



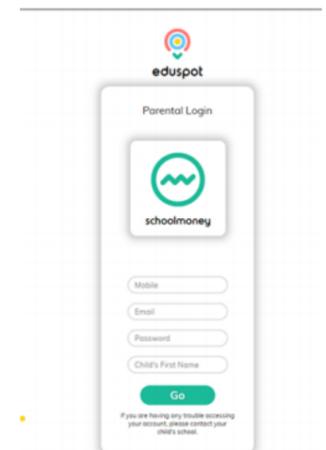
At St Leonard's we are a cash free school therefore use an online system called School Money. This is an easy ,safe and secure way to pay for your child's trips, dinners and other expenses online via your debit or credit card.

Within the first week of your child starting with us you will be sent a welcome text for you to set up your School Money account. You will be sent a password and a link to the School Money log in page.

Please enter the following information:

- Your mobile number
- Your email address
- The password that we sent you by text or email
- Your child's first name (spelt in the way that we have it on our system, ensure there is no space entered at the end).

When you log in for the first time, you will be required to reset your automatically generated password to a password of your choice. If it will not allow you to log in, please check that we have the correct mobile number/email address recorded for your child.

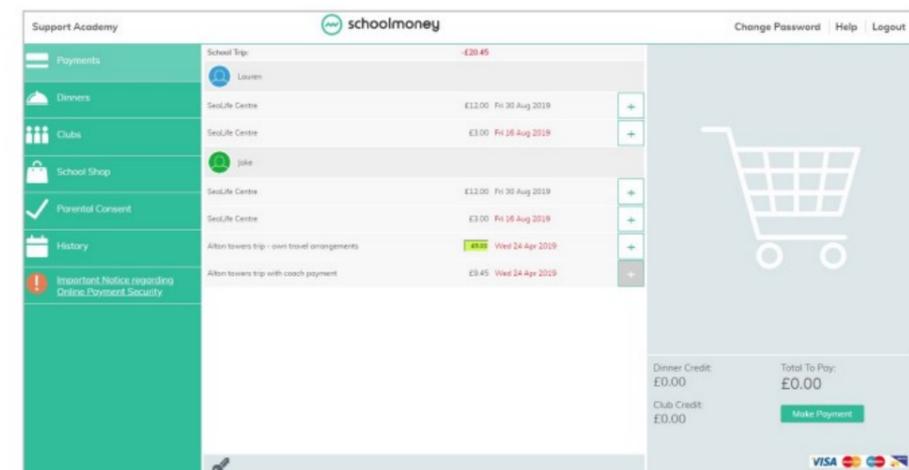


Making a Payment

Once you have logged into your account, you will then be able to make payments for your child.

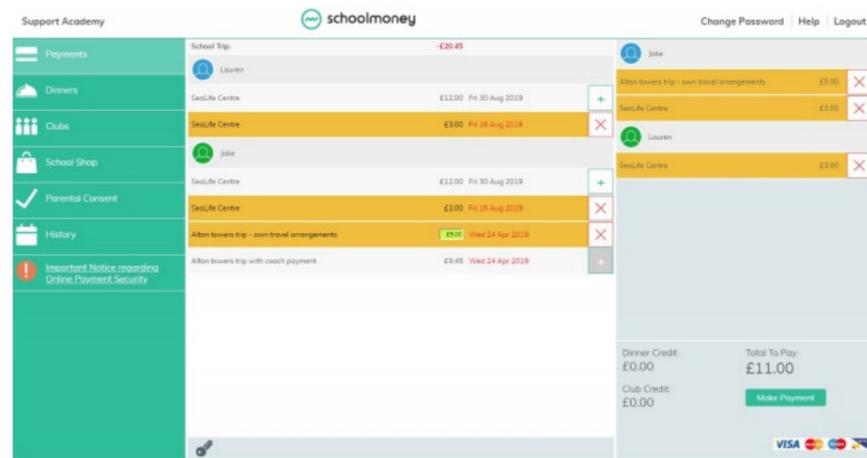
If you have more than one child at the school then their payments will show beneath their names.

Any arrears that your child has accumulated will appear first on the list, followed by payments for other things such as plimsolls or trips.



Making a payment cont'd

To pay for an item select the **+ sign** next to the payment. This will add the payment to the basket and turn the payment yellow to show that it has been selected.



Harry Potter Studios	£30.00	Wed 28 Feb 2018
PGL	£130.00	Fri 12 Jan 2018

You may find that some of your payments are highlighted in a different colour:

Green: this means that you can pay off the amount in smaller chunks up until the due date, when you will need to pay it off in full. Click into the green box and amend the amount.

Orange: this means you can pay as much towards this payment as you would like. This will then remove any remaining cost so that you do not have to pay any more towards it. You can pay either more or less than the amount stated.

You will also be able to see that some of your due dates are in grey and some of them are in red. The due dates that are marked in red are payments that are overdue and need to be paid as soon as possible.

You may also find that when you select a certain payment, a pop up will appear asking for your consent to pay for this item/instalment.

Once you have selected all of the payments you would like to purchase, you will find them listed on the right hand side of your screen. If you want to remove anything from your basket at this point, click the X next to the item. Click on the **'Make Payment'** button when you are ready to check out.

The system will take you to a screen where you can enter your card details. You will have to do this every time that you make a payment due to security on the system. **They do not store debit/credit card details.**

A screenshot of the SchoolMoney payment screen. It features the SchoolMoney logo at the top. Below the logo are input fields for 'Cardholder name', 'Card number', 'Expiry', and 'CVV'. At the bottom, there is a 'Powered by' section with the 'PaySafe' logo and a large green button labeled 'Pay £20.00'.

Frequently Asked Questions

I cannot login to my account

If you are receiving the **Invalid Details error** when trying to log into School Money we would advise you to take the following steps:

- Check the mobile number/email address that we have on record matches the details that you are entering.
- Ask us to re-set your password link. You will then be able to change your password to something more memorable.
- Make sure that you are entering your child's first name only.
- Try logging on with a different device.
- Make sure that you are not autocompleting the details. Type each section in from scratch.
- Clear your history/cache on the device you are using.
- Make sure that you are not keeping the website open in the background of your device. Close it completely before trying to log in.

I am logging in with one child but cannot see my other children

This will only happen if the children have not been linked as siblings on our records. To be linked, they must have the same mobile number and email address recorded with us.

I have forgotten my password

A **'Password Reset'** message can be sent to you by text or email. To request a new password please contact the school office.

I have separated from my partner, can we both have a log in

The School Money system does not allow secondary contacts to be added. There is an option to pay over the phone or in school with a debit/credit card therefore this would work for another parent to make a payment.

What happens if I change my mobile number or email address

You must contact the School Office as soon as possible to update your records on the system to enable you to access your account.

What happens if I pay for the wrong thing

If you have paid for the wrong item or on the wrong child, you will need to contact the School Office and explain what has happened. We can either move the money or arrange a refund to you.

I cannot pay online as no internet access

You must go online to see your child's account but can pay for items using a debit/credit card over the phone or at the School Office.

If you have any further questions you can contact the School Office

Tel - 01295 262507 email - office.3262@st-leonards.oxon.sch.uk