

Schools Cash Office
Income Administration Software

How do I register my child's account?

Important:

To allow you to use the school Online Payment website you **must** have 'cookies' enabled. The following website gives instructions on how to enable cookies in your web browser: <http://www.google.com/cookies.html>

You **do not** need to register your child's account if you already have a Tucasi online payments account for a child at this or any other school.
Please refer to "How do I link my children to my existing account" section below.

1. Using the letter sent by the school load the scopay website
Select **Register as a new user**

Login



Quick reference guide - Account activation process

Video guide - Account activation process

2. Enter your email and password details.
Enter the link code provided in the letter
Now enter your billing details and click **Confirm**

Note: Online link code is for one time use only. It is no longer needed once the account has been activated.



You will receive an email with an activation link
(this may go directly to your spam/junk email)

How do I link my children to my existing account?

1. Select Your Info and Link accounts
Enter the link code for your other child/ren
In Online link code and click Link
account

2. Using the drop down you can
see all your children and move
between their different accounts

TUCASI

View products | View basket | **Your info** | Parents' evening | Help

Mary Ackroyd
Tucast School 1

Selected account: Mary Ackroyd - Tucast School 1

Address | **Link accounts** | Login details | Payment history | Contact preferences | Payment agreements

Link accounts

Please enter the link code of the account to which you would like to create a link. Once this is complete, you will be able to access the details of each associated account.

What is a link code?

Online link codes:

Link account

Your basket

Your basket is empty.

Account balances

After School Club	£0.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	£2.00

How do I update my billing address details?

1. Select Your Info
and Address

2. Update your
details and click
Update address

View products | View basket | **Your info** | Parents' evening | Help | Logout

Mary Ackroyd
Tucast School 1

Selected account: Mary Ackroyd - Tucast School 1

Address | Login details | Link accounts | Payment history | Contact preferences | Payment agreements

Address

Modify your address with the following form.

Your billing address

Title: Mr.

First name: Bob

Surname: Ackroyd Smith

Address: 123 Street

Town:

County:

Postcode: E80 2DD

Country:

Update address

Your basket

Your basket is empty.

Account balances

After School Club	£0.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	£2.00
General pre-payment account	£0.00
Out of School Care	£0.00

Trip/event balances

Jorvik Viking Centre	£15.00
London	£220.00
Music Tuition 2015/16	£150.00

Quick links

All news

How do I change my login details?

1. Select Your info and Login Details

2. Update your details, then re-enter your current password and click Update

The screenshot shows the 'Your info' page for Mary Ackroyd at Tucas! School 1. The 'Login details' section is highlighted with a box. The page includes navigation links: View products, View basket, Your info, Parents evening, Help, and Logout. The 'Selected account' is 'The Tucas! Team Account'. The 'Login details' section has a link to 'Login details' which is highlighted. Below it are sections for 'Change your email', 'Change your password', and 'Change your name'. The 'Change your password' section has a field for 'Enter current password for security (required)'. The right sidebar shows 'Your basket' (empty), 'Account balances' (After School Club: £3.00, Breakfast Club: £1.00, Cafeteria Account: £1.00, Dinner money: £1.00, General pre-payment account: £3.00, Out of School Care: £1.00), 'Trip/event balances' (Jarvik Viking Centre: £15.00, London: £220.00, Music Terms 2013/14: £130.00), and 'Quick links' (All links, Trips and events, History, MFL, Uniform, Siversthis, Polo shirts, Cardigans, Music).

How do I change my contact details?

IMPORTANT: You will only see the **Contact preferences** option if your child's school have purchased the SCO Communications module and have opted for you to update your own contact details.

1. Select Your info and Contact preferences

Contact preferences

Set the preferred method of contact by Tucas! School 1.

Email address:

Home phone number:

Mobile phone number:

Contact preference:

☐ Email

☐ Letter

☒ Text message or email

☐ Text message

☐ Email or text message

2. Update your details and click Update

Update

The screenshot shows the 'Contact preferences' page for Mary Ackroyd at Tucas! School 1. The 'Contact preferences' link is highlighted in the navigation bar. The page includes a section for 'Contact preferences' with a heading 'Set the preferred method of contact by Tucas! School 1.' and fields for 'Email address', 'Home phone number', and 'Mobile phone number'. The 'Contact preference' section has radio buttons for 'Email', 'Letter', 'Text message or email' (selected), 'Text message', and 'Email or text message'. The right sidebar shows 'Your basket' (empty), 'Account balances' (After School Club: £24.00, Breakfast Club: £0.00, Cafeteria account: £0.00, Dinner money: £18.00, General pre-payment account: £0.00, Out of School Care: £0.00), and 'Trip/event balances' (Jarvik Viking Centre: £10.00, London: £220.00).

How do I create a second login?

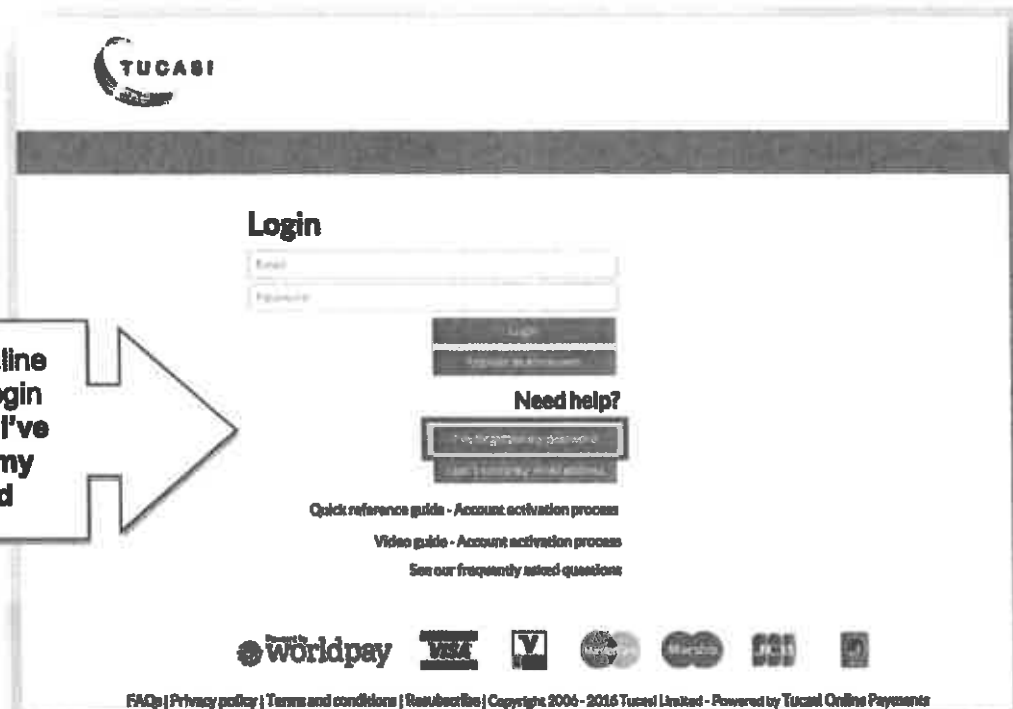
Once you have registered your account you may wish to have a second login. For example, for use by your husband/wife/other family member who wishes to make payments to the school.

Contact your school and they will issue you with a new letter with a different code.

If you have any questions please refer to [See our frequently asked questions link](#) on the [www.scopay.com](#) login screen.

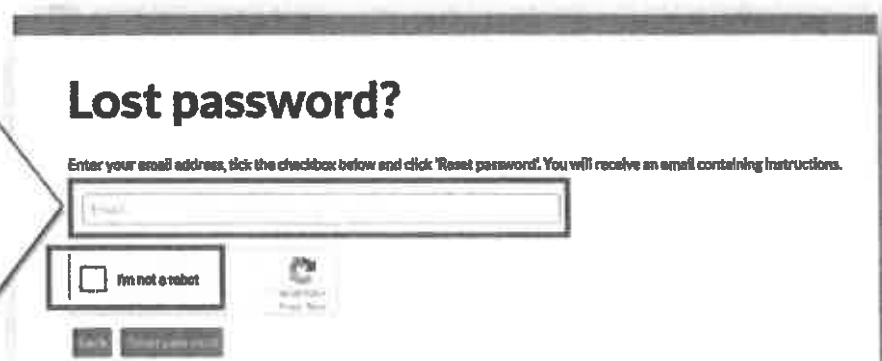
What do I do if I have forgotten my password?

1. On the online payments login screen click I've forgotten my password



The screenshot shows the Tucasi login page. At the top is the Tucasi logo. Below it is a 'Login' section with input fields for 'Email' and 'Password', and buttons for 'Login' and 'Forgot my password'. To the right of the login fields is a 'Need help?' section with a button for 'I've forgotten my password'. Below this are links for 'Quick reference guide - Account activation process', 'Video guide - Account activation process', and 'See our frequently asked questions'. At the bottom are logos for Worldpay, Visa, and other payment methods, along with a footer containing links for 'FAQs', 'Privacy policy', 'Terms and conditions', 'Resubscribe', and copyright information.

2. Enter your Email and click **Reset password**. You will shortly receive an email with a link through which you will be able to set up your new password.

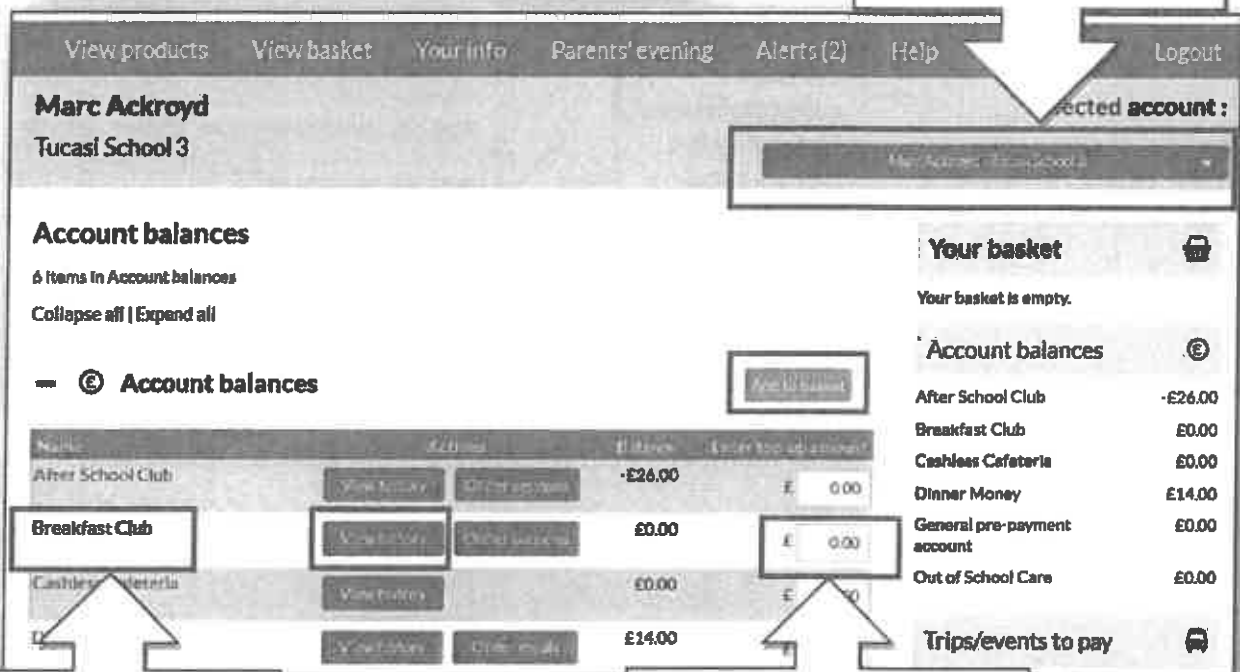


The screenshot shows the 'Lost password?' screen. It has a heading 'Lost password?' and a subheading 'Enter your email address, tick the checkbox below and click "Reset password". You will receive an email containing instructions.' Below this is an input field for 'Email'. To the left of the input field is a checkbox labeled 'I'm not a robot'. To the right of the input field is a 'Reset password' button. At the bottom are 'Back' and 'Reset password' buttons.

How do I add items to my basket?

Important: you must register before you can purchase an item online. Your school will provide you with a letter explaining the registration process.

1. Login to your account at www.scopay.com and select the pupil you wish to make a purchase for.



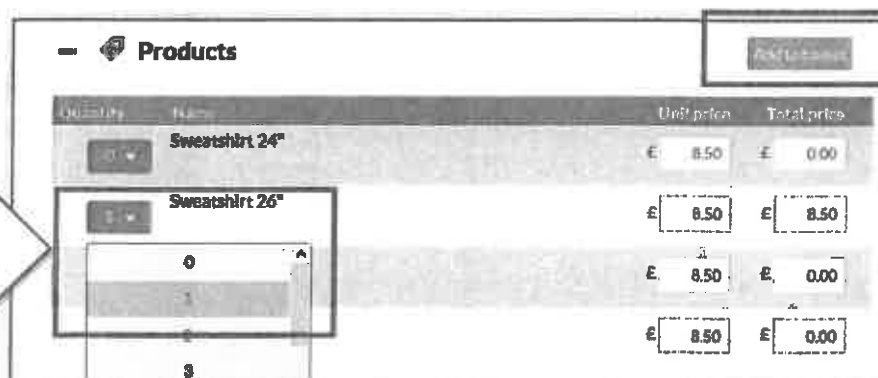
The screenshot shows the user interface for 'Marc Ackroyd' at 'Tucasi School 3'. The top navigation bar includes links for 'View products', 'View basket', 'Your info', 'Parents' evening', 'Alerts (2)', 'Help', and 'Logout'. The user's name and school are displayed. On the right, a dropdown menu shows the 'Selected account: Marc Ackroyd - Tucasi School 3'. The main section is titled 'Account balances' and shows '6 items in Account balances'. A table lists various accounts with their current balances and a 'Top up amount' column. The 'Breakfast Club' account is highlighted with a box, and its 'Top up amount' is set to '£ 0.00'. A box labeled 'Add to basket' is positioned over the 'Top up amount' field. To the right, a 'Your basket' section shows 'Your basket is empty.' and another 'Account balances' section lists various accounts with their balances.

Name	Balance	Enter top up amount
After School Club	£26.00	£ 0.00
Breakfast Club	£0.00	£ 0.00
Cashless Cafeteria	£0.00	£ 0.00
Dinner Money	£14.00	£ 0.00
General pre-payment account	£0.00	
Out of School Care	£0.00	

You can click on the item name or the **View history** button to view further details

2. Top up an item by entering the amount you wish to pay, and **Add to basket**

3. If it's a product you want to purchase choose the quantity and **Add to basket**



The screenshot shows the 'Products' section of the Tucasi School 3 account. It displays a table of products with columns for 'Quantity', 'Name', 'Unit price', and 'Total price'. Two products are listed: 'Sweatshirt 24"' and 'Sweatshirt 26"'. The 'Sweatshirt 26"' product is highlighted with a box, and its quantity is set to '0'. A box labeled 'Add to basket' is positioned over the 'Add to basket' button.

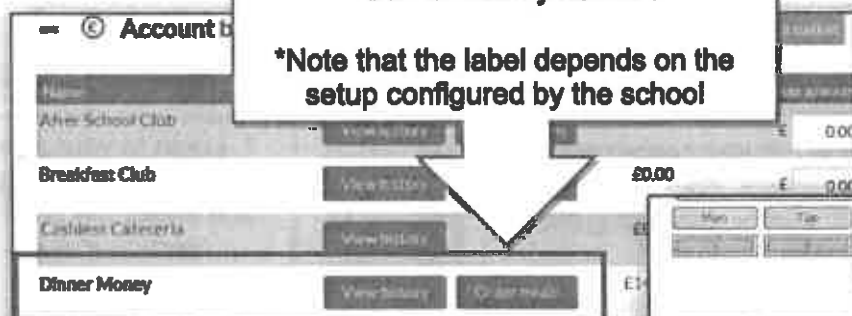
Quantity	Name	Unit price	Total price
0	Sweatshirt 24"	£ 8.50	£ 0.00
0	Sweatshirt 26"	£ 8.50	£ 8.50
1		£ 8.50	£ 0.00
3		£ 8.50	£ 0.00

How do I view my child's school dinner history?

Primary Schools

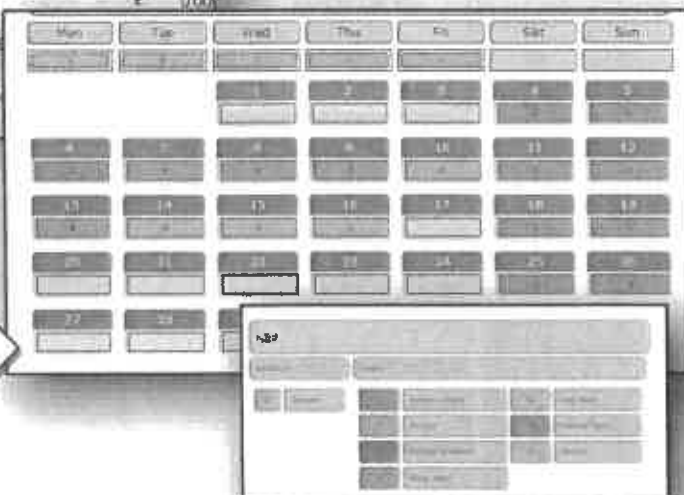
1. Select the **Order Meals** or **View Calendar*** button alongside the **Dinner Money** header.

*Note that the label depends on the setup configured by the school



2. The calendar opens to display the pupil's meal history.

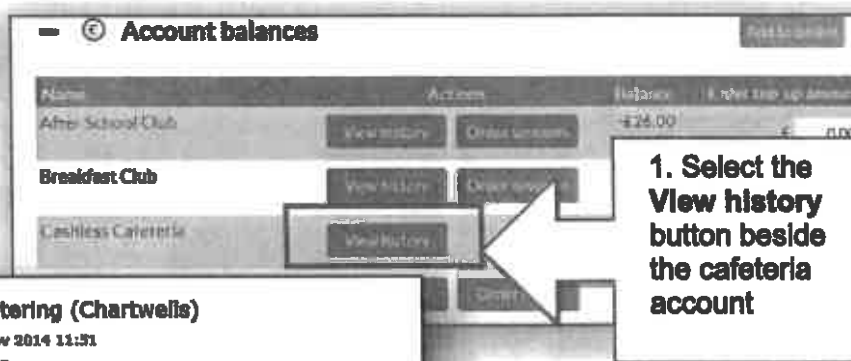
A meal key is displayed on screen.



Secondary Schools

Account balances

1. Select the **View history** button beside the cafeteria account



2. The purchase and top up history is displayed

Payment history for Cashless Catering (Chartwells)

Date of last online payment: 17 Nov 2014 11:51
Last online payment amount: £10.00
Current balance: £13.96

Description	Date	Paid	Amount
Cashless Catering (Chartwells)	17 Nov 2014 11:51	Online	£10.00
1 x MISC, 1 x TRAY BAKES, 1 x SANDWICH	06 Nov 2014 13:20	Cashless	-£3.11
1 x WATER LAG (500ML), 1 x MINE CUPLET, 1 x LARGE BAGETTE	05 Nov 2014 13:28	Cashless	-£2.86
1 x MISC, 1 x FRUIT, 1 x SANDWICH	04 Nov 2014 13:24	Cashless	-£2.80
Money Added	04 Nov 2014 12:53	Cashless	£12.00
1 x MINE CUPLET, 1 x BACON & CHEESE BAGEL	04 Nov 2014 11:05	Cashless	-£1.34
1 x MISC	03 Nov 2014 14:39	Cashless	-£3.11
Money Added	03 Nov 2014 12:46	Cashless	£5.00

How do I go to the checkout?

1. Click on **View basket** which is displayed on the right-hand side of the screen

Selected account :

View basket

Your basket

Book bag		Marc Ackroyd
Total:	£3.00	
Water bottle		Marc Ackroyd
Total:	£2.00	

Subtotal: £5.00

View basket

2. Check the items in your basket, edit or delete if necessary and click on **Checkout**

Your basket

Payment processor: WorldPay

Qty	Name	For	Total
1	Book bag	Marc Ackroyd	£3.00
1	Water bottle	Marc Ackroyd	£2.00
Subtotal:			£5.00

Go back to view products.

Pay for the items in your basket.

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.

Your Name/Name

Title

First name

Last name

Address 1

Address 2

Town/city

County/state/province

Postcode

Country

Pay for the items in your basket details for next time: ☐

Pay for the items in your basket

3. Enter your payment contact information and click on **Process payment** screen

WorldPay

Secure Payment Page

TEST MODE - this is not a live transaction

Payment Method: MasterCard
Description: Your purchases
Amount: 49.50

SECURITY TIPS
You must fill in fields marked with *

* Card number
Security code
* Expiry Date
* Cardholder's Name

Refunds and Returns
For more information visit our website www.worldpay.co.uk
WorldPay is part of the Royal Bank of Scotland Group.
For help with your payment visit www.worldpay.help

NB The payment page may look different to this example if your child's school uses a local authority payment gateway

3. Enter your card details and click on **Submit Order**

You will receive an email confirming your purchase.
(Remember to check your spam/junk email)

Payment details

Please keep this receipt for your records.

[View printer friendly version](#)

Payment information

Transaction number: 100000003
Date placed: 16 May 2014 16:13
Status: COMPLETE

Billing information

123 Street

, YO1 2AB

GB

air@tucanl.com

Item	Fee	Price	Quantity	Total
Dinner Money	Marc Ackroyd	£10.00	1	£10.00
Polo Shirt 26"	Marc Ackroyd	£8.50	1	£8.50
Totals				Total: £18.50

Payment status

Paid online

WorldPay

Support

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

If you have any questions please also refer to **See our frequently asked questions** link on the online payments login screen.