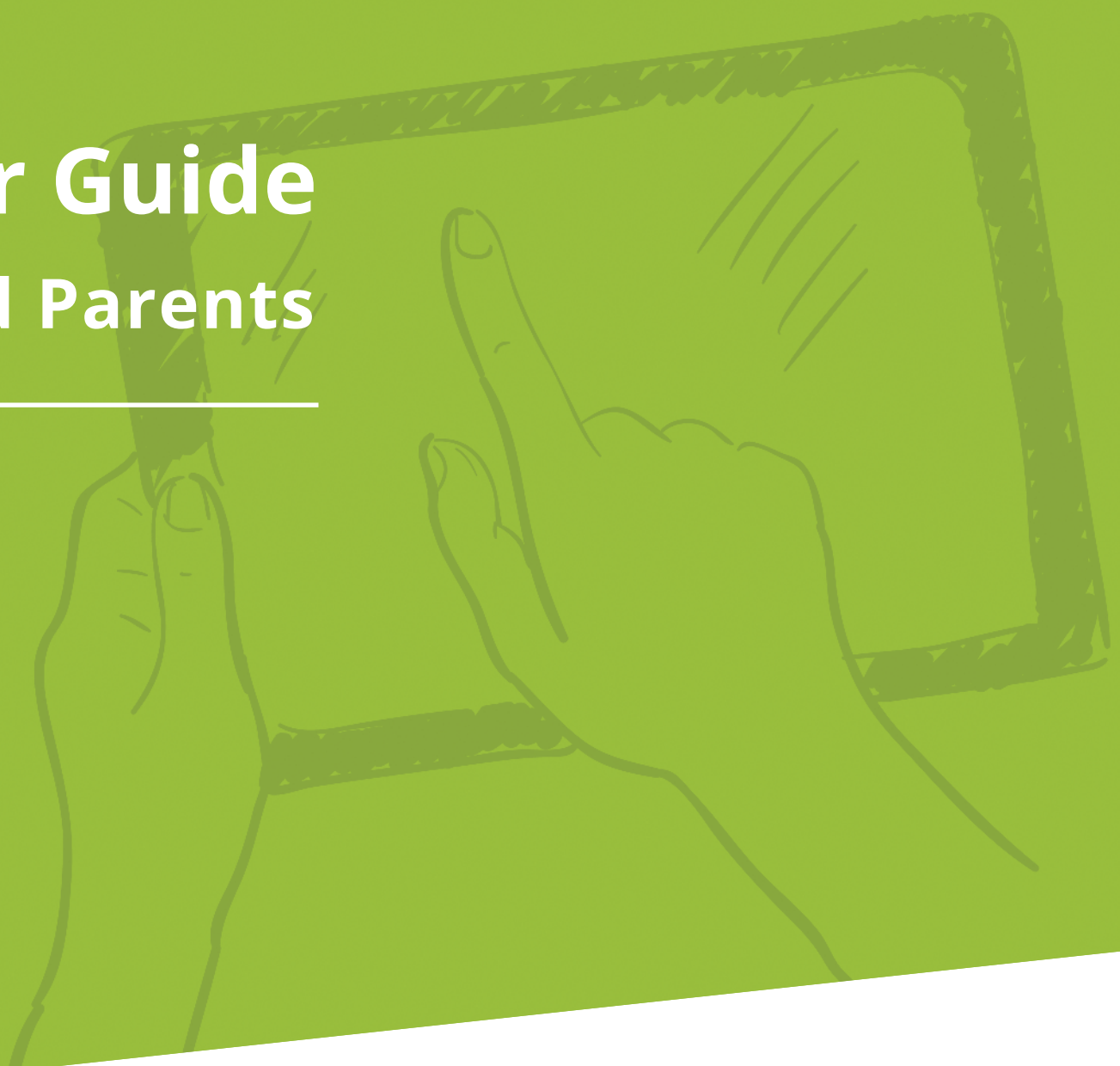


# WisePay User Guide

## for Students and Parents

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# Log Into WisePay

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

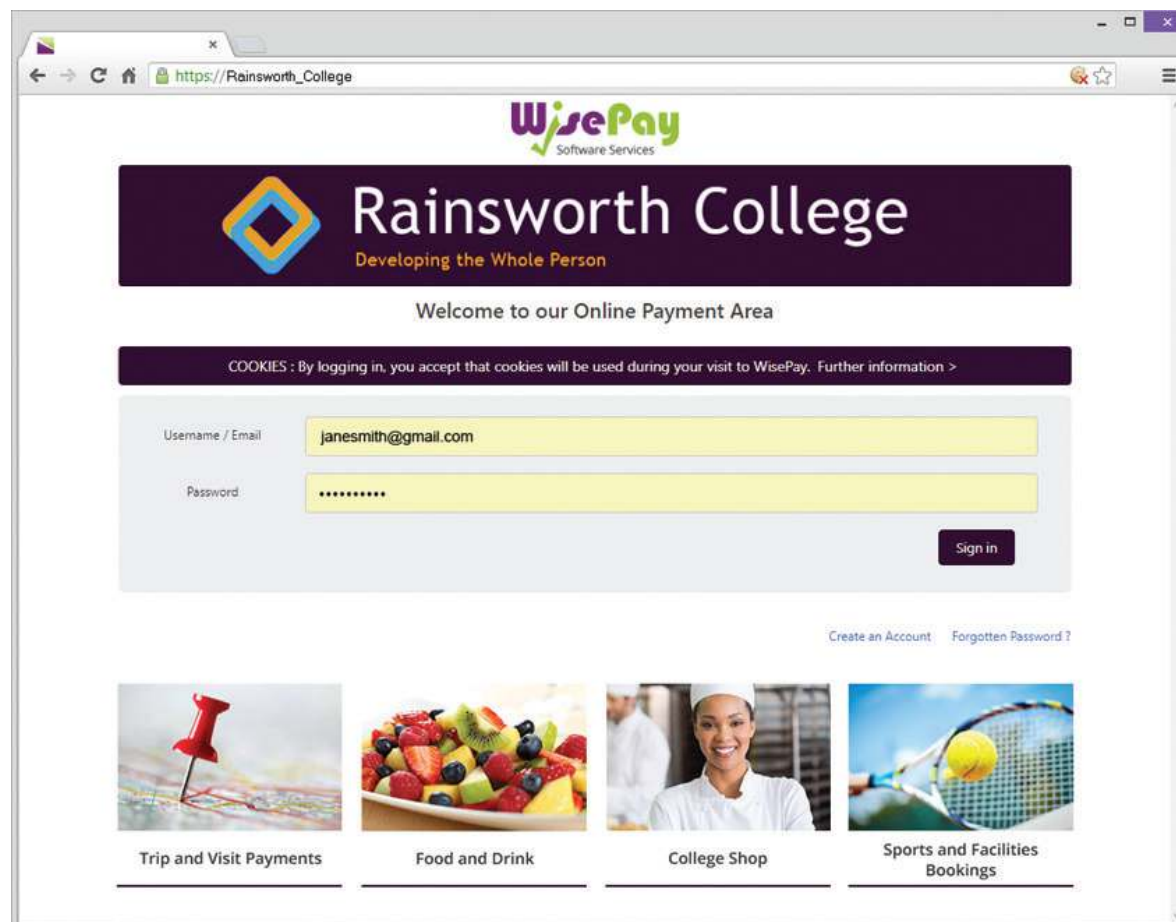
Your Organisation will advise you either by letter or email of your individual Username/Email and Password.

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.**

A screenshot of a web browser displaying the Rainsworth College WisePay login page. The browser's address bar shows 'https://Rainsworth\_College'. The page features the 'WisePay Software Services' logo at the top. Below it is a dark purple banner with the 'Rainsworth College' logo and the tagline 'Developing the Whole Person'. A welcome message 'Welcome to our Online Payment Area' is centered. A cookie notice states: 'COOKIES : By logging in, you accept that cookies will be used during your visit to WisePay. Further information >'. The login form has two yellow input fields: 'Username / Email' containing 'janesmith@gmail.com' and 'Password' containing eight dots. A dark purple 'Sign in' button is to the right. Links for 'Create an Account' and 'Forgotten Password?' are at the bottom right. Four service tiles are at the bottom: 'Trip and Visit Payments' (with a pushpin icon), 'Food and Drink' (with a fruit bowl icon), 'College Shop' (with a chef icon), and 'Sports and Facilities Bookings' (with a tennis racket icon).

## 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

[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.

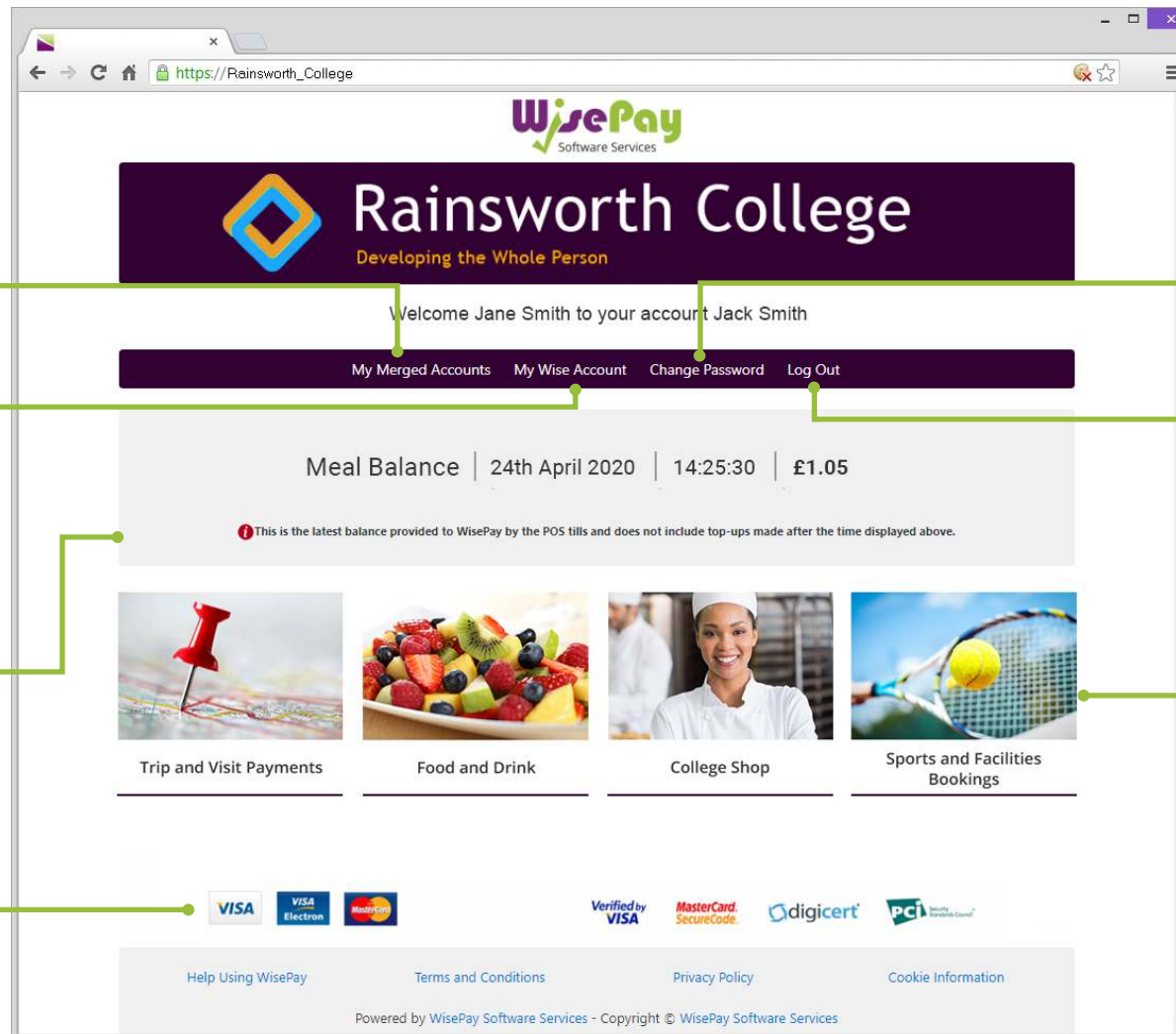
## My Wise Account

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

## Cashless Catering Top Up



You can top up your meal account now using either your debit or credit card.

All our food is freshly prepared with the best local ingredients.

A selection of food is always available.

**Price - £ 0.00**

(The price will be calculated based on the options you select below)

**Denomination**

<input type="radio"/> £ 10.00	Pay £10 top-up to your food and drink balance
<input type="radio"/> £ 15.00	Pay £15 top-up to your food and drink balance
<input type="radio"/> £ 20.00	Pay £20 top-up to your food and drink balance
<input type="radio"/> £ 25.00	Pay £25 top-up to your food and drink balance
<input type="radio"/> £ 30.00	Pay £30 top-up to your food and drink balance
<input type="radio"/> £ 35.00	Pay £35 top-up to your food and drink balance
<input type="radio"/> £ 40.00	Pay £40 top-up to your food and drink balance

**0.00** Select your own amount to pay

If selecting your own amount to pay, please enter it here

0

**Price - £ 0.00**

(The price will be calculated based on the options you select above)

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.

Item(s)	Student	Option	Quantity	Item Price	Shipping	VAT	Subtotal
 <b>Cashless Catering Top Up</b>		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
							<b>TOTAL £50.00</b>

[< Continue Shopping](#)
[Proceed to Checkout >](#)

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

	Quantity	Item Price
Source	1	£5
Cost	Delete	

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 your 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.

The screenshot shows the 'Checkout' page with the following sections:

- Account Details:** First Name (Jane), Last Name (Smith), Email (jsmith@gmail.com).
- Billing Address:** Address 1 (12 Windsor Road), Address 2 (empty), City (Cambridgeshire), Postcode (AB12 3CD).
- Payment Options:** Saved Cards section with a note: 'If you would like to use one of your saved card, please select it below.' It shows a selected MasterCard (0001, Exp. 10/20) and an option to 'Remove Stored Card'. Below it is a radio button for 'I will use a card that isn't listed above'.
- Customer Delivery Notes:** A text area with the message: 'There are no specific notes for the products you are purchasing'.
- Terms and Conditions:** A section with a radio button for 'Yes' (selected) and a radio button for 'No'.
- Footer:** A message 'I agree to the Terms and Conditions and confirm that the order details are correct.' followed by '<< Go Back' and 'Confirm Payment >>' buttons.

The modal dialog box contains the following elements:

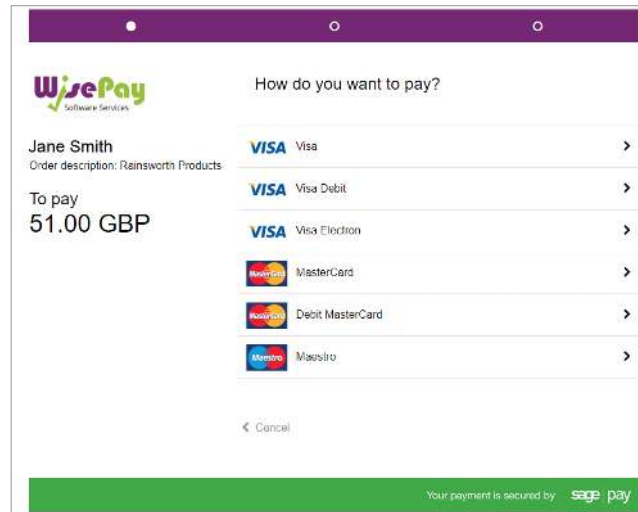
- Text: 't the order details are correct.'
- Radio buttons: 'Yes' (selected) and 'No'.
- Buttons: '<< Go Back' and 'Confirm Payment >>'.



# 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.

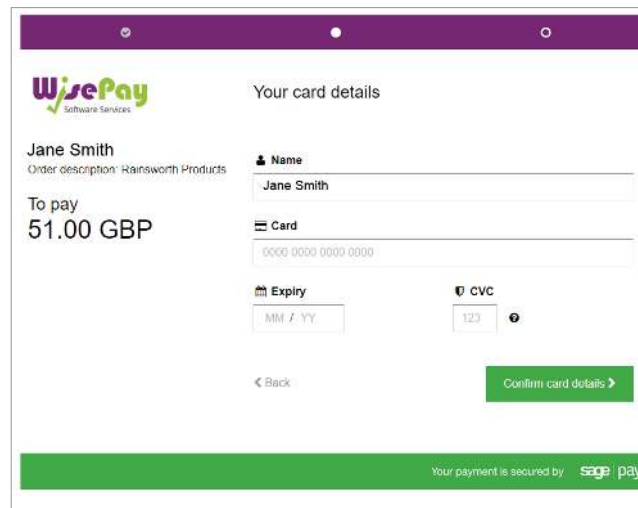


The screenshot shows the 'How do you want to pay?' screen in the WisePay interface. On the left, it displays the user's name 'Jane Smith', the order description 'Rainsworth Products', and the amount 'To pay 51.00 GBP'. On the right, there is a list of payment methods: VISA Visa, VISA Visa Debit, VISA Visa Electron, MasterCard, Debit MasterCard, and Maestro. Each option has a right-pointing arrow. At the bottom left is a 'Cancel' button with a left-pointing arrow. At the bottom right, it says 'Your payment is secured by sage pay' with 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.

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 in the WisePay interface. On the left, it displays the user's name 'Jane Smith', the order description 'Rainsworth Products', and the amount 'To pay 51.00 GBP'. On the right, there are input fields for 'Name' (pre-filled with 'Jane Smith'), 'Card' (with a masked number '0000 0000 0000 0000'), 'Expiry' (with 'MM / YY' format), and 'CVC' (with a masked number '123'). At the bottom left is a 'Back' button with a left-pointing arrow. At the bottom right is a green 'Confirm card details' button with a right-pointing arrow. At the bottom, it says 'Your payment is secured by sage pay' with the Sage Pay logo.

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.

# Wise Account Overview

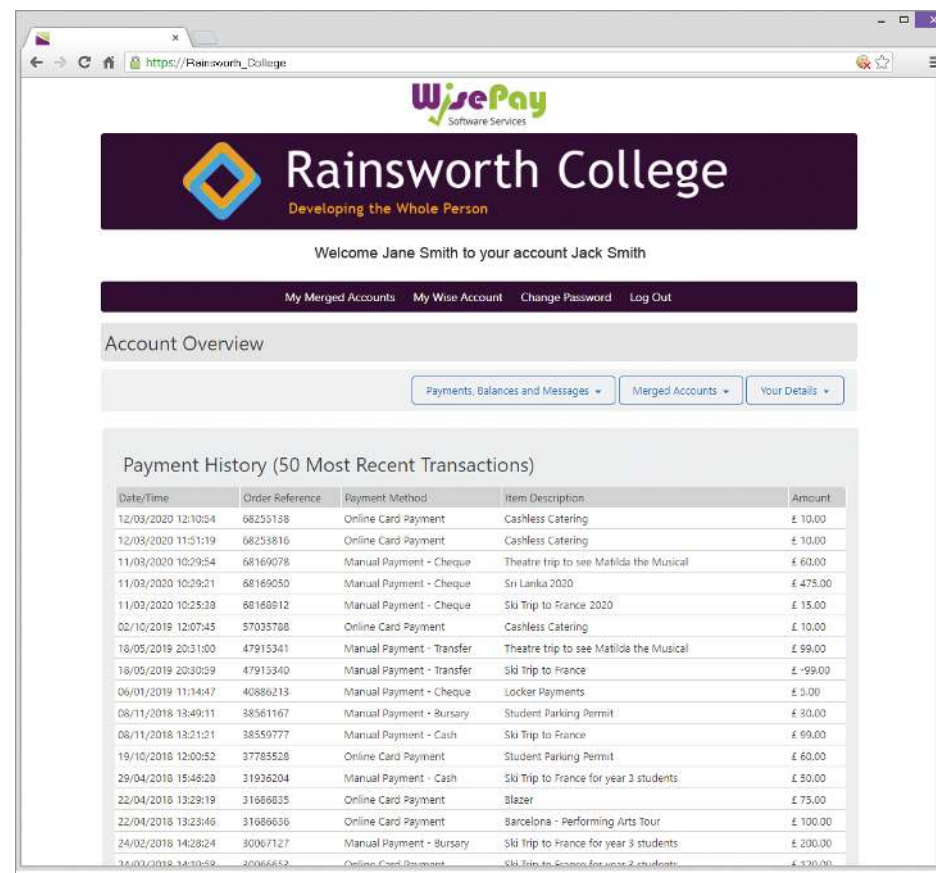
## Q. What is my 'Wise Account'?

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

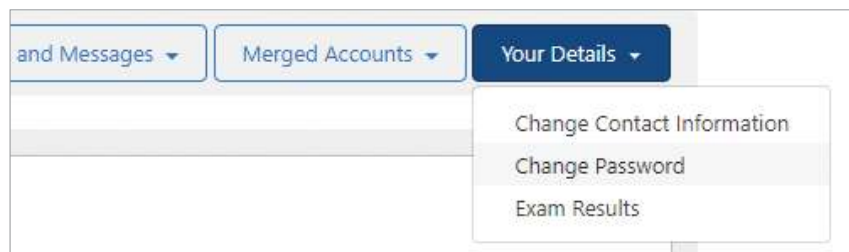
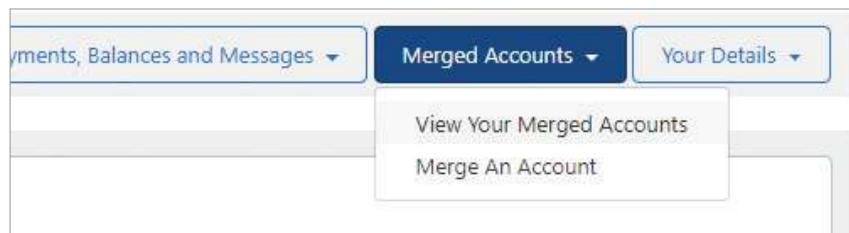
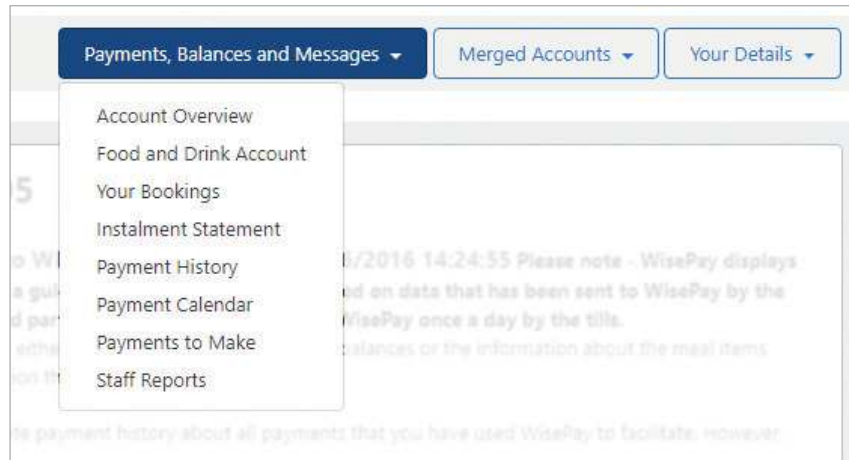
This allows you to view your:

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



Date/Time	Order Reference	Payment Method	Item Description	Amount
12/03/2020 12:10:54	68255138	Online Card Payment	Cashless Catering	£ 10.00
12/03/2020 11:51:19	68253816	Online Card Payment	Cashless Catering	£ 10.00
11/03/2020 10:29:54	68169078	Manual Payment - Cheque	Theatre trip to see Matilda the Musical	£ 60.00
11/03/2020 10:29:21	68169050	Manual Payment - Cheque	Sri Lanka 2020	£ 475.00
11/03/2020 10:25:38	68168912	Manual Payment - Cheque	Ski Trip to France 2020	£ 15.00
02/10/2019 12:07:45	57035708	Online Card Payment	Cashless Catering	£ 10.00
18/05/2019 20:31:00	47915341	Manual Payment - Transfer	Theatre trip to see Matilda the Musical	£ 99.00
18/05/2019 20:30:59	47915340	Manual Payment - Transfer	Ski Trip to France	£ -99.00
06/01/2019 11:14:47	40886213	Manual Payment - Cheque	Locker Payments	£ 5.00
08/11/2018 13:49:11	38561167	Manual Payment - Bursary	Student Parking Permit	£ 30.00
08/11/2018 13:21:21	38559777	Manual Payment - Cash	Ski Trip to France	£ 69.00
19/10/2018 12:00:52	37785528	Online Card Payment	Student Parking Permit	£ 60.00
29/04/2018 15:48:20	31936204	Manual Payment - Cash	Ski Trip to France for year 3 students	£ 50.00
22/04/2018 13:29:19	31686835	Online Card Payment	Bleazer	£ 75.00
22/04/2018 13:23:46	31686636	Online Card Payment	Barcelona - Performing Arts Tour	£ 100.00
24/02/2018 14:28:24	30067127	Manual Payment - Bursary	Ski Trip to France for year 3 students	£ 200.00
16/02/2018 14:10:59	20066652	Online Card Payment	Ski Trip to France for year 2 students	£ 320.00

# 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 Calender](#)- 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

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, Balances 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

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

