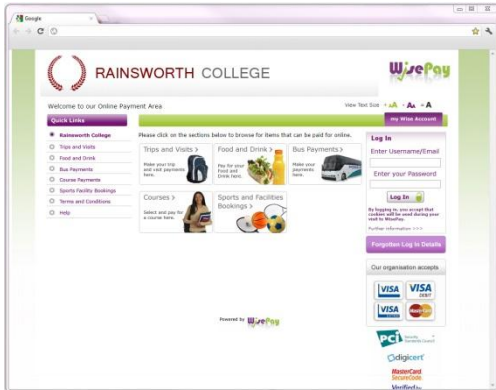


Frequently Asked Questions



Username and Passwords



Q. How do I obtain a Username and Password to Log In to my WisePay "Wise Account?"

A. Every User is provided with a secure Wise Account. This will enable you to make online payments to your chosen Organisation (ie College or School).

Your Organisation will advise you either by letter or email of your individual Username and Password. You will need your Username and Password to access your account.

You should **change** your Username and Password that has been sent to you in WisePay unless it is a Single Sign User Name and Password that you use for other logins to your Organisation.

To access your WisePay Account, please go to your the website provided to you by your Organisation (ie not WisePay's website) or go to your Organisation's web site and click on the WisePay logo or link. You will be taken to your WisePay payment portal.

WisePay

If you believe that you should have received a letter and it has not arrived, please contact your school or college administrator.



Link from homepage

Q. How do I change my Password?

A. Once you have accessed your account you can change your Password at any time, from the homepage or from the 'my Wise Account' section.

Under "my Wise Account" there is a link to "My Account Details" seen at the top of the page.

If you change your Password, your Username will be changed to your registered email address registered on WisePay.

This means that when you next log In you will be required to enter your email address and new Password. The original Username supplied to you by your school or college will become redundant.



Link from my Wise Account

Your Password. This will be used to log you into the system.

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.
- School administrative staff may have access to your details so choose a unique password that you do not use elsewhere.

I want to change my password

No, do not change my password

Yes, change my password. In the future I will log in using my email address and the password I provide below.

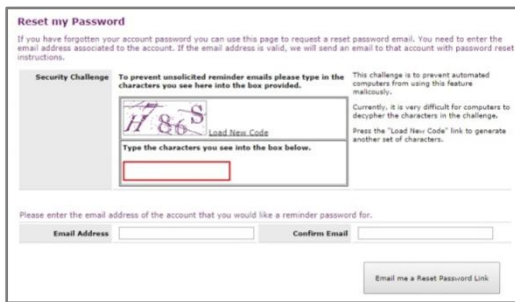
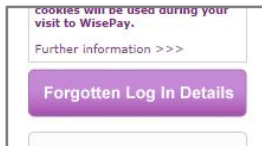
Password*

Create a unique password that you do not use elsewhere as school administrative staff may have access to view your password. For a secure password combine upper and lower case letters and numbers.

Confirm Password*

Save

Frequently Asked Questions



TIP: For your security we recommend that you choose a unique password that you do not use elsewhere.

Q. What do I do if I forget my Password?

A. From the homepage you can request that a reminder be sent to your email address (the email address you have registered on your WisePay account.)

To do this go to the WisePay payment portal, enter your Username or email address and then, click the button below "Forgotten Log In Details".

A screen with a security challenge will open. In the Security Challenge section enter the 5 character security code shown on the screen (it doesn't matter if you enter them as upper or lower case).

Then enter your email address and confirm – this must be the email address that is registered on your WisePay account and it is case sensitive).

Click on "Email me my Password".

The Password will be sent shortly to your email address.

If you are unable to retrieve your Password or you have forgotten your Username, please contact your Organisation's WisePay Administrator.

Log In and Log Out



Q. How do I Log In?

A. On the right hand side of the screen you will see a Log In area.

Enter your Username or email address in the box provided.

Please remember that both your Username and Password are case sensitive and so must be entered with the correct upper and lower case letters.

Press login.

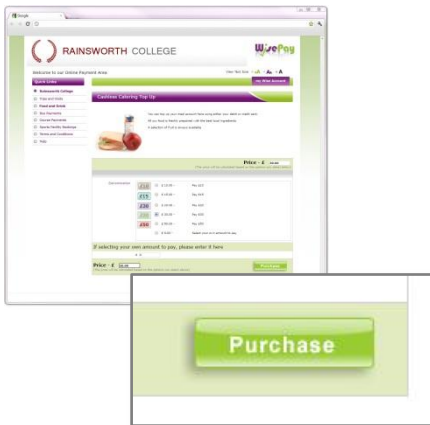
Frequently Asked Questions



Q. How do I Log Out?

A. To Log out, click on the “logout” link on the top right of the page / green bar.

Your Shopping Cart

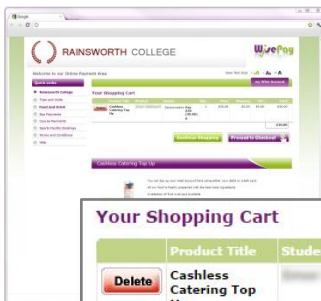


Q. How do I add items from my shopping cart?

A. 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 the item that you have selected, click the “Purchase” button.

The shopping cart will automatically appear at the top of your page with your selected item added. You can continue to browse your WisePay payment system and add more items to your shopping cart.



Q. How do I remove items from my shopping cart?

A. Take a few moments to review all of the items you have placed in your shopping cart. If you wish to remove an item, simply click the “Delete” button, next to the item you do not require. The item will be instantly deleted from your shopping cart.

Your Shopping Cart								
	Product Title	Student	Option	Qty.	Price	Shipping	VAT	Total
Delete	Cashless Catering Top Up		Denomination Pay £30 (30.00) 0	1	£30.00	£0.00	£0.00	£30.00
								£30.00
					Continue Shopping		Proceed to Checkout	

Frequently Asked Questions

Checkout

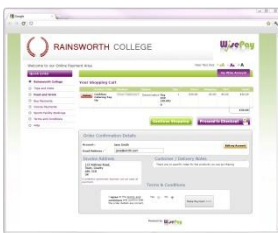


Q. How do I checkout?

A. When you are ready to pay for your items, click the “Proceed to Checkout” button. You will be taken to a page containing your details, which you must check or amend as appropriate.

You will be able to amend your billing address, if necessary on the screen after you have selected your card for payment.

Invoice and Delivery Address



Q. How can I check my details?

A. Having clicked on “Proceed to Checkout”, you will see your “Order Confirmation Details”.

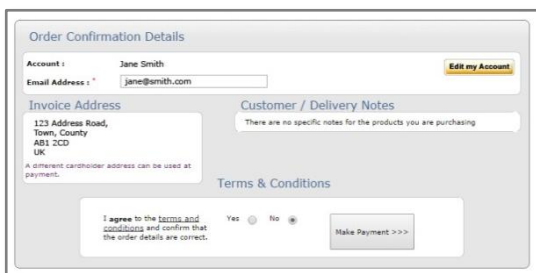
The “Account” details and “Email Address” fields will be auto-filled with the details held in your Wise Account.

The email address displayed will be used to send you a confirmation of your purchase(s).

You can change the email address to specify where the confirmation email will be sent for this payment if required.

The box must contain a valid email address to proceed with the payment.

Check that your invoice details and address are correct.

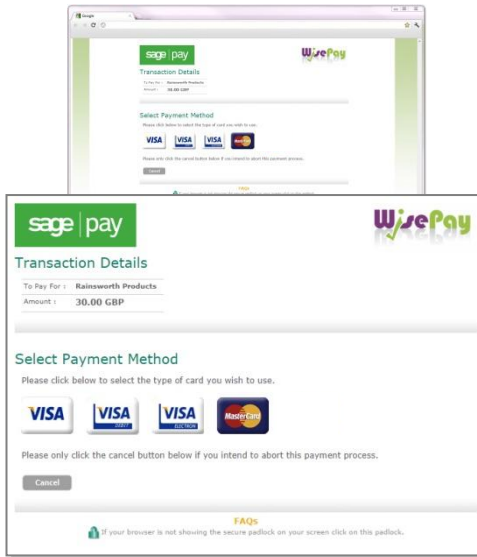


To proceed with the payment you must agree with the Terms & Conditions that are presented to you. Once you have agreed with them, click “Yes” I agree to the Term & Conditions. You can click on “Make a Payment” to proceed through to the payment area where you will asked to fill in your card details.

TIP: If you wish to permanently change your email address information or any other details in your Wise Account, click on the “Edit my Account” button. Once you have done this, click “Save” and continue as detailed above. This will permanently change the account details that are registered with your school or college.

Frequently Asked Questions

Making Payments



Q. How do I make a payment

A. Having clicked on "Make a Payment", you will need to follow the on screen instructions.

Firstly, the total amount of your order will appear. Check this is correct. You will then be asked to select the type of card you wish to use.

You will then be asked to fill in your card details and have the opportunity to amend the invoice address if required.

Click the "proceed" button. If your card is registered with 3D Secure you will be asked to enter your card's account password (this is the password that you have set up with your bank or card authoriser).

Once your payment has been successfully made, a Confirmation Screen with a reference number will be displayed back to you. An email payment confirmation will also be sent to your email address.

This will contain details of your payment and information from your school or college about collecting/receiving your payment items and what you should do next.

Payment Cards



Q. Which Credit / Debit Cards are accepted?

A. WisePay accepts all credit / debit cards with the following logos on them.

Frequently Asked Questions

Site Security



Q. Is the site secure?

A. Yes. All pages viewed on WisePay are encrypted using a 'Secure Socket Layer (SSL) session.

SSL is an industry standard and is designed to ensure internet pages and sensitive information are not intercepted. When browsing using an SSL enabled site, you will see a padlock icon visible in your browser.

All payments are made through the Payment Gateways which adhere to the highest level of compliance under the Payment Card Industry Data Security Standard (PCI), including stringent fraud screening, SSL encryption and tamperproof data storage. This process is regularly audited by the banks and banking authorities.

Your card details are never stored by WisePay.

WisePay is also PCI Compliant.

Cookies



Some of our web pages use session "Cookies". A cookie is a safe, text only piece of data which WisePay uses to remember who you are as you navigate through the site, this cookie gets removed from your system when you leave WisePay.

By logging in, you accept that cookies will be used during your visit to WisePay.

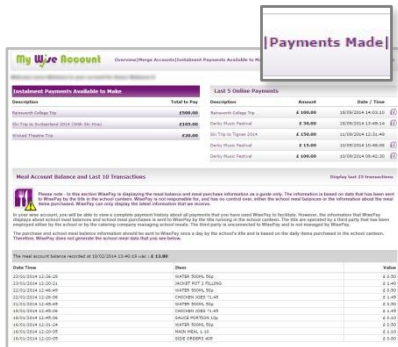
Transaction History



Q. How do I view my transaction history?

A. Once you have logged in, click on the "My Wise Account" button on the top right of the screen. This will take you to your own Account Page. The first page of your Account Page shows you any payments you are due to make and the last 5 transactions you have made.

Frequently Asked Questions



To view your transaction history, click the “Payments Made” button.

This shows you a full detailed breakdown of all the transactions you have made.

Your Account Details



Q. How do I check/edit my account details?

A. After logging in, click on “My Wise Account”. From here, you can check / edit your account details by clicking on “My Account Details”.

You will be able to change details such as your First Name and Last Name, email address, telephone contact numbers and your Password.

Merged Accounts

TIP: We recommend that you choose account for the youngest sibling to make as your master account – as they will be at the school or college longest.

Q. How do I view multiple students under one account?

A. If you have more than one student at the same Organisation, you will receive a Username and Password for each student.

You can either choose to keep each account separate (by using the Usernames and Passwords provided for each student) or you can merge all your accounts so they can be viewed under one master account.

Payments will still need to be made for each student - for separate trips but you will only need to log into one master account to do this. 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 for the items in your cart.

Frequently Asked Questions

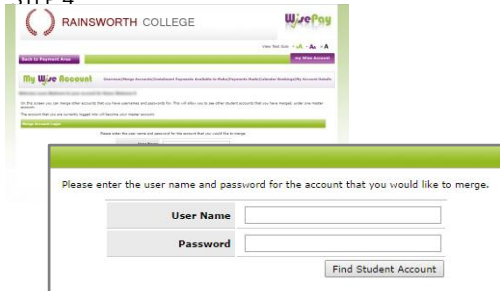
STEP 2



STEP 3



STEP 4



STEP 5

Merge Account Details					
Student Name	Year	Class	Gender	Guardian	
Magalie Freddie	201213	Staff	F	Jan	Merge this Account

To merge multiple accounts:

1. Choose which of your Accounts you want to use as the Master WisePay Account and Log in to their WisePay Account (using the Username and Password for that account).
2. Click on "my Wise Account".
3. Click on to the "Merge Student Account" link at the bottom right of the page.
4. A new screen will open. Enter the Username and Password of one of your other children's accounts and press "Find Student Account".
5. If a matching student account is found, the student is displayed on the next screen with a "Merge this Account" button. Pressing this button merges the account. A message will also appear to enable you to return to the "my Wise Account" page.
6. Once a student account has been "merged", in your "my Wise Account" you will be able to see their Name in the My Merged Accounts section listed as an active account eg "Switch to Thomas Smith". By clicking on their name you can switch to their WisePay account. Use the same method to switch back.

7. For subsequent visits to WisePay, you must login in to the student's account (Master WisePay Account) using their Username and Password. The logins for students who have been merged with the master account are now effectively redundant and should not be used.

If you need to unmerge an account please contact your college administrator.

Help



Q. Who should I contact if I have a problem?

A. 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.