

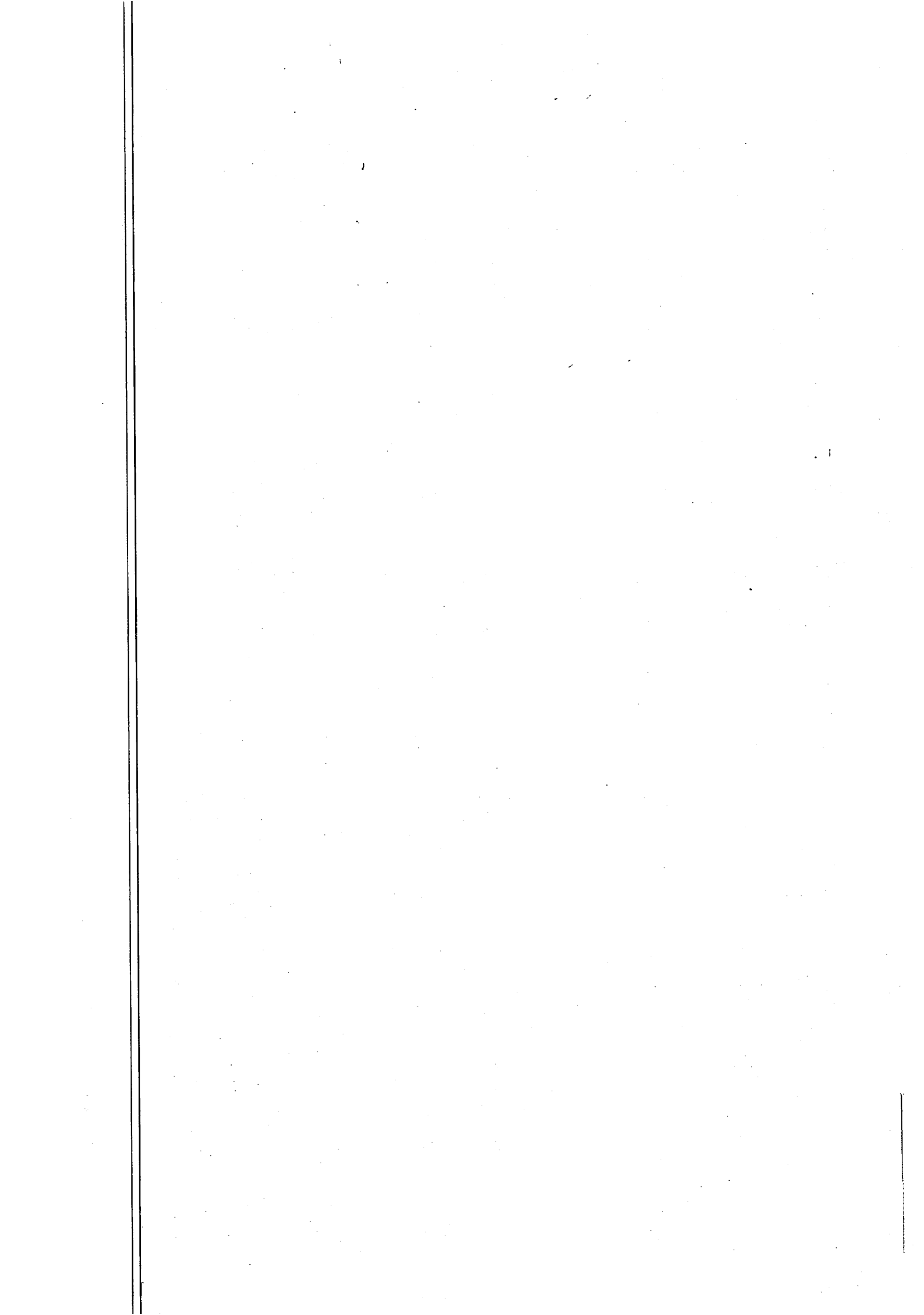
# WisePay User Guide

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## for Students and Parents

WisePay Desktop Version 2018







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# Log Into WisePay

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

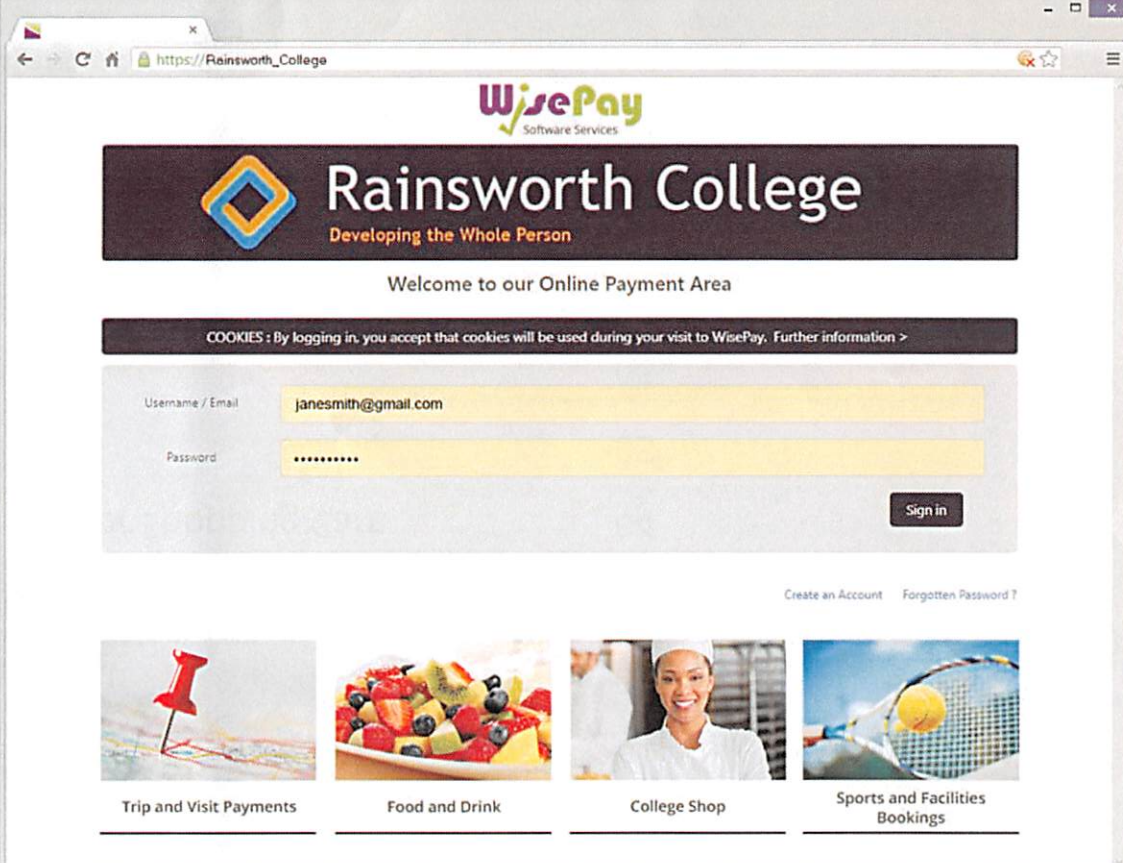
Your Organisation will advise you either by letter or email of your individual Username/Email and Password.

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.**



The screenshot shows a web browser window displaying the login page for Rainsworth College's WisePay system. The page features the WisePay logo at the top, followed by the Rainsworth College logo and tagline "Developing the Whole Person". Below this is a welcome message: "Welcome to our Online Payment Area". A cookie notice states: "COOKIES: By logging in, you accept that cookies will be used during your visit to WisePay. Further information >". The login form contains two input fields: "Username / Email" with the value "janesmith@gmail.com" and "Password" with masked characters "\*\*\*\*\*". A "Sign in" button is located to the right of the password field. Below the form are links for "Create an Account" and "Forgotten Password?". At the bottom, there are four service categories with corresponding images: "Trip and Visit Payments" (a red pushpin), "Food and Drink" (a bowl of fruit), "College Shop" (a smiling woman in a white uniform), and "Sports and Facilities Bookings" (a tennis racket).

## Log Out

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



# Forgotten Password

Reset my Password

If you have forgotten your account password you can use this page to request a reset password email.

### 1. Security Challenge

Enter the code displayed in the box

This challenge is to prevent automated systems from using this feature maliciously.

[Load New Code](#)

### 2. Enter your Email Address

WisePay will send an email to the address you provide containing instructions for resetting your password.

Email

Confirm Email

[Reset 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.

The screenshot shows the WisePay Software Services interface for Rainsworth College. At the top, the college logo and name are displayed. Below this, a navigation bar contains links for 'My Merged Accounts', 'My Wise Account', 'Change Password', and 'Log Out'. The main content area features a 'Meal Balance' section showing a balance of £4.25 as of 16th May 2018 at 14:24:55. Below the balance, there are four categories: 'Trip and Visit Payments', 'Food and Drink', 'College Shop', and 'Sports and Facilities Bookings'. At the bottom, there are logos for accepted payment cards (VISA, VISA Electron, MasterCard) and security certifications (Verified by VISA, MasterCard SecureCode, digicert, PCI). A footer contains links for 'Help Using WisePay', 'Terms and Conditions', 'Privacy Policy', and 'Cookie Information', along with copyright information for WisePay Software Services.

## Change Password

Click here to create a new password.

## Log Out

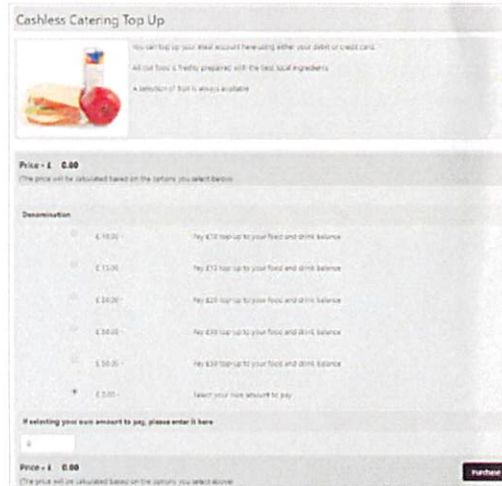
Once you have finished using WisePay, click here to log out.

## Payments and Bookings

Select your chosen area to make a payment or booking.



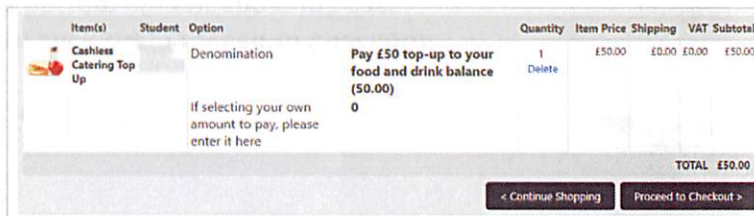
# Adding items to your shopping cart



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.**

Item(s)	Student	Option	Quantity	Item Price	Shipping	VAT	Subtotal
 Cashless Catering Top Up		Denomination	1	£50.00	£0.00	£0.00	£50.00
Pay £50 top-up to your food and drink balance (50.00)			0				
If selecting your own amount to pay, please enter it here							
<b>TOTAL</b>							<b>£50.00</b>

[Proceed to Checkout >](#)



# Checkout Details

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

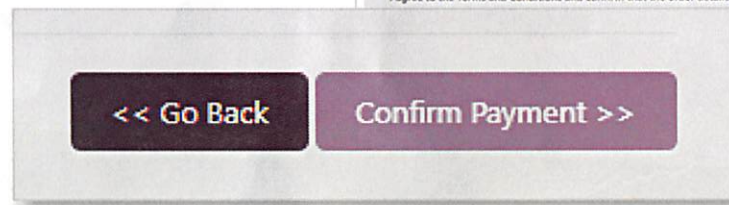
Terms and Conditions

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.

The screenshot shows a 'Checkout' page with the following sections:

- Account Details:** First Name (Jane), Last Name (Smith), Email (jsmith@gmail.com).
- Billing Address:** Address 1 (12 Windsor Road), Address 2 (empty), City (Cambridgeshire), Postcode (AB12 3CD).
- Payment Options:** Saved Cards section with a note: "If you would like to use one of your saved card, please select it below." It shows a MasterCard with details "\*\*\*\* 0001 Exp: 01/19" and a "Remove Saved Card" link. Below this are two radio button options: "I will use a card that isn't listed above" (selected) and "I would like to store this new card for future use".
- Customer Delivery Notes:** A text area containing "There are no specific notes for the products you are purchasing".
- Terms and Conditions:** A section with the text "I agree to the Terms and Conditions and confirm that the order details are correct." and radio buttons for "Yes" (selected) and "No".
- Navigation:** At the bottom right, there are two buttons: "<< Go Back" and "Confirm Payment >>".



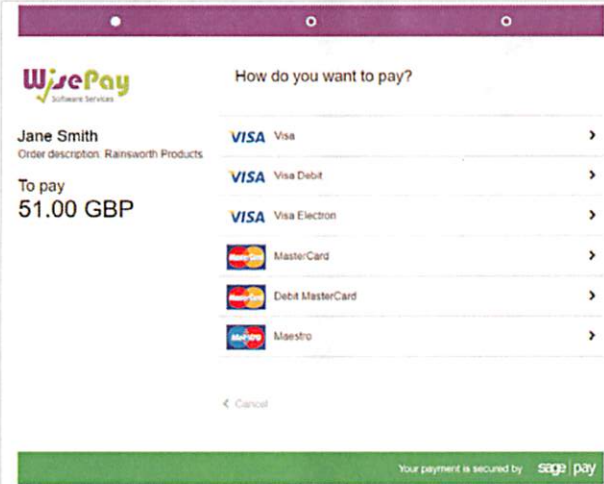
# Payment Method

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.

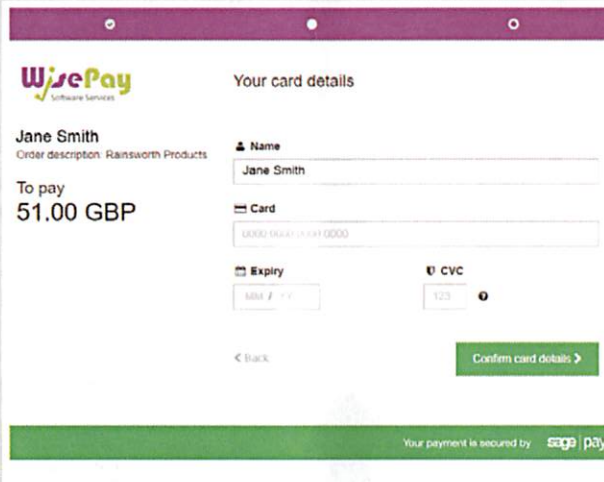
Click the “Confirm Card Details” button to complete your transaction.



The screenshot shows the WizePay payment interface. At the top, it asks "How do you want to pay?". On the left, the user's name is "Jane Smith" and the order description is "Rainsworth Products". The amount to pay is "51.00 GBP". On the right, there are several payment options with right-pointing chevrons: "VISA Visa", "VISA Visa Debit", "VISA Visa Electron", "MasterCard", "Debit MasterCard", and "Maestro". At the bottom left, there is a "< Cancel" link. At the bottom right, it says "Your payment is secured by sage pay" with the Sage Pay logo.

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 screenshot shows the WizePay card details entry screen. At the top, it asks "Your card details". On the left, the user's name is "Jane Smith" and the order description is "Rainsworth Products". The amount to pay is "51.00 GBP". On the right, there are input fields for "Name" (filled with "Jane Smith"), "Card" (with a masked number "0000 0000 0000 0000"), "Expiry" (with "MM / YY" fields), and "CVC" (with a "123" field). At the bottom left, there is a "< Back" link. At the bottom right, there is a green button labeled "Confirm card details >". At the bottom right, it says "Your payment is secured by sage pay" with the Sage Pay logo.



# 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:

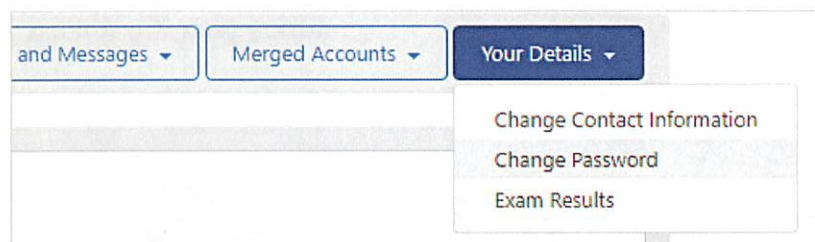
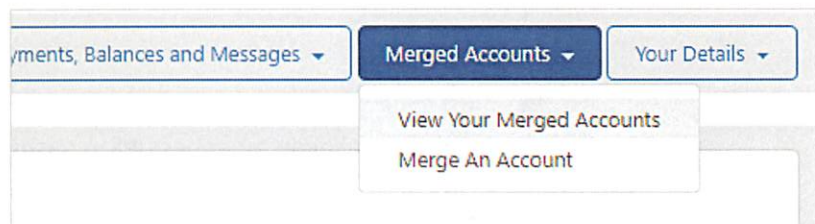
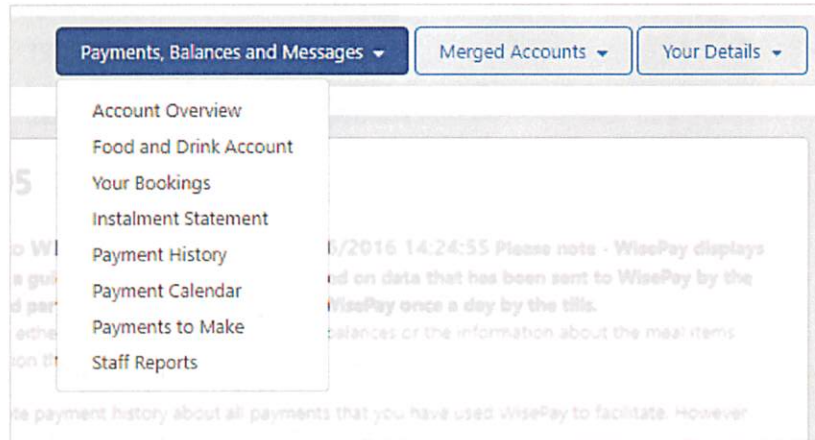
- latest food and drink balance
- food and drink purchases
- payment top ups
- trip payments and balances
- last 50 transactions

The screenshot shows a web browser window displaying the WisePay account overview for Rainsworth College. The page features the college's logo and name, a welcome message for Jane Smith, and navigation links for 'My Merged Accounts', 'My Wise Account', 'Change Password', and 'Log Out'. The main content area is titled 'Account Overview' and includes a dropdown menu for 'Payments, Balances and Messages'. Below this, there are two tables: 'Payment Top Ups' and 'Food and Drink Purchases'. The 'Payment Top Ups' table has columns for Date/Time, Order Ref, Item, and Amount, with three entries for cashless catering. The 'Food and Drink Purchases' table has columns for Date/Time, Description, and Amount, with one entry for a theatre trip. At the bottom, there is a 'Payment History (50 Most Recent Transactions)' table with columns for Date/Time, Order Reference, Payment Method, Item Description, and Amount, listing various transactions from 2016 to 2018.

Date/Time	Order Ref	Item	Amount
12/01/2018 12:10:34	68255186	Cashless Catering	£ 10.00
12/02/2018 11:21:19	68252816	Cashless Catering	£ 10.00
03/10/2017 12:07:45	57035768	Cashless Catering	£ 10.00

Date/Time	Description	Amount
12/01/2018 12:10:34	Online Card Payment	£ 10.00
12/02/2018 11:21:19	Online Card Payment	£ 10.00
11/08/2018 10:29:34	Manual Payment - Cheque	£ 60.00
11/08/2018 10:29:31	Manual Payment - Cheque	£ 475.00
11/09/2018 10:29:30	Manual Payment - Cheque	£ 15.00
02/10/2017 12:07:45	Online Card Payment	£ 10.00
10/05/2017 20:31:00	Manual Payment - Transfer	£ 99.00
10/05/2017 20:30:59	Manual Payment - Transfer	£ -99.00
06/01/2017 11:14:47	Manual Payment - Cheque	£ 5.00
08/11/2016 12:48:11	Manual Payment - Bursary	£ 30.00
08/11/2016 19:21:21	Manual Payment - Cash	£ 99.00
19/10/2016 12:00:52	Online Card Payment	£ 60.00
20/04/2016 15:48:28	Manual Payment - Cash	£ 50.00
22/04/2016 12:29:19	Online Card Payment	£ 75.00
22/04/2016 12:23:46	Online Card Payment	£ 100.00
24/02/2016 14:28:24	Manual Payment - Bursary	£ 200.00
14/03/2016 14:10:59	Online Card Payment	£ 130.00

# 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

Merge An Account

Payments, Balances and Messages | Merged Accounts | Your Details

On this screen you can merge other accounts that you have usernames and passwords for. This will allow you to see other student accounts that you have merged, under one master account.

The account that you are currently logged into will become your master account.

Please enter the user name and password for the account that you would like to merge.

User Name: jane.smith@gmail.com

Password: .....

Find Student Account

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

View Your Merged Accounts

Payments, Balances and Messages | Merged Accounts | Your Details

- > Jack Smith (active)
- > Olivia Smith
- > Sophie Smith
- > Merge another Student 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.

Change Password

Payments, Balances and Messages | Merged Accounts | Your Details

Please edit the form below to change details of your account

### Account Details for Jane Smith

Email:

Confirm Email:

This will be used to send confirmation messages about your order, it will also become the account username when you change your password.

Telephone:

Mobile:

These will be used if the organisation you are making a payment to (i.e. your College or School) needs to contact you regarding your payment or order.

Allow your Organisation to send SMS via WisePay:  Not Set  No  Yes

Allow your Organisation to send Email via WisePay:  Not Set  No  Yes

### Password

Confirmation of Password Change:  No, do not change my password  Yes, change my password

Enter your New Password:

Confirm your New Password:

We would advise you to use a password that you do not use anywhere else. As with all passwords, we would advise that you change your password every 2-3 months. For a secure password combine upper and lower case letters and numbers.

[Save Account Details](#)



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

