



# Stanborough School Wisepay

## What it is

WisePay is a secure online payment service that allows parents and carers to make payments to the school using their debit or credit cards.

Payments can include lunch payments, trips and visit payments, clubs and activities or music payments.



## How do I access it?

WisePay can be accessed through our school website via 'Quick Links'.

## How do I log in?

Log in details are given to the main parent/carer we have on our system for each student. Personal accounts are set up and a letter is sent home with all the details.

Please be aware usernames and passwords are case sensitive and these must be entered exactly as stated on your letter.

If you have lost or forgotten your login please email [finance@stanborough.herts.sch.uk](mailto:finance@stanborough.herts.sch.uk) or telephone 01707-321755 and ask for the Bursar's Office.

## Personal Accounts

Once logged in you can make payments specifically for your child. You are also able to view your payment history by clicking 'My Wise Account' at the top of the page.

### Merging Accounts

You will receive a login for each child you have at the school. You can either keep each account separate by logging into each account for each individual child or you can merge them into one master login.

It is advised that you choose your youngest child's account details to become the master account. Once logged into this account please follow the steps below;

- Click on 'My Wise Account'. Go to 'Merge an Account' found in the central section.
- On the next screen enter the login details of one of your other children that you want to merge and press 'Find Student'.
- This child is displayed on the next screen with a 'Merge this Account' button. Pressing this button merges the accounts. Repeat this process for each child.
- Once accounts have been merged each child is listed as a link which allows you to switch to that account.
- For subsequent visits to WisePay you must login with the first child's username and password as that is now the master account.

### To Change your Password

After logging in you will be able to change the password from the one given in your letter to a password of your choice. To change your password please follow these steps;

- Go to your 'My Wise Account'.
- Within the 'Your Details' section, select 'Change Password'

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## School Meal Payments

School meal payments can be made through WisePay, and must be paid for in advance. When your child has selected a lunch, payment is redeemed via a finger-print recognition system at the canteen tills.

If your child has started mid-term then he/she will be able to pay for food and drinks with cash until data has been acquired to create a WisePay account for you.

### Timing of Payments

It is important to be aware that payments via WisePay cannot be downloaded to your child's canteen account while the canteen is in operation. To ensure funds are available for break please top up your child's account before 10am and before 12noon for funds to be available at lunchtime.

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## Support

If you have any questions or need support, please telephone the main office on 01707-321755 and ask for the Bursar's Office or email [finance@stanborough.herts.sch.uk](mailto:finance@stanborough.herts.sch.uk)