



## FREQUENTLY ASKED QUESTIONS

### **How to Log In and Make an Online Payment**

Please click on this link: <https://www.wisepay.co.uk/store/generic/template.asp?mID=284256&ACT=nav>

and use your personal User Name and Password to log in.

### **Can I Change My Password?**

You need to log in for the first time using the User Name and Password given above. However, after you have logged in you are able to change the password given above to one of your choice.

To do this, please go to 'Change Password' and follow the on-screen instructions. Please be aware that your email address becomes your User Name if you change your password.

For security purposes, please ensure that your 'Wise Account' password you choose is unique to your 'Wise Account' and that you do not use it for any other login. WisePay recommends that you change the password issued above to your own password.

### **What Can I do on My 'Wise Account'?**

Once in your 'Wise Account' you can make payments for catering and trips and events online. You can also view your payment history by clicking on 'my Wise Account' tab at the top right of the page.

### **I have More than One Student at the School**

If you have more than one child at the same school, you will receive a User Name and a Password for each child.

You can either choose to keep each account separate or to merge multiple accounts. To do this, go to your Wise Account and go in to 'Merge an Account'. Please follow the on-screen instructions.

### **Auto Top-Up**

It will not be possible to set up an auto top-up for lunch payments. However, when your child's catering balance is below £5 you will receive an email reminder to top-up.

### **Who to Contact if you have Any Questions**

Due to data protection and confidentiality considerations, unfortunately, WisePay cannot take questions over the telephone on individual accounts. However, you can contact the school if you need any further help

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