment Process - Stored Card Details

* The screens below are at Sage Pay payment gateway.

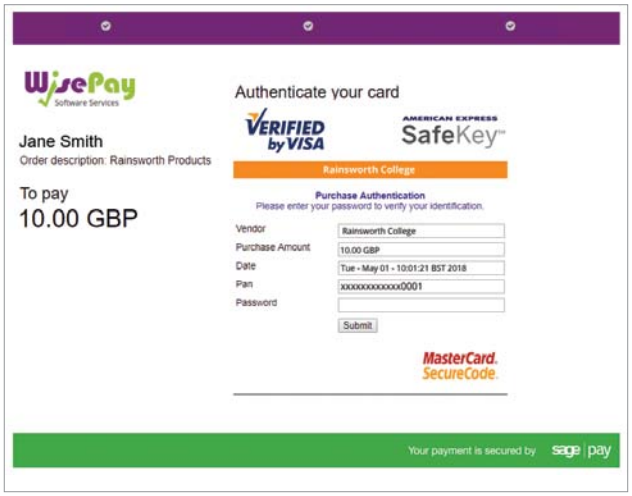


You will be asked to confirm your CVC, the three digits on the back of your card.



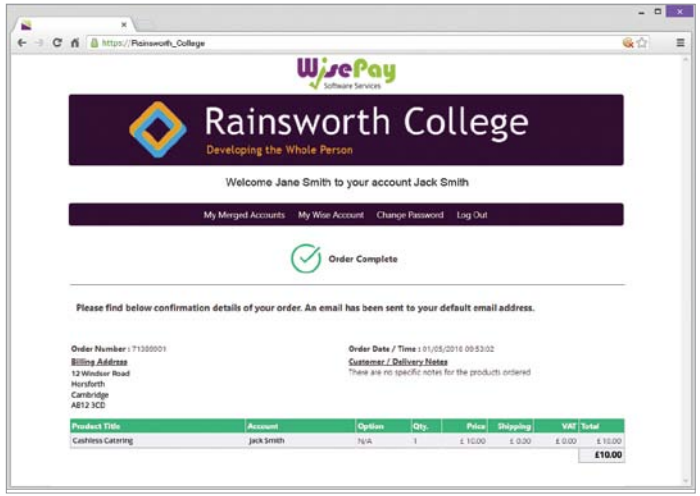


You can review your order and use the expanding buttons to review your shopping basket, payment details or billing address.



To complete your order, you may need to authenticate your card details with a password.

Order Complete - Stored Card Details



Once your payment has been successfully made, a confirmation screen with a reference number will be displayed back to you. It is a good idea to make a note of this reference number.

A confirmation email will be sent to you with details of your order and information from your organisation, regarding collection of your items and what you should do next.

If you have any further question or need help your first line of any enquiry should be with your Organisation's WisePay Administrator.

They will contact WisePay on your behalf if they are unable to help