



## 8. FAQ

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### **Do I have to pay online?**

Your child's school will advise you whether they are going completely cashless or not. If not, then you will still be able to pay by cash or cheque in the school office. If you are unsure, it is best that you check with the school directly.

### **Do I have to pay for the whole expense in one go?**

The school may set the payment to allow partial payments or payments by instalment. This is up to the school and depends on what they are asking you to pay for.

### **What happens if I change my mobile number or email address?**

If you change any of your contact details, you need to let the school know as soon as possible. If they do not have the correct contact details for your child then you may not be able to access your **SchoolMoney** account and you won't receive message updates from the school.

### **Does SchoolMoney store my card details when I make a payment?**

**SchoolMoney** never stores card details, making the process of paying for your child's school items highly secure. Each time you start the payment process you will need to input your card details.

### **What happens if I have more than one child at the school?**

You will receive a password for each child that you have registered at the school. However, if you sign in under one child's details then all of your children will be registered on the account. This enables you to pay for every child at once, not just the one you have signed in with. This is done automatically.

### **What happens if I forget my password?**

If you have forgotten the password that the school has sent out to you or you have deleted the message then you will need to contact the school directly. They will be able to issue you a password reminder.

### **Can I change my password?**

You cannot change your **SchoolMoney** password. The system automatically generates the password for you and it stays the same for the duration of your child's stay at the school.

### **Do you offer the facility to pay by PayPal?**

We do not currently offer the facility to pay by PayPal. If you would like more information on which payment methods the school allows other than online, you will need to contact them directly.

### **Do you offer the facility to pay by PayPoint?**

PayPoint enables you to pay for your child's trips, dinners, etc without using the online facility. You will need to contact your child's school and request a PayPoint barcode sheet. Once you have this sheet, take it to your local PayPoint and ask them to scan the relevant barcode. You can pay by cash or card.



### **Can I access the website on multiple devices?**

Yes! You can use your computer/laptop, your mobile phone or a tablet. As long as you have access to the internet, you will be able to log in and pay.

### **What happens if I pay for the wrong thing?**

If you have paid for the wrong item or on the wrong child, you will need to contact your child's school and explain to them what has happened. They will either be able to move the money as requested, or process a refund so that you can pay for the correct payment.

### **What if the school doesn't have my mobile number or email address?**

If the school doesn't have either of these details, they cannot contact you with your password. You need to provide them with one of these options at the least. If they have your mobile number but not your email address you can input this into the login page and these details will be saved against your child's record.

### **What happens if I can't log on because of 'Invalid Login Details?'**

If you are receiving the error message telling you that you have invalid log in details, it will be because one of the fields you are entering is incorrect. The mobile number and email address that you are entering has to match the details that the school has against your child's record. If they do not match it will not allow you to log in. We advise that you contact the school to double check these details and request that they resend your password to you.

### **Who do I contact if I need help?**

If you have questions or need help with anything, you must contact your school directly. They will be able to answer your questions or pass the information over to us.

### **What happens if I am separated from my partner and we both want to pay?**

At the moment we only allow one account per child. If you do not want to share your login details with an ex-partner, we would advise that they use other forms of payment such as PayPoint or card within the school.

### **I am logging in with one child but cannot see my other children, what is wrong?**

If your children attend the same school but you cannot see them when logging in, it will be because they are not linked as siblings on the **SchoolMoney** system. To link children as siblings the mobile numbers and email addresses need to be the same. We advise that you contact the school and ask them to check that all of your children's details match.

### **I know that I am in credit and would like a refund, how do I do this?**

If you can see that there is a credit on your account and you would like that money back, you will need to contact the school directly. Only the school can process this refund back to you.

### **I want to pay using childcare vouchers. How do I do this?**

Currently there is not the facility to pay using childcare vouchers through our online system. You can let the school know and they will mark this on manually for you.