User Guide

WisePay
Rainsworth College
Developing the Whole Person
Welcome to your account
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

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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.

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.

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.

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.

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.

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.

Checkout

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

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

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.

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.

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.

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.

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.

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.

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.

Non-Stored Card Details

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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).

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	31686835	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

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

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.

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.

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.

If you have any further questions
or need help please visit
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.