

Frequently Asked Questions

v_4.0 - 2015

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Quick Overview

Home
Back to your organisation home.

Log In Area
Enter your email and password here to log in to WisePay.

Payment Areas

Payment Cards Accepted

Home
Back to your organisation home.

Log in to WisePay

Forgotten Password
Click here if you have forgotten your password.

Create an Account

Help
Click here for help using WisePay.

Cookies
Information on how cookies work.

My Merged Accounts
Click here to view and change your merged accounts.

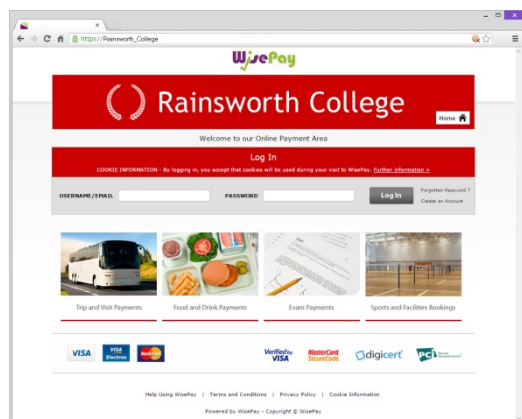
Catering Balance
Your catering balance will be displayed here.

My Wise Account
Click here to access your Wise Account and view all your payments, balances and personal details.

Log Out
Click to securely log out of WisePay.

Top Up
Click here to add money to your food and drink account.

Username and Passwords



Q. How do I obtain a Username and Password to Log In to my WisePay "Wise Account?"

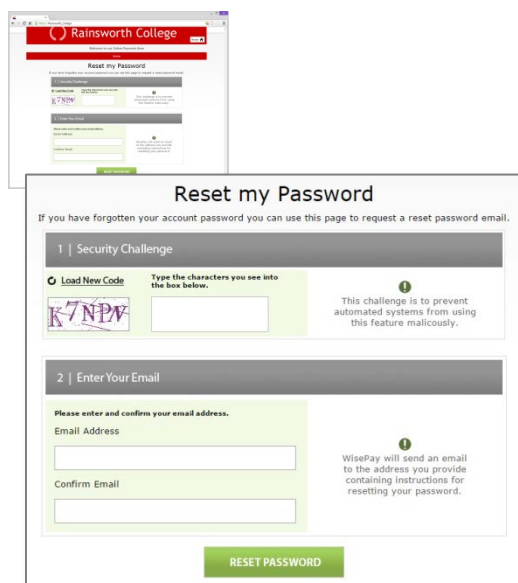
A. Every User is provided with a secure Wise Account. This will enable you to make online payments to your chosen Organisation (ie College or School).

Your Organisation will advise you either by letter or email of your individual Username and Password. You will need your Username and Password to access your account.

You should **change** your Username and Password that has been sent to you in WisePay unless it is a Single Sign User Name and Password that you use for other logins to your Organisation.

To access your WisePay Account, please go to your the website provided to you by your Organisation (ie not WisePay's website) or go to your Organisation's web site and click on the WisePay logo or link. You will be taken to your WisePay payment portal.

If you believe that you should have received a letter and it has not arrived, please contact your school or college administrator.



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

A. You can request a password reset, sent to your email by selecting the "Forgotten Password" link on the homepage. You will be taken to a 'Reset my Password' screen where you will be guided with step by step instructions.

Step 1 - A security challenge will appear with a 5 character security code shown for you to fill in (this is not case sensitive, either lower or upper case characters can be used).

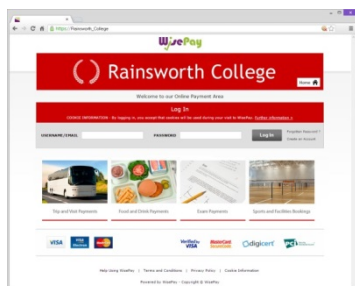
Step 2 - You will then have to enter your email address and confirmation email – **this is case sensitive, and must be filled in with the exact email address that is registered on your WisePay account.**

When step 1 and 2 are complete, you can click on the "Reset Password" button to complete your password reset request, and a new password will be sent to your email account.

If you are unable to retrieve your Password or you have forgotten your Username, please contact you Organisation's WisePay Administrator.

TIP: For your security we recommend that you choose a unique password that you do not use elsewhere.

Log In and Log Out



Q. How do I Log In?

A. You will find your log in located at the top/middle area of your homepage.

Enter your username or email address and password in the boxes provided and click the 'Log 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.

Log In

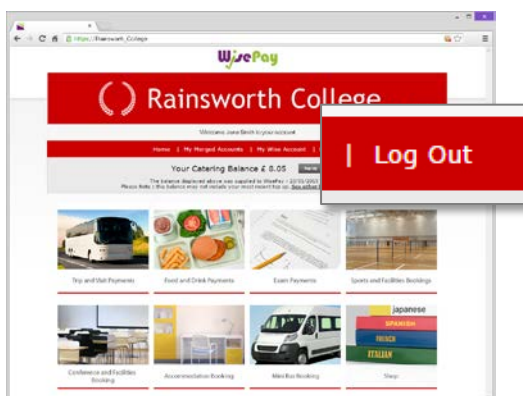
COOKIE INFORMATION - By logging in, you accept that cookies will be used during your visit to WisePay. [Further information >](#)

USERNAME/EMAIL

PASSWORD

Log In

[Forgotten Password ?](#)
[Create an Account](#)

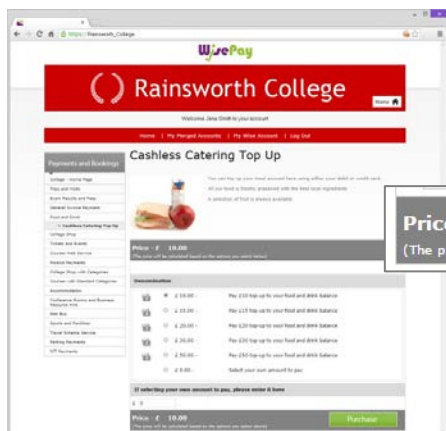


Q. How do I Log Out?

A. You can log out of WisePay at any time. Just click the "Log Out" link found in the top navigation bar.

It's always a good idea to log out of WisePay when you have finished. After you log out your name will be removed from the home page.

Adding and removing an item in your shopping cart



Q. How do I add items to my shopping cart?

A. 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.

Price - £ 10.00

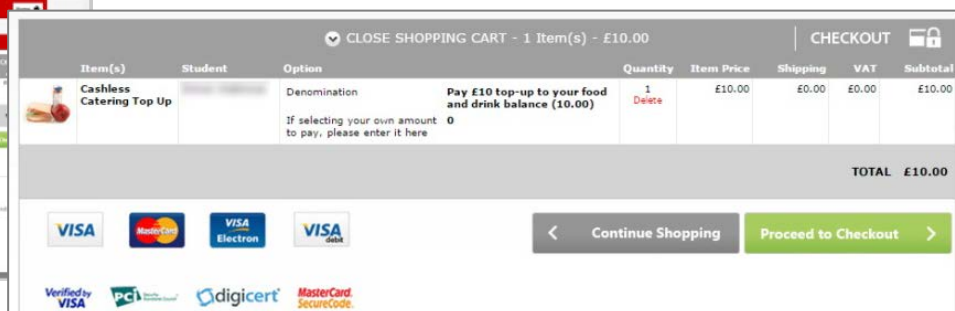
(The price will be calculated based on the options you select above)

Purchase

If you decide you want to make a payment for that item click the "Purchase" button.



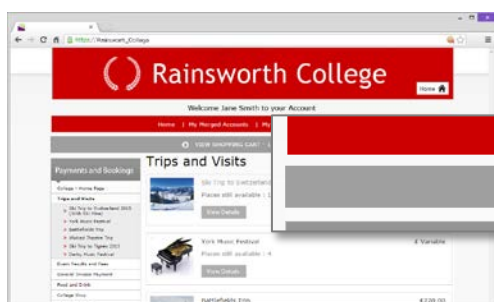
The shopping cart will automatically appear at the top of your page once your selected item/s have been added.



TIP: You can expand and close your shopping cart at any time.

To minimise your shopping cart click the "CLOSE SHOPPING CART" icon at the top.

CLOSE SHOPPING CART - 1 Item(s) - £10.00



This will close the detailed view of your cart but permanently display the amount of items and total cost in your cart.

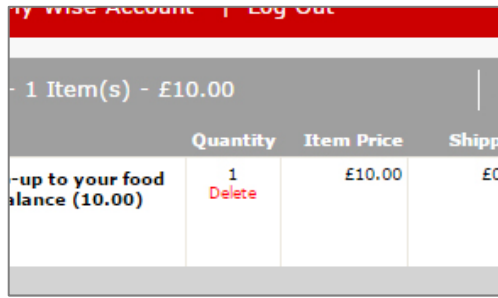
Home | My Merged Accounts | My Wise Account | Log Out

VIEW SHOPPING CART - 1 Item(s) - £10.00

CHECKOUT

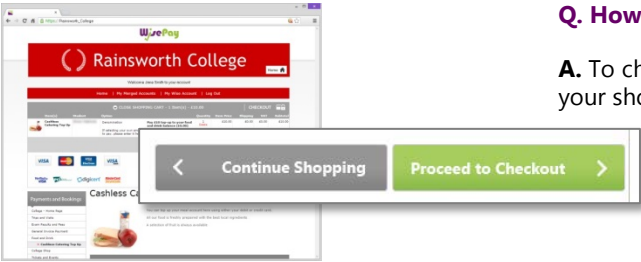
Trips and Visits

[VIEW SHOPPING CART - 1 Item\(s\) - £10.00](#)



A. If you wish to remove an item from your shopping cart, simply click the "Delete" link in the 'Quantity' column.

Checkout

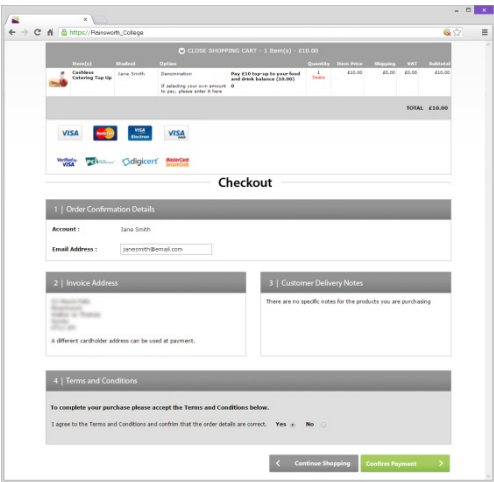


Q. How do I checkout?

A. To checkout click the “Proceed to Checkout” button at the bottom of your shopping cart.



Alternatively you can checkout at any time by clicking on the “CHECKOUT” link at the top of our shopping cart.



This will take you to your ‘Checkout’ page containing your:

Confirmation Order Details

The email address shown will be used to send you a confirmation of your purchase(s).

You can change the email address to specify where the confirmation email will be sent for this payment.

Invoice Address/Delivery Address

These can be amended when you fill in your credit/debit card details.

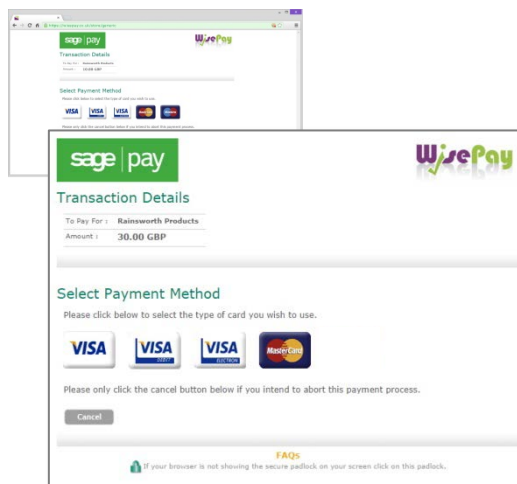
Terms and Conditions

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.



Transaction Details and Payment Method



Q. How do I make a payment?

A. To complete your payment you must select a payment method.

Check that your transaction details are correct, then 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 and have the opportunity to amend the invoice address if required. Click the "Proceed" button.

If your card is registered with 3D Secure you will be asked to enter your card's account password (this is the password that you have set up with your bank or card authoriser).

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.

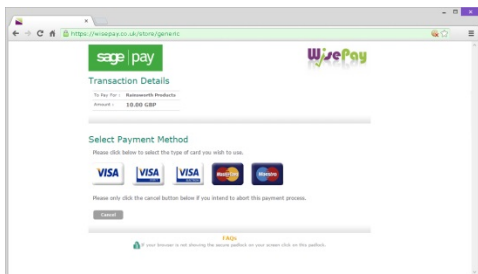
Payment Cards



Q. Which Credit / Debit Cards are accepted?

A. WisePay accepts all credit / debit cards with the following logos on them.

Site Security



Your card details are never stored by WisePay.

WisePay is PCI Compliant.

Q. Is the site secure?

A. Yes. All pages viewed on WisePay are encrypted using a 'Secure Socket Layer (SSL) session.



SSL is an industry standard and is designed to ensure internet pages and sensitive information are not intercepted. When browsing using an SSL enabled site, you will see a padlock icon visible in your browser.

All payments are made through the Payment Gateways which adhere to the highest level of compliance under the Payment Card Industry Data Security Standard (PCI), including stringent fraud screening, SSL encryption and tamperproof data storage. This process is regularly audited by the banks and banking authorities.

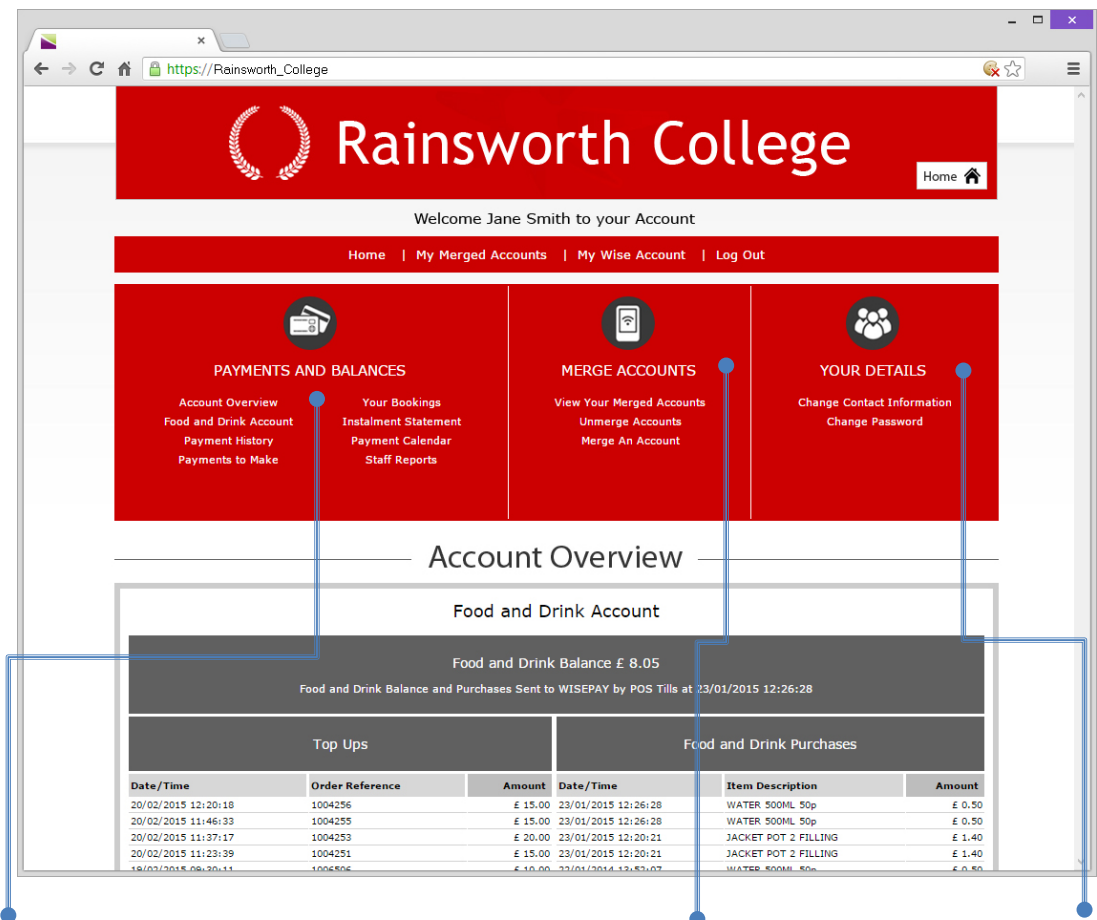
Cookies



Some of our web pages use session "Cookies". A cookie is a safe, text only piece of data which WisePay uses to remember who you are as you navigate through the site, this cookie gets removed from your system when you leave WisePay.

By logging in, you accept that cookies will be used during your visit to WisePay.

Your Wise Account



Payments and Balances

- Account Overview**
This allows you to view your food and drink balance and last 10 transactions made and top ups.
- Food and Drink Account**
Click here to view your food and drink balance and last 10 transactions and top ups.
- Payment History**
Click here to view your payment history in detail.
- Payments to Make**
Click here to view any outstanding payments.

- Your Bookings**
Click here to view details on bookings made.
- Instalment Statement**
Click here to view details on instalments made for trips.
- Payment Calender**
View upcoming payments in calendar form.

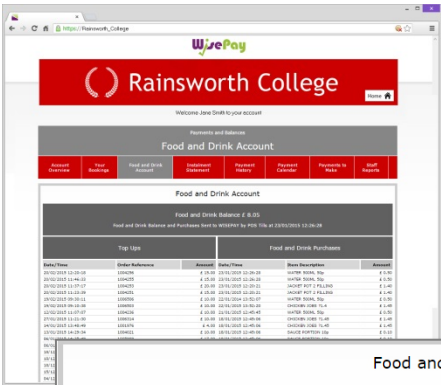
Merge Accounts

- View Your Merge Accounts**
Click here to view all your merged accounts.
- Unmerge Accounts**
Click here to unmerge accounts.
- Merge and Account**
Click here to merge an account.

Your Details

- Change Contact Information**
Click here to amend students, name, contact number and contact email.
- Change Password**
Click here to change your password.

Food and Drink Account



Q. How do I view my food and drink account?

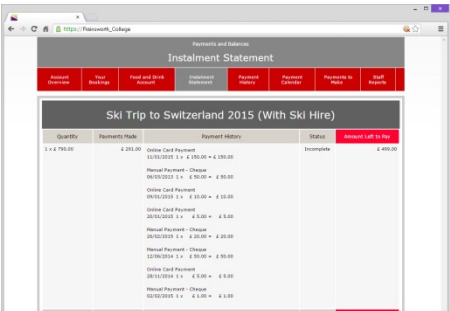
A. Your food and drink account can be accessed through the “My Wise Account” link in the top navigation at any time.

From your Wise Account page, a link for “Food and Drink Account” can be found under Payments and Balances.

Your Food and Drink Balance will appear along with a detailed list of transactions by date order/item description and amount paid.

Food and Drink Account					
Food and Drink Balance £ 8.05					
Food and Drink Balance and Purchases Sent to WISEPAY by POS Tills at 23/01/2015 12:26:28					
Top Ups			Food and Drink Purchases		
Date/Time	Order Reference	Amount	Date/Time	Item Description	Amount
20/02/2015 12:20:18	1004256	£ 15.00	23/01/2015 12:26:28	WATER 500ML 50p	£ 0.50
20/02/2015 11:46:33	1004255	£ 15.00	23/01/2015 12:26:28	WATER 500ML 50p	£ 0.50
20/02/2015 11:37:17	1004253	£ 20.00	23/01/2015 12:20:21	JACKET POT 2 FILLING	£ 1.40
20/02/2015 11:23:39	1004251	£ 15.00	23/01/2015 12:20:21	JACKET POT 2 FILLING	£ 1.40

Instalment Statement



Q. How do I view my instalment statement?

A. Your instalment statement can be accessed through the “My Wise Account” link in the top navigation at any time.

From your Wise Account page, a link for “Instalment Statement” can be found under Payments and Balances.

All of your instalment statements will be listed with a detailed descriptions of payment status and balances left to pay.

Ski Trip to Switzerland 2015 (With Ski Hire)				
Quantity	Payments Made	Payment History	Status	Amount Left to Pay
1 x £ 790.00	£ 291.00	Online Card Payment 11/01/2015 1 x £ 150.00 = £ 150.00 Manual Payment - Cheque 06/03/2013 1 x £ 50.00 = £ 50.00 Online Card Payment 09/01/2015 1 x £ 10.00 = £ 10.00 Online Card Payment 20/01/2015 1 x £ 5.00 = £ 5.00 Manual Payment - Cheque 26/02/2015 1 x £ 20.00 = £ 20.00	Incomplete	£ 499.00

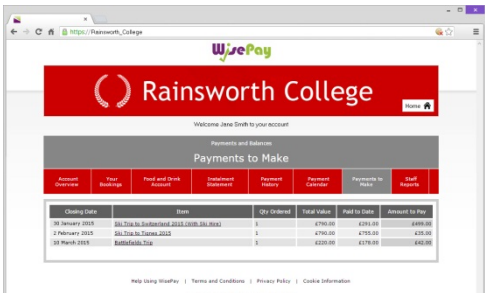
Payments to Make

Q. How do I view my payments to make?

A. Payments to Make can be accessed through the “My Wise Account” link in the top navigation at any time.

From your Wise Account page, a link for “Payments to Make” can be found under Payments and Balances.

Click here to view all outstanding payments. A detailed description with closing date, item and cost will be displayed.



Closing Date	Item	Qty Ordered	Total Value	Paid to Date	Amount to Pay
30 January 2015	Ski Trip to Switzerland 2015 (With Ski Hire)	1	£790.00	£291.00	£499.00
2 February 2015	Ski Trip to Tignes 2015	1	£790.00	£755.00	£35.00
10 March 2015	Battlefields Trip	1	£220.00	£178.00	£42.00

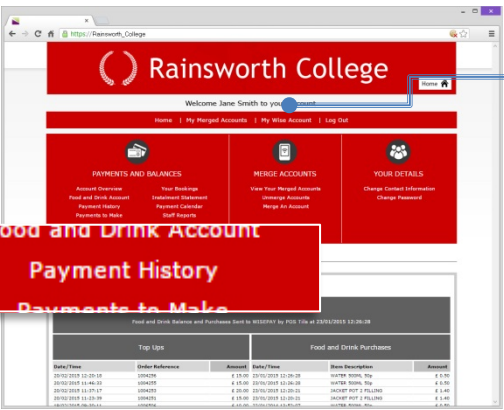
Closing Date	Item	Qty Ordered	Total Value	Paid to Date	Amount to Pay
30 January 2015	Ski Trip to Switzerland 2015 (With Ski Hire)	1	£790.00	£291.00	£499.00
2 February 2015	Ski Trip to Tignes 2015	1	£790.00	£755.00	£35.00
10 March 2015	Battlefields Trip	1	£220.00	£178.00	£42.00

Payment History

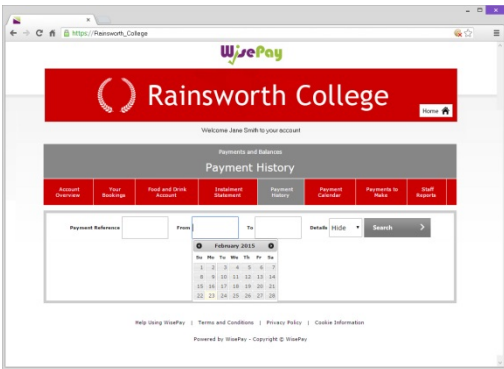
Q. How do I view my payment history?

A. Your payment history can be accessed from the “My Wise Account” link in the top navigation at any time.

From your Wise Account page, a link for “Payment History” can be found under Payments and Balances. Click here to search and view your payment history.



Date/Time	Order Reference	Amount	Date/Time	Item Description	Amount
20/10/2015 12:20:05	1000000	£ 15.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50
20/10/2015 12:40:05	1000001	£ 15.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50
20/10/2015 13:27:47	1000002	£ 20.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50
20/10/2015 13:28:06	1000003	£ 15.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50
20/10/2015 13:28:06	1000004	£ 15.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50



Date/Time	Order Reference	Amount	Date/Time	Item Description	Amount
20/10/2015 12:20:05	1000000	£ 15.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50
20/10/2015 12:40:05	1000001	£ 15.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50
20/10/2015 13:27:47	1000002	£ 20.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50
20/10/2015 13:28:06	1000003	£ 15.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50
20/10/2015 13:28:06	1000004	£ 15.00	20/10/2015 12:20:08	SAATCHI WISPA, Rly	£ 6.50

Your Account Details

The screenshot shows a web browser window with the URL 'https://PlymouthCollege'. The page title is 'Your Details' and the main heading is 'Change Contact Information'. Below the heading are two tabs: 'Change Contact Information' (selected) and 'Change Password'. The form contains the following sections:

- Student Information:** Student Name : Jane Smith. Fields for Guardian First Name (Laura), Guardian Last Name (Smith), Your Email (laurasmith@email.com), and Email Address (laurasmith@email.com).
- Confirm Email Address:** A field containing laurasmith@email.com.
- Contact Telephone Number:** A field for entering the phone number.

There is a note on the right side of the form: 'This will be used to send confirmation messages about your order, it will also become the account username when you change your password.'

Q. How do I check/edit my account details?

A. You can edit or check your account details through your WisePay Account page link under “Your Details”.

You will be able to change your details such as your first name and last name, email address, telephone contact numbers and your Password.

The screenshot shows the 'Change Password' form. At the top, there is a 'Please Note:' section with the following text: 'If you change your password, your username will be changed to your registered email address. This means that when you login you will be required to enter your email address and new password. The original username supplied to you by your school will become redundant.'

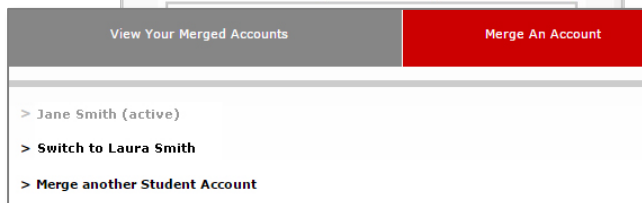
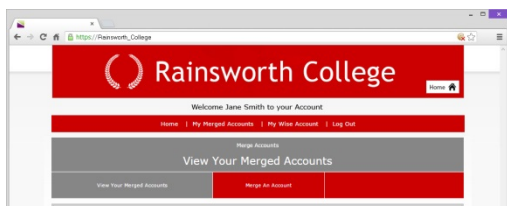
Below the note is a 'Confirmation of password change.' section with two radio buttons: 'No, do not change my password' (selected) and 'Yes, change my password.'

The 'Password' section has a heading 'Enter your new password.' and a text box. To the right, there is a note: '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.'

Below the password section is a 'Confirm Password' section with a heading 'Enter your new password again.' and a text box. To the right, there is a note: 'This will be used to send confirmation messages about your order, it will also become the account username when you change your password.'

At the bottom right, there is a green 'SAVE' button.

Merged Accounts



Q. How do I view multiple students under one account?

A. You can view multiple students by clicking on the “View your Merged Accounts” link under your WisePay Account page.

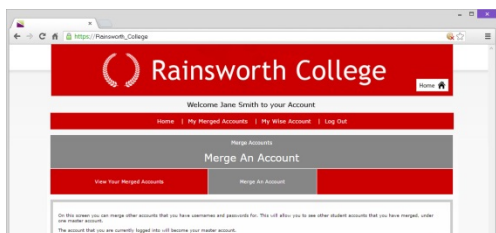
If you have more than one student at the same Organisation, you will receive a Username and Password for each student.

You can either choose to keep each account separate (by using the Usernames and Passwords provided for each student) or you can merge all your accounts so they can be viewed under one master account by clicking the “Merge another Student Account” link.

Payments will still need to be made for each student, but you will only need to log into one master account to do this. 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.

To merge multiple accounts:

1. Choose which of your Accounts you want to use as the Master WisePay Account and Log in to their WisePay Account (using the Username and Password for that account).
2. Click on “my Wise Account” link.
3. Click on to the “Merge Account” link.
4. You will taken to a screen to enter the Username and Password of one of your other children’s accounts and press “Find Student Account”.



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.

Merge Account Login

Please enter the user name and password for the account that you would like to merge.

User Name

Password

TIP: We recommend that you choose account for the youngest sibling to make as your master account – as they will be at the school or college longest.

5. If a matching student account is found, the student is displayed on the next screen with a “Merge this Account” button. Pressing this button merges the account. A message will also appear to enable you to return to the “my Wise Account” page.

6. Once a student account has been “merged”, in your “my Wise Account” you will be able to see their Name in the My Merged Accounts section listed as an active account eg “Switch to Laura Smith”. By clicking on their name you can switch to their WisePay account. Use the same method to switch back.

7. For subsequent visits to WisePay, you must login in to the student’s account (Master WisePay Account) using their Username and Password. The logins for students who have been merged with the master account are now effectively redundant and should not be used.

If you need to unmerge an account please contact your college administrator.

Further Help



Q. Who should I contact if I have a problem?

A. 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.