



# User Guide



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# Log Into WisePay

You will need a User name and Password to log into WisePay.

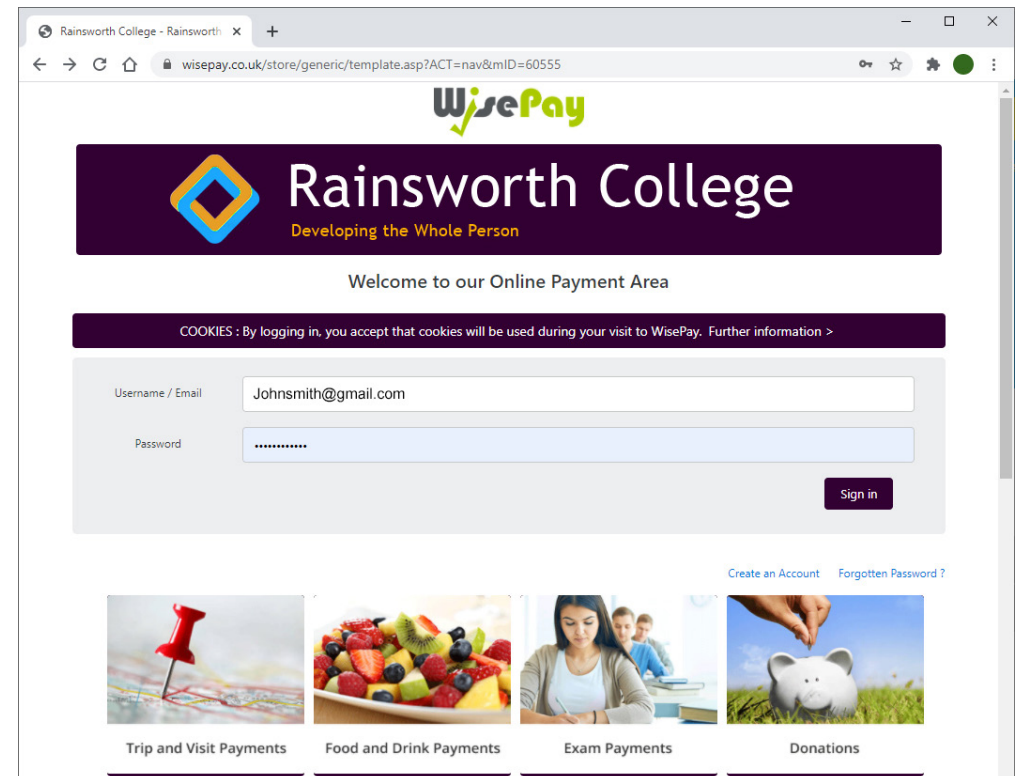
Your Organisation will advise you either by letter or email of your individual User name/Email and Password.

Enter your user name 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 User name/Email and Password are case sensitive and so must be entered with the correct upper and lower case characters.**

You should change your User name 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.**



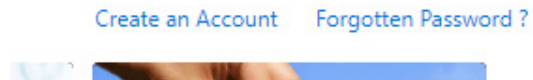
The screenshot shows a web browser window with the URL `wisepay.co.uk/store/generic/template.asp?ACT=nav&mlID=60555`. The page features the WisePay logo at the top, followed by the Rainsworth College logo and tagline "Developing the Whole Person". Below this is a "Welcome to our Online Payment Area" message. A dark purple banner contains a cookie notice: "COOKIES : By logging in, you accept that cookies will be used during your visit to WisePay. Further information >". The login form includes fields for "Username / Email" (containing "Johnsmith@gmail.com") and "Password" (masked with dots). A "Sign in" button is located to the right of the password field. Above the button are links for "Create an Account" and "Forgotten Password?". Below the form are four categories of payments, each with a representative image: "Trip and Visit Payments" (a red pushpin on a map), "Food and Drink Payments" (a bowl of fruit), "Exam Payments" (a student at a desk), and "Donations" (a hand dropping a coin into a piggy bank).

## Log Out

It's always a good idea to log out of WisePay when you have finished.

# Forgotten Password

If you've forgotten your password, you can request a password reset by selecting the **'Forgotten Password'** link on the home page.



**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.

A screenshot of the 'Reset my Password' form. The form is titled 'Reset my Password' and includes a sub-header: 'If you have forgotten your account password you can use this page to request a reset password email.' The form is divided into two main sections: '1. Security Challenge' and '2. Enter your Email Address'. In the '1. Security Challenge' section, there is a CAPTCHA image showing the letters 'IDN75' and a text input field labeled 'Enter the code displayed in the box'. Below the input field is a note: 'This challenge is to prevent automated systems from using this feature maliciously.' and a link 'Load New Code'. The '2. Enter your Email Address' section includes a note: 'WisePay will send an email to the address you provide containing instructions for resetting your password.' It has two input fields: 'Email' with the placeholder 'Enter your Email Address' and 'Confirm Email' with the placeholder 'Re-enter your Email Address'. At the bottom of the form is a purple button labeled 'Reset Password'. A 'Home' link is visible in the top right corner of the page.

**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 between all merged accounts.

## My Wise Account

View all your payments, balances and messages.

## Meal Balance

Your latest meal balance will be displayed back to you.

**WisePay**

**Rainsworth College**  
Developing the Whole Person

Welcome to your account for System Support

My Merged Accounts My Wise Account My Contact Information Change Password Log Out

07 June 2021  
You will be able to make donations very soon. Please watch this space for further updates and launch information.

Download The New WisePay App  
View organisation code here

Trip and Visit Payments Food and Drink Payments Exam Payments Donations

Travel Payments Pay Invoice Top Up Print Account Parking Payments

## My Contact Information

You can update your name, email and address here.

## Log Out

Once you have finished using WisePay, click here to log out.

## Change Password

Click here to create a new password.

## Payments and Bookings

Select your chosen area to make a payment or booking.

# Change Password

**If you change your password, your user name 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.**

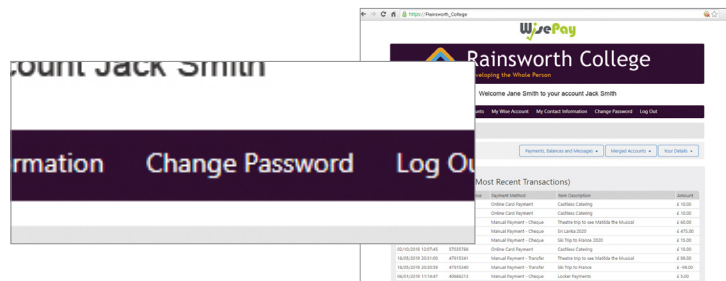
**The original user name supplied to you by your school will become redundant.**

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.

# Change Password

You can change your password by clicking on the **'Change Password'** link at the top of your page.



Enter your new password and confirm your new password then press the **'Save Account Details'** button to complete.

### Password

**Important:**  
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.

**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.

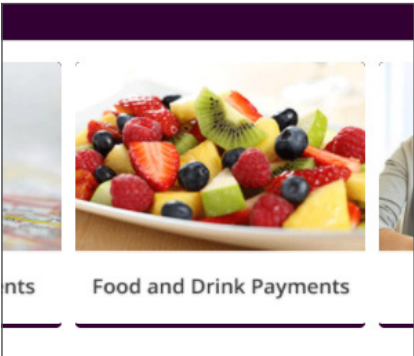
[Save Account Details](#)

# Shopping Cart

## Adding an item to your shopping cart

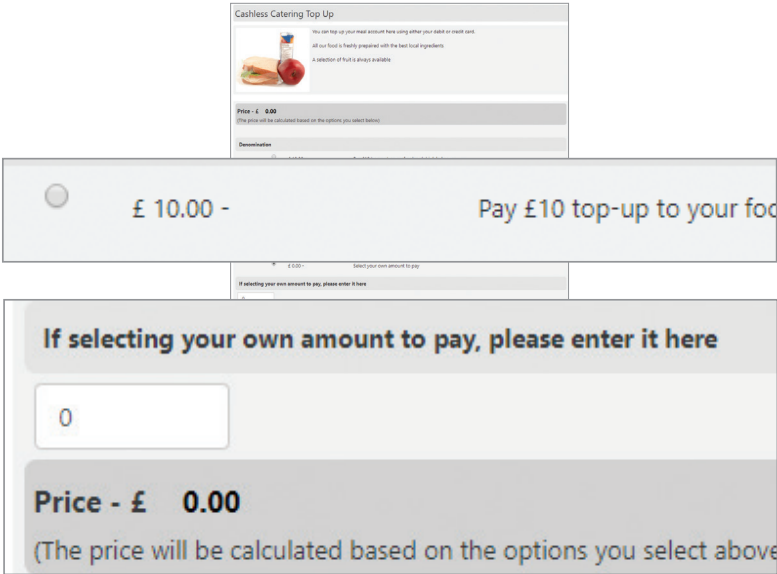
1

To add an item to your shopping cart and make a payment, select the item that you want to purchase from the homepage.



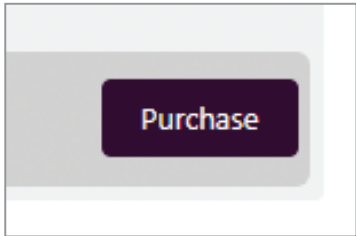
2

For 'Food and Drink' payments, you can either select a specified amount, or choose your amount to pay by adding your amount in the price box.



3

Click the "Purchase" button to add this to your shopping basket.



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# Shopping Cart

## Deleting items to your shopping cart

1

Once you added an item to your shopping cart, it will automatically appear at the top of your page.


2

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.

3

You can continue adding items to your shopping cart by clicking on the **‘Continue Shopping’** button or choose to **‘Proceed to Checkout’** when you have finished.

Item(s)	Student	Option	Quantity	Item Price	Shipping	VAT	Subtotal
 Cashless Catering Top Up		Denomination	1	£50.00	£0.00	£0.00	£50.00
		Pay £50 top-up to your food and drink balance (50.00)	<a href="#">Delete</a>				
		If selecting your own amount to pay, please enter it here	0				

Item(s)	Student	Option
 Cashless Catering Top Up		Denomination
		If selecting your own amount to pay, please enter it here


Quantity	Item Price
1	£50
<a href="#">Delete</a>	

TOTAL	£50.00
<a href="#">&lt; Continue Shopping</a>	<a href="#">Proceed to Checkout &gt;</a>

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# Checkout

1. To checkout click the “**Proceed to Checkout**” button at the bottom of your shopping cart.

Item(s)	Student	Option	Quantity	Item Price	Shipping	VAT	Subtotal
 Cashless Catering Top Up		Denomination  If selecting your own amount to pay, please enter it here	1 <a href="#">Delete</a>	£50.00	£0.00	£0.00	£50.00
<b>Pay £50 top-up to your food and drink balance (50.00)</b>							
<b>0</b>							
<b>TOTAL £50.00</b>							

[Proceed to Checkout >](#)

[Proceed to Checkout >](#)

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

### Checkout

**Account Details**

First Name

Last Name

Email

**Billing Address**

Address 1

Address 2

City

Postcode

**Payment Options**

# Payment Options

When making a payment through WisePay you can choose whether to save your credit/debit card details with SagePay for future transactions or enter your card details each time you want to make a payment.

If you select **“I would like to store the card that I will use for this transaction”** in the WisePay checkout this allows SagePay to recognise and store your credit/debit card details for future transactions.

**Your card details are never stored by WisePay.**

When making future payments, the last four digits of your stored card and expiry date will be displayed on the checkout screen.

To continue with a payment you can choose to either use your previously stored card or, use a new one.

# Non-Stored Card Details

# 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 (Address line 2), City (Cambridgeshire), Postcode (AB12 3CD).
- Payment Options:** Saved Cards (You do not have any stored cards for this bank account.  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:** I agree to the Terms and Conditions and confirm that my order details are correct.  Yes  No. Below this is a small disclaimer: "I understand that by proceeding, my details such as name, address, email address and telephone number will be passed to the payment gateway provider, SagePay. I understand that this information is used for the purpose of completing my transaction."

At the bottom are two buttons: "<< Go Back" and "Confirm Payment >>".

## Non - Stored Card Details

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 text:

**Payment Options**

**Saved Cards** You do not have any stored cards for this bank account.

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 Terms & Conditions and continue to the payment screens.

Select the **"Confirm Payment"** button at the bottom of this page, to continue through to the payments area.

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

There are no specific notes for the products you are purchasing

**Terms and Conditions**

I agree to the Terms and Conditions and confirm that my order details are correct.  Yes  No

I understand that by proceeding, my details such as name, address, email address and telephone number will be passed to the payment gateway provider, SagePay. I understand that this information is used for the purpose of completing my transaction.

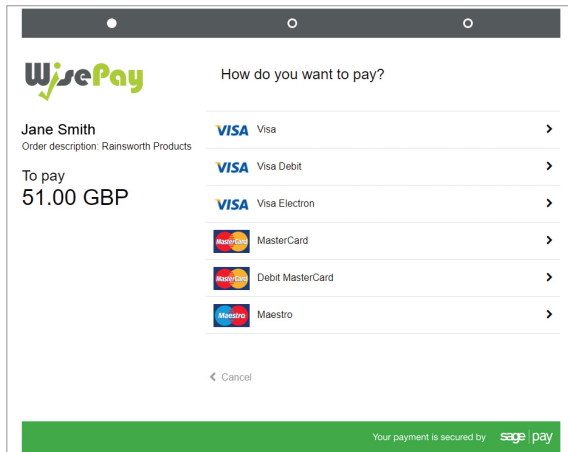
At the bottom is a large purple button: "Confirm Payment >>".

# Non-Stored Card Details

\* The screens below are at the Sage Pay payment gateway.

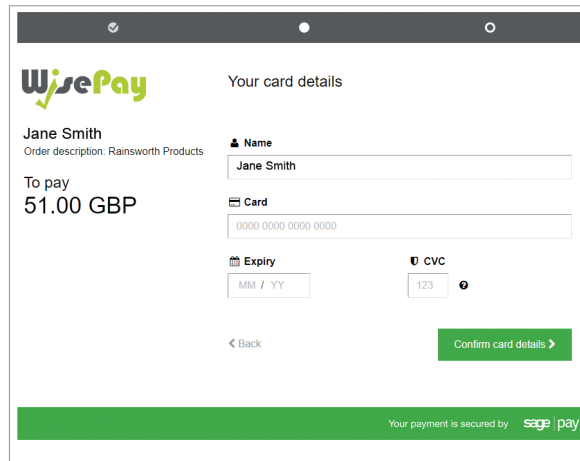
To complete your transaction you must select a payment card.

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

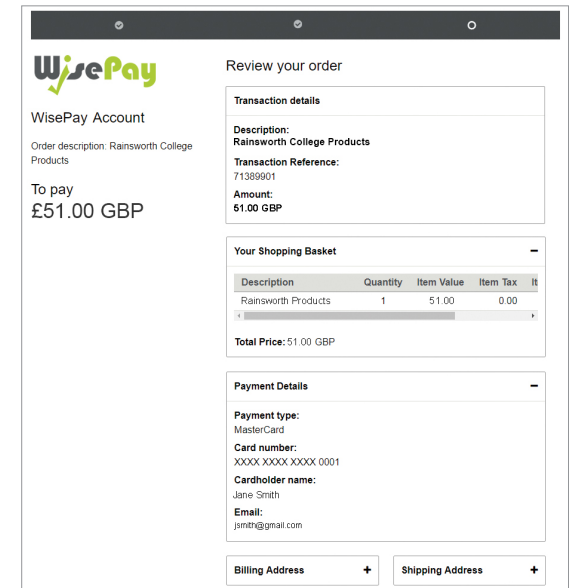


You will then be asked to fill in your card details.

Click the “**Confirm Card Details**” button to review your order.



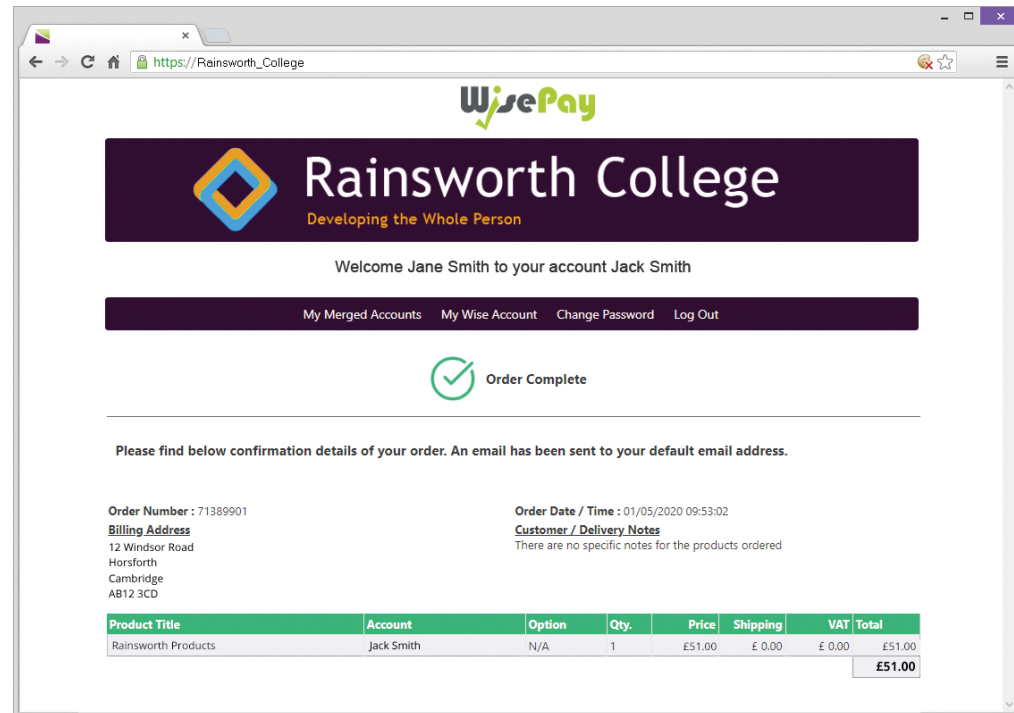
You can review your order and use the expanding buttons to review your shopping basket, payment details or billing address.



# Order Complete

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 a web browser window displaying the 'Order Complete' confirmation page for Rainsworth College. The page features the college's logo and name, a welcome message for Jane Smith, and a navigation menu. A green checkmark icon indicates the order is complete. Below this, there is a message stating that an email has been sent to the default email address. The page also displays order details, including the order number (71389901), billing address (12 Windsor Road, Horsforth, Cambridge, AB12 3CD), and order date/time (01/05/2020 09:53:02). A table lists the order items, showing one item: Rainsworth Products, with a total price of £51.00.

Order Number : 71389901

**Billing Address**  
12 Windsor Road  
Horsforth  
Cambridge  
AB12 3CD

Order Date / Time : 01/05/2020 09:53:02

**Customer / Delivery Notes**  
There are no specific notes for the products ordered

Product Title	Account	Option	Qty.	Price	Shipping	VAT	Total
Rainsworth Products	Jack Smith	N/A	1	£51.00	£ 0.00	£ 0.00	£51.00
							<b>£51.00</b>

# Stored Card Details



# 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, City (Cambridgeshire), Postcode (AB12 3CD).
- Payment Options:** Saved Cards section with three radio button options:
  - MasterCard \*\*\*\* 0001 Exp. 01/19 Remove Stored 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. Radio buttons for Yes and No, with No selected.
- Navigation:** << Go Back and Confirm Payment >> buttons.

## Stored 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.

The screenshot shows the Saved Cards section with the following content:

- Saved Cards:** If you would like to use one of your saved card, please select it below.
- MasterCard \*\*\*\* 0001 Exp. 01/19 Remove Stored Card
- I will use a card that isn't listed above
- I would like to store this new card for future use

## 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.

Select the **"Confirm Payment"** button at the bottom of this page, to continue through to the payments area.

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

- Terms and Conditions:** There are no specific notes for the products you are purchasing.
- Agreement:** I agree to the Terms and Conditions and confirm that my order details are correct.
- Disclaimer:** I understand that by proceeding, my details such as name, address, email number will be passed to the payment gateway provider, SagePay. I understand that my details is used for the purpose of completing my transaction.
- Navigation:** Confirm Payment >> button.

# Non-Stored Card Details

\* The screens below are at the 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.

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

WisePay

How do you want to pay?

Jane Smith  
Order description: Rainsworth Products

To pay  
51.00 GBP

- VISA Visa
- VISA Visa Debit
- VISA Visa Electron
- MasterCard MasterCard
- MasterCard Debit MasterCard
- Maestro Maestro

← Cancel

Your payment is secured by sage | pay

WisePay

Your card details

Jane Smith  
Order description: Rainsworth Products

To pay  
51.00 GBP

Name  
Jane Smith

Card  
0000 0000 0000 0000

Expiry  
MM / YY

CVC  
123

← Back

Confirm card details >

Your payment is secured by sage | pay

WisePay

Review your order

WisePay Account  
Order description: Rainsworth College Products

To pay  
£51.00 GBP

Transaction details

Description: Rainsworth College Products  
Transaction Reference: 71389901  
Amount: 51.00 GBP

Your Shopping Basket

Description	Quantity	Item Value	Item Tax	It
Rainsworth Products	1	51.00	0.00	

Total Price: 51.00 GBP

Payment Details

Payment type: MasterCard

Your payment is secured by sage | pay

# Wise Account Overview

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 the 50 most recent transactions covering:

- food and drink purchases
- payment top ups
- trip payments and balances
- donations
- recent purchases

Date/Time	Order Reference	Payment Method	Item Description	Amount
12/03/2020 12:10:54	68255138	Online Card Payment	Cashless Catering	£ 10.00
12/03/2020 11:51:19	68253816	Online Card Payment	Cashless Catering	£ 10.00
11/03/2020 10:29:54	68169078	Manual Payment - Cheque	Theatre trip to see Matilda the Musical	£ 60.00
11/03/2020 10:29:21	68169050	Manual Payment - Cheque	Sri Lanka 2020	£ 475.00
11/03/2020 10:25:38	68168912	Manual Payment - Cheque	Ski Trip to France 2020	£ 15.00
02/10/2019 12:07:45	57035788	Online Card Payment	Cashless Catering	£ 10.00
18/05/2019 20:31:00	47915341	Manual Payment - Transfer	Theatre trip to see Matilda the Musical	£ 99.00
18/05/2019 20:30:59	47915340	Manual Payment - Transfer	Ski Trip to France	£ -99.00
06/01/2019 11:14:47	40886213	Manual Payment - Cheque	Locker Payments	£ 5.00
08/11/2018 13:49:11	38561167	Manual Payment - Bursary	Student Parking Permit	£ 30.00
08/11/2018 13:21:21	38559777	Manual Payment - Cash	Ski Trip to France	£ 99.00
19/10/2018 12:00:52	37785528	Online Card Payment	Student Parking Permit	£ 60.00
29/04/2018 15:46:28	31936204	Manual Payment - Cash	Ski Trip to France for year 3 students	£ 50.00
22/04/2018 13:29:19	31686635	Online Card Payment	Blazer	£ 75.00
22/04/2018 13:23:46	31686636	Online Card Payment	Barcelona - Performing Arts Tour	£ 100.00
24/02/2018 14:28:24	30067127	Manual Payment - Bursary	Ski Trip to France for year 3 students	£ 200.00
24/02/2018 14:10:58	30066652	Online Card Payment	Ski Trip to France for year 3 students	£ 130.00

# Payments, Balances and Messages

## Payments, Balances and Messages

### Account Overview

Allows you to view 50 most recent transactions.

### Messages

View all your messages here.

### 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

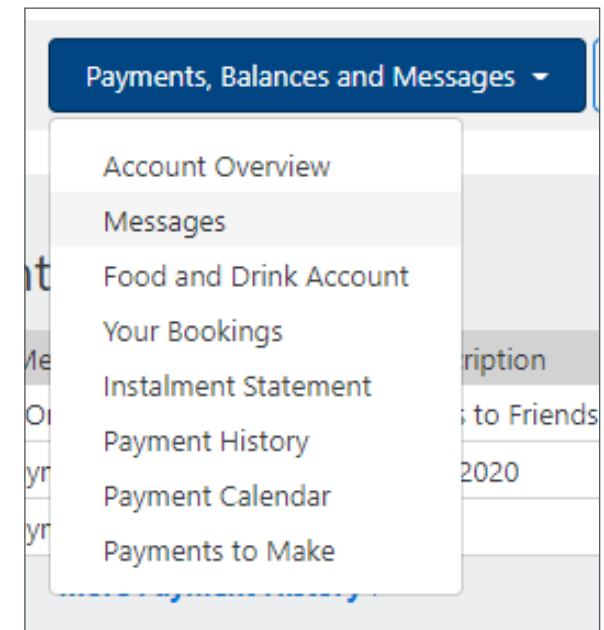
Your payment history can be viewed by reference number or date.

### Payment Calender

View all past and upcoming payments by date.

### Payments to Make

View all upcoming payments to be made.



# Merged Accounts / Your Details

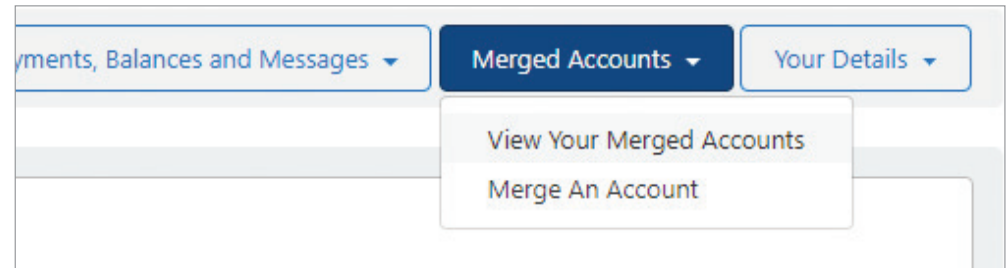
## Merged Accounts

### View Your Merged Accounts

View all your named merged accounts.

### Merge an Account

Merge accounts for other students.



## Your Details

### Change Contact Information

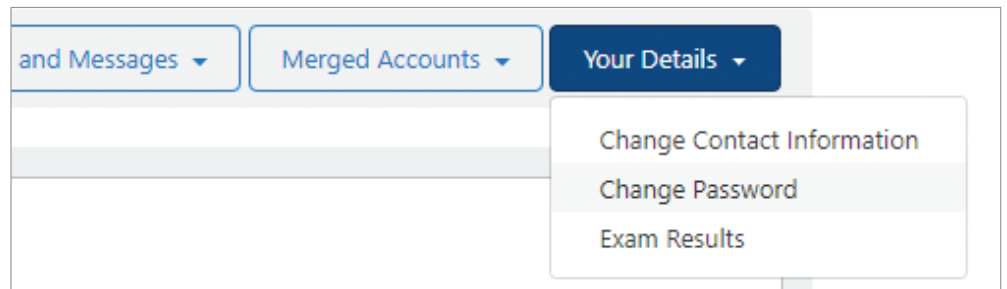
View all your named merged accounts.

### Merge an Account

Merge accounts for other students.

### Exam Results

View your exam results.



# Merging Accounts

## Merging Accounts

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.

### 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](#)

## Viewing Merged 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.

### View Your Merged Accounts

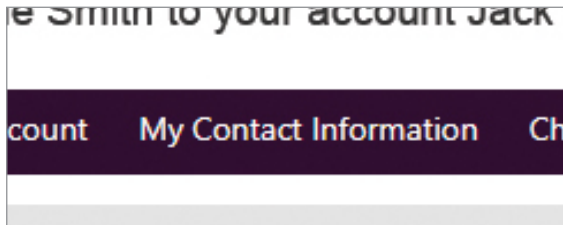
Payments, Balances and Messages ▾ Merged Accounts ▾ Your Details ▾

- > Jack Smith (active)
- > Olivia Smith
- > Sophie Smith
- > Merge another Student Account

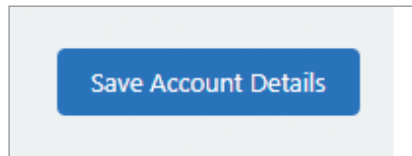
# Contact Information

## Account Details

You can update or check your account details by selecting the **'Contact Information'** link at the top of your page.



Press **'Save Account Details'** when you've finished.



### 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

If you have any further questions  
or need help please visit

[www.wisepay-software.com/parent-support](http://www.wisepay-software.com/parent-support)

Alternatively, you can contact your  
organisations' WisePay administrator.

They will contact WisePay on your behalf  
if they are unable to help.

