



WisePay User Guide
for Students and Parents

Desktop Version 2018

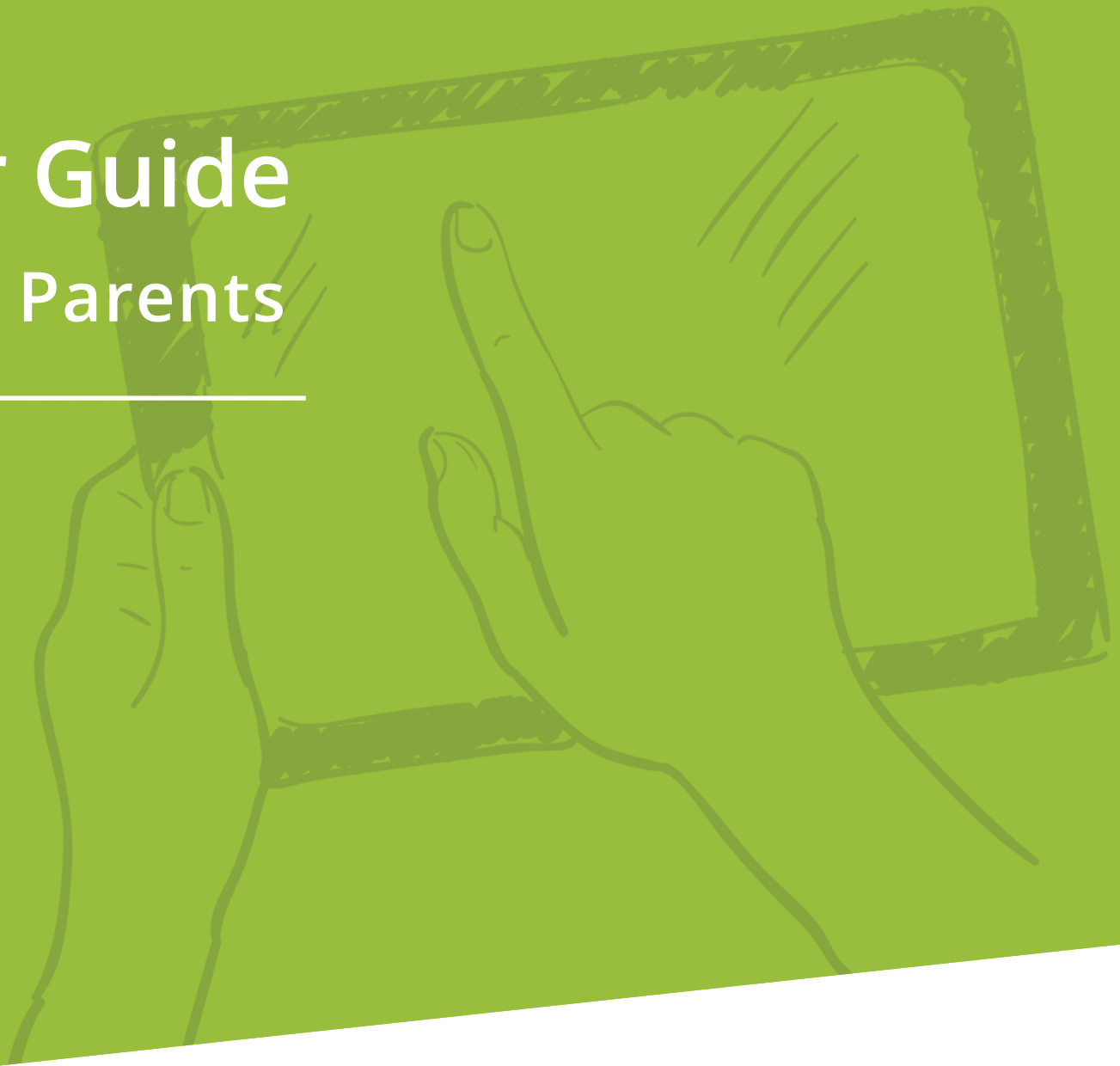


WisePay User Guide
for Students and Parents

**App and Optimised Mobile
Version 2018**

WisePay User Guide

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.

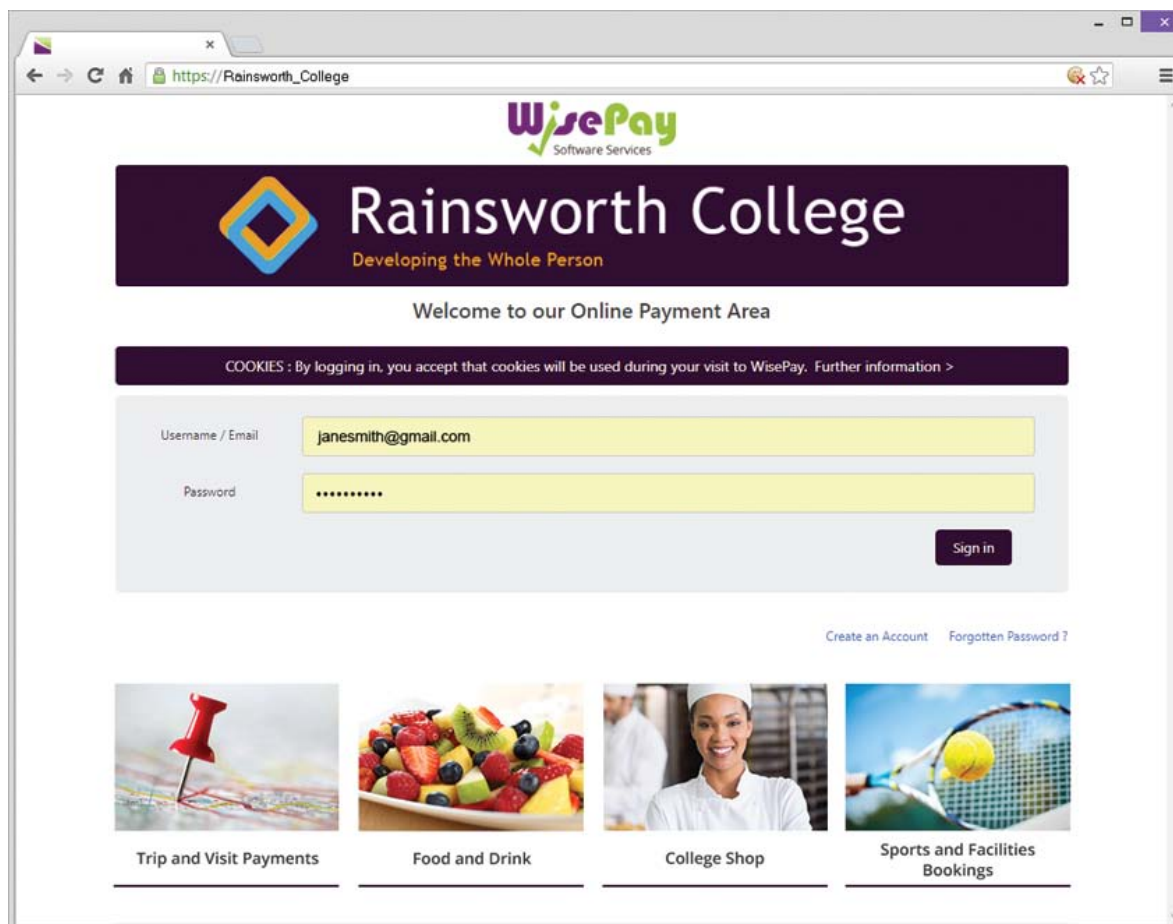
Your Organisation will advise you either by letter or email of your individual Username/Email and Password.

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.



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 you Email Address

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

Email

Confirm Email

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.

WisePay Software Services

Rainsworth College
Developing the Whole Person

Welcome Jane Smith to your account Jack Smith

My Merged Accounts My Wise Account Change Password Log Out

Meal Balance : 16th May 2018 14:24:55 £4.25

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

Trip and Visit Payments Food and Drink College Shop Sports and Facilities Bookings

VISA VISA Electron MasterCard Verified by VISA MasterCard SecureCode digicert PCI

Help Using WisePay Terms and Conditions Privacy Policy Cookie Information

Powered by WisePay Software Services - Copyright © 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

Cashless Catering Top Up

You can top up your meal account here using either your debit or credit card.
All our food is freshly prepared with the best local ingredients.
A selection of fruit is always available.

Price - £ 0.00
(The price will be calculated based on the options you select below)

Denomination

£10.00 - Pay £10 top-up to your food and drink balance

£15.00 - Pay £15 top-up to your food and drink balance

£20.00 - Pay £20 top-up to your food and drink balance

£30.00 - Pay £30 top-up to your food and drink balance

£50.00 - Pay £50 top-up to your food and drink balance

£0.00 - Select your own amount to pay

If selecting your own amount to pay, please enter it here

0

Price - £ 0.00
(The price will be calculated based on the options you select below)

Purchase

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.

Item(s)	Student	Option	Quantity	Item Price	Shipping	VAT	Subtotal
Cashless Catering Top Up		Denomination	1	£50.00	£0.00	£0.00	£50.00
		If selecting your own amount to pay, please enter it here	0				
							TOTAL £50.00

< Continue Shopping Proceed to Checkout >

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

Quantity	Item Price
1	£50.00
Delete	

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.

The screenshot displays a shopping cart interface. The cart contains one item: 'Cashless Catering Top Up' with a quantity of 1. The item price is £50.00, and the subtotal is £50.00. There are also columns for Shipping (£0.00) and VAT (£0.00). A 'Delete' link is visible next to the quantity. Below the item, there is a section for 'Denomination' with a 'Pay £50 top-up to your food and drink balance (50.00)' and a '0' value. A note states: 'If selecting your own amount to pay, please enter it here'. At the bottom right of the cart, there is a 'TOTAL £50.00' and a 'Proceed to Checkout >' button. A larger, semi-transparent 'Proceed to Checkout >' button is overlaid on the bottom right of the screenshot.

Item(s)	Student	Option	Quantity	Item Price	Shipping	VAT	Subtotal
Cashless Catering Top Up		Denomination	1 Delete	£50.00	£0.00	£0.00	£50.00
			0				
							TOTAL £50.00

Proceed to Checkout >

Checkout Details

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

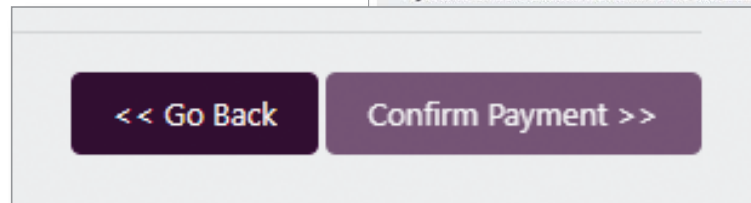
Terms and Conditions

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 the '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." Options include:
 - MasterCard **** 0001 Exp. 01/19 Remove Saved Card
 - I will use a card that isn't listed above
 - I would like to store this new card for future use
- Customer Delivery Notes:** "There are no specific notes for the products you are purchasing."
- Terms and Conditions:** "I agree to the Terms and Conditions and confirm that the order details are correct." with radio buttons for Yes and No (No is selected).
- Navigation:** "<< Go Back" and "Confirm Payment >>" buttons.



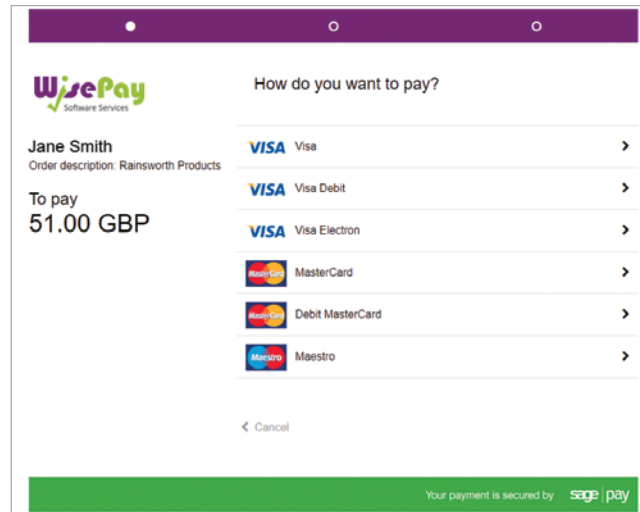
Payment Method

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.

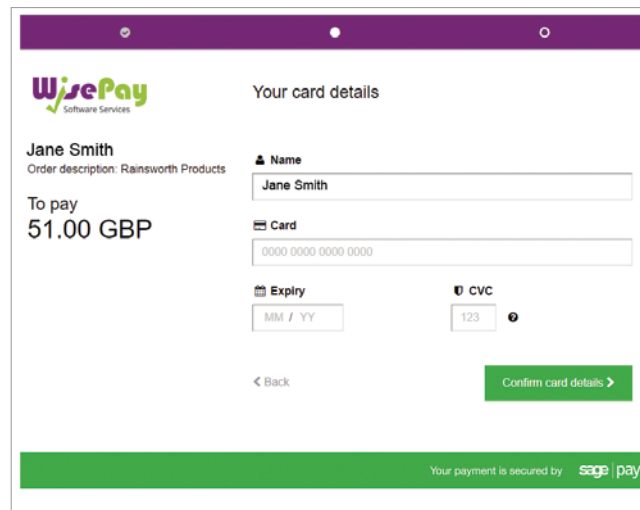
Click the "Confirm Card Details" button to complete your transaction.



The screenshot shows the 'How do you want to pay?' screen in the WisePay interface. The header includes the WisePay logo and the question 'How do you want to pay?'. Below this, the user's name 'Jane Smith' and order description 'Rainsworth Products' are displayed. The amount to be paid is '51.00 GBP'. A list of payment methods is shown with right-pointing arrows: VISA Visa, VISA Visa Debit, VISA Visa Electron, MasterCard, Debit MasterCard, and Maestro. A '< Cancel' link is at the bottom left. A green footer bar contains the text 'Your payment is secured by sage pay'.

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 'Your card details' screen in the WisePay interface. The header includes the WisePay logo and the title 'Your card details'. Below this, the user's name 'Jane Smith' and order description 'Rainsworth Products' are displayed. The amount to be paid is '51.00 GBP'. The form contains fields for: Name (Jane Smith), Card (0000 0000 0000 0000), Expiry (MM / YY), and CVC (123). There is an information icon next to the CVC field. A '< Back' link is at the bottom left, and a green 'Confirm card details >' button is at the bottom right. A green footer bar contains the text 'Your payment is secured by sage pay'.

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

WisePay Software Services

Rainsworth College
Developing the Whole Person

Welcome Jane Smith to your account Jack Smith

My Merged Accounts My Wise Account Change Password Log Out

Account Overview

Payments, Balances and Messages Merged Accounts Your Details

Payment Top Ups

Date/Time	Order Ref.	Item	Amount
12/03/2018 12:10:54	68255138	Cashless Catering	£ 10.00
12/03/2018 11:51:19	68253816	Cashless Catering	£ 10.00
02/10/2017 12:07:45	57035788	Cashless Catering	£ 10.00

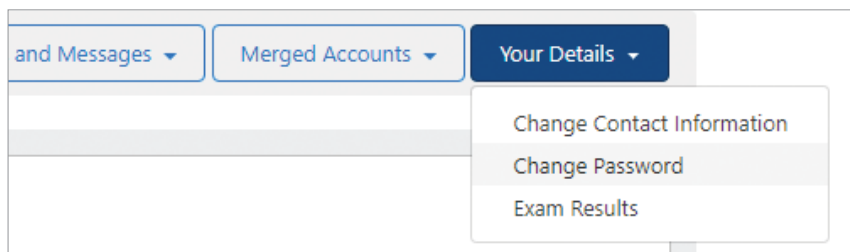
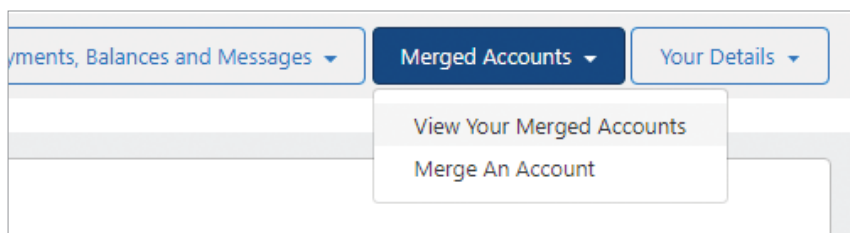
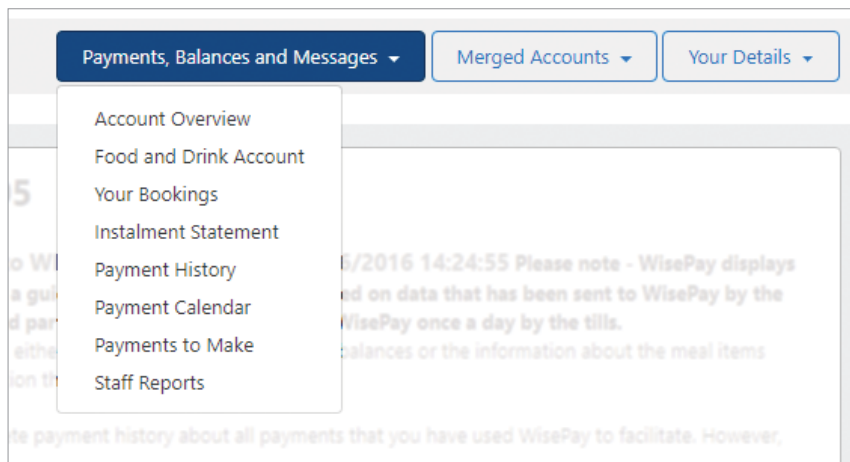
Food and Drink Purchases

Date/Time	Description	Amount
-----------	-------------	--------

Payment History (50 Most Recent Transactions)

Date/Time	Order Reference	Payment Method	Item Description	Amount
12/03/2018 12:10:54	68255138	Online Card Payment	Cashless Catering	£ 10.00
12/03/2018 11:51:19	68253816	Online Card Payment	Cashless Catering	£ 10.00
11/03/2018 10:29:54	68169078	Manual Payment - Cheque	Theatre trip to see Matilda the Musical	£ 60.00
11/03/2018 10:29:21	68169050	Manual Payment - Cheque	Sri Lanka 2019	£ 475.00
11/03/2018 10:25:38	68168912	Manual Payment - Cheque	Ski Trip to France 2018	£ 15.00
02/10/2017 12:07:45	57035788	Online Card Payment	Cashless Catering	£ 10.00
16/05/2017 20:31:00	47915341	Manual Payment - Transfer	Theatre trip to see Matilda the Musical	£ 99.00
16/05/2017 20:30:59	47915340	Manual Payment - Transfer	Ski Trip to France 2017	£ -99.00
06/01/2017 11:14:47	40886213	Manual Payment - Cheque	Locker Payments	£ 5.00
08/11/2016 13:49:11	38561167	Manual Payment - Bursary	Student Parking Permit	£ 30.00
08/11/2016 13:21:21	38559777	Manual Payment - Cash	Ski Trip to France 2017	£ 99.00
19/10/2016 12:00:52	37785528	Online Card Payment	Student Parking Permit	£ 60.00
29/04/2016 15:46:28	31936204	Manual Payment - Cash	Ski Trip to France for year 3 students	£ 50.00
22/04/2016 13:29:19	31686035	Online Card Payment	Blazer	£ 75.00
22/04/2016 13:23:46	31686036	Online Card Payment	Barcelona - Performing Arts Tour - February 2016	£ 100.00
24/02/2016 14:28:24	30067127	Manual Payment - Bursary	Ski Trip to France for year 3 students	£ 200.00
24/02/2016 14:28:24	30066652	Online Card Payment	Ski Trip to France for year 2 students	£ 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 Calendar**- 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

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



WisePay User Guide for Students and Parents

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





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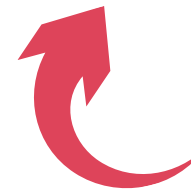
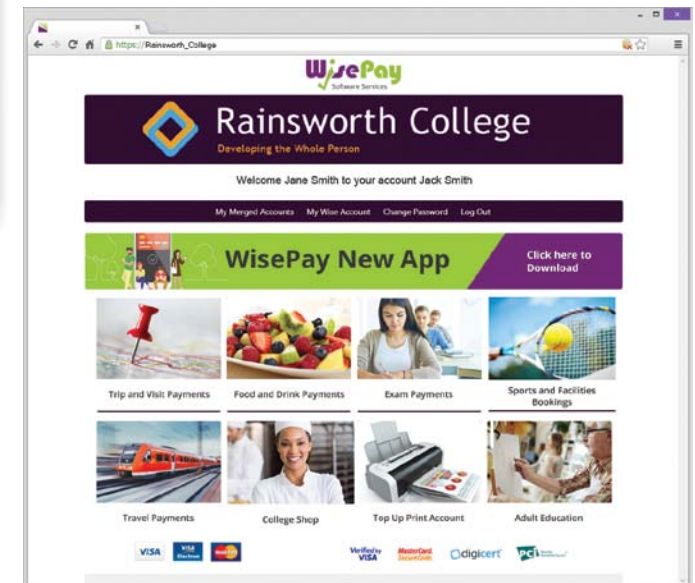
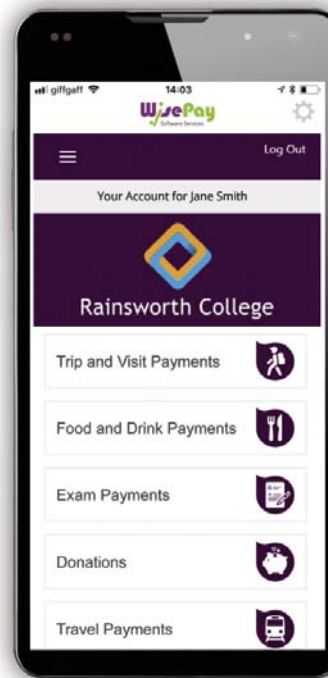
Benefits to Parents and Students

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

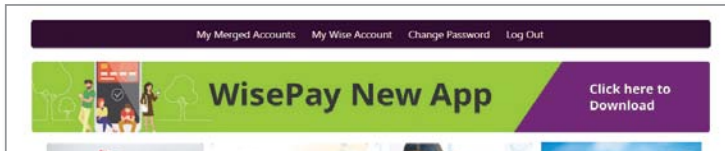


01

WisePay User Guide
for Students and Parents

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

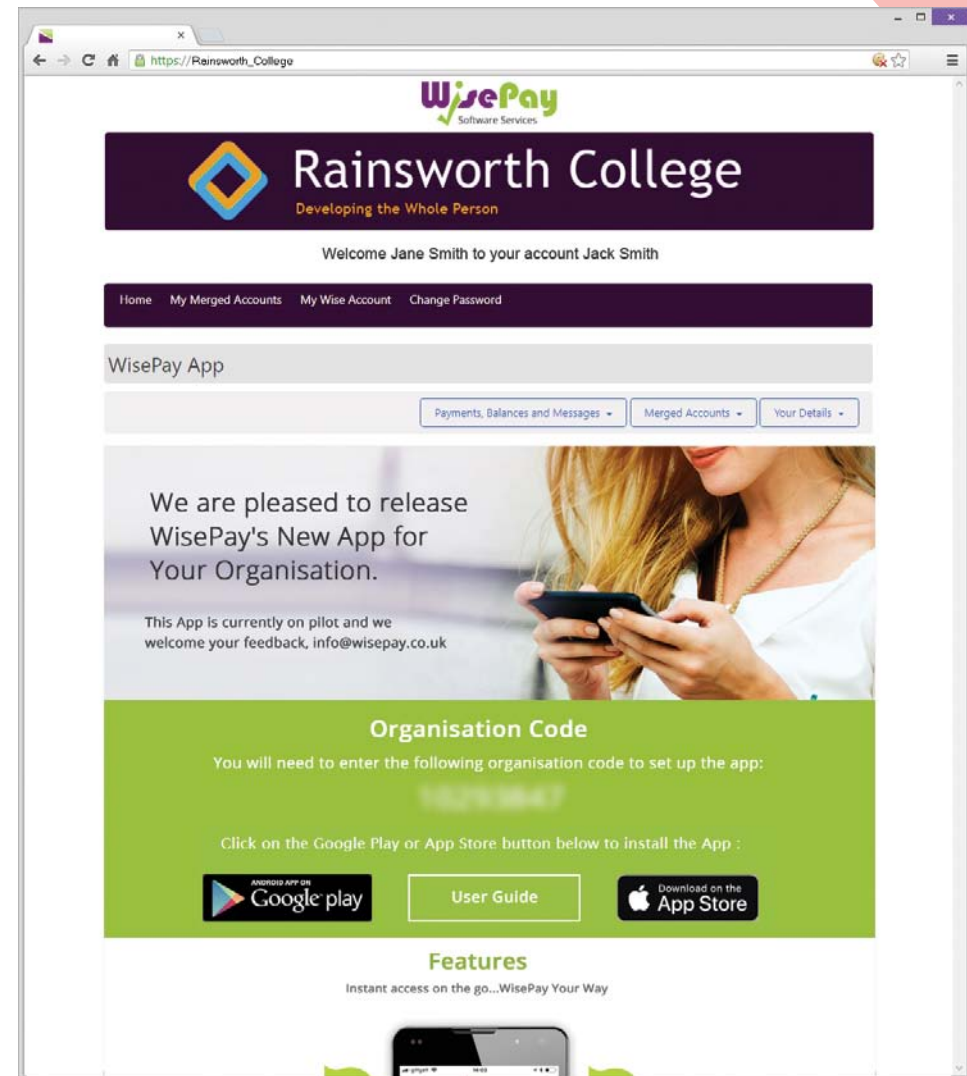
Downloading the App



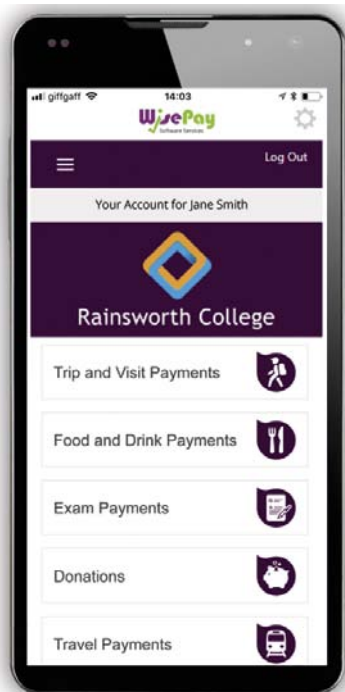
To download the new WisePay App click the selected graphic at the top of your WisePay homepage.

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.



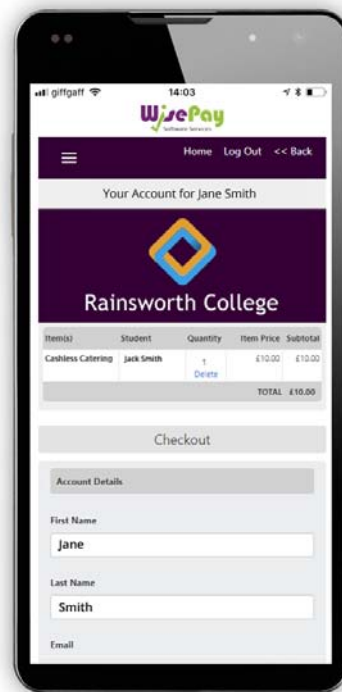
User Friendly WisePay Mobile Device



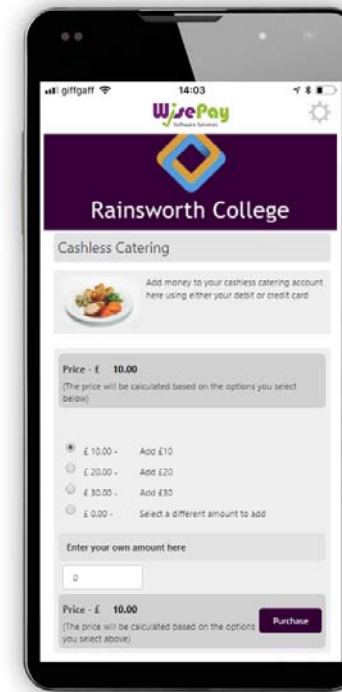
Example Mobile Homepage



Example of Mobile Menu



Example of Mobile Check Out



Example of Mobile Cashless Catering Screen



The Check Out - **Non Stored Card Details**

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.

The screenshot shows a checkout form 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 (You do not have any stored cards.) with a checked checkbox for "I would like to store the card that I will use for this transaction".
- Customer Delivery Notes:** There are no specific notes for the products you are purchasing.
- Terms and Conditions:** A statement "I agree to the Terms and Conditions and confirm that the order details are correct." with radio buttons for "Yes" (selected) and "No".
- Buttons: "<< Go Back" and "Confirm Payment >>".

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.

The screenshot shows the "Payment Options" section with the following content:

- Payment Options:** Saved Cards (You do not have any stored cards.)
- Checkbox: I would like to store the card that I will use for this transaction

Terms and Conditions

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

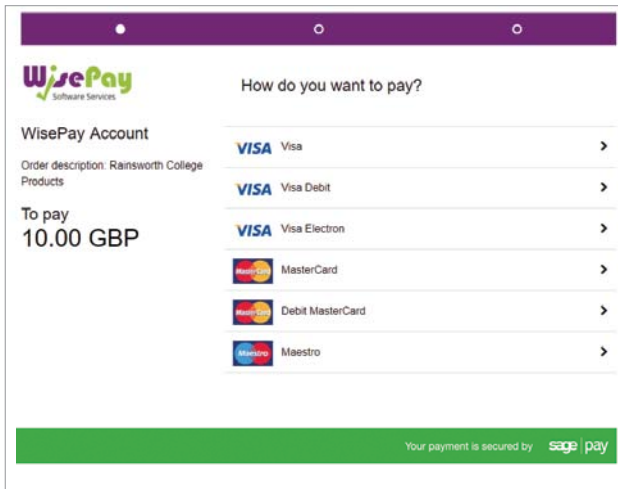
Once you have agreed with them, click "Yes" I agree to the Term & Conditions and continue to the payment screens.

The screenshot shows the "Terms and Conditions" confirmation section with the following content:

- Statement: "I agree to the Terms and Conditions and confirm that the order details are correct."
- Radio buttons: "Yes" (selected) and "No".
- Buttons: "<< Go Back" and "Confirm Payment >>".

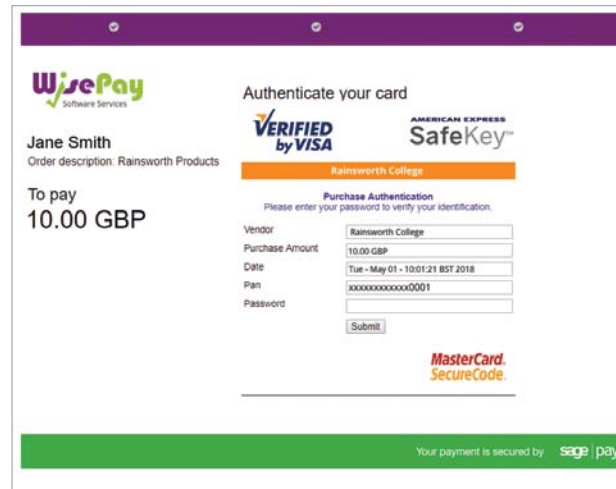
Payment Process - Non Stored Card Details

* The screens below are at Sage Pay payment gateway.



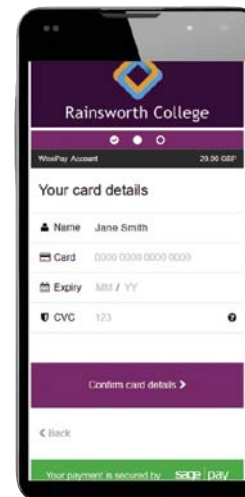
To complete your transaction you must select a payment card.

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

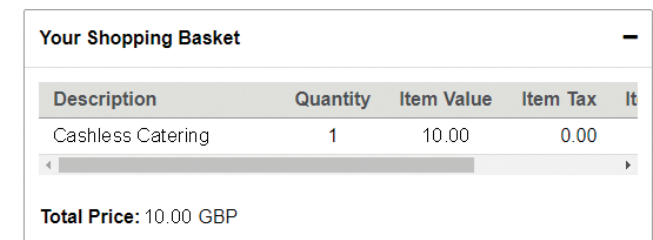
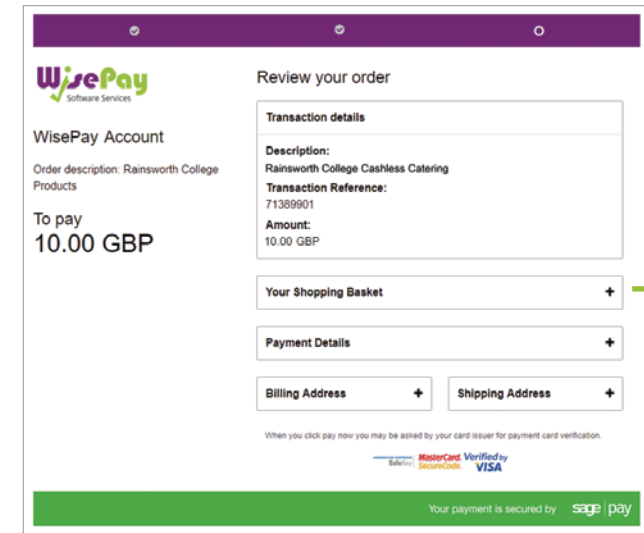


You will then be asked to fill in your card details.

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

WisePay Software Services

Authenticate your card

Jane Smith
Order description: Rainsworth Products

To pay
10.00 GBP

Vendor: Rainsworth College

Purchase Amount: 10.00 GBP

Date: Tue - May 01 - 10:01:21 BST 2018

Plan: XXXXXXXXXXXXXXX0001

Password:

Submit

VERIFIED by VISA

SafeKey

MasterCard SecureCode

Your payment is secured by sage pay

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

WisePay Software Services

Rainsworth College
Developing the Whole Person

Welcome Jane Smith to your account Jack Smith

My Merged Accounts My Wise Account Change Password Log Out

Order Complete

Please find below confirmation details of your order. An email has been sent to your default email address.

Order Number: 71300001
Billing Address: 12 Windsor Road, Haverthorpe, Cambridge, AB12 3CD

Order Date / Time: 01/05/2016 09:53:02
Customer / Delivery Notes: There are no specific notes for the products ordered.

Product Title	Account	Option	Qty.	Price	Shipping	VAT Total
Cashless Catering	jack.smith	n/a	1	£ 10.00	£ 0.00	£ 10.00
						£10.00

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**

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.

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 selected MasterCard (**** 0001 Exp. 01/19) and an option to "I will use a card that isn't listed above".
- Customer Delivery Notes:** A note stating "There are no specific notes for the products you are purchasing".
- Terms and Conditions:** A checkbox for "I agree to the Terms and Conditions and confirm that the order details are correct." with "Yes" selected.

At the bottom, there are buttons for "<< Go Back" and "Confirm Payment >>".

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.

This close-up shows the "Payment Options" section with the following content:

- Payment Options:** Header for the section.
- Saved Cards:** A sub-section header.
- Text:** "If you would like to use one of your saved card, please select it below."
- Card Selection:** A radio button is selected next to "MasterCard **** 0001 Exp. 01/19" with a "Remove Stored Card" link.
- Alternative Option:** A radio button is unselected next to "I will use a card that isn't listed above".

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.

This close-up shows the "Terms and Conditions" section with the following content:

- Text:** "I agree to the Terms and Conditions and confirm that the order details are correct."
- Radio Buttons:** "Yes" is selected, and "No" is unselected.
- Buttons:** "<< Go Back" and "Confirm Payment >>" buttons.

Payment Process - Stored Card Details

* The screens below are at Sage Pay payment gateway.

WisePay Account
Order description: Rainsworth College Products
To pay 10.00 GBP
CVC 123
Confirm card details

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

Review your order
Transaction details
Description: Rainsworth College Cashless Catering
Transaction Reference: 71389901
Amount: 10.00 GBP
Your Shopping Basket
Payment Details
Billing Address
Shipping Address

Your Shopping Basket

Description	Quantity	Item Value	Item Tax	It
Cashless Catering	1	10.00	0.00	

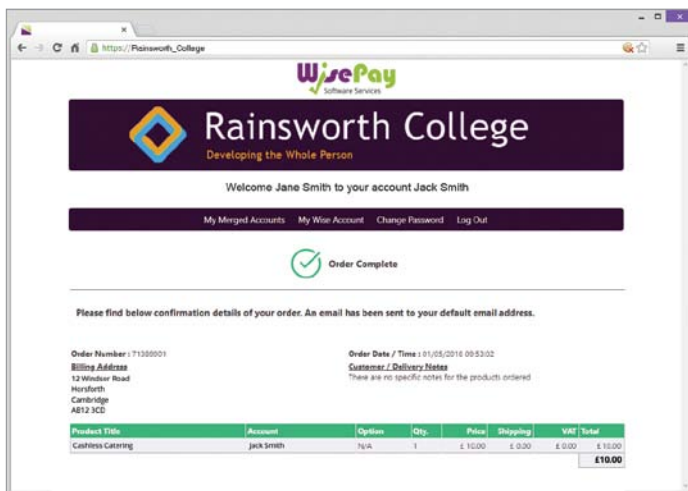
Total Price: 10.00 GBP

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

Authenticate your card
Jane Smith
Order description: Rainsworth Products
To pay 10.00 GBP
Purchase Authentication
Vendor: Rainsworth College
Purchase Amount: 10.00 GBP
Date: Tue - May 01 - 10:01:21 BST 2018
Pan: xxxxxxxxxxxx0001
Password: [input]
Submit

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

