


## How to Use Wisepay

Open Chauncy website: [www.chauncy.org.uk](http://www.chauncy.org.uk)

You will either see a  link to Wisepay on the homepage, or you will need to click on the A-Z listing at the top of the page and scroll to W and find Wisepay in the listings.

This takes you to the Wisepay login screen. Enter the Username and Password as attached. These are case-sensitive and don't forget any fullstops or underscores.

Once logged in you will see this screen.

Welcome , your account for

Home | My Merged Accounts | My Wise Account | Change Password | Log Out | Dashboard

Meal Balance at : 1<sup>st</sup> NOV 2016 16:42:26 £ 



Ⓢ This is the latest balance provided to WisePay by the POS file and does not include top-ups made after the time displayed above.

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**Important Notice**

02 November 2016

Please make sure you log in to your account with your Username and Password to view and make payment for the full range of items in your Wisepay

 Trip and Visit Payments	 Food and Drink Payments	 Shop	 Music Payments
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Ticket and Event Bookings

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VISA   Verified by VISA   

We recommend you change your password to something must more user-friendly at this point.

Click on the link to open the screen below. Follow the instructions. Once your new password has been saved, your Username will be your email address and your password will be easier to remember. 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 enter this screen to update your details.

Home | My Merged Accounts | My Wise Account | Log Out | Dashboard

Your Details

**Change Password**

Change Contact Information | Change Password

Please edit the form below to change details of your account

**Student Information**

Student Name :

**Your Email**

Email Address

Confirm Email Address

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

**Contact Telephone Number**

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 ☒ Yes **PLEASE CONFIRM**

Allow your Organisation to send Email via WisePay ☐ Not Set ☒ Yes

**Please Note:**

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. **PLEASE CONFIRM**

**Password**

Enter 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 3-6 months. For a secure password combine upper and lower case letters and numbers.

**Confirm Password**

Enter your new password again.

**SAVE**

To merge student accounts so you have one login only for siblings:  
Click on the My Merged Accounts tab. Click on Merge an Account and you will see this screen:

Welcome

to your account for

Home | My Merged Accounts | My Wise Account | Log Out | Dashboard

Merge Accounts

Merge An Account

View Your Merged Accounts

Merge An Account

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.

Merge Account Login

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

User Name

Password

Find Student Account

You will need the login details for the account you wish to add, which can be supplied by the school.  
Once you have merged the accounts, this screen will allow you to click on the student you want to make a payment for.  
You will only see the trips that are available for the student you have chosen.

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 below:

Welcome

to your account for

Home | My Merged Accounts | My Wise Account | Log Out | Dashboard

PAYMENTS AND BALANCES

Account Overview  
Food and Drink Account  
Payment history  
Payments to Make

MERGE ACCOUNTS

View Your Merged Accounts  
Merge An Account

YOUR DETAILS

Change Contact Information  
Change Password

Wise Account Overview

Food and Drink Account

Food and Drink Balance £

Food and Drink Balance and Purchases Sent to WISEPAY by POS Tills at 27/10/2015 16:30:32

Please note - WisePay displays the meal balance and meal purchase information as a guide only. The information is based on data that has been sent to WisePay by the POS till in your organisation's canteen run by a third party. The data should be sent to WisePay once a day by the till.

WisePay is not responsible for, and has no control over, either the meals purchased, the meal balances or the information about the meal items purchased. WisePay can only display the latest information that we are sent.

In your Wise Account, you will be able to view a complete payment history about all payments that you have used WisePay to facilitate. However, WisePay does not generate the meal data.

Should you have a question or any queries relating to your food purchases, please contact your organisation directly. Your organisation will then be able to contact the third parties and POS till who provide the meal data.

Payment Top Ups

Date/Time	Order Reference	Item	Amount
22/10/2015 13:36:47	26278141	Pay for School Meals	£ 3.00
06/10/2015 09:34:20	25735529	Pay for School Meals	£ 2.00
02/10/2015 14:04:34	25520518	Pay for School Meals	£ 5.00

Food and Drink Purchases

Date/Time	Item Description	Amount
23/10/2015 14:19:45	Cream Crackers	£ 6.20
23/10/2015 14:19:45	Laughing Cow	£ 0.30
23/10/2015 14:26:28	Non-menu Item	£ 1.90
18/09/2015 13:24:25	LARGE COOKIES	£ 0.70
18/09/2015 13:24:19	Hot Meal	£ 1.90
17/09/2015 13:18:43	Hot meal & pudding	£ 2.20

Payment History (50 Most Recent Transactions)

Date/Time	Order Reference	Payment Method	Item Description	Amount
22/10/2015 13:36:47	26278141	Online Card Payment	Pay for School Meals	£ 3.00
06/10/2015 09:34:20	25735529	Online Card Payment	Pay for School Meals	£ 2.00
02/10/2015 14:04:34	25520518	Online Card Payment	Pay for School Meals	£ 5.00
18/09/2015 11:48:57	24940254	Online Card Payment	Pay for School Meals	£ 5.00
16/07/2015 10:20:08	23337656	Manual Payment - Cash	Pay for School Meals	£ 3.00
27/11/2013 11:07:32	5727887	Online Card Payment	Pay for School Meals	£ 10.00
05/11/2012 13:32:29	5415590	Online Card Payment	Pay for School Meals	£ 10.00

More Payment History >

If you have any questions, or need further help, please do not hesitate to contact the school.