



- \* Quick and easy to use
- \* Payments can be made when the Academy is closed
- \* Safe and secure to use
- \* Own private account history available at any time
- \* Balances can be viewed
- \* Payments can be made 24 hours a day, 7 days a week
- \* No more searching for cash

SAMWORTH  
CHURCH  
ACADEMY



Our Academy now takes  
**Credit and Debit Card  
Payments Online**



We're making payments to our Academy easier.



Visit [www.samworthchurchacademy.co.uk](http://www.samworthchurchacademy.co.uk) to begin making payments using your credit or debit card.

# The Samworth Church Academy is proud to announce our brand new online payment facility, WisePay.

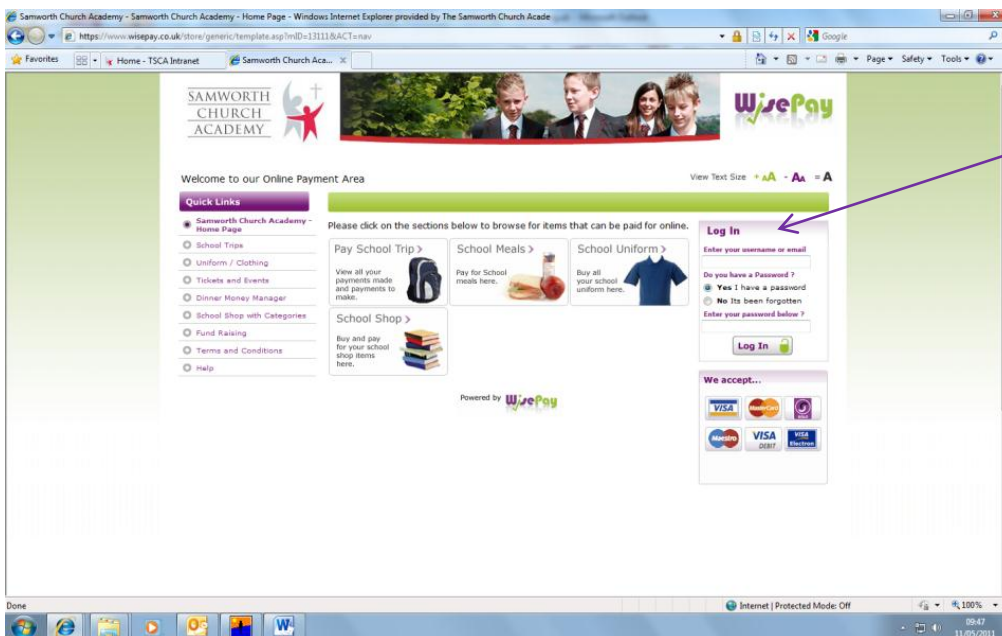
## Benefits include:

- Quick and easy to use
- Payments can be made when the academy is closed
- Safe and secure to use
- Own private account history available at any time
- Balances can be viewed and payments can be made 24 hours a day, 7 days a week
- No more searching for cash

Visit our academy website now to begin making payments using your credit or debit card!

## How do I access my account?

Go to our academy website: [www.samworthchurchacademy.co.uk](http://www.samworthchurchacademy.co.uk), and click on the WisePay logo on the 'Our Academy' page to be taken to the secure payments website.



On the right-hand side of the online payment home page, you will find a login area.

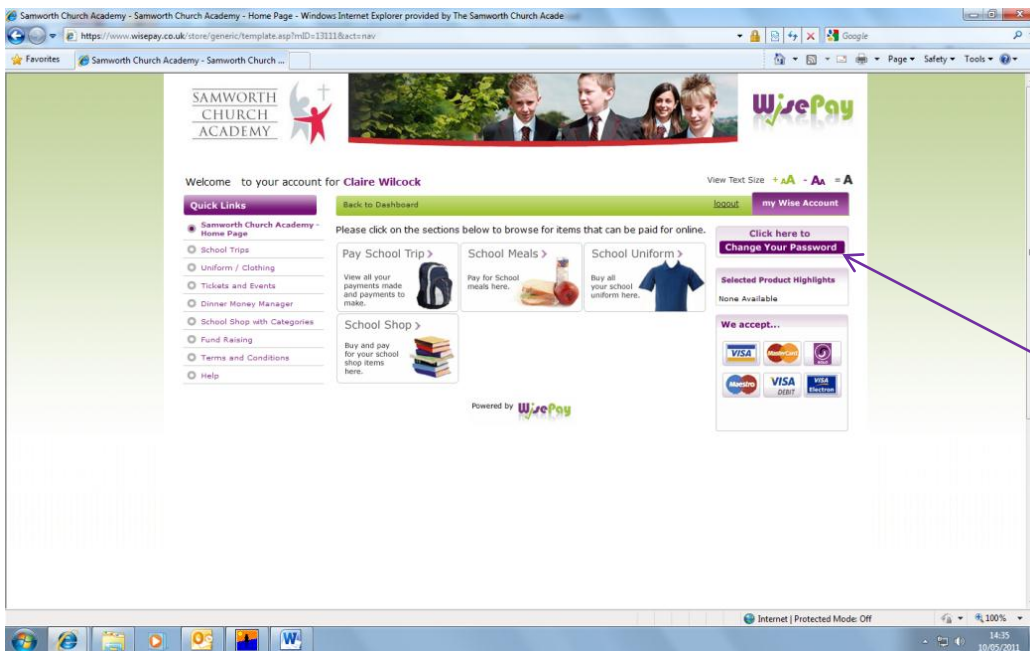
Please type in your personal username and password (provided in the enclosed letter) to view your 'Wise Account'. Please note, the username and password are both case sensitive and must be typed exactly as shown on your letter.

## What can I do in my account?

Once in your 'Wise Account', you can make payments specifically for your child for lunch, trips, events, school uniform and resources by clicking on the icons shown.

You can also view your payment history by clicking on the 'My Wise Account' tab at the top-right of the page.





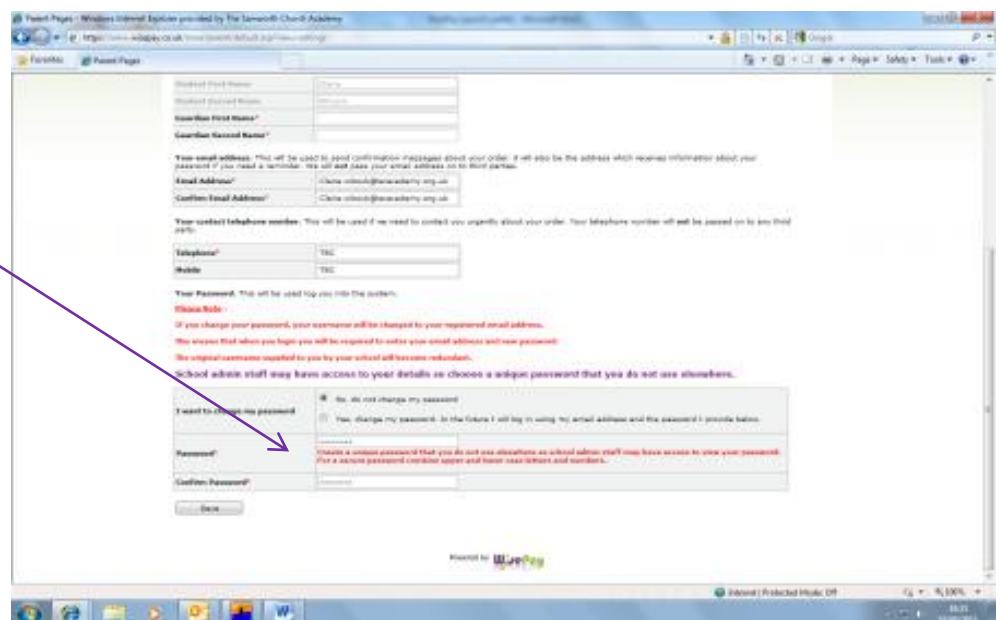
## Can I change my password?

After logging in for the first time to WisePay, you will be able to change the password to one of your choice. Simply click the icon as shown on your homepage.

Alternatively, please go to your 'My Wise Account' and then go to the 'My Account Details' tab to change your password.

Scroll to the bottom of the page, and select the 'yes, change my password' option. Fill in your new password in the two fields and click 'save'.

Please note, once you have changed your password, your username will automatically change to your email address as entered further up on this screen. The original username and password provided in your letter will no longer work once your password has been changed.



For security purposes, please ensure that the password you choose is unique to your Wise Account and that you do not use it for any other login. Also, please do not share your login details with anyone else.

## Will my children have separate accounts?

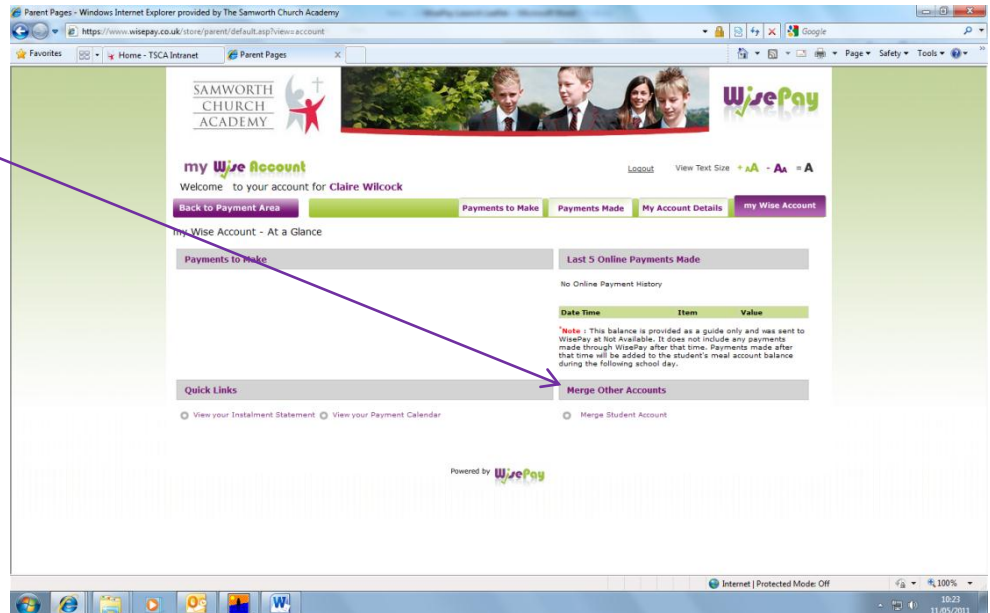
Should you have more than one child at our academy, you will initially receive a separate username and password for each child.

You then have the choice whether to merge these accounts together under one master account, or you can keep each account separate using the login details provided.

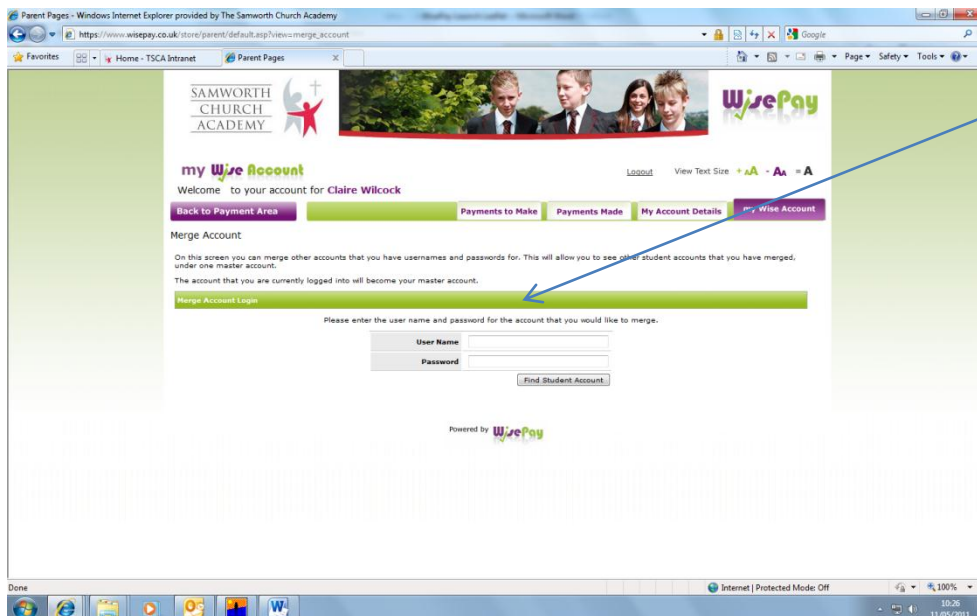
To merge multiple accounts:

1. Log in to any one of the accounts using the username and password provided in your letter. This will become your master account.

- Click on the 'My Wise Account' tab and then click on 'Merge Student Accounts' at the bottom-right of the page.



- On the next screen, please enter the username and password of one of your other children and click 'Find Student Account'.

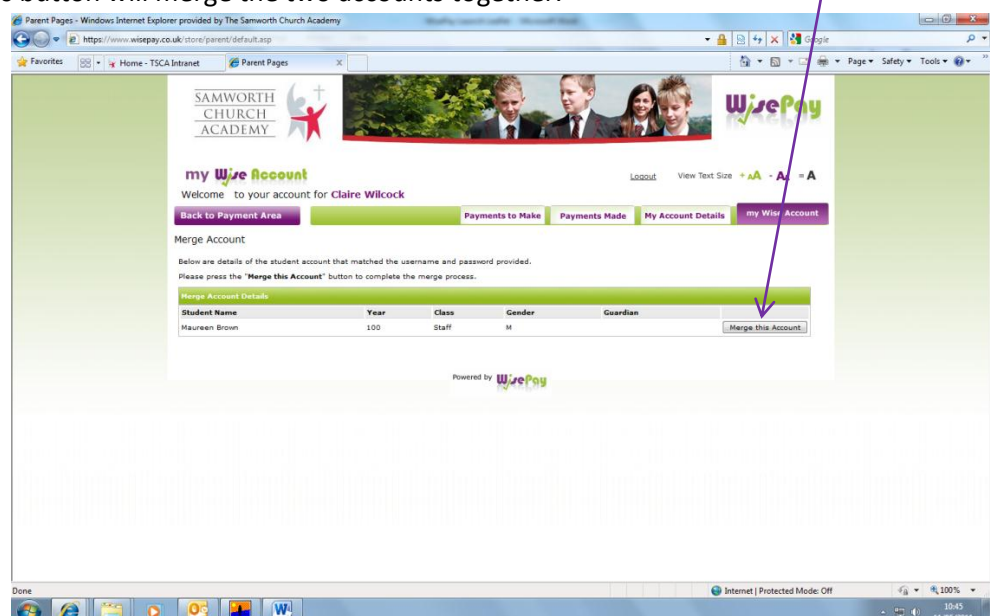


- If a matching account is found, the student is displayed on the next screen with a 'Merge this Account' button. Pressing this button will merge the two accounts together.

- A message will then appear to return to your 'My Wise Account' page.

- Repeat this process if you have more than two children.

- Once a student account has been 'merged', the account will be listed as a link which allows you to switch to that account.



8. For subsequent visits to WisePay, you must now login with the first child's username and password as that is now your master account.

## Frequently asked Questions & Answers

### *Who are WisePay?*

WisePay is a secure online payment service that allows parents and guardians (and extended family members), to make payments to schools and academies using a credit or debit card. The WisePay service operates in hundreds of academies, local authorities and colleges across the UK. The WisePay Company has been in business for over 20 years.

### *What are the advantages of using WisePay?*

Using your debit or credit card, payments to the Academy can be made conveniently from home, office, or anywhere with an internet connection. Payments can be made 24 hours, 7 days a week. You do not have to wait until the Academy is open and you do not have to write cheques or find change. Furthermore, at any time you can see your payment history in your 'Wise Account'. Additionally, you can track every transaction that you make – 24 hours, 7 days a week. Your 'Wise Account' also allows you to see your balances at any time. This is particularly useful for, say, an academy trip that you are paying on instalments or for academy meal balances. You no longer have to call the Academy to ask about your balance or wait for a statement to arrive – you can see this information anytime at your convenience.

### *What happens to my money?*

All money that you pay goes directly and immediately to the Academy's bank account. WisePay does not take or hold any of your money at all.

### *Is WisePay easy to use?*

WisePay is extremely easy to use. It's visual and simple instructions are very quick and easy to follow, even for anyone who has never made an online payment or purchase before.

### *How long do the payments take to reach my academy?*

All online payments are made in real time, so your student account will be updated immediately. The money will also be available for your child to use in the restaurant on their lunch account immediately.

### *Are my payments and the website secure?*

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

### *Who can see my card details?*

Neither WisePay nor the Academy can see or has access to any of your card details. Your card details are never stored by WisePay.

### *How does the Academy know I have made a payment?*

The Finance team within the Academy are notified that you have made payment. They know which student the payment is for, how much has been paid and the item(s) that you have paid for. If you place an order for school uniform using WisePay, the Academy will contact you when your order is ready to collect.

### *Will I get a receipt for my payment?*

Yes, you will automatically receive a receipt directly to your email address for every payment that you make.

### *How do I view my transactions?*

Once logged in to your account, you can access your 'Wise Account' by clicking on the tab on the top-right of the screen. From here, you can see all your transaction history, view dinner money balances and change some of your account details such as your email address. You can also change your password from here.

Please note, if you wish to change any of your contact details such as address or telephone number, you will need to contact your School office to ensure our central records are updated rather than just the payment system.

Lunch Account Balances: The Samworth Church Academy uses a third party till system in the restaurant. This system is automatically linked to WisePay to ensure that if you make a payment online, the money will be available immediately to your child to spend in the restaurant using their lunch card. Although WisePay can provide you with details of all payments that you have made online via WisePay, they cannot calculate the balances of the money loaded by your child within school. These transactions will appear separately on your 'Wise Account' in the last 10 rolling transactions. This section will also display all purchases made in the restaurant, and the remaining credit available on your child's lunch account, providing the tills are able to send this information to WisePay. The data from the tills is usually sent to WisePay at the end of each day.

This is the only example where WisePay does not calculate the balances displayed but are instead displaying the balances received from the 3rd party. Therefore, it is the responsibility of the 3rd party to provide those balances correctly to WisePay.

*Who do I contact if I have any further questions?*

Please contact the Finance team at The Samworth Church Academy on 01623 663450. If necessary, they will be able to contact WisePay on your behalf.