



App User Guide

Version 2.1.3



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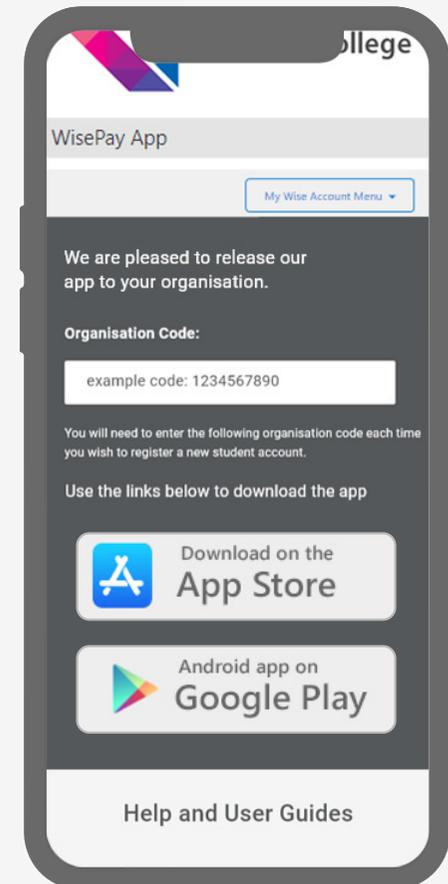
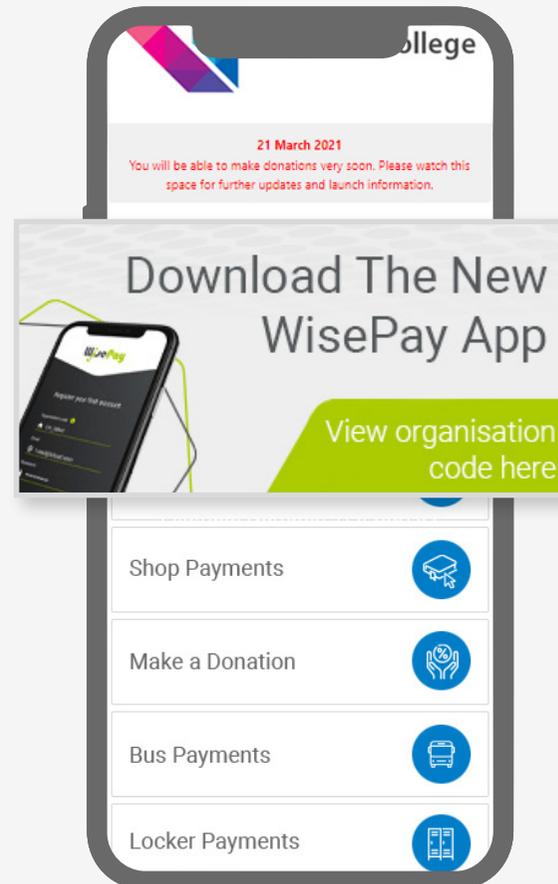
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Downloading the app

1. Click the WisePay App Graphic at the top of your organisation homepage.

2. You can download the WisePay app from your organisation app screen, using either the [App Store](#) or [Google Play Store](#).



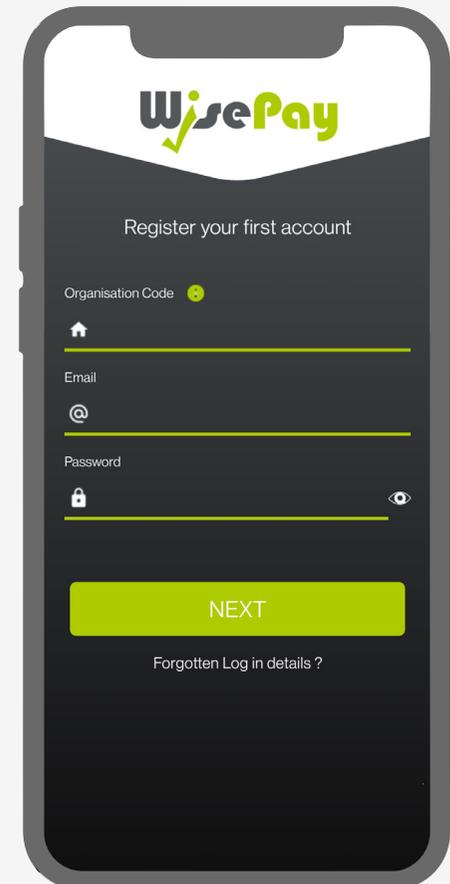
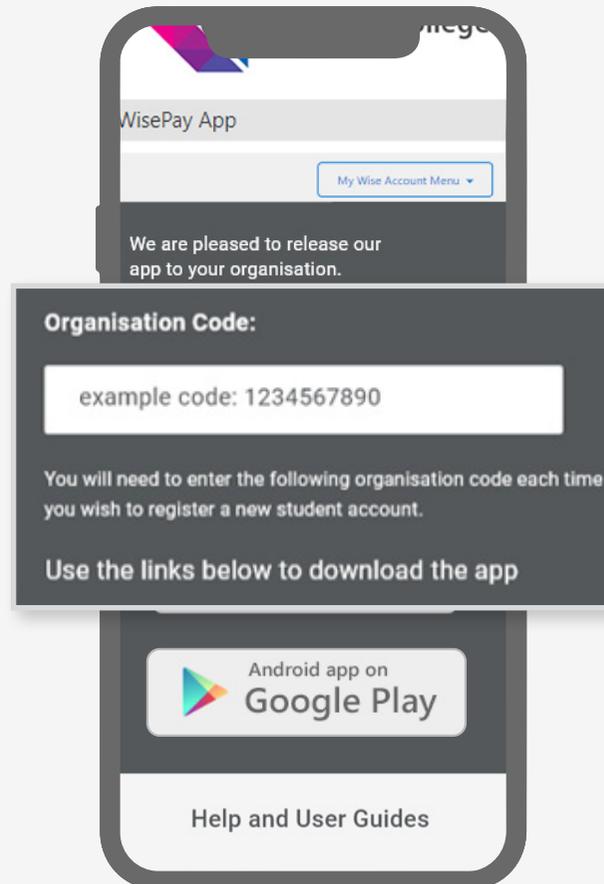
The WisePay App is available for both Android and Apple devices.

Register an account

1. From your organisation app screen, you will be given a unique organisation code.

2. Enter this code, together with your email and password that you use to sign into WisePay.

Then press Next.



Start making payments quickly and easily.

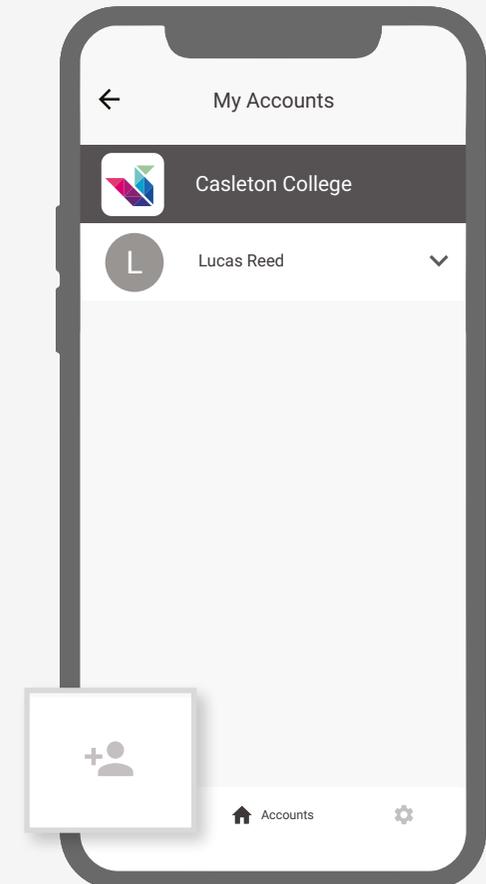
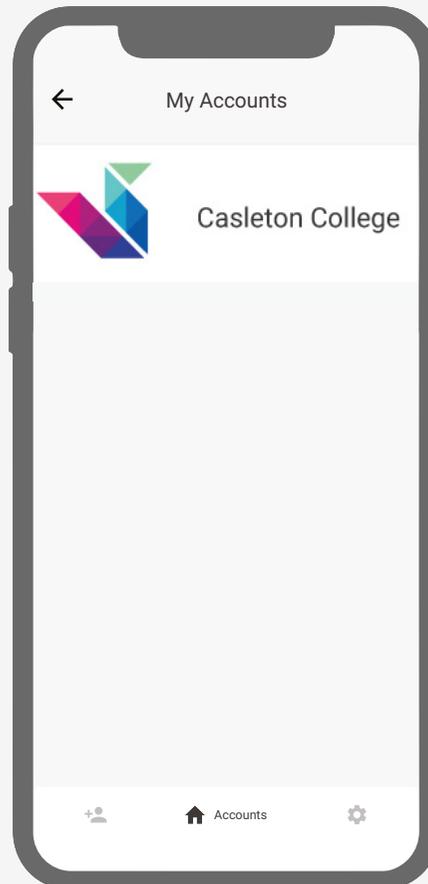
Register an account

4. Once you have registered your first account, your school or college name will appear on your 'Accounts' home page.

Press the Organisation Name to see your registered student.

5. Your registered student name will appear.

To add additional students press the Add Account icon at the bottom of your screen.

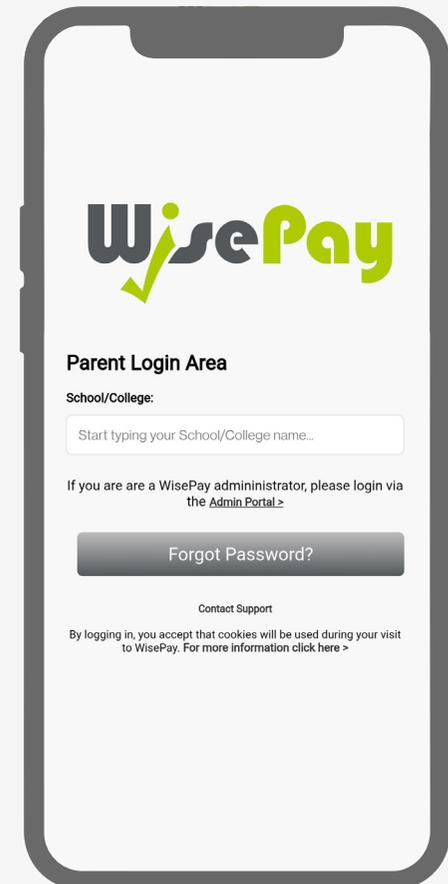
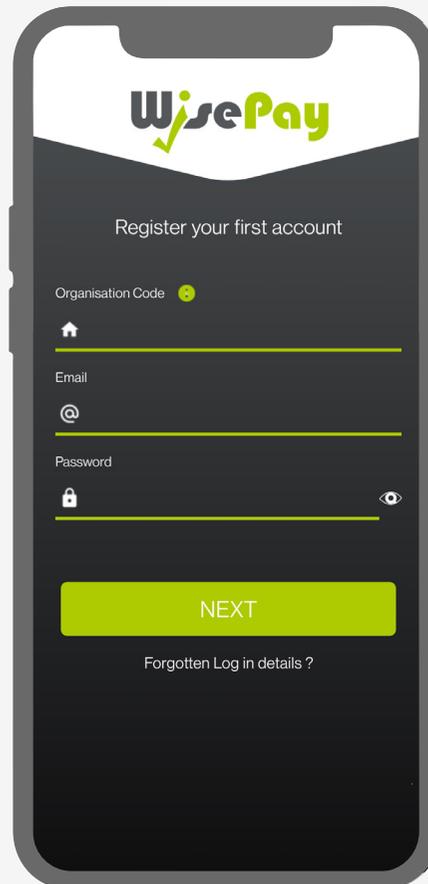


Start making payments quickly and easily.

Forgotten Password

1. If you've forgotten your password when you try to login, click 'Forgotten Login Details.'

2. Search for your organisation's name, then tap 'Forgotten Password.'

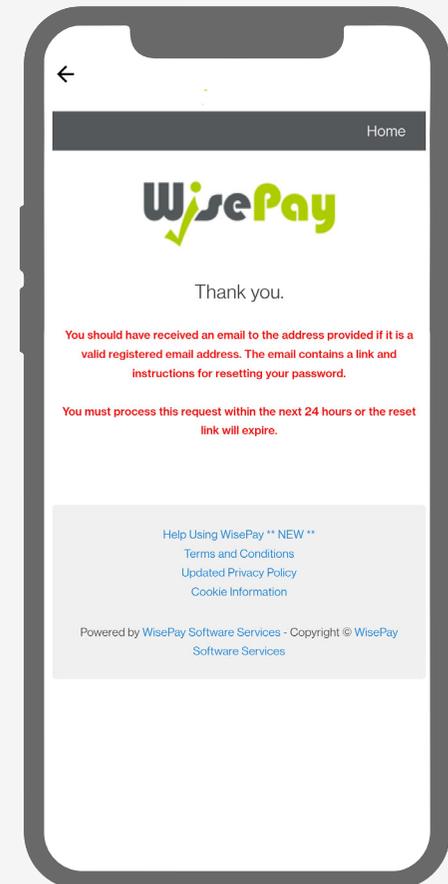
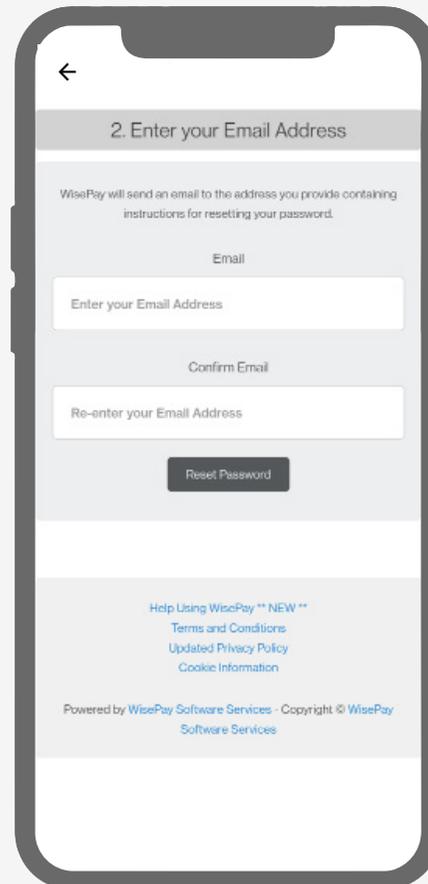
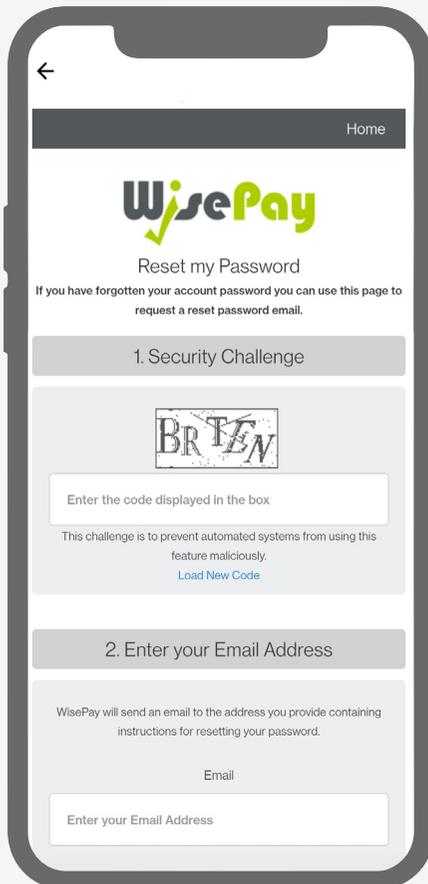


How to reset your password easily within the app

3. You will be prompted to enter the Security Challenge and the email address associated with the student. After entering these, enter the same email address one more time.

4. Click on 'Reset Password.'

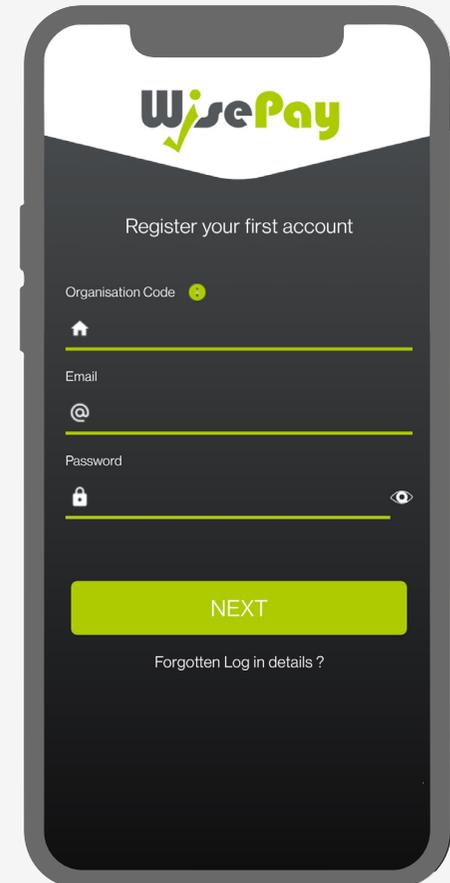
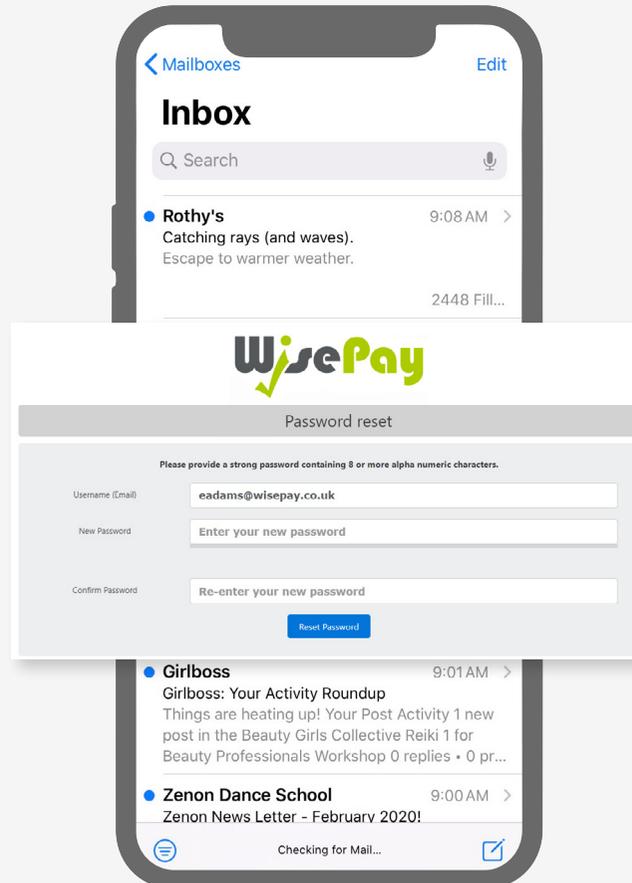
5. Once you are redirected to the 'Thank You' screen, check your email inbox for the password reset email.



Forgotten Password

6. Follow the link provided and, in your browser, follow the password reset flow.

7. Open the app and login using your Organisation Code or email address and your new password.

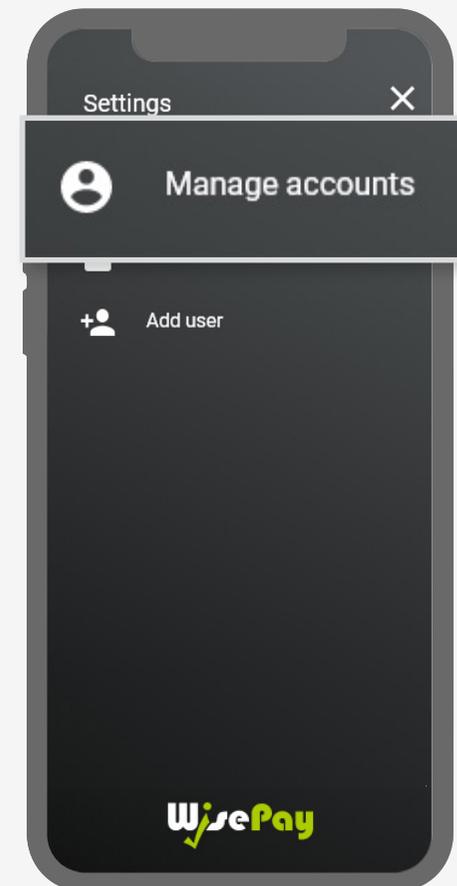
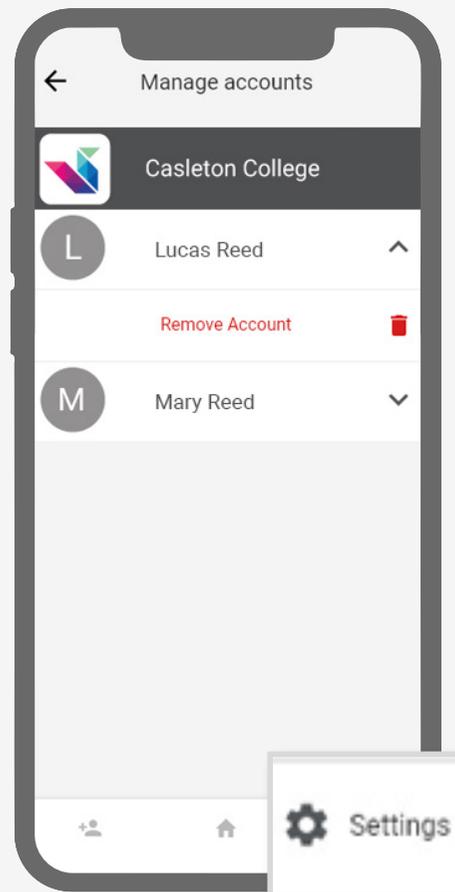


How to reset your password easily within the app

Settings

1. To delete a student account, press the Settings icon at the bottom of your screen.

2. On the settings screen press Manage Accounts.



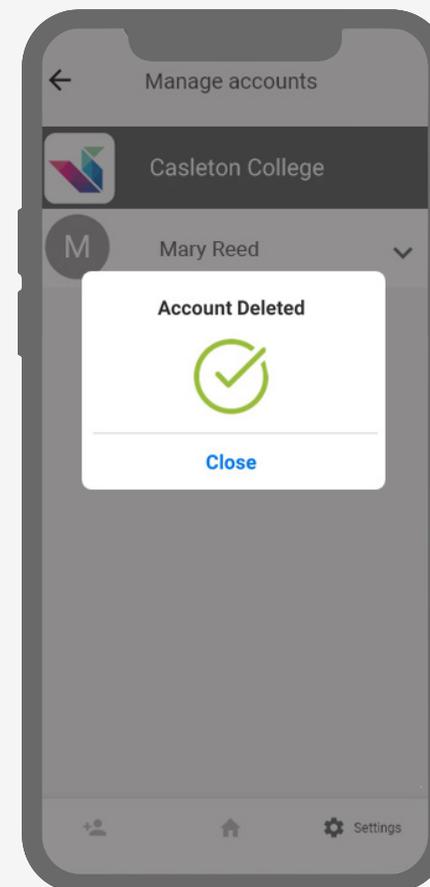
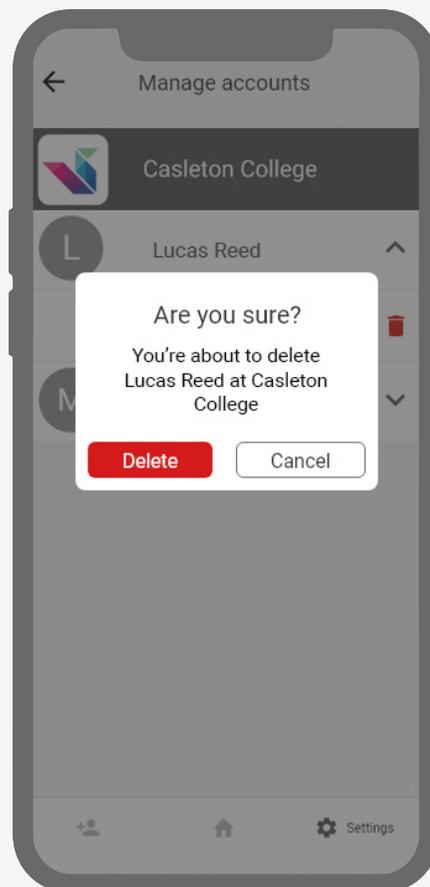
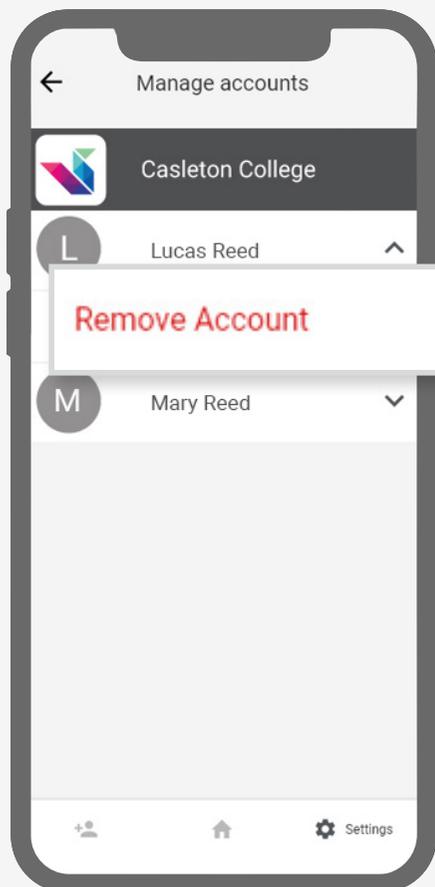
From the Setting screen you can add or delete a new organisation or student account.

3. Under your organisation name, select the student account you want to delete.

4. Press Delete to confirm removal of the account.

5. The account has been removed.

Press Remove Account.

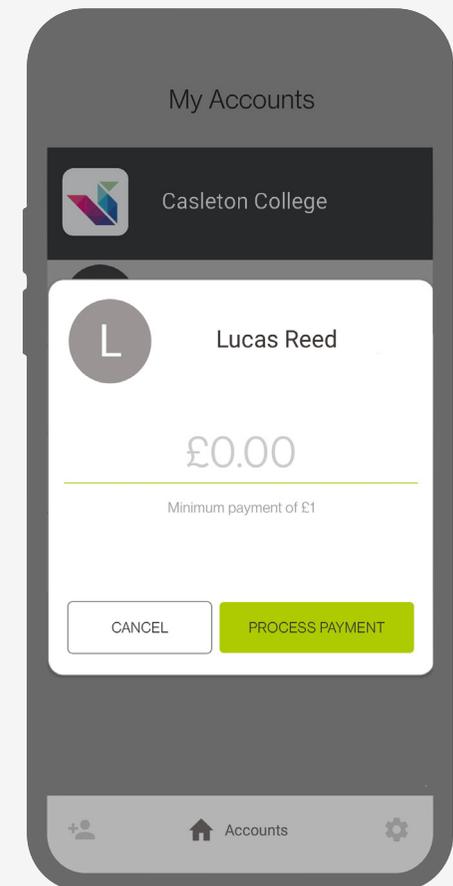
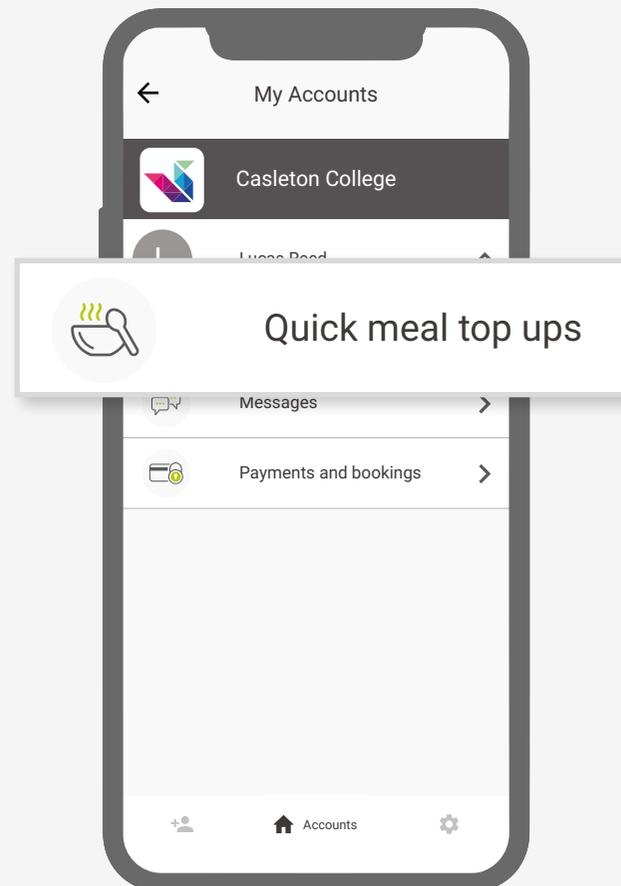


Quick meal top ups

1. To make a quick meal top up, select the student you want to make a top up for and press Quick Meal Top Ups from the drop-down menu.

2. Enter an amount you want to top up.

Press **Process Payment**.

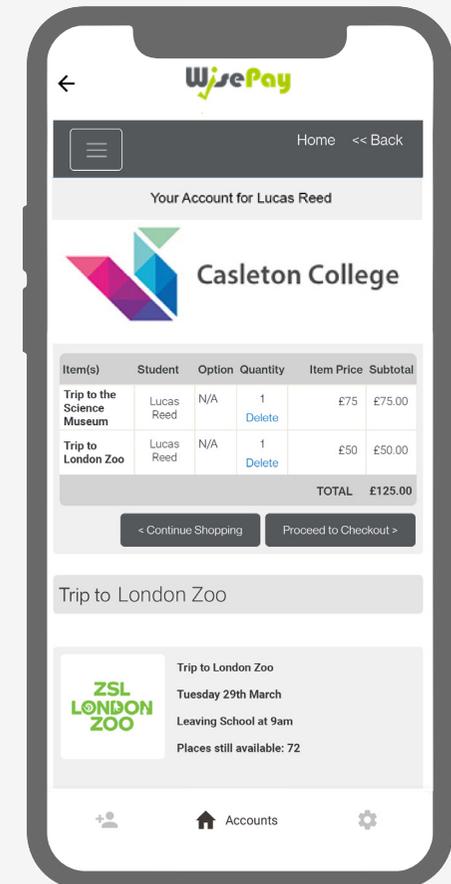
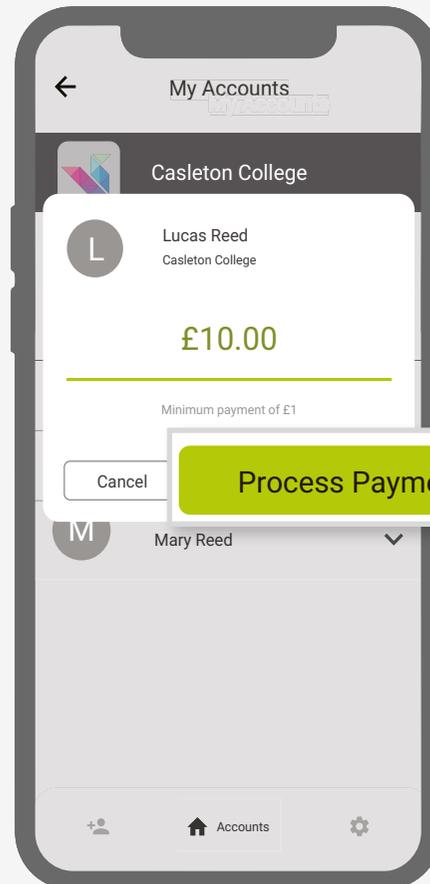


Easy, quick meal top ups on the go!

Quick meal top ups

3. By pressing **Process Payment**, you are confirming the amount, and adding this item to your shopping basket.

4. You can continue to add items to your basket or checkout in the usual way!

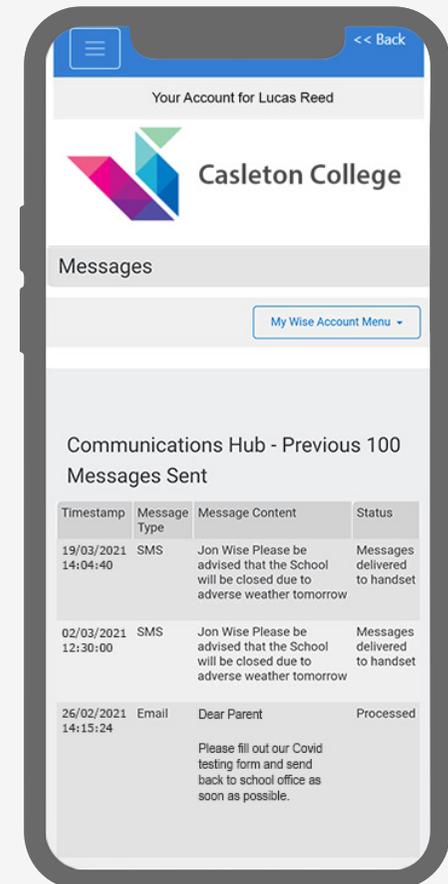
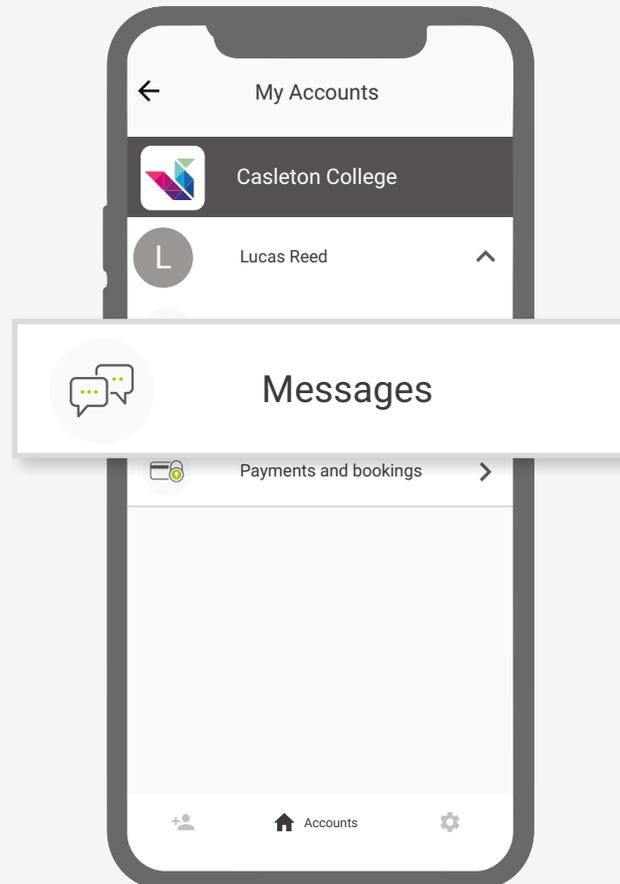


Easy, quick meal top ups on the go!

Messages

1. To view your latest messages, select the student you want to view messages for and press Messages from the drop-down menu.

2. Your most recent messages will be displayed back to you.

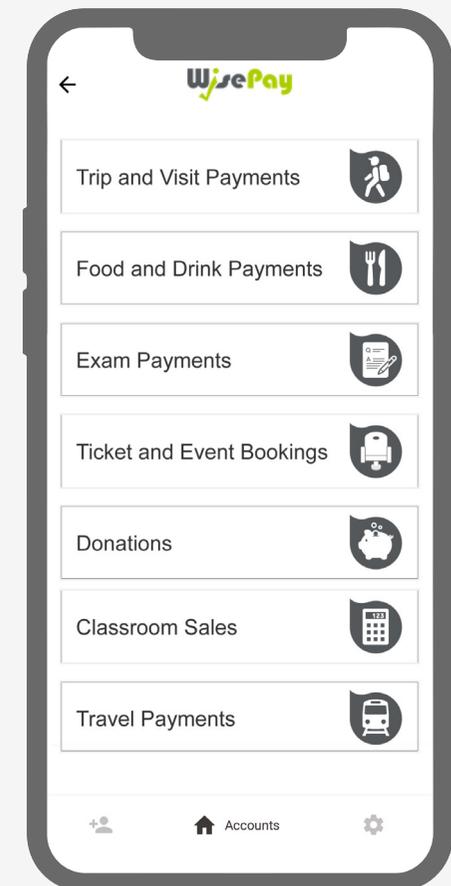
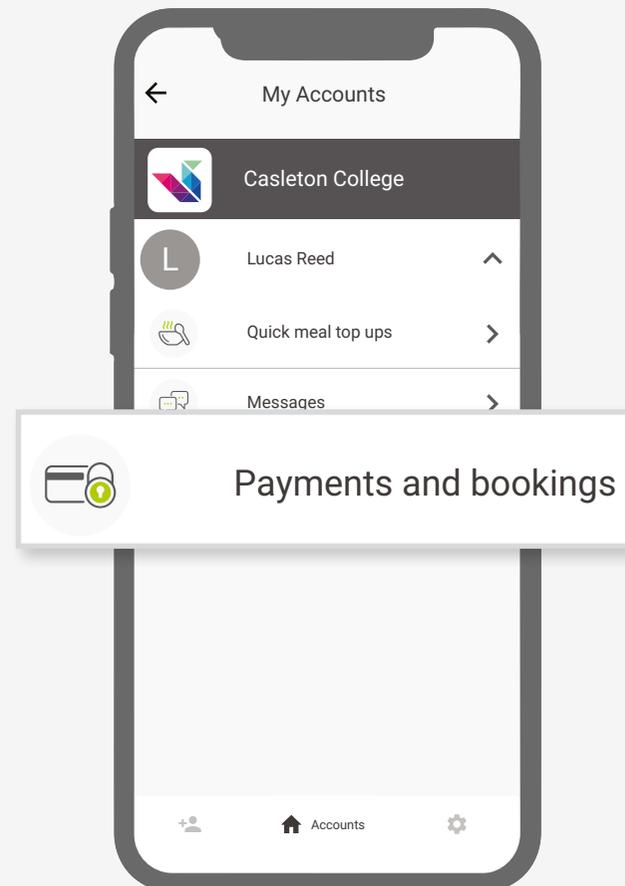


View latest messages from your school or college on the go!

Payments and bookings

1. To make a payment or booking select your chosen student then press Payments and Bookings from the drop-down menu.

2. You will be given a choice of payments and bookings from your organisation home page.



Non-saved credit/debit cards

When making a payment through WisePay you can choose not to save your credit/debit card details for future transactions.

Your card details are never stored by WisePay.

1. When you checkout your details may already be pre-filled, depending on whether your organisation has entered your details.

2. 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.

The image shows a smartphone screen displaying a checkout form. The title is "Checkout". Under "Account Details", the "First Name" field is pre-filled with "Jane" and the "Last Name" field is pre-filled with "Lucas". The "Email" field is pre-filled with "j.lucas@gmail.com". Under "Billing Address", the "Address 1" field is pre-filled with "25 First Avenue", the "Address 2" field is empty, the "City" field is pre-filled with "West London", and the "Postcode" field is pre-filled with "W12 89J". A "Payment Options" section is visible at the bottom.

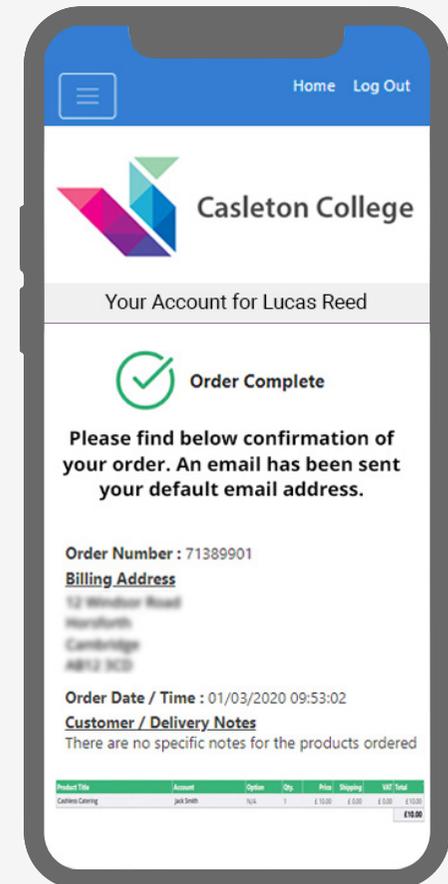
The image shows a smartphone screen displaying a checkout form. The "Address 2" field is pre-filled with "Address line 2". The "City" field is pre-filled with "West London", and the "Postcode" field is pre-filled with "W12 89J". Under "Payment Options", there is a "Saved Cards" section with the text "You do not have any stored cards for this bank account." Below this is a radio button option: "I would like to store the card that I will use for this transaction", which is currently unselected. Further down, there is a "Customer Delivery Notes" section with the text "There are no specific notes for the products you are purchasing." and a "Terms and Conditions" section with the text "I agree to the Terms and Conditions and confirm that my order details are correct." and "I understand that by proceeding, my details such as name, address, email address and telephone number will be passed to the payment gateway provider, SagePay. I understand that this information is used for the purpose of completing my transaction." At the bottom, there are two radio buttons: "Yes" (selected) and "No".

Order confirmation

Please make a note of your reference number for any future correspondence.

Once your payment has been successfully made, a confirmation screen with a reference number will be displayed back to you.

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.



If you have any further questions
or need help please visit

www.wisepay-software.com/parent-support

Alternatively, you can contact your
organisation's WisePay administrator.

They will contact WisePay on your behalf
if they are unable to help.

