



GUIDE FOR PARENTS MAKING PAYMENTS ON SCOPAY

This Guide provides help with the following

- How to add items to your basket
- How to make a payment using a new card
- How to make a payment using a saved card
- How to save and remove payment card details
- How to view your child's school meal history

Other Guides for Parents

All parents:

How to **Manage your SCOPAY Account**

How to Set up **Alerts** (for low balances, new trips and products, Parents' Evening Meetings)

Parents should check with their school to see which of the following options are available to you:

How to **Order Dinners Online**

How to **Book Clubs Online**

How to **Book a Parents' Evening Meeting**



You might see slight variations to the SCOPAY layout depending on the type and size of screen display you are using.

HOW DO I ADD ITEMS TO MY BASKET?

❗ To enable you to register your child's SCOPAY account you will need a letter or email from your school with a unique Link Code or QR Code. You will also need an active email address. Once your account is created, you will receive an email with a link which will enable you to verify the account.

Step 1

Go to the www.scopay.com website or the SCOPAY Mobile App and login with your email address and password



LOGIN

Email Address

Password

LOGIN

MARC ACKROYD ▾

SCOPAY School

French For Beginners - SCOPAY School

Marc Ackroyd - SCOPAY School

Mary Ackroyd - SCOPAY School

Step 2

Select the child you wish to make a payment for

Step 3

Tap the item name or the

VIEW HISTORY

button to view further details

ACCOUNT BALANCES

After School Activities ⓘ

£1.00

VIEW HISTORY

VIEW CALENDAR

MAKE PAYMENT

Breakfast Club ⓘ

-£8.00

VIEW HISTORY

ORDER SESSIONS

MAKE PAYMENT

Dinner Money ⓘ

-£16.00

VIEW HISTORY

ORDER MEALS

MAKE PAYMENT

After School Activities £1.00

VIEW HISTORY VIEW CALENDAR MAKE PAYMENT

Step 4
Top up an item by tapping

MAKE PAYMENT

Step 5
Enter the amount you wish to pay and tap

ADD TO BASKET

After School Activities ×

Current Balance: £1.00

Enter Top-Up Amount

15.00

ADD TO BASKET

▼ SWEATSHIRTS: PRODUCTS

Sweatshirt 24" £8.50	Quantity <input type="text" value="0"/>	ADD TO BASKET
Sweatshirt 26" £8.50	Quantity <input type="text" value="0"/>	ADD TO BASKET
Sweatshirt 28" £8.50	Quantity <input type="text" value="2"/>	ADD TO BASKET

Step 6
If it's a product, you wish to buy such as uniform or books, tap the down arrow to select the Quantity and tap

ADD TO BASKET

HOW DO I CHECKOUT USING A NEW CARD?

Step 1

Tap on your basket



Step 2

Check the items in your basket and edit if necessary.

Tap

CHECKOUT

YOUR BASKET

	Qty.	Name	For	Total	
EDIT DELETE	1	After School Activities	Marc Ackroyd	£15.00	TOTAL £23.50
EDIT DELETE	1	Sweatshirt 26"	Marc Ackroyd	£8.50	
			Subtotal:	£23.50	CHECKOUT

Step 3

Confirm your billing address.

Tap [EDIT ADDRESS](#) to make any changes.

i The billing address must match the address of the bank card you will use for online payments.

CHECKOUT: ENTER PAYMENT AND CONTACT INFORMATION

Please confirm your address for payment. This address must be the same as your billing address for your credit/debit card.

MrBobbyAckroyd
221b Baker Street
Holywell
Flintshire
CH8 7BP
GB

[EDIT ADDRESS](#)

Tick here to save your details for next time:

[PROCESS PAYMENT](#)

Step 4

Select **Tick here to save your address details for next time**

Step 5

Tap

[PROCESS PAYMENT](#)



Step 6

Select your payment method, enter your card details and tap

PAY NOW

Note that that the payment page might look different to this example if your child's school uses a Local Authority payment Gateway.

Card number

Expiry date

Security code

Save card details

PAY NOW

Save card details

Save card reference

CardOne

PAY NOW

Step 7

If you choose to **Save card details**, then you will need to enter a **Saved Card Reference**

Step 8

After selecting **PAY NOW** you may need to authorize the payment in your banking app. Then your receipt will be displayed on SCOPAY and you will receive an email confirming your purchase
(remember to check your email spam/junk folder)

PAYMENT DETAILS

Please keep this receipt for your records.

[VIEW PRINTER FRIENDLY VERSION](#)

Item	For	Price	Quantity	Total	Order status
After School Activities	Marc Ackroyd	£15.00	1	£15.00	
Sweatshirt 26"	Marc Ackroyd	£8.50	1	£8.50	Open

Totals

Total: £23.50

Payment status

Paid online

SCOPAY

Billing information

62 Graham Road

Flintshire, OX6 1ZG

GB

sm@tucasi.com

Payment information

Transaction number:

100000034

Date placed: 20 May 2019

11:47

Status: COMPLETE

① Your child's balance will be updated on SCOPAY and in school. Note that for secondary schools topping up canteen accounts, it might take up to an hour for the canteen to pull the payments down to their system. Please check with the school office for further information.

HOW DO I CHECKOUT USING SAVED CARD?

Step 1

After checking out your basket and selecting to **Process Payment**, if you have a saved card you can choose

USE SAVED CARD



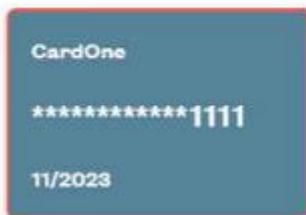
USE SAVED CARD

or

ENTER NEW CARD



PAYMENT CARDS



Step 2

Select the relevant payment card and select

USE SAVED CARD

USE SAVED CARD

Step 3

You may need to authorize the payment in your Mobile Banking App. Then your receipt will be displayed on SCOPAY and you will receive an email confirming your purchase

(remember to check your email spam/junk folder)

- ① Your child's balance will be updated on SCOPAY and in school. Note that for secondary schools topping up canteen accounts, it might take up to an hour for the canteen to pull the payments down to their system. Please check with the school office for further information.

HOW DO I REMOVE A SAVED PAYMENT CARD?

 BASKET ALERTS  **YOUR INFO** LOGOUT

Step 1
Select on **Your Info**
at the top right
of the screen

Step 2
Select **Payment
Agreements**

PAYMENT AGREEMENTS

ADDRESS
LOGIN DETAILS
LINK ACCOUNTS
PAYMENT HISTORY
ALERT CONFIGURATION
PAYMENT AGREEMENTS

SAVED CARD DETAILS

Your reference
Demo School

Date added Last used
29 Sept 2023 29 Sept 2023

REMOVE

RECURRING PAYMENTS

You have no recurring payments set up.

Step 3
Select **Remove** next to
the details you wish to
delete.

Confirm Removal



Are you sure you want to remove the card details?

CONFIRM

CANCEL

Step 4
Select **Confirm**

HOW DO I VIEW MY CHILD'S SCOPAY HISTORY?

PRIMARY SCHOOLS

Tap **VIEW PRODUCTS**
Tap **VIEW HISTORY**
Payment History for the account or product will be displayed
This will include Online transactions as well as Cash or Cheque paid in school

ACCOUNT BALANCES

After School Activities ⓘ

VIEW HISTORY VIEW CALENDAR

Breakfast Club ⓘ

VIEW HISTORY ORDER SESSIONS

Dinner Money ⓘ

VIEW HISTORY ORDER MEALS

PAYMENT HISTORY FOR AFTER SCHOOL ACTIVITIES

Date of last online payment: 20 May 2019 11:47
Last online payment amount: £15.00
Current balance: £16.00

VIEW CALENDAR

Description	Date	Paid	Amount
After School Activities	20 May 2019 11:47	Online	£15.00
After School Activities	25 Apr 2019 16:50	Online	£1.00

Tap **VIEW CALENDAR**
Any booked sessions will be displayed together with the Key

MARC ACKROYD
AFTER SCHOOL ACTIVITIES

Key

Sessions

F Football
S Swimming

Codes

Unavailable
Bookable
X Closed
F Football
S Swimming

JUNE 2019

	MON	TUE	WED	THU	FRI
3		4	5 F	6	7
F	S				
10		11	12	13	14
F					
S					

SECONDARY SCHOOLS

Under **Cafeteria account**
tap

VIEW HISTORY

Cafeteria account

VIEW HISTORY

You will see all online payments and the purchases made in the cafeteria.

← PAYMENT HISTORY FOR CAFETERIA ACCOUNT

Description	Date	Paid	Amount
Cafeteria account	15 Mar 2019 16:26	Online	£15.00
1 x Water Lrg, 1 x Mini Cuplet, 1 x Large Baguette	15 Mar 2019 12:30	Online	-£2.68
1 x Misc, 1 x Tray Bakes, 1 x Sandwich	14 Mar 2019 13:15	Online	-£3.11

SUMMARY

Date of last online payment:

16 Mar 2019 16:25

Last online payment amount:

£15.00

Current balance:

£18.00

i If you need help with SCOPAY or for further enquiries,
please contact the School Office at your child's school.