How to Use Wisepay

Open Chauncy website: www.chauncy.org.uk

You will either see a link to Wisepay on the homepage (right hand side under ONLINE LEARNING), or alternatively, you can click on the A-Z listing at the top of the homepage to find Wisepay under W in the listings.

This takes you to the Wisepay login screen.

If you already have a child at Chauncy, and have set up your Wisepay account for them, you can use this account and "merge" the younger sibling to the account.
Log into Wisepay as normal, click on the My Merged Accounts tab. Click on Merge an Account and you will be prompted to enter the login details for the new student, which are attached.
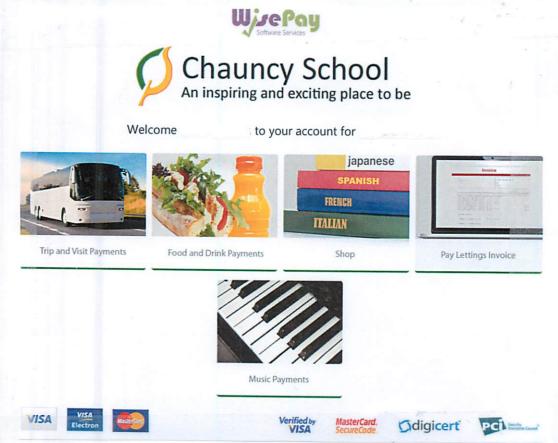
Once you have merged the accounts, you will click on the Merged Accounts screen to allow you to click between all the students who are linked to your account and who you want to make a payment for.
You will only see the trips that are available for the student you have chosen.
Please note, that as the oldest child will be the primary account holder, the account will close when they leave Chauncy and you will need to re-set up the account for the younger child at that time. You will be able to get the login details from the Finance Office.

If you are new to Wisepay:
Enter the Username and Password as attached. These are case-sensitive and don't forget any full-stops or underscores.
Once logged in you will see this screen.

WisePay
Software Services

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Welcome   to your account for

| Trip and Visit Payments | Food and Drink Payments | Shop | Pay Lettings Invoice |

Music Payments

VISA VISA Electron MasterCard   Verified by VISA MasterCard. SecureCode. digicert PCI

You will see the balance on your son/daughter's lunch account in a banner at the top of the screen. Please note, this is not live information, it is updated **at the end of each school day,** (the time of the latest update is shown). If you top up your son/daughter's account, this information will not update until the next day. To top up a lunch account, you can either click on the Top Up link or click on the picture for Food and Drink Payments. Both take you to the Top Up screen. Follow the instructions on the screen. **PLEASE NOTE THAT ON THE FINAL PAYMENT SCREEN YOU MUST SCROLL DOWN TO THE PAY NOW BUTTON, WHICH IS AT THE BOTTOM OF THE SCREEN.** This processes the payment and generates a confirmation email page. You will always receive an email confirmation that any payment has been processed. If you do not receive this email, your payment has not been received by the school. The reference number required on payment slips should be taken from the email, and, if possible, a copy should be sent with the payment reply slip.

We recommend you change your password to something much more user-friendly at this point.
Click on the Change Password tab to open the screen overleaf and follow the instructions. Once your new password has been saved, your Username will be your email address and your password will what you have entered. If you do forget your password, you can contact the school for a reminder link to be sent to you at the registered email address.
If you change your email address, you can use this screen to update your detail

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Change Password

Please edit the form below to change details of your account

Account Details for Jackiex Grosch

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   *PLEASE ENABLE*

Allow your Organisation to send Email via WisePay   ○ Not Set   ○ No   ● Yes   *PLEASE ENABLE*

Password

Important:
If you change your password, your username will be changed to your registered email address.

This means that when you login you will be required to enter your email address and new password.

The original username supplied to you by your school will become redundant.

Confirmation of Password Change   ● No, do not change my password
○ Yes, change my password   *← CLICK HERE*

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

You will be able to see all histories of your payments made to Wisepay and any purchases that your son or daughter has made at the tills in the **My Wise Account** screen. A sample screen shot is shown overleaf. If you have topped up your son/daughter's account, you will see the record of the payment under the Payment Top Ups section in this area immediately.

Only limited food purchase history data is held in Wisepay. For a longer history report of what your son or daughter has purchased, you can contact the Finance Office, who will be able to produce a report from the tills, should this be necessary.

If you have any questions, or need further help with your Wisepay account, please do not hesitate to call the Finance Office or email accounts@chauncy.org.uk

My Wise Account

We are not able to print the screens in this tab, so it is recommended that you come to this area and have a play with the options that are available.

The Food Balance banner is not live information, as on the homepage, it updates at the end of the school day, however, if you look at the Payment Top Ups section, this will show all transactions that you have made into the account, as you make them.

A history of the food purchases made can be found under the Food and Drink Purchases section and the Payment History area will show all payments made through the account, including any cash or cheque sent into the school, which we have logged manually here.

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Welcome   to your account for

Account Overview

Payment Top Ups

Date/Time	Order Ref.	Item	Amount
25/04/2017 11:59:35	46611845	Pay for School Meals	£ 0.65
24/04/2017 09:58:51	46542002	Pay for School Meals	£ 1.00
20/04/2017 13:32:26	46374793	Pay for School Meals	£ 2.00
29/03/2017 13:18:05	45504599	Pay for School Meals	£ 1.00
24/03/2017 13:33:31	45217178	Pay for School Meals	£ 5.00
23/03/2017 12:27:07	45145684	Pay for School Meals	£ 1.00
09/03/2017 13:04:21	44407025	Pay for School Meals	£ 2.00
28/02/2017 08:33:12	43708033	Pay for School Meals	£ 10.00
24/02/2017 12:58:24	43511467	Pay for School Meals	£ 1.00
06/02/2017 13:38:07	42566518	Pay for School Meals	£ 3.00
01/02/2017 12:41:05	42227481	Pay for School Meals	£ 3.00
26/01/2017 13:37:52	41835400	Pay for School Meals	£ 3.00
25/01/2017 08:49:03	41750556	Pay for School Meals	£ 1.00
19/01/2017 13:59:58	41469915	Pay for School Meals	£ 1.00
17/01/2017 13:58:16	41373678	Pay for School Meals	£ 1.00

Food and Drink Purchases

Date/Time	Description	Amount
24/04/2017 13:37:01	yoghurt	£ 0.50
24/04/2017 11:13:41	Fruit	£ 0.35
24/04/2017 11:13:41	Fruit	£ 0.35
21/04/2017 13:57:37	yoghurt	£ 0.50
21/04/2017 13:57:36	Fruit	£ 0.35
20/04/2017 14:04:17	Fruit	£ 0.35
20/04/2017 13:35:06	yoghurt	£ 0.50
20/04/2017 13:35:04	Fruit	£ 0.35
19/04/2017 13:49:30	Fruit	£ 0.35
19/04/2017 13:49:28	yoghurt	£ 0.50
30/03/2017 13:30:39	Salad Pot	£ 0.35
29/03/2017 13:29:19	Fruit	£ 0.35
29/03/2017 13:29:18	Jacket Potatoes	£ 0.85
29/03/2017 13:29:18	Vegetable Portion	£ 0.40
29/03/2017 11:18:41	Fruit	£ 0.35
28/03/2017 13:51:01	Fruit	£ 0.35
28/03/2017 13:51:00	LARGE COOKIES	£ 0.70
27/03/2017 13:52:23	yoghurt	£ 0.50
27/03/2017 13:52:19	Fruit	£ 0.35
24/03/2017 13:45:24	Fruit	£ 0.35
24/03/2017 13:45:21	Fruit	£ 0.35
23/03/2017 13:52:52	yoghurt	£ 0.50
23/03/2017 13:52:51	Fruit	£ 0.35
23/03/2017 11:17:53	Fruit	£ 0.35
22/03/2017 13:43:17	Fruit	£ 0.35

Payment History (50 Most Recent Transactions)

Date/Time	Order Reference	Payment Method	Item Description	Amount