

PAY360

EDUCATION PAYMENTS

USERS HANDBOOK

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Welcome to Pay360 Education Payments

Pay360 Education Payments is an online marketplace, which enables schools to sell and collect payment for items such as school uniform, school meals, trips, events, clubs and other school activities, in a safe and secure way.

The benefits of using Pay360 Education Payments include:

- the ability to make safe and secure online payments at any time of the day.
- the ability to make payments via debit or credit card.
- the ability to make payments in person via PayPoint and Post Office counters.
- the ability to pre-pay for school meals.
- the ability to identify when payments are due and whether sufficient funds are available.
- the ability to receive email notifications when a balance falls below a set amount.
- the ability to view current balances and a payment history.

Parent/guardians have these additional benefits:

- the ability to pay for expensive items (e.g. school trips) in instalments, at the discretion of the school.
- the ability to maintain a single Pay360 Education Payments account that serves all of their children, even if they attend different schools (this is available only if all the schools use Pay360 Education Payments).
- the ability to select school meals and review previous meal purchases.
- the ability to pay for school fees, if the school uses SIMS Fees.
- the ability to save card details to speed up the checkout process.

NOTES: The contents of the graphics (dates, names, panel numbers, etc.) are examples only of what you might expect to see when using Pay360 Education Payments.

Local currency replaces pounds sterling where appropriate.

Your Invitation to Register Your Pay360 Education Payments Account

Your school will send you an invitation to create a Pay360 Education Payments account for yourself. The invitation can take the form of an email or a letter.

You will need an account with one of our supported identity providers: SIMS ID, Microsoft, Office 365, Google, Facebook or Twitter. It is possible to use an existing account to register, or you can create a new one.

The instructions vary depending on whether you are a parent/guardian (please see *Parent or Guardian* on page 2) or a parent/guardian who is also an employee at the school (please see *School Employee* on page 2). Follow the guidance in the section that best describes your circumstances.

Parent or Guardian

The invitation from your child(ren)'s school contains:

- a unique invitation code required for registering your Pay360 Education Payments account.
- the name of your child(ren) currently at the school for whom you can make payments once registered.
- the additional information you will need to provide when registering, i.e. your child, or one of your children's, date of birth.
- what you can do with your account, i.e. make payments for your child(ren) at the school using Pay360 Education Payments.
- a link to the registration page (if you received an email) or a URL to enter in a browser window (if you received a letter).
- the date by which you must register your account. If you do not register by this date, a new invitation will be required.

WARNING: If another parent/guardian of the child(ren) wishes to register an account, either instead of, or as well as the person to whom the invitation was addressed, please contact the school to request a separate invitation. You should not attempt to use an invitation code intended for another person.

IMPORTANT NOTE: If you already have a Pay360 Education Payments account for a child, new children will be added to this account as they enter the school.

You can now register your account (please see *Registering your Account* on page 2).

Registering your Account

The registration process for the following customers is the same:

- the parent/guardian of a child(ren) at the school,
- a school employee who may also be the parent/guardian of a child(ren) at the school,
- an administrator of Pay360 Education Payments who is a school employee and who may also be the parent/guardian of a child(ren) at the school.

1. Navigate to the URL for the Pay360 Education Payments website given in the invitation.



2. Click the **Register** button on the right-hand side of the screen to display the **Sign in to Pay360 Education Payments** page.



NOTE: If you see the **Account Welcome** page instead of the **Sign in** page, review the guidance (please see Account Welcome Page on page 8).

NOTE: To register a Pay360 Education Payments account, you will need an account with one of our supported identity providers: SIMS ID, Apple ID, Microsoft, Google, Facebook or Twitter. It is possible to use an existing account to register, or you can create a new one.

3. Click the icon for your preferred account provider to be directed to sign in. The precise steps will vary depending on which account provider you select, but typically you will be asked to sign in to your account and satisfy account security. If this is the first time you have registered this account with SIMS Online Services, you will see the **SIMS ID permissions requested** page (please see *SIMS ID Permissions* on page 7).

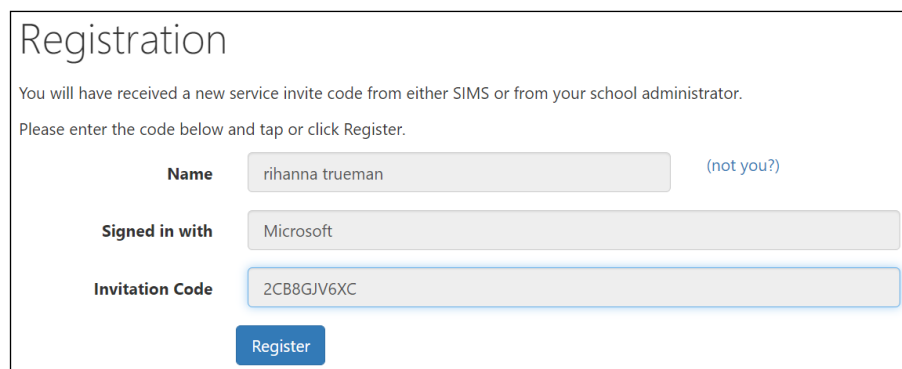
The **Registration - Welcome** page is displayed, showing your name (as recorded by the account) and the identity provider you selected. This is helpful if you share a computer with other users.

4. Check that the name and account are what you expected to see.
 - If the details are correct, enter the **Invitation Code** from your invitation, then click the **Continue** button.
 - If the account details are incorrect, click the **Sign Out** button, then sign in again with the correct account.
5. One of three pages is displayed:
 - The SIMS ID **Registration** page. This is the standard registration sequence for new users of SIMS ID (please see *Registration* on page 4).
 - The **Confirm Details** page. You will see this page if you have previously registered for another SIMS Online Service with these credentials (please see *Confirming Account Details in Pay360 Education Payments* on page 5).
 - An error message is displayed at the bottom of the **Registration - Welcome** page (please see *Errors Encountered When Entering the Invitation Code* on page 8).

Registration

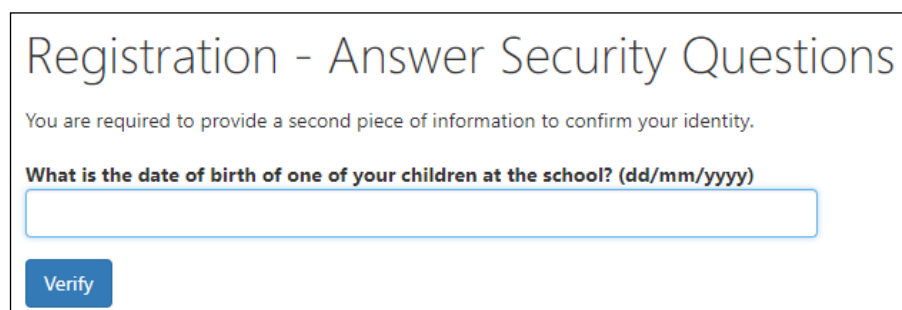
If this is the first time you have registered this account with SIMS ID, the SIMS ID **Registration** page is displayed.

The **Invitation Code** field is pre-populated with the code you entered on the **Registration - Welcome** page.



The screenshot shows the 'Registration' page. At the top, it says 'Registration' in a large font. Below that, a message states: 'You will have received a new service invite code from either SIMS or from your school administrator. Please enter the code below and tap or click Register.' There are three input fields: 'Name' with the text 'rihanna trueman' and a '(not you?)' link; 'Signed in with' with the text 'Microsoft'; and 'Invitation Code' with the text '2CB8GJV6XC'. A blue 'Register' button is at the bottom.

1. Click the **Register** button.



The screenshot shows the 'Registration - Answer Security Questions' page. It has the title 'Registration - Answer Security Questions' in a large font. Below the title, it says: 'You are required to provide a second piece of information to confirm your identity.' A question is displayed: 'What is the date of birth of one of your children at the school? (dd/mm/yyyy)'. There is an empty input field for the answer. A blue 'Verify' button is at the bottom.

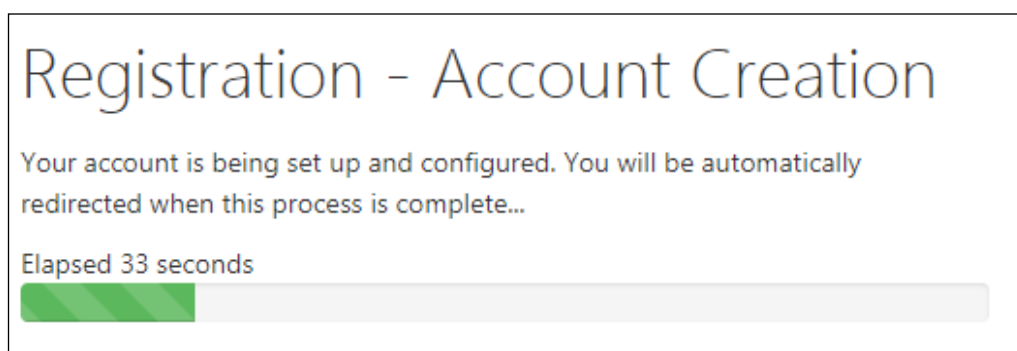
NOTE: The security question you are asked depends on whether you are registering as a parent/guardian or as an employee. The invitation from the school identifies the information you need to provide.

2. Enter the information requested on the **Registration - Answer Security Question** page.

This is the same information referred to in the invitation received from the school.

- Parent/guardians enter the date of birth of their child/one of their children at the school.
- School employees enter their own date of birth, even if they are also registering as parent/guardians and/or administrators.

3. Click the **Verify** button to create your account.



Once the account is set up, you are redirected to Pay360 Education Payments to complete the account set up (please see *Confirming Account Details in Pay360 Education Payments* on page 5).

Confirming Account Details in Pay360 Education Payments

Once your account is set up, you are redirected to Pay360 Education Payments.

*NOTE: If you have already registered these credentials with SIMS ID, you will be directed here from the **Registration - Welcome** page.*

1. On the **Confirm Details** page, check that your **Title**, **Forename**, **Surname** and **School** details are correct.
 - a. If the read-only information is correct, click the **Continue** button.
 - b. If the read-only information is incorrect, click the **Cancel** button.

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2. Complete your account details if this is the first time you have registered a Pay360 Education Payments account. If you have previously registered with Pay360 Education Payments (e.g. at another school), you will not see this step.

Create Account

Please complete your account details below.

Title	<input type="text" value="Mrs"/>
Forename	<input type="text" value="Rihanna"/>
Surname	<input type="text" value="Trueman"/>
Email Address	<input type="text" value="rihannatrueman@communicationservice-dev.co.uk"/>
Confirm Email Address	<input type="text" value="rihannatrueman@communicationservice-dev.co.uk"/>
Cardholder Name	<input type="text" value="Mrs Rihanna Trueman"/>
Billing Address	<input type="text" value="7 Castle Road"/>
	<input type="text"/>
	<input type="text"/>
Town	<input type="text" value="Norton"/>
County	<input type="text"/>
Postcode	<input type="text" value="WR11 6LZ"/>
Country	<input type="text"/>

☒ Allow automatic email notifications from Pay360 Education Payments

Cancel Continue

Why we need this information?
We will use your name and email address to communicate with you; for example to confirm when an order has been placed.

- a. Record an **Email Address** and repeat this in the **Confirm Email Address** field.
- b. The **Allow automatic email notifications from Pay360 Education Payments** check box should be selected if you wish to receive email notifications from Pay360 Education Payments. Deselect this check box, if required (please see *Checking My Details* on page 9).
- c. Cardholder information is pre-populated with the details of the primary contact. If these are incorrect, enter the **Cardholder Name** and **Billing Address** (including **Town** and **Postcode**) for the card holder who will be making payments.

***TIP:** Cardholder details will be used during the checkout process to save time. If you would prefer to enter these details at the checkout each time you pay for an item, these details can be left blank.*

- d. Click the **Continue** button.

Congratulations! Your account has been created

You are now able to make payments for this school within Pay360 Education Payments.

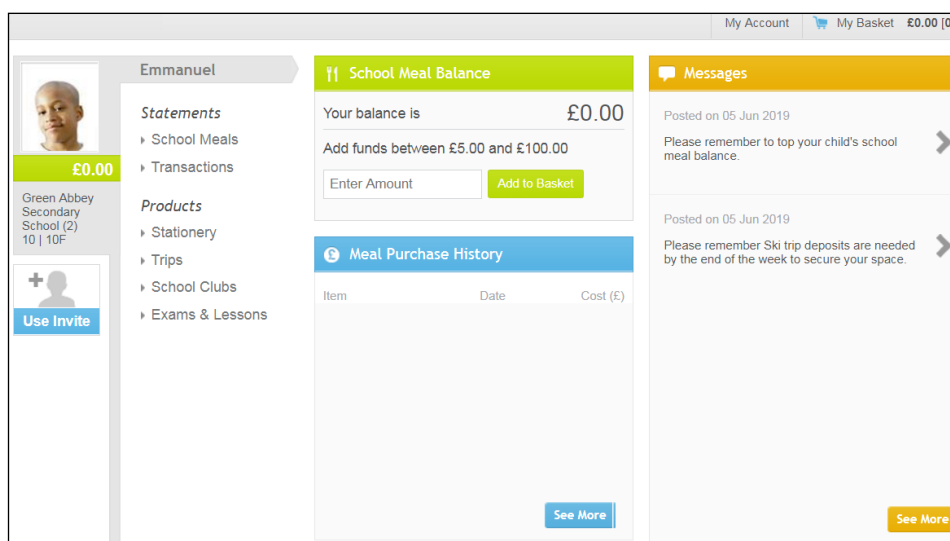
Continue

NOTE: If you are also an administrator, this message will read *You are now able to administer this school and make payments for this school within Pay360 Education Payments.*

If you have previously registered with Pay360 Education Payments, you will not see the **Congratulations!** page.

3. Click the **Continue** button on the **Congratulations!** page.

If you are an administrator, Pay360 Education Payments opens at the **Dashboard**. For all other users, Pay360 Education Payments opens at **My Homepage**. You can now use Pay360 Education Payments.

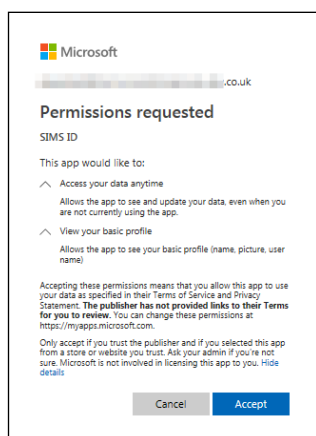


Additional Information about Setting Up your Account

SIMS ID Permissions

If this is the first time you have registered this account with SIMS Online Services, you will see the SIMS ID permission screen.

Click the **Accept** button.

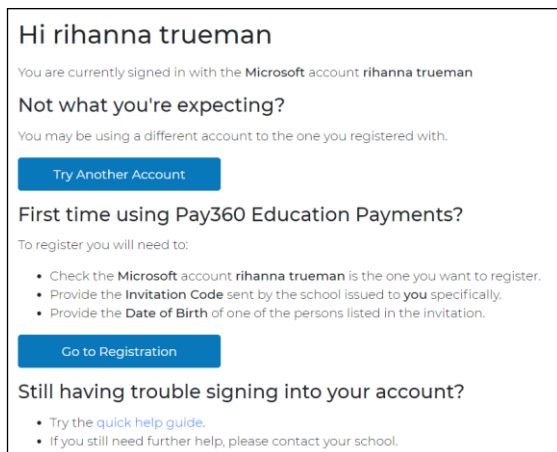


To view the Pay360 Education Payments Legal statement, use this link (<https://www.pay360.com/legal>).

Account Welcome Page

If you see this page during registration, this means you clicked the **Sign In** button instead of the **Register** button.

Click the **Go to Registration** button at the bottom of the page to be redirected to the SIMS ID registration sequence (please see *Registering your Account* on page 2).

A screenshot of a web page titled "Hi rihanna trueman". The page informs the user they are signed in with a Microsoft account. It offers a "Try Another Account" button. Below, it asks "First time using Pay360 Education Payments?" and lists requirements for registration: checking the Microsoft account, providing an invitation code, and providing a date of birth. A "Go to Registration" button is present. At the bottom, it offers a "quick help guide" and advises contacting the school if further help is needed.

Hi rihanna trueman

You are currently signed in with the Microsoft account rihanna trueman

Not what you're expecting?

You may be using a different account to the one you registered with.

[Try Another Account](#)

First time using Pay360 Education Payments?

To register you will need to:

- Check the Microsoft account rihanna trueman is the one you want to register.
- Provide the Invitation Code sent by the school issued to you specifically.
- Provide the Date of Birth of one of the persons listed in the invitation.

[Go to Registration](#)

Still having trouble signing into your account?

- Try the [quick help guide](#).
- If you still need further help, please contact your school.

You will be redirected to the SIMS ID registration sequence (please see *Registering your Account* on page 2).

Errors Encountered When Entering the Invitation Code

If, after clicking the **Continue** button on the **Registration - Welcome** page, you do not see either the SIMS ID **Registration** page or the Pay360 Education Payments **Confirm Details** page, check the error message at the bottom of the screen.

If you see **This invitation code is no longer valid**, contact your school. Invitation codes are time-limited and invitation codes entered after the final date on the invitation do not work.

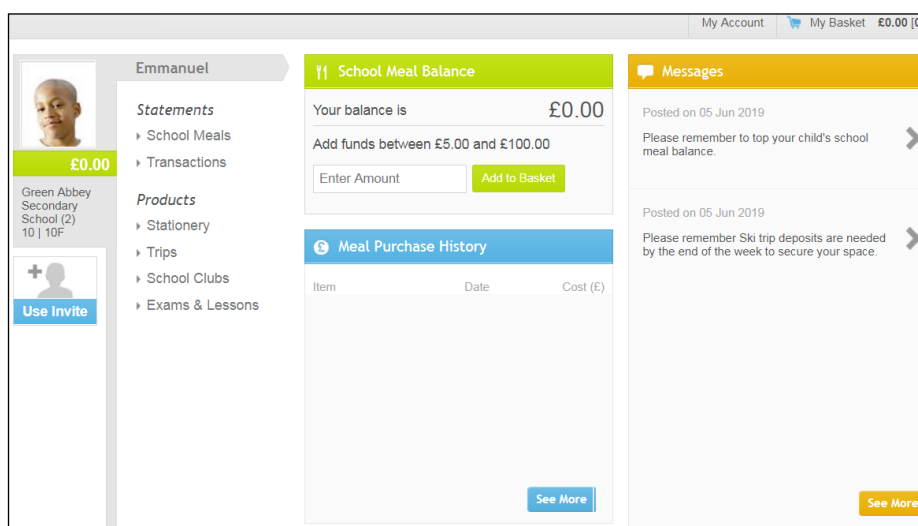
If you see any other error message, follow the on-screen instructions, which may resolve your issue.

If you are still unable to register your account, make a note of the error message and contact your school.

Managing My Account

Once an account has been set up, its details can be managed via the **My Account** page.

My Homepage is displayed when you sign in. It is also available by selecting the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).



The **My Account** page is available from **My Homepage** by selecting the **My Account** tab on the top right-hand of the screen. The widgets you see vary according to the Pay360 Education Payments functionality your school has made available.

NOTE: The contents of the graphics (dates, names, panel numbers, etc.) are examples only of what you might expect to see when using Pay360 Education Payments.

Checking My Details

TIP: **My Homepage** is displayed when you sign in. It is also available on the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).

1. From **My Homepage**, select the **My Account** tab on the top right-hand side of the screen to display the **My Details** page.

The screenshot shows the 'My Details' page. On the left is a sidebar with links: 'My Details' (active), 'My Links', 'My Payments', and 'My Cards'. The main area has a blue header 'My Details' with a note 'mandatory fields marked with a *'. Below this are several form fields: 'Title *' (Mrs), 'Forename *' (Tia), 'Surname *' (Aaron), 'Email Address *' (tiaaaron@gmail.com), 'Confirm Email Address *' (tiaaaron@gmail.com), 'Cardholder Name' (Mrs Tia Aaron), 'Billing Address' (1 Ely Road, Milton), 'Town' (Cambridge), 'County' (Cambridgeshire), 'Postcode' (CB24 6DD), and 'Country'. At the bottom, there is a checkbox 'Allow automatic email notifications from Pay360 Education Payments' and two buttons: 'Cancel' and 'Save Changes'.

2. Ensure that these details are correct.

If any of these details change, update Pay360 Education Payments and contact the School Administrator.

The **Allow automatic email notifications from Pay360 Education Payments** check box should be selected if you wish to receive email notifications from Pay360 Education Payments. Deselect this check box, if required. By selecting the check box, you are enabling the following notifications:

- Product notifications
- Next instalment due soon notifications (applies to instalment payments only)
- Overdue instalment notifications (applies to instalment payments only).

***TIP:** Cardholder details recorded here are for the purpose of auto-completing fields during the checkout process. Cardholder details do not have to be recorded in the **My Details** screen but if they are not recorded, they will need to be entered manually during the checkout process for every transaction.*

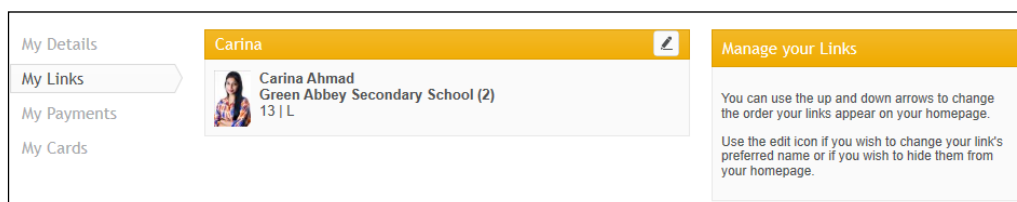
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Managing My Links

TIP: **My Homepage** is displayed when you sign in. It is also available on the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).

1. From **My Homepage**, select **My Account** on the top right-hand side of the screen to display the **My Details** page.
2. Select **My Links** from the menu on the left-hand side of the screen.



NOTE: Employees will also see a panel named **Me**, where they can manage their own link.

Changing the Display Order of Links

The display order of the links can be changed by clicking the **Up** and **Down** arrows in the header of each individual.

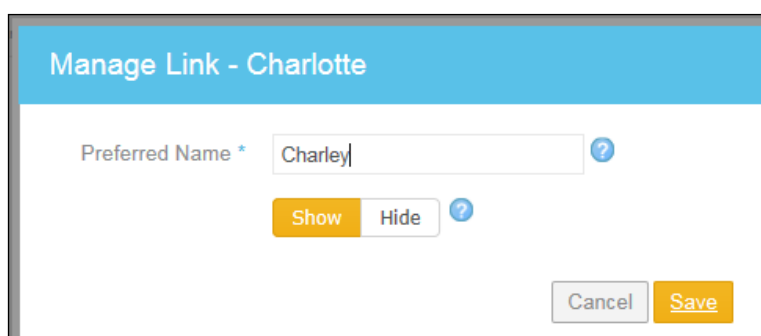
Using a Preferred Name

A preferred name can be added to anyone in your account. This may be due to personal preference or for identification purposes, e.g. if there is a duplicate record for a child because the child has moved school (please see *Moving Schools* on page 35).

1. Click the edit icon in the heading of a child to display the **Manage Link** dialog.



Edit icon



2. Enter the **Preferred Name** that you would like to be displayed in Pay360 Education Payments for this individual.

***TIP:** A **Preferred Name** may include other information, e.g. *Charlotte - Bedford School* if, for example, a child has moved school (please see *Moving Schools* on page 35). This helps to identify the correct child's account when making payments.*

3. Click the **Save** button to return to the **My Links** page.

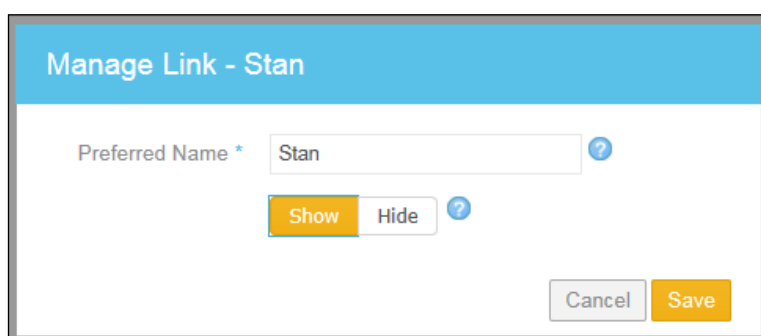
Hiding a Link from the Home Page

You may wish to hide a link from **My Homepage** if, for example, a child has moved schools (please see *Moving Schools* on page 35). Hiding a link stops all notifications for that individual until the link is re-instated (please see *Re-instating a Previously Hidden Link* on page 13).

1. Click the edit icon in the heading of a link to display the **Manage Link** dialog.



Edit icon



2. Click the **Hide** button.

Hidden links will still be visible on the **My Links** page but they will be displayed with a grey heading.

Re-instating a Previously Hidden Link

Re-instating a link to **My Homepage** also restarts notifications for that individual. Email notifications can be enabled or disabled (please see *Checking My Details* on page 9).

1. Click the edit icon in the heading of a link to display the **Manage Link** dialog.



Edit icon

2. Click the **Show** button.

Links that are not hidden are displayed on the **My Links** page with a yellow heading.

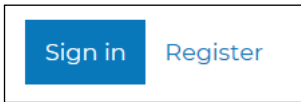
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Signing In

Sign in to Pay360 Education Payments with the same account (from one of our supported identity providers) that you registered when creating your Pay360 Education Payments account (please see *Registering your Account* on page 2).

- 1. In a web browser, navigate to the Pay360 Education Payments website (<https://www.pay360educationpayments.com>).



- 2. Click the **Sign In** button to display the sign in page.

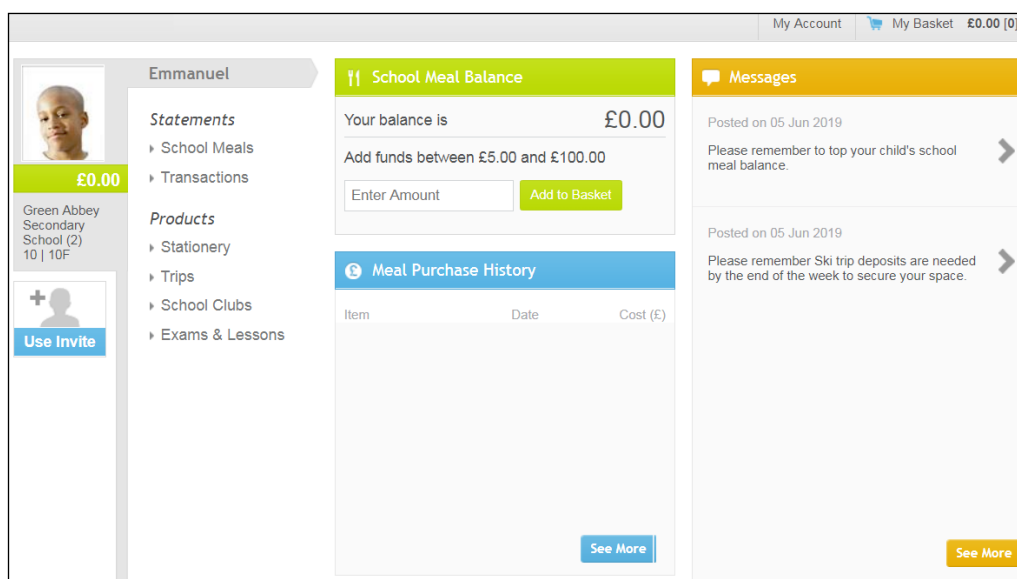


- 3. Click the icon for your sign in provider and you will be directed to sign in using your existing details.
- 4. On completion of sign in, the Pay360 Education Payments home page (**My Homepage**) is displayed.

TIP: For problems with signing in, please review the Troubleshooting section of this handbook.

My Homepage

My Homepage has a number of widgets that vary according to the services your school has chosen to offer and allows you to perform other tasks such as viewing **Statements** and purchasing **Products** offered by the school.



You may see some or all of these widgets, depending on your school's Pay360 Education Payments offering:

- **At Banks Road only products and services will be visible as we do not charge for school meals.**
- **Fees Balance** where you can manage school fees payments (please see *Paying Fees* on page 16).
- **Messages** where you can view messages relating to products, events, etc.

You may see some or all of these products and services, depending on your school's Pay360 Education Payments offering (please see *Purchasing Products and Services* on page 17).

You can also view **Statements** relating to your purchases (please see *Viewing Statements* on page **Error! Bookmark not defined.**).

Paying Fees

Pay360 Education Payments enables parent/guardians to pay school Fees through the **Fees Balance** widget.

Where schools have integrated Pay360 Education Payments with Fees Billing, the **Fees Balance** widget displays the amount for which the parent/guardian has been billed. The widget states the amount you owe.

TIP: *My Homepage* is displayed when you sign in. It is also available on the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).

1. From **My Homepage**, click a child's name or their picture (if there is one) on the left-hand side of the page to display the selected child at the top of the group.

The screenshot displays the Pay360 Education Payments interface for a child named Jason. The interface is divided into three main sections: a left sidebar, a middle content area, and a right sidebar.

- Left Sidebar:** Shows a list of children. Jason is selected, displaying a balance of +£26.60. Below the list, there is a 'Use Invite' button.
- Middle Content Area:**
 - School Meal Balance:** Shows 'Your balance is +£26.60' and 'Add funds between £0.01 and £999.99'. It includes an 'Enter Amount' field and an 'Add to Basket' button.
 - Meal Purchase History:** A table with columns for Item, Date, and Cost (£). It includes a 'See More' button at the bottom.
 - Fees Balance:** Shows 'You owe £1,600.00' and 'Last updated at 30 Apr 2019 14:47'. It includes an 'Enter Amount' field and an 'Add to Basket' button.
- Right Sidebar:** Shows a 'Messages' section with 'No messages'.

2. Enter the amount in the **Enter Amount** field.
 3. Click the **Add to Basket** button to send this item to the **My Basket** page and display this item on the **My Basket** tab.
 4. Proceed to checkout (please see *My Basket* on page 19).
 5. Checkout (please see *Checking Out* on page 21) to complete the payment.
- Once the full payment has been processed by SIMS the **Fees Balance** widget clears the amount owed and turns green.

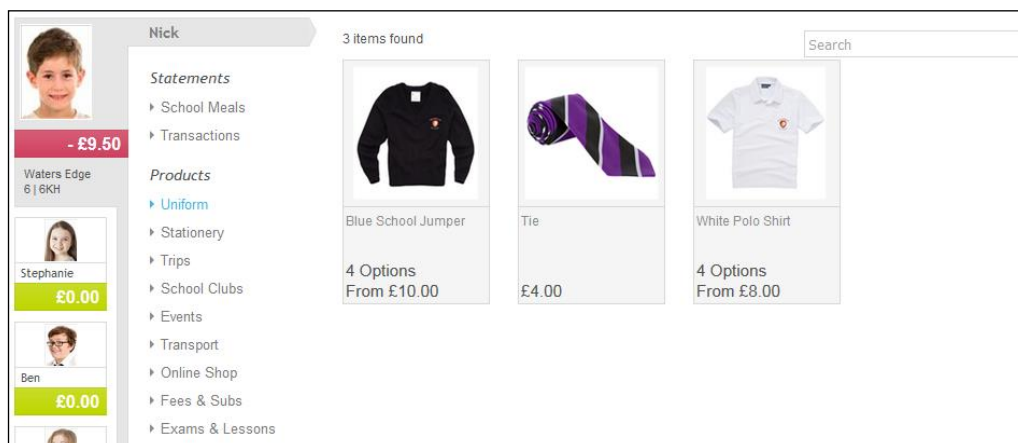
Purchasing Products and Services

Your school will decide what products and services are available for you to purchase through Pay360 Education Payments based on your child's class/year and activities.

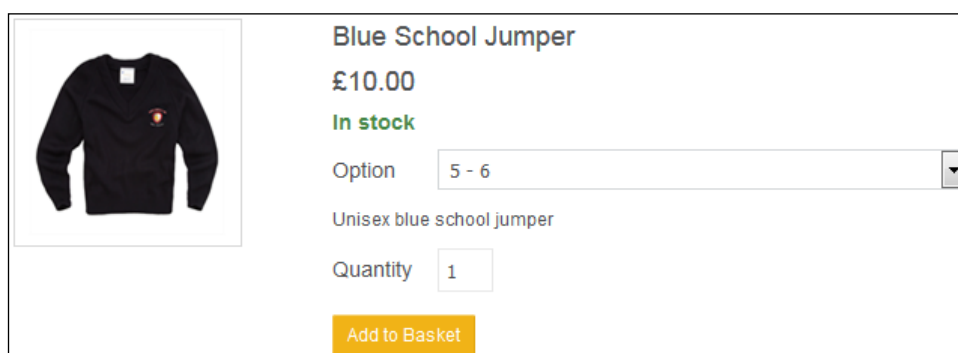
TIP: *My Homepage* is displayed when you sign in. It is also available on the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).

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1. From **My Homepage**, click a child's name or their picture (if there is one) on the left-hand side of the page to display the selected child at the top of the group.



2. From the **Products** menu (displayed below the child's name), select a product or service to view the associated items.
3. Click an item to view more information.



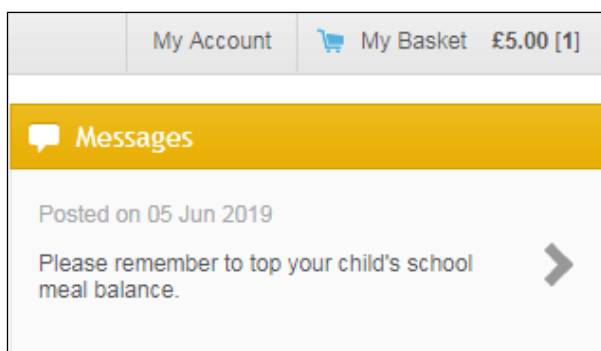
4. Select an **Option** from the drop-down list.

IMPORTANT NOTE: The nature of the **Option** you select will vary according to the selected product type. For example, a jumper that forms part of the school uniform might offer size options, colour options, etc.

5. Enter a **Quantity** and click the **Add to Basket** button to send this item to the **My Basket** page and display this item on the **My Basket** tab.

NOTE: The school may place restrictions on the quantity that can be purchased.






An item that costs £10.00 will show on the **My Basket** tab as **£10.00 (1)**. The **(1)** indicates the number of items in the basket.



My Basket

The **My Basket** page shows all the items that are pending payment. Items can still be added to and deleted from the basket at this stage.

1. Select the **My Basket** tab on the top right-hand side of the screen to display the **My Basket** page.

Carl at Blue				
Product	Quantity	Price	Cost	
<div><div>NO IMAGE AVAILABLE</div><div>School Jumper (Large)</div><div>Remove from basket</div></div>	<div>1</div> <div>Update</div>	£10.00	£10.00	
<div><div>School Meals</div><div>Remove from basket</div></div>	<div>1</div> <div>10.00</div> <div>Update</div>		£10.00	
<div><div>NO IMAGE AVAILABLE</div><div>School Polo Shirt (Medium)</div><div>Remove from basket</div></div>	<div>2</div> <div>Update</div>	£5.50	£11.00	
Tina at Blue				
Product	Quantity	Price	Cost	
<div><div>School Meals</div><div>Remove from basket</div></div>	<div>1</div> <div>6.00</div> <div>Update</div>		£6.00	
Steve at Green				
Product	Quantity	Price	Cost	
<div><div>School Meals</div><div>Remove from basket</div></div>	<div>1</div> <div>9.00</div> <div>Update</div>		£9.00	
Total Cost for 6 items			£46.00	
			Next	

Items are listed by child and product.

2. To change the amount you want to pay (for variable priced items only, such as wrap around care), enter a different value in the **Price** field and click the **Update** button. It is not possible to change the amount payable for fixed price items.
 - To cancel the purchase, click the **Remove from basket** link (this is located below the **Product** name).
 - Additional items can be added to your basket. Select the **My Homepage** tab and navigate to the required product or service (please see *Purchasing Products and Services* on page 17).
3. Click the **Next** button to proceed to the **Payment Method** page (please see *Selecting the Payment Method* on page 20).

Selecting the Payment Method

The **Payment Method** page enables you to select whether to pay for a purchase using a saved card or a new one and whether to save a new card for future use.

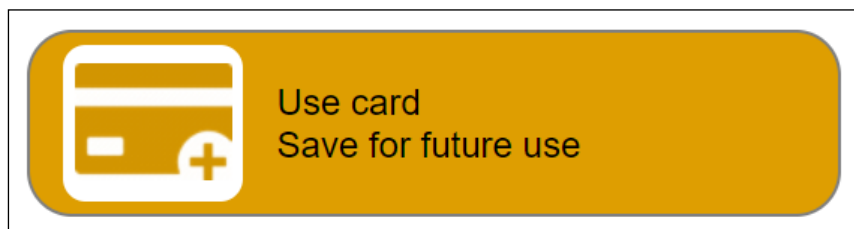
1. To use a saved card, select that card on the **Choose a payment method** list.

Where you have more than one card saved, cards can be identified by the last four digits of the card number.

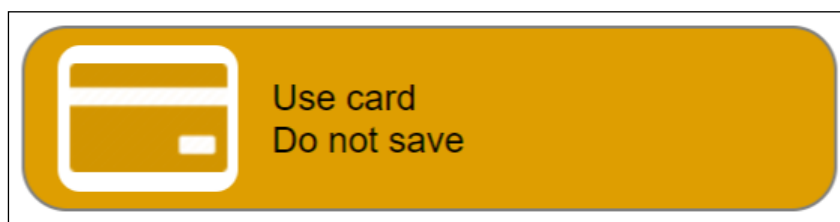
NOTE: Cards that have already expired are greyed out and labelled **Expired**.

To use a new card, select either **Use another card (Save for future use)** or **Use another card (Do not save)**:

- **Use another card (Save for future use)** saves the card details for future use and adds it to **My Cards**.



- **Use another card (Do not save)** does not save the card details for future use.



2. Click the **Checkout** button to display the **Secure Cashless Payments** page (please see *Checking Out* on page 21).

Checking Out

- If you chose a saved card, you will be prompted to verify your card details (please see *Using a Saved Card* on page 21).
- If you chose a new card, you will be prompted to provide your card details (please see *Using a New Card* on page 24).

Using a Saved Card

*NOTE: If you have recorded cardholder details on the **My Details** page, they will be displayed automatically.*

03| Using Pay360 Education Payments

1. Verify your details on the **Additional Information** screen.

Additional Information
All fields marked * are mandatory

▶ Cardholder's Name*

Mr Jonas Aaron

▶ Address 1

1 Ely Road

▶ Address 2

Milton

▶ Address 3

Cambridge

▶ County

▶ Country

▶ Postcode

CB24 6DD

▶ Security Code*

Back

Reset

Continue

2. Enter your **Security Code**. The Security Code, or CCV (credit verification value) number, is a three-digit number on the back of the card, that provides an additional level of security for internet purchases.
3. Click the **Continue** button to display the **Payment Confirmation** page.

Payment Confirmation Page
You are about to make a payment for the transaction shown below. Please check that these details are correct and then either click on the "Make Payment" button to continue with your payment or click on "Back" if any details need to be amended.
Once you click on "Make Payment" your transaction will be authorised on-line. This will typically take about six seconds but various factors can affect the actual time taken.
Please refrain from clicking on any other browser buttons or navigating to other sites while this process takes place. If the process stops responding for any reason then we recommend that you simply close your browser.

PURCHASE DETAILS
PLEASE CHECK THAT THE PURCHASE DETAILS BELOW ARE CORRECT
Any free products you've added to your basket will not appear on the below list

Product	Quantity	Total
School Meal	1	£5.00
TOTAL		£5.00

Card Details
Please check that your card details are correct

Card Number

*****0000

Cardholder

Mr Jonas Aaron

Expiry Date

01/25


Back

Make Payment

4. Click the **Make Payment** button to confirm the transaction and to display the **Confirmation** page.

5. If required, verify your purchase with your card provider.

3 D Secure Authorisation


[learn more](#)

Added Protection

Please enter your password below

Merchant Merchant.Com

Amount 5.00

Date 20190710 13:39:55

Card number *****0000

Password

A summary of your payment is displayed on the **Confirmation** tab.

My Basket
Payment Method
Payment
Confirmation

Thank you - your payment is complete

You will shortly receive an email confirming your order.

Payment Details

Authorisation Code	108943
Transaction Number	274
Transaction Date	27 Jan 2020
Payment Reference	VISA *0000

Chris Aaron - Green Abbey Secondary School (2)

Product	Quantity	Price	Amount Paid
School Meal	1	£5.00	£5.00

Total Amount Paid for 1 item £5.00

You can view your payments under **My Payments** on the **My Account** tab (please see *Viewing My Payments* on page 26).

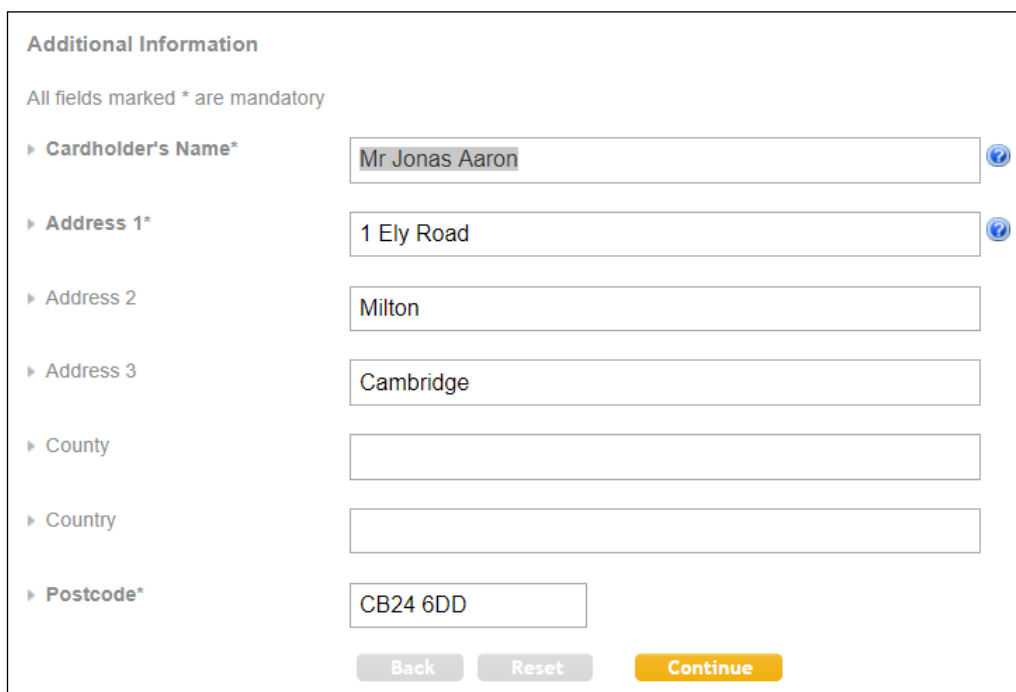
Using a New Card

1. Enter your card details on the **Secure Online Payments** screen.



The 'Secure Online Payments' screen displays logos for VISA DEBIT, maestro, mastercard, VISA, and VISA ELECTRON. It includes a note that all fields marked with an asterisk are mandatory and shows the payment amount as £5.00. The form contains three input fields: 'Card Number*' (a single wide box), 'Expiry Date*' (two boxes separated by a slash), and 'Security Code*' (a single wide box). Each field has a blue help icon to its right. At the bottom, there are three buttons: 'Back' (grey), 'Reset' (grey), and 'Continue' (yellow).

2. Click the **Continue** button to display the **Additional Information** screen.



The 'Additional Information' screen also notes that all fields marked with an asterisk are mandatory. It contains seven input fields: 'Cardholder's Name*' (filled with 'Mr Jonas Aaron'), 'Address 1*' (filled with '1 Ely Road'), 'Address 2' (filled with 'Milton'), 'Address 3' (filled with 'Cambridge'), 'County' (empty), 'Country' (empty), and 'Postcode*' (filled with 'CB24 6DD'). Each field has a blue help icon to its right. At the bottom, there are three buttons: 'Back' (grey), 'Reset' (grey), and 'Continue' (yellow).

- Complete the required details and click the **Continue** button to display the **Payment Confirmation** page.

Payment Confirmation Page

You are about to make a payment for the transaction shown below. Please check that these details are correct and then either click on the "Make Payment" button to continue with your payment or click on "Back" if any details need to be amended.

Once you click on "Make Payment" your transaction will be authorised on-line. This will typically take about six seconds but various factors can affect the actual time taken.

Please refrain from clicking on any other browser buttons or navigating to other sites while this process takes place. If the process stops responding for any reason then we recommend that you simply close your browser.

PURCHASE DETAILS

PLEASE CHECK THAT THE PURCHASE DETAILS BELOW ARE CORRECT

Any free products you've added to your basket will not appear on the below list

Product	Quantity	Total
School Meal	1	£5.00
TOTAL		£5.00

Card Details

Please check that your card details are correct

Card Number *****0000
 Cardholder Mr Jonas Aaron
 Expiry Date 01/25

[Back](#) [Make Payment](#)

- Click the **Make Payment** button to confirm the transaction and to display the **Confirmation** page.
- If required, verify your purchase with your card provider.

3 D Secure Authorisation

Verified by VISA
[learn more](#)

Added Protection

Please enter your password below

Merchant Merchant.Com
Amount 5.00
Date 20190710 13:39:55
Card number *****0000
Password

[Continue](#) [Cancel](#)

A summary of your payment is displayed on the **Confirmation** tab.

My Basket	Thank you - your payment is complete		
Payment Method	You will shortly receive an email confirming your order.		
Payment			
Confirmation			
Payment Details			
Authorisation Code	108937		
Transaction Number	273		
Transaction Date	27 Jan 2020		
Payment Reference	VISA *0000		
Chris Aaron - Green Abbey Secondary School (2)			
Product	Quantity	Price	Amount Paid
School Meal	1	£5.00	£5.00
Total Amount Paid for 1 item			£5.00
You can view your payment history in My Payments .			
As requested your card has been saved for future use and can be managed in My Cards .			

If you selected **Use another card (Save for future use)**, you will see the following advice: **As required your card has been saved for future and can be managed in My Cards**. The details of the card are now available under the **My Cards** menu (please see *Managing your Cards* on page 29).

Payment Card Statement

Payments are processed on behalf of your school by Pay360 by Capita. On your card statement, you will see **PAY360 <SCHOOLNAME>**.

Viewing My Payments

Viewing payments from the **My Account** tab will show all payments made via your account. It will not show payments made by other account holders for a child(ren) linked to this account. To view all payments made by all account holders for a linked child(ren), see the School Meal Statements or Transaction Statements area of the home page (please see *Viewing Transaction Statements* on page 29).

TIP: **My Homepage** is displayed when you sign in. It is also available on the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).


1. From **My Homepage**, select **My Account** from the top right-hand side of the screen to display the **My Details** page.
2. Select **My Payments** from the menu on the left-hand side of the screen.

- **Payments in Progress** are shown at the top of the screen.
 - **Payment History** is shown below for the period being displayed. The default period is **Last week**.
3. To change the period displayed, select a different time period from the drop-down list (e.g. **Last week**, **Last 2 weeks**, etc.) and click the **Show** button.

Payments in Progress

No payments in progress

Last year



Show

Payment History > From 13 Apr 2017

Transaction Number	Transaction Date	Payment Reference	Total
255082970	02 Feb 2018	VISA *0437	£35.75
255082969	02 Feb 2018	VISA *0437	£20.00

Each transaction within the selected time period is displayed.

- Click any **Transaction Number** to view the payment receipt.

[Back](#)

Payment Details	
Authorisation Code	116775
Transaction Number	255082970
Transaction Date	02 Feb 2018
Payment Reference	VISA *0437

Charlotte Ackton - Waters Edge School (2)			
Product	Quantity	Price	Amount Paid
Chess Club After School (Tuesdays Autumn Term)	4	£5.00	£20.00
Girls jumper (Small)	1	£10.00	£10.00
Pack of 10 personalised (with child's name) laser etched pencils	1	£2.50	£2.50
Pack of 18 gel pens (assorted colours)	1	£3.25	£3.25
Total Amount Paid for 7 items			£35.75

Payments are processed on behalf of the school through Pay360 by Capita. This will appear as 'SCHOOLPAY-CAPITAL' on your card statement.

Please note your payment card number is not stored by the school or Pay360 by Capita.

Paying with PayPoint or at the Post Office

If a person with parental responsibility does not wish or cannot use Pay360 Education Payments to pay online for school items, it is possible to pay for items using PayPoint or at the Post Office.

- Contact your child's school to request barcodes for the items you wish to purchase.
- Your child's school will provide a printed barcode for each item requested (each item has a unique barcode).
- Take the barcodes to your PayPoint or Post Office counter.
Inform the cashier if you wish to purchase more than one of any item, as these will be scanned separately.
- The cashier will scan the barcodes and take payment for the items.
 - Some items will be fixed price, e.g. uniform.
 - Some items, e.g. school meals will require you to notify the cashier of how much you intend to pay.
- If the payment is for school meals, it will show in the **Statements** section of your account immediately (please see *Viewing Transaction Statements* on page 29).






IMPORTANT NOTE: Payments made by barcode cannot be assigned to an account holder and will therefore only be displayed in the **School Meal Statement** or **Transaction Statement** screens. The **Payer** will be displayed as **Other**.

Viewing Transaction Statements

Payments shown on this page are for all account holders. Payments made by the person signed in are displayed in the **Payer** column as **self** and payments made by anyone else are displayed in the **Payer** column as **other**.

***TIP:** My Homepage is displayed when you sign in. It is also available on the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).*

1. From **My Homepage**, click a child's name or their picture (if there is one) on the left-hand side of the page to display the selected child at the top of the group.
2. Select **Transactions** from the **Statements** menu under the child's name.

<div> My Homepage My Account Administration My Basket £20.00 [4] </div>						
<div> <div>  <div> <div>Kelsi</div> <div> <div>Statements</div> <div> <div>School Meals</div> <div>Transactions</div> </div> </div> </div> <div> <div> <div>+ £26.50</div> <div>Agora 10 6 6 1 Year 12 12 a</div> </div> <div>  <div> <div>Dorsey</div> <div>£0.00</div> </div> </div> <div>  <div> <div>Kiefer</div> <div>£0.00</div> </div> </div> <div>  <div> <div>Yesenia</div> <div>+ £272.86</div> </div> </div> <div>  <div> <div>Eldridge</div> <div>£0.00</div> </div> </div> </div> <div> <div> <div>Statements</div> <div> <div>School Meals</div> <div>Transactions</div> </div> </div> <div> <div>Products</div> <div> <div>Uniform</div> <div>Stationery</div> <div>Trips</div> </div> </div> </div> </div></div>						
<div> <div>Last year</div> <div>Show</div> </div>						
Transactions > From 21 Nov 2018						
Transaction Date	Transaction Number	Payment Type	Payer	Product Summary	Quantity	Amount
02 Nov 2018	64059	Manual Refund	N/A	good luck (red)	1	£-2.50
01 Nov 2018	64058	Credit/Debit Card	Self	good luck (red)	1	£2.50
23 Oct 2018	64046	Cash	Self	test trip (instalment)	N/A	£20.00
23 Oct 2018	64045	Credit/Debit Card	Self	test trip (instalment)	N/A	£133.00
23 Oct 2018	64044	Discretionary	Self	test trip (instalment)	N/A	£122.00
23 Oct 2018	64043	Cash	Self	test trip (deposit)	N/A	£85.00
06 Oct 2018	64035	Credit/Debit Card	Self	variable	1	£5.50
25 Sep 2018	64031	Barcode	Other	fixed product	1	£1.00
23 Sep 2018	64022	Manual Refund	N/A	trip (deposit)	N/A	£-58.53
22 Sep 2018	63997	Barcode	Other	trip (instalment)	N/A	£175.47
						<div> <div>1</div> <div>2</div> <div>3</div> </div>

The **Transactions** made during the period will be displayed. The default period is **Last week**. It is possible to change the period by selecting from the drop-down list and clicking the **Show** button.

Managing your Cards

Pay360 Education Payments enables you to save cards as part of the product checkout process. You can save multiple cards. Standard card types such as VISA® and Mastercard® are supported. The **My Cards** page shows all your saved cards. Use this page to:

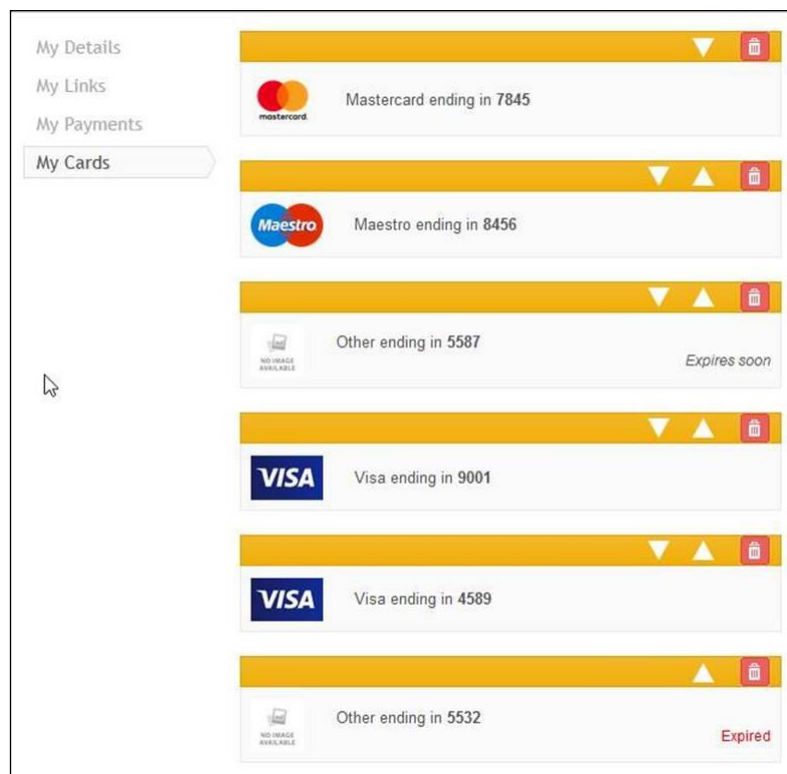
- control the display order of cards during the checkout process by moving cards higher or lower on the display order.
- delete cards.
- identify any cards that have expired or are due to expire in the next thirty days.

TIP: *My Homepage* is displayed when you sign in. It is also available on the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).

1. From **My Homepage**, select **My Account** on the top right-hand side of the screen to display the **My Cards** page.
2. Select **My Cards** from the menu on the left-hand side of the screen to display the **Manage your Cards** page.

Saved cards are identified by the last four digits of the card.

By default, cards are displayed in the order they were saved, with the earliest saved card at the top and subsequently saved cards displayed underneath. Cards that have **Expired** are identified, as are cards that will expire in the next 30 days (**Expires soon**). There is no limit to the number of cards that can be saved.



Deleting a Saved Card

To delete a card, click the red **Delete** button adjacent to the card.



Delete button

The card is removed from the list.

Re-ordering the List of Cards

To move a card higher in the display order, click the **Up** button adjacent to the card.



Up button

The card moves one position higher up in the display order with each click of the **Up** button.

To move a card lower in the display order, click the **Down** button adjacent to the card.



Down button

The card moves one position lower down in the display order with each click of the **Down** button.

04 | Additional Information

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Pay360 Education Payments Security

Pay360 Education Payments operates inside of secure parameters to protect both financial information and personal/child information.

- Pay360 Education Payments can be accessed only after the successful completion of various security steps.
- No card details are stored in Pay360 Education Payments.
- No card details are ever disclosed to the school.
- Pay360 Education Payments is PCI DSS Level 1 certified and uses the highest levels of card payment security and 3D fraud protection measures.
- You will receive an email receipt for all payments.
- Payment history is available via your account.
- Pay360 Education Payments is synchronised with the main SIMS system to ensure that all account holders have up-to-date Parental Responsibility permissions.
- Pay360 Education Payments flags account holders whose parental responsibility information has been removed from the school's main SIMS system. This also applies to parent/guardians who have a current court order recorded against them in SIMS. Account holders who are not flagged as having parental responsibility for a child (and therefore do not qualify for a new Pay360 Education Payments account) can still sign in to Pay360 Education Payments but cannot view any child details, or purchase products or services.

Cookie Policy

A small number of cookies are used to provide the features on the website and to help us to improve its performance.

We operate an 'implied consent' policy, which means that we assume that you are happy with this usage. If you are not happy with this, then you should either not use this site, or you should delete the cookies after you have visited the site, or you should browse the site using your browser's anonymous usage setting. The name of this setting varies depending on the web browser:

- Incognito (Google Chrome)
- InPrivate (Internet Explorer)
- Private Browsing (Firefox and Safari).

04 | Additional Information

For more information on cookies, you are advised to visit the About Cookies website (<http://www.aboutcookies.org>).

The following table describes the cookies we use on this site.

Cookie Name	Purpose
_ga	Google Analytics tracking
_gat	Google Analytics throttling
_gid	Google Analytics identity
ASP.NET_SessionsId	Used to identify a user's session
SimsIdAuth	Used to track the current signed in SIMS ID Account
_RequestVerificationToken_Lw_	Cross-site request forgery prevention
cookies-consented	Used to confirm that the user has consented to cookies

Technical Requirements

To use Pay360 Education Payments, your system must meet the following minimum specifications:

Internet Connection

A minimum network connection speed of 512Kbps is required to operate Pay360 Education Payments.

NOTE: Bandwidth tests performed on a 'client PC' should return results of at least 0.5Mbps or 512Kbps.

Supported Browsers

PC users:

- Internet Explorer® version 10 or later with the latest service packs
- Firefox® - latest version
- Chrome® - latest version.

MAC users:

- Firefox - latest version
- Safari® - latest version.

FAQ

Invitation Code Has Expired

Your registration invitation specifies the date by which registration must take place. If the invitation code you have received from your School Administrator does not work, please contact your school.

Can't Access Pay360 Education Payments?

If you have already set up your account and are encountering problems when attempting to access Pay360 Education Payments, check that you are signed in to the correct account from one of our supported identity providers. This is particularly important where a computer has multiple users.

Navigate to the identity provider's website, sign out of your account and then sign in again with your account credentials.

If you continue to experience problems when attempting to sign in to your Pay360 Education Payments account, please contact your School Administrator.

Moving Schools

When a child moves from one Pay360 Education Payments school to another, any payment history must be kept separate. For this reason, when a child joins a new school, they will be issued with a new invitation code (by the new school) and the parent can add the record to their existing account.

To distinguish between the two records, it is recommended that the preferred name for the child in both records is edited to include the name of the relevant school (please see *Using a Preferred Name* on page 11). It is also recommended to hide the 'old' record from the home page (please see *Hiding a Link from the Home Page* on page 12). This will stop any notifications from being issued for that record.