

An illustration of two hands holding a tablet computer, set against a solid green background. The drawing is done in a simple, sketchy style with black outlines.

## WisePay User Guide for Students and Parents

### Desktop Version 2018

An illustration of two hands holding a smartphone, set against a solid red background. The drawing is done in a simple, sketchy style with black outlines.

## WisePay User Guide for Students and Parents

### App and Optimised Mobile Version 2018

# WisePay User Guide

## for Students and Parents

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# Log Into WisePay

## You will need a Username and Password to log into WisePay.

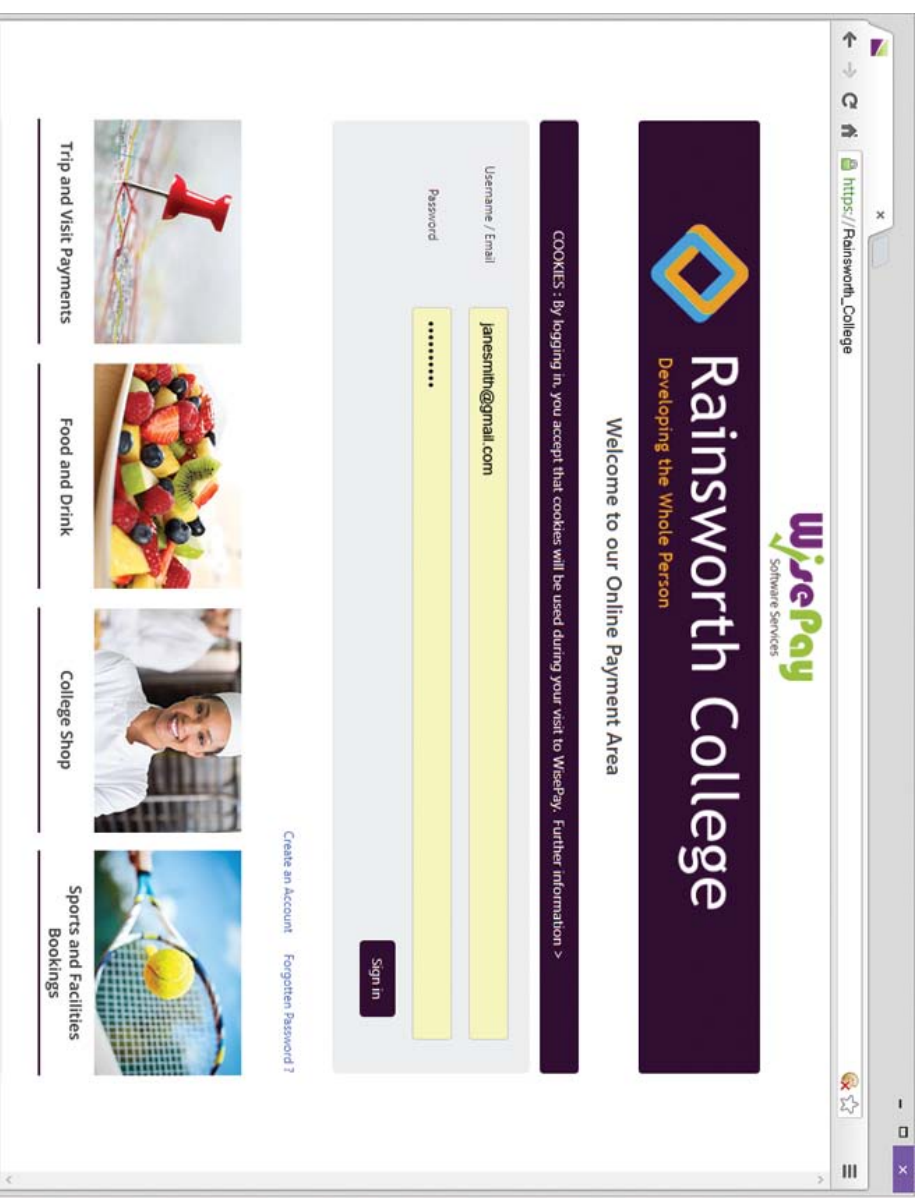
Your Organisation will advise you either by letter or email of your individual Username/Email and Password.

Enter your username 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 Username/Email and Password are case sensitive and so must be entered with the correct upper and lower case characters.

You should change your Username 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.



https://Rainsworth\_College

**WisePay**  
Software Services

**Rainsworth College**  
Developing the Whole Person

Welcome to our Online Payment Area

COOKIES : By logging in, you accept that cookies will be used during your visit to WisePay. Further information >

Username / Email  
janesmith@gmail.com

Password  
\*\*\*\*\*

Sign In

Create an Account    Forgotten Password ?

Trip and Visit Payments    Food and Drink    College Shop    Sports and Facilities Bookings

## Log Out


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

# Forgotten Password

Reset my Password

If you have forgotten your account password you can use this page to request a reset password email.

### 1. Security Challenge



Enter the code displayed in the box

This challenge is to prevent automated systems from using this feature maliciously.

[Load New Code](#)

### 2. Enter you Email Address

WisePay will send an email to the address you provide containing instructions for resetting your password.

Email

Confirm Email

Re-enter your Email Address

[Reset Password](#)

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

**A. You can request a password reset by selecting the “Forgotten Password” link on the homepage.**

**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.

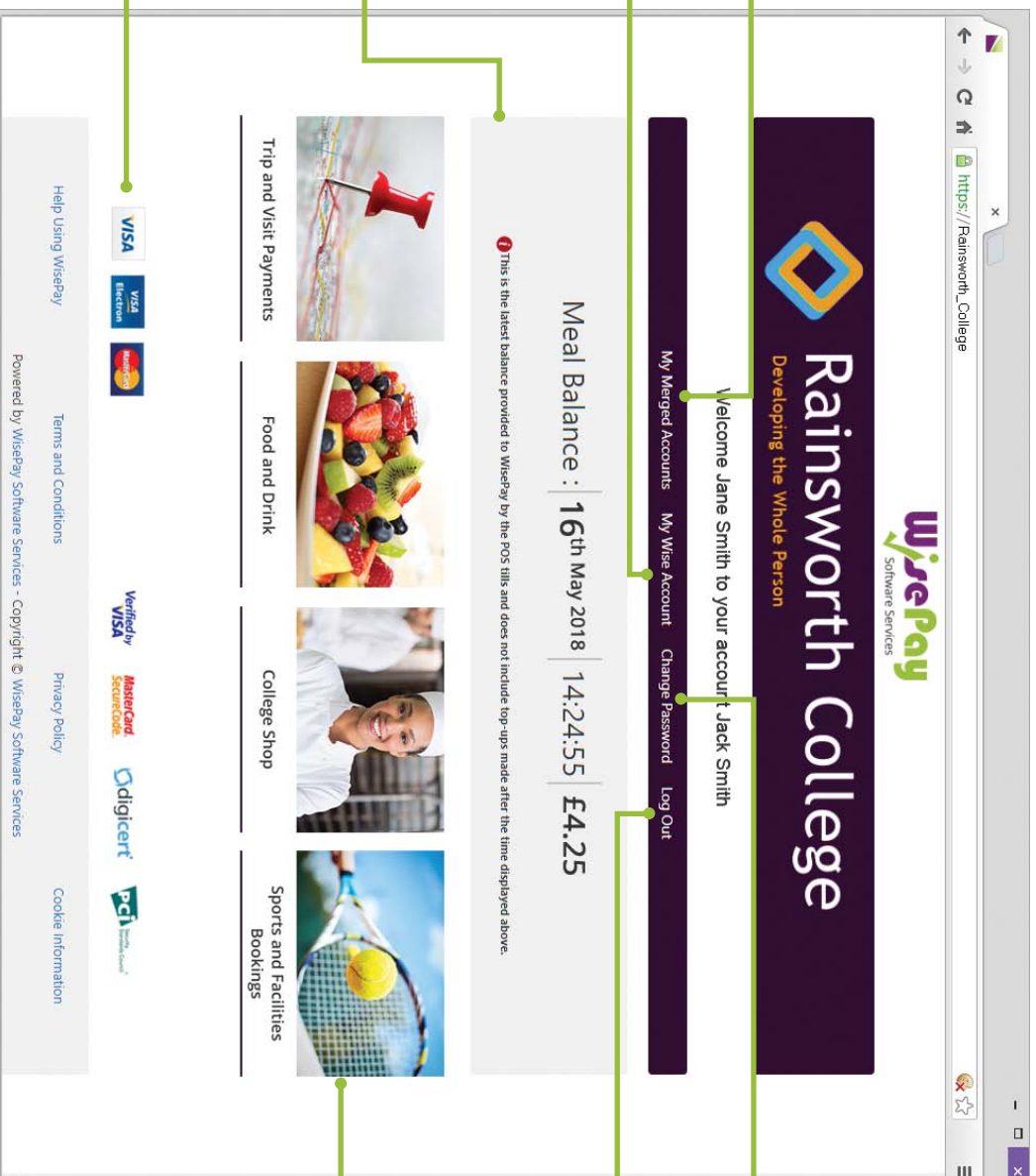
Once a request has been made WisePay will validate your email address, and you will be sent a one-time use, reset password link.

**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 accounts between all your merged students.

## My Wise Account

View all your payments, balances and messages.

## Meal Balance

View your latest meal balance.

## Payment Cards Accepted.

## Change Password

Click here to create a new password.

## Log Out

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

## Payments and Bookings

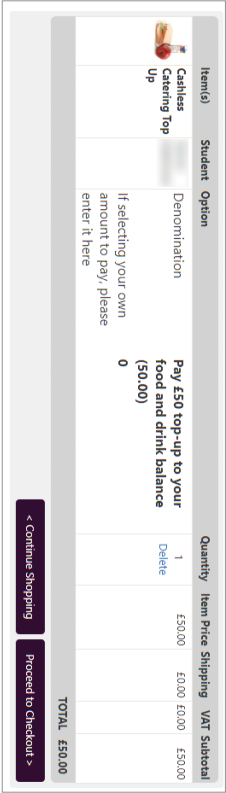
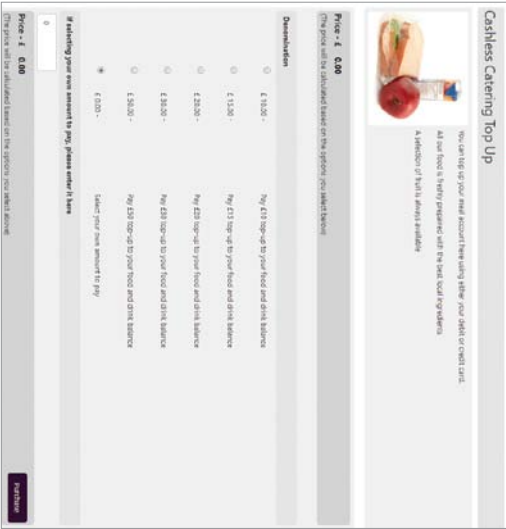
Select your chosen area to make a payment or booking.

# Adding items to your shopping cart

**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 that item click the “Purchase” button.



The shopping cart will automatically appear at the top of your page once your selected item/s have been added.

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.



# Checkout

Q. How do I checkout?

A. 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
TOTAL						£50.00

Proceed to Checkout >

Proceed to Checkout >



# Checkout Details

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

## Terms and Conditions

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.

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

Checkout

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

If you would like to use one of your saved card, please select it below.

☐ MasterCard \*\*\*\* 0001 Exp. 01/18  Remove Saved 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.

☐ Yes ☒ No

<< Go Back

Confirm Payment >>

# Payment Method

To complete your transaction you must select a payment method.

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

The screenshot shows the 'How do you want to pay?' screen. At the top, the WisePay logo is displayed. Below it, the user's name 'Jane Smith' and the order description 'Ramsworth Products' are shown. The amount to be paid is '51.00 GBP'. There are four payment options listed: 'VISA Visa', 'VISA Visa Debit', 'VISA Visa Electron', and 'MasterCard Debit MasterCard'. Each option has a right-pointing arrow next to it. At the bottom, there is a 'Cancel' button and a green bar with the text 'Your payment is secured by' followed by the 'sage pay' logo.

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.

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

Click the "Confirm Card Details" button to complete your transaction.

The screenshot shows the 'Your card details' screen. At the top, the WisePay logo is displayed. Below it, the user's name 'Jane Smith' and the order description 'Ramsworth Products' are shown. The amount to be paid is '51.00 GBP'. There are four input fields: 'Name' (containing 'Jane Smith'), 'Card' (containing '0000 0000 0000 0000'), 'Expiry' (containing 'MM / YY'), and 'CVC' (containing '123'). At the bottom, there is a 'Back' button and a green bar with the text 'Your payment is secured by' followed by the 'sage pay' logo.

# Wise Account Overview


## Q. What is my 'Wise Account'?

A. 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 your:

- latest food and drink balance
- food and drink purchases
- payment top ups
- trip payments and balances
- last 50 transactions



# Rainworth College

Developing the Whole Person

Welcome Jane Smith to your account Jack Smith

My Merged Accounts    My Wise Account    Change Password    Log Out

Account Overview

Payment, Balances and Messages

Merged Accounts

Your Details

## Payment Top Ups

Date/Time	Order Ref	Item	Amount
12/03/2018 12:10:54	68255188	Cashless Catering	£ 10.00
12/03/2018 11:51:19	68238116	Cashless Catering	£ 10.00
02/10/2017 12:07:45	57035788	Cashless Catering	£ 10.00

## Food and Drink Purchases

Date/Time	Description	Amount
12/03/2018 12:10:54	Cashless Catering	£ 10.00
12/03/2018 11:51:19	Cashless Catering	£ 10.00
11/03/2018 10:25:34	Manual Payment - Cheque	£ 475.00
11/03/2018 10:25:31	Manual Payment - Cheque	£ 15.00
11/03/2018 10:25:38	Manual Payment - Cheque	£ 10.00
02/10/2017 12:07:45	Online Card Payment	£ 99.00
16/03/2017 20:31:00	Online Card Payment	£ 99.00
16/03/2017 20:30:59	Manual Payment - Transfer	£ 99.00
06/01/2017 11:14:47	Manual Payment - Transfer	£ 5.00
08/11/2016 13:08:11	Manual Payment - Cheque	£ 30.00
08/11/2016 13:08:11	Manual Payment - Bursary	£ 99.00
08/11/2016 13:08:11	Manual Payment - Cash	£ 60.00
19/10/2016 12:50:52	Online Card Payment	£ 50.00
20/04/2016 15:46:38	Manual Payment - Cash	£ 75.00
22/04/2016 13:25:19	Online Card Payment	£ 100.00
22/04/2016 13:25:46	Online Card Payment	£ 200.00
24/02/2016 14:26:34	Manual Payment - Bursary	

## Payment History (50 Most Recent Transactions)

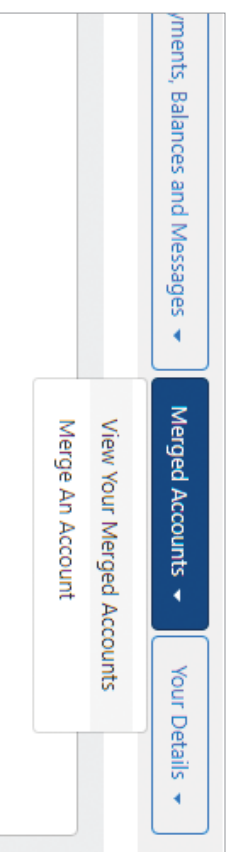
Date/Time	Order Reference	Payment Method	Item Description	Amount
12/03/2018 12:10:54	68255188	Online Card Payment	Cashless Catering	£ 10.00
12/03/2018 11:51:19	68238116	Online Card Payment	Cashless Catering	£ 10.00
11/03/2018 10:25:34	68169076	Manual Payment - Cheque	Theatre trip to see Matilda the Musical	£ 475.00
11/03/2018 10:25:31	68169050	Manual Payment - Cheque	5th Trip to France 2018	£ 15.00
11/03/2018 10:25:38	68169012	Manual Payment - Cheque	5th Trip to France 2018	£ 10.00
02/10/2017 12:07:45	57035788	Online Card Payment	Cashless Catering	£ 99.00
16/03/2017 20:31:00	4711541	Online Card Payment	Theatre trip to see Matilda the Musical	£ 99.00
16/03/2017 20:30:59	4711540	Manual Payment - Transfer	5th Trip to France 2017	£ 5.00
06/01/2017 11:14:47	40388213	Manual Payment - Cheque	Locker Payments	£ 30.00
08/11/2016 13:08:11	38861167	Manual Payment - Bursary	Student Parking Permit	£ 99.00
08/11/2016 13:08:11	38859777	Manual Payment - Cash	5th Trip to France 2017	£ 60.00
19/10/2016 12:50:52	37783528	Online Card Payment	Student Parking Permit	£ 50.00
20/04/2016 15:46:38	31958004	Manual Payment - Cash	5th Trip to France for year 3 students	£ 75.00
22/04/2016 13:25:19	31666505	Online Card Payment	Bursary	£ 100.00
22/04/2016 13:25:46	31666506	Online Card Payment	Barcelona - Performing Arts Tour - February 2016	£ 200.00
24/02/2016 14:26:34	20697127	Manual Payment - Bursary	5th Trip to France for year 2 students	

# Your Wise Account



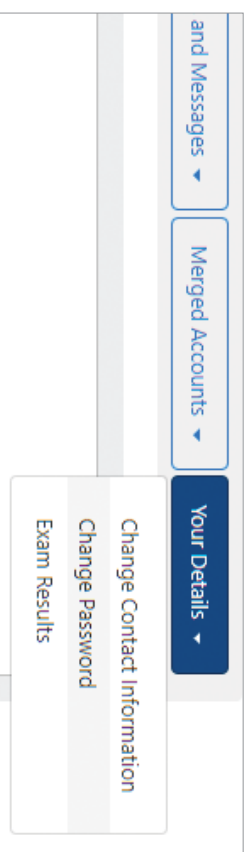
## Payments, Balances and Messages

- **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 Calendar**- view all past and upcoming payments by date.
- **Payments to Make**- view all upcoming payments to be made.



## 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.

# Merged Accounts

## Merging Accounts

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

jane.smith@gmail.com

Password

.....

Find Student Account

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

View Your Merged Accounts

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

> Jack Smith (active)

> Olivia Smith

> Sophie Smith

> Merge another Student 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.

# Your Details

## Personal details and Passwords

You can amend or check your account details and password by selecting the “Your Details” tab in the Wise Account area.

Change Password

Payments, Balance and Messages ▾

Merged Accounts ▾

Your Details ▾

Please edit the form below to change details of your account

Account Details for Jane Smith

Email

Jane.smith@gmail.com

Confirm Email

Jane.smith@gmail.com

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

07123 456 789

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

Password

Confirmation of Password Change

☒ No, do not change my password

☐ Yes, change my password

Enter your New Password

Enter your New Password

Confirm your New Password

Re-enter 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

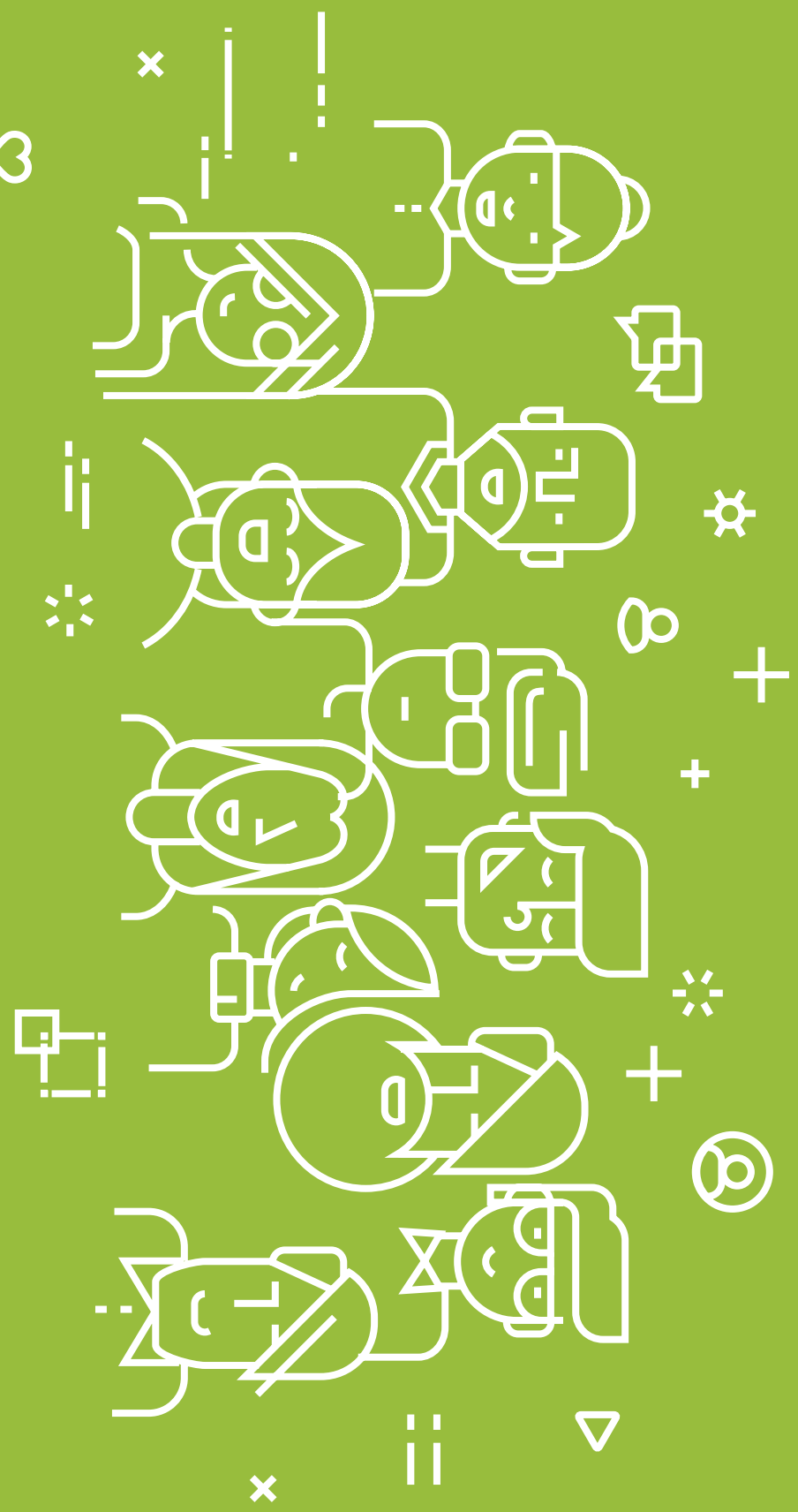
11 WisePay User Guide  
for Students and Parents

**WisePay**  
Software Services



If you have any further question or need help 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

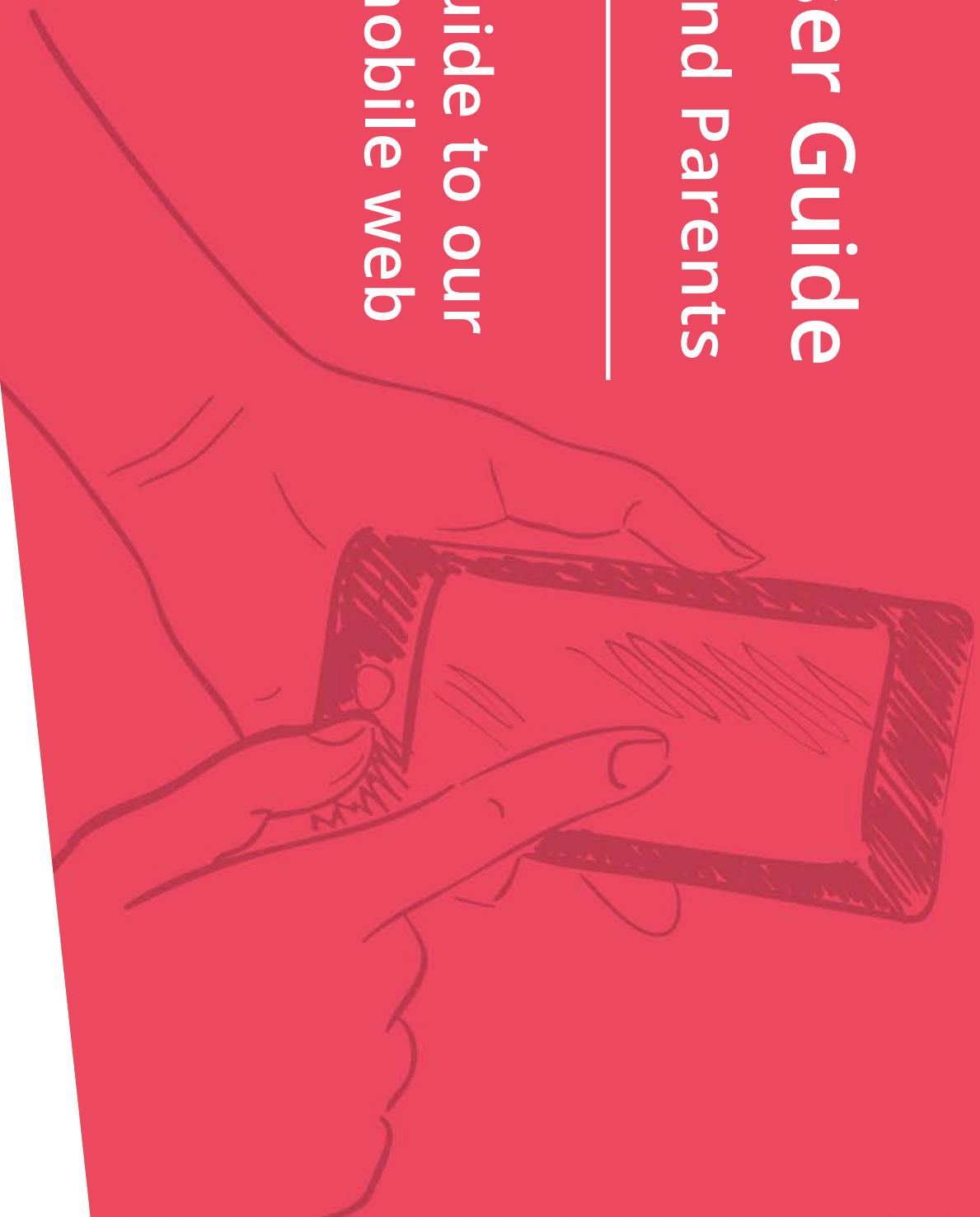


# WisePay User Guide

## for Students and Parents

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A quick start guide to our  
new app and mobile web  
site.





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The Check Out - Stored Card Details.....	09
Payment Process - Stored Card Details.....	10
Order Complete - Stored Card Details.....	11

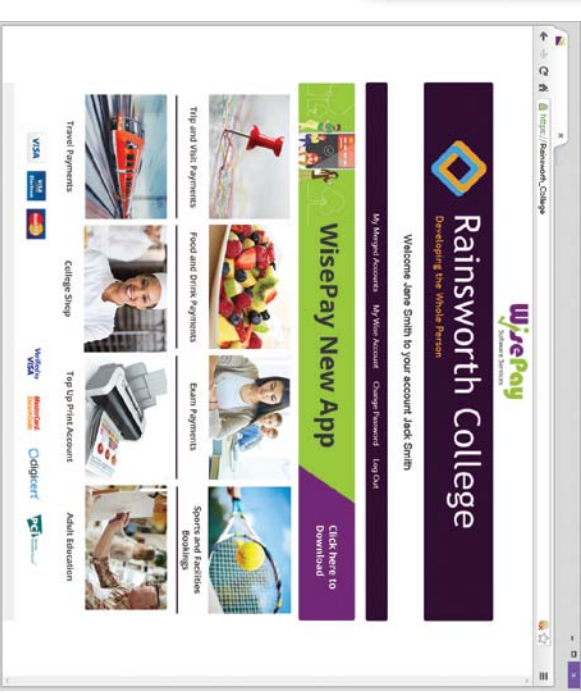
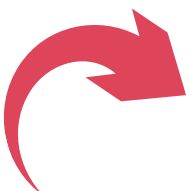
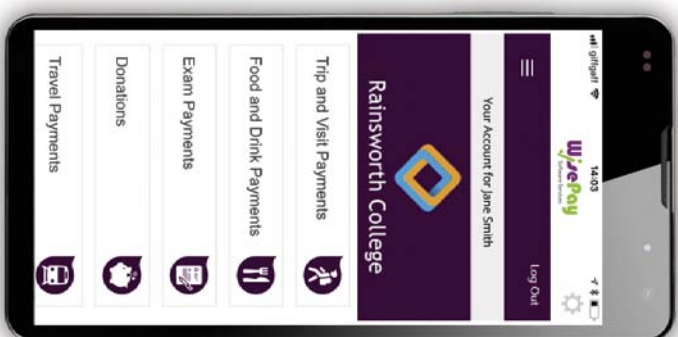
# Benefits to Parents and Students

WisePay has made payments and bookings even quicker for Parents and Students on the go.

You can access your WisePay account and receive latest messages from your school or college on any mobile device with WisePay's easier to use optimised mobile version.

Users can now checkout faster with our flexible payment options. Payment Cards can be stored securely for repeat purchases, providing you with a (One Click) seamless transaction on the go.

## WisePay Your Way



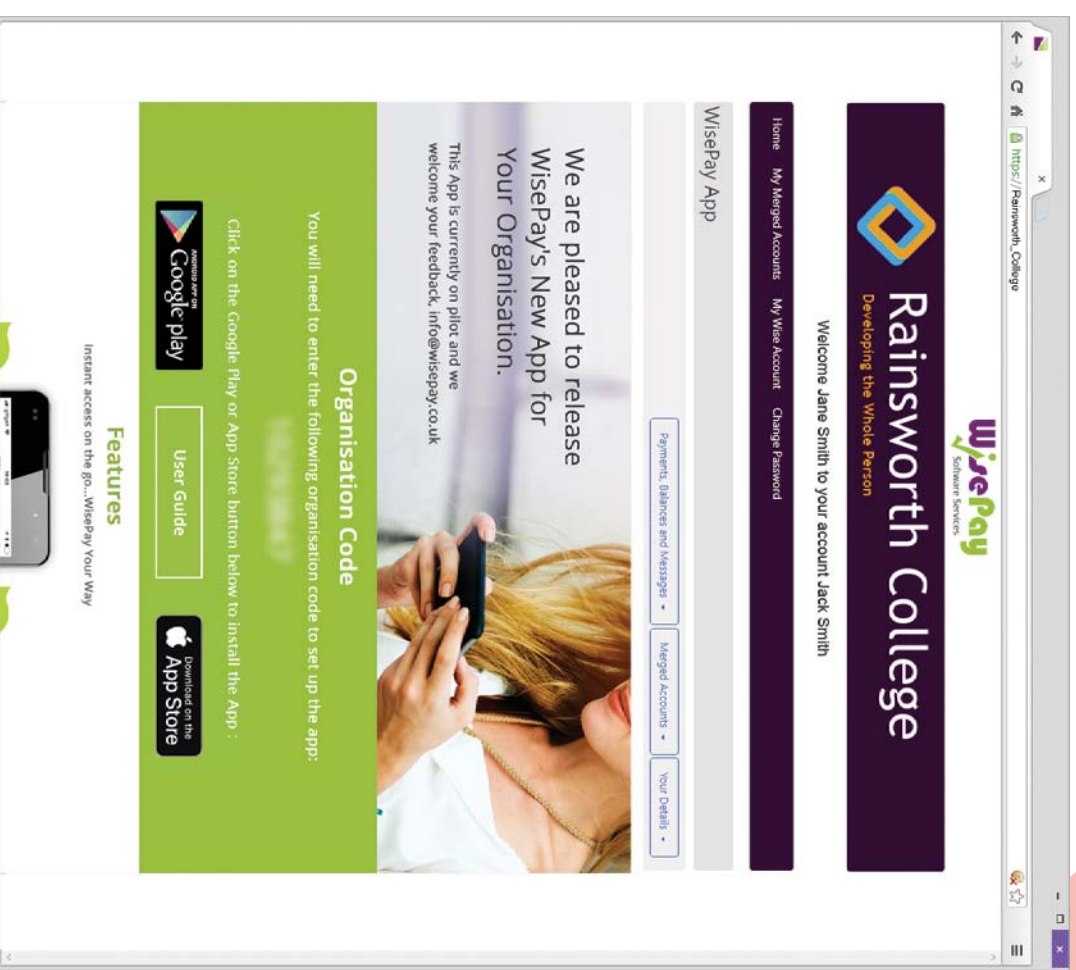
# Downloading the App



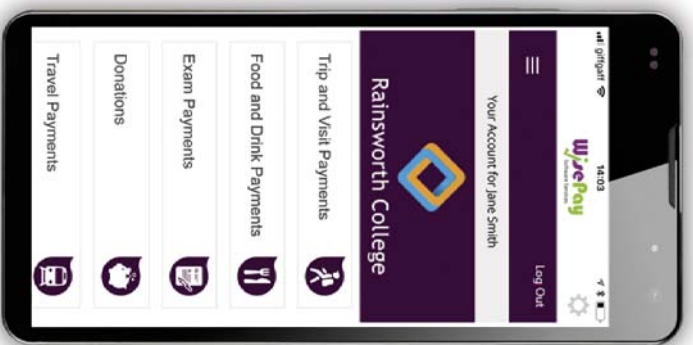
To download the new WisePay App click the selected graphic at the top of your WisePay homepage.

The WisePay App is available to download for both Android and Apple devices.

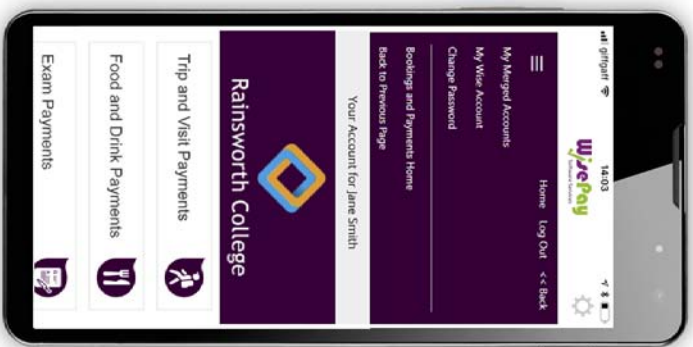
From the WisePay App page you will be given a unique Organisation Code. You will need this code in the WisePay App, where you can register an account and start making payments quickly and easily.



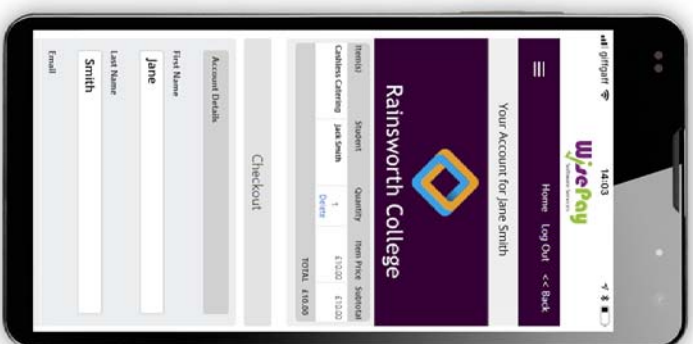
# User Friendly WisePay Mobile Device



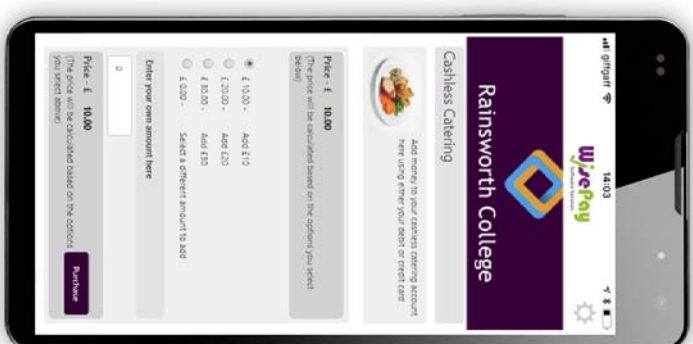
Example Mobile Homepage



Example of Mobile Menu



Example of Mobile Check Out



Example of Mobile Cashless Catering Screen





# The Check Out - **Non Stored Card Details**

# The Check Out - 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.

Account Details

First Name

Jane

Last Name

Smith

Email

jane@smith.com

Billing Address

Address 1

12 Windsor Road

Address 2

City

Cambridge

Postcode

AB12 3CD

Payment Options

Saved Cards

You do not have any stored cards.  
☒ I would like to store the card that I will use for this transaction

Customer Delivery Notes

There are no specific notes for the product you are purchasing

Terms and Conditions

I agree to the Terms and Conditions and confirm that the order details are correct.

<< Go Back

Confirm Payment >>

## Payment Options (New)

### Non Saved Cards

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.

Payment Options

Saved Cards

You do not have any stored cards.  
☒ 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 Term & Conditions and continue to the payment screens.

I agree to the Terms and Conditions and confirm that the order details are correct.

Yes

No

<< Go Back

Confirm Payment >>

# Payment Process - Non Stored Card Details

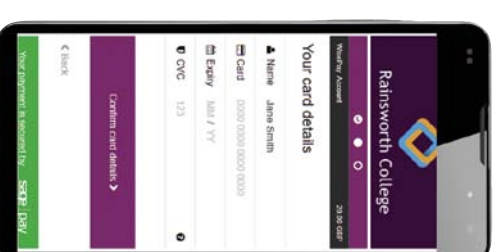
\* The screens below are at Sage Pay payment gateway.

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.



User friendly mobile screen.

Your Shopping Basket			
Description	Quantity	Item Value	Item Tax
Cashless Catering	1	10.00	0.00
<b>Total Price: 10.00 GBP</b>			

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

# Order Complete - Non Stored Card Details

WizePay Software Services

Authenticate your card

AMERICAN EXPRESS SafeKey™

Jane Smith

Order description: Rainsworth Products

To pay 10.00 GBP

Please enter your password to verify your identification.

Purchase Authentication

Vendor: Rainsworth College

Purchase Amount: 10.00 GBP

Date: Tue - May 01 - 10:01:21 BST 2018

Pan: XXXXXXXXXXXXXXX0001

Password: [ ]

Submit

MasterCard SecureCode

Your payment is secured by sage pay

To complete your order, you may need to authenticate your card details with a password.

WizePay Software Services

Rainsworth College

Developing the Whole Person

Welcome Jane Smith to your account Jack Smith

My Manager Accounts My Wize Account Change Password Log Out

Order Complete

Please find below confirmation details of your order. An email has been sent to your default email address.

Order Number: 711000073

Order Date / Time: 19/05/2018 09:53:02

Billing Address: 12 Victoria Road, Cambridge CB2 3XD

Customer: Rainsworth College

There are no specific notes for the products ordered.

Product Title	Amount	Qty	Unit Price	Subtotal	Unit Tax	Unit Total
Cartoon Carving	10.00	1	10.00	10.00	0.00	10.00

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.

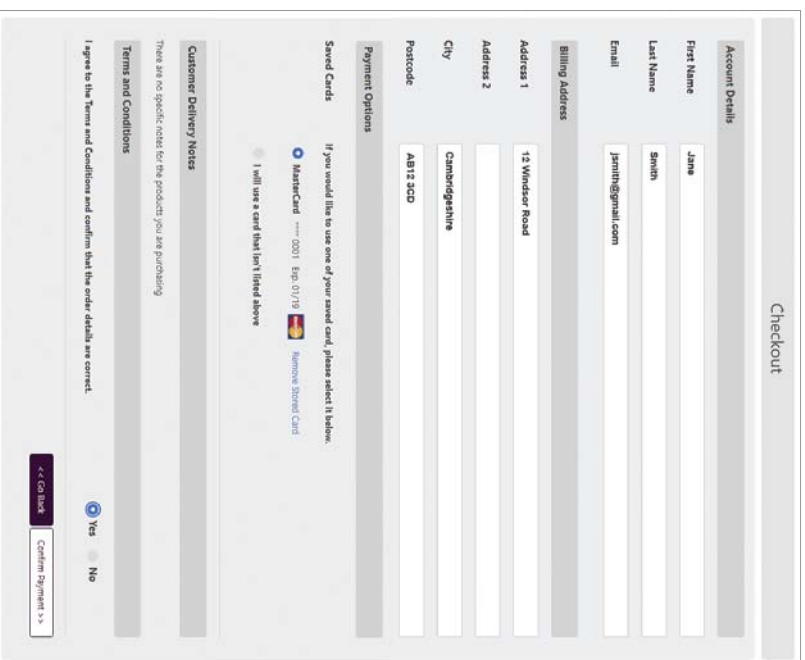


# The Check Out - **Stored Card Details**

# The Check Out - **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:

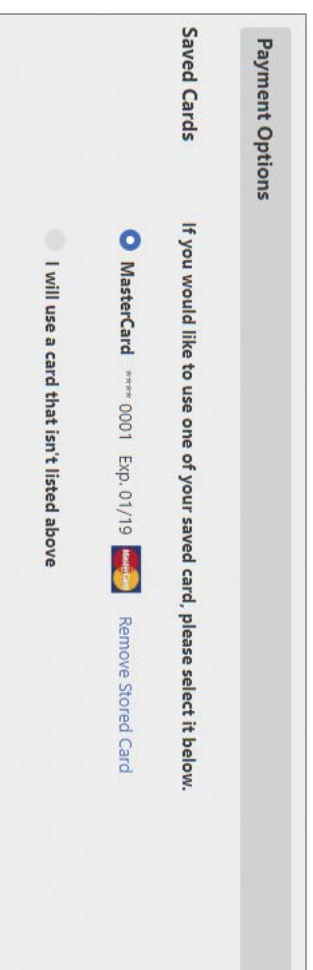
- Account Details**: Fields for First Name (Jane), Last Name (Smith), and Email (j.smith@gmail.com).
- Billing Address**: Fields for Address 1 (12 Windsor Road), Address 2, City (Cambridge), and Postcode (AB12 3CD).
- Payment Options**: A section titled "If you would like to use one of your saved card, please select it below." with a radio button selected for "MasterCard \*\*\*\* 0001 Exp. 01/19" and a link "Remove Stored Card". Below it is an option "I will use a card that isn't listed above".
- Customer Delivery Notes**: A section with a note "There are no specific notes for the product you are purchasing".
- Terms and Conditions**: A section with a note "I agree to the Terms and Conditions and confirm that the order details are correct." and radio buttons for "Yes" (selected) and "No".

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

## Payment Options (New)

### Saved Payment 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.



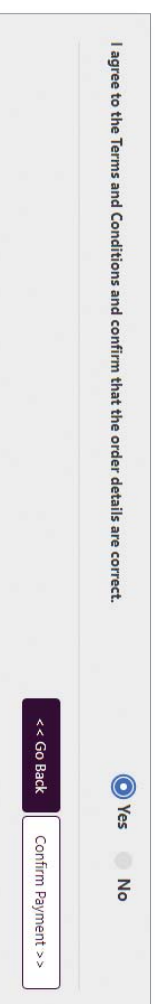
The screenshot shows the "Payment Options" section with the following content:

- Saved Cards**: A section titled "If you would like to use one of your saved card, please select it below." with a radio button selected for "MasterCard \*\*\*\* 0001 Exp. 01/19" and a link "Remove Stored Card". Below it is an option "I will use a card that isn't listed above".

### 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.



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

- A note: "I agree to the Terms and Conditions and confirm that the order details are correct."
- Radio buttons for "Yes" (selected) and "No".
- Buttons: "<< Go Back" and "Confirm Payment >>".



# Payment Process - Stored Card Details

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

Wisepay Account  
Order description: Ransworth College Products  
To pay 10.00 GBP  
CVC 123  
Confirm card details >

You will be asked to confirm your CVC, the three digits on the back of your card.

Review your order  
Transaction details  
Description: Ransworth College Cashless Catering  
Transaction Reference: 71389901  
Amount: 10.00 GBP  
To pay 10.00 GBP  
Your Shopping Basket  
Payment Details  
Billing Address  
Shipping Address

Description	Quantity	Item Value	Item Tax
Cashless Catering	1	10.00	0.00

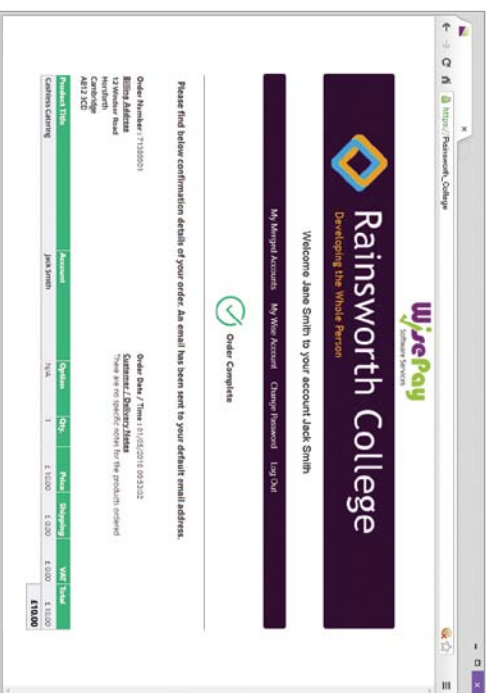
Total Price: 10.00 GBP

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

Authenticate your card  
Verified by Visa  
Purchase Authentication  
Please enter your password to verify your identification.  
Purchase Amount: 10.00 GBP  
Date: Tue - May 01 - 10:01:21 BST 2018  
Pin: xxxxxxxxxxxxxxx001  
Password: [field]  
Submit  
MasterCard SecureCode

To complete your order, you may need to authenticate your card details with a password.

# Order Complete - Stored Card Details



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.

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**WisePay User Guide**  
for Students and Parents

A quick start guide to our  
new app and mobile web site.

If you have any further question or need help 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**

