

**INTERNET PAYMENTS
USER INSTRUCTIONS**

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1. **Connect to the Internet payments website**

- Load your Internet browser (*this might be Internet Explorer or Mozilla Firefox*).
 - To allow you to use the school Internet Payment website you **must** have 'cookies' enabled. (A cookie is a file that is stored on your computer. It contains the address of the Web site and codes that your Internet browser sends back to the Web site each time you visit a page there. Cookies do not usually contain personal information.) You only have to carry out this procedure once. The following website gives instructions on how to enable cookies in your web browser: <http://www.google.com/cookies.html>
 - After you have enabled cookies, enter the website address supplied by your child's school.
 - Click on Create New Account
 - Enter a user name and password, The user name must be a valid email address
 - Enter the Pupil Link Code that has been supplied by the school. You will be provided with a Pupil Link Code for each child you have at the school, but should enter only one at this stage as the others will be entered within the website.
 - Enter your billing address details (these need to match the address on the credit/debit card that will be used for making online payments).
 - Click on Confirm.
 - Login with your email address and password
 - The **Accounts payment** screen for your child is displayed.
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2. **Select a pupil**

Your child's name is displayed on the screen. If you wish to make a payment against a sibling, select them from the **Current pupil** drop down box.

To add a sibling see section 6 *View/amend your account details*.

3. **Make your purchases**

To navigate to the item you want to make a payment against, either use the Quick Links on the right hand side of the screen or scroll down to relevant item. You can also collapse and expand the item groups to view

a. **Account payments**

Account payments are used to top up funds to pay for dinner money, cashless cafeteria, breakfast and after school clubs. These will not be displayed if they are not available to your child.

Account payments display your child's current **Dinner money account balance** and top up facility and your child's current **Pre-payment account balance** and top up facility.

- **Dinner Money payments**
To make a Dinner money account top-up, enter an amount in the **Enter top-up amount** field. Click on **Add to Basket**. This will appear in your basket (top right hand side)
- **Account payments**
To make a Pre-payment account top-up (for cashless cafeteria, breakfast and after school club), enter an amount in the **Enter top-up amount** field. Click on **Add to Basket**. This will appear in your basket (top right hand side)
- Click on **View History** to display all Account payments history made using Internet, cash or cheque for **Dinner Money** or **Pre-payment account**.

View Dinner Money account history

- Displays history of **Child meal payments** made online or in school.
- Shows number of meals taken, total cost and current balance.
- **School dinners calendar** views your child's dinner history.

View Pre-Payment Account

- Displays history of **Account deposit** payments made online or in school.
- **Payment on account** displays what your child has spent.

b. Other Items

- Click on **Other Items** to display any services or products offered by the school.
- To make a payment select **Quantity** using the drop down box. If applicable, enter an amount in the **Unit Price. Total Price** for this item will be displayed.
- Click on **Add to Basket**. This will appear in your basket (top right hand side)

c. Trip/Event payments

- Click on **Trips/Events** to display ones that your child is currently selected for, together with amounts **Owing** and **Paid**. Trip/event payments will not be displayed if they are not available to your child.
- To make a trip payment, enter an amount in the **Enter payment amount** field. Click on **Add to Basket**. This will appear in your basket (top right hand side)
- Some **Trips/Events** may have (Optional) next to them. These are for events your child is eligible to attend if you would like them to
- Click on a trip name to view details of the trip including any relevant notes entered by the school. Depending on school procedure, it may also include **Trip check boxes** to allow you to give permission, on line, for your child to attend a trip. Click **Save** to save any changes made on this screen.
- Click on **View History** to display all payments made against this trip using the Internet, cash or cheque.

4. Proceed to checkout

- Click on **Checkout**. The contents of **Your Basket** will be displayed.
- Click on **Edit** to edit items selected for purchase, if required.
- Click on **Back** to continue shopping.
- Click on **Checkout** to place the order and enter the payment details.

5. Enter payment and contact information

a. Billing address

The **Billing Address** should match the details entered on sign-in. Change any information if necessary.

The address must match the billing address for your credit/debit card.

Emails will be sent to the email address entered to:

- Confirm payment by Bank.
- Confirm order and items purchased.

- Click on **Place Order**.

b. Hampshire County Council ePayments System

The Hampshire County Council ePayments System – Purchase summary is displayed.

The screenshot shows the 'Purchase summary' page of the Hampshire County Council ePayments System. At the top, there are logos for Hampshire County Council and Hantsweb (www.hants.gov.uk). Below the logos is a navigation bar with links for 'Home', 'Search', 'Contact Us', 'A-Z of Hampshire Services', and 'Help'. The main heading is 'Hampshire County Council ePayments System - Purchase summary'. There is a '- Proceed' button at the top left. The page is divided into sections: 'Purchase details' showing 'Purchase Description: Your purchases' and 'Amount: 125.00'; 'Personal details' showing 'Name: Jane Smith' and 'Email ID: jane.smith@hants.gov.uk'; and 'Address details' showing 'Address: The Guildhall, City Centre, Southampton'. At the bottom, there is another '- Proceed' button.

- Click on **Proceed**.

c. Secure Payment Page

- Select the required **currency**.
- Select your **card type**.

The screenshot shows the 'Secure Payment Page' of the Hampshire County Council ePayments System. At the top, there are logos for Hampshire County Council and Hantsweb (www.hants.gov.uk). Below the logos is a navigation bar with links for 'Home', 'Search', 'Contact Us', 'A-Z of Hampshire Services', and 'Help'. The main heading is 'Secure Payment Page'. A red warning message states 'TEST MODE - This is not a live transaction'. Below this, there is a section for 'Select your payment method' with a dropdown menu set to 'GBP (Great Britain - Sterling)'. The page also displays 'Hampshire County Council', 'Description: Your purchases', and 'Amount: 125.00'. There are icons for payment methods: Mastercard, Maestro, Visa, and Switch. A 'Cancel' button is visible at the bottom right. At the bottom of the page, there is a footer for 'Hantsweb' and a note about WorldPay.

- Enter your Card Details.

Hampshire County Council
Hantsweb® www.hants.gov.uk

Secure Payment Page

Hampshire County Council
Payment Method: MasterCard
Description: Your purchases
Amount: £155.20
MasterCard SecureCode.

Card Details

Card number: 957070707074
Expiry Date: 02/2012 to 02/2013
Cardholder Name: James Smith

START AGAIN MAKE PAYMENT

CANCEL PURCHASE

Refunds and Returns
For more information on purchasing and returns visit:
WorldPay is part of the PayPal Bank of New York Group.
For help on your payment visit the WorldPay Help.

- Click on **ADD TO BASKET**.

Confirmation of your payment is displayed.

Hampshire County Council
Hantsweb® www.hants.gov.uk

James Smith
Track your payment of £155.20 in your purchases
If there was a problem making your payment please visit: [WorldPay](#) or call us
For the quickest and easiest to use online and secure shopping visit:
Purchase on [School Internet Payments Site](#)

Thank you, your payment was successful.
Merchant's Reference: 68051
WorldPay Transaction ID: 5219030
Please contact WorldPay immediately if there has been a problem making your payment.

[Hantsweb](#) is your online payment gateway for Hampshire for parents and staff to use

- Click on [School Internet Payments Site](#).

Your order will be displayed.

You will receive email confirmation to the address provided by you:

1. to confirm the payment from your bank
2. to confirm the items purchased.

6. *View/amend your account details*

- Click on **Your Account**.
 - Your child's **Order History** is displayed.
 - Click on an **Order Number** to display the details of that order.
 - Click on [Addresses](#) to view/amend the Billing Address details.
 - Click on [Email/Password](#) to amend the account login information.
 - Click on [Pupil Settings](#) to set the daily spend limit for your child if your school has cashless catering.
 - Click on [Link Account](#) to link Sibling accounts. If a parent has more than one child at the school, the parent can use one SCO Internet Payment account to view account details and make payments for all their children. Each child is issued with a link code, enter this code and click on Link account.
 - Click on [Logout](#) to exit the Internet payment system or select **Logout** at the top right of the screen.
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7. *Forgotten your password?*

- Load your web browser and enter the website address supplied by your child's school.
 - On the log in screen select **Send Password**.
 - Type in your current email address.
 - You will receive an email with your password details.
- OR**
- Contact the Finance Department at your school and they will reset your password.
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**For further enquiries, or to cancel an Internet payment,
please contact the Finance Department at your school.**