Internet Payments
User Guide

- 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 school website address www.kls.herts.sch.uk or visit www.scopay.com/kls

- **Creating Your Account**

  1. Click on Register as a new user
  2. Enter your Email address and a Password.
  3. Confirm the Password.
  4. Enter the Pupil Online Link Code provided in your introduction letter.
  5. Enter the rest of the billing details to match your credit or debit card and click on Confirm.
  6. Log on to your email account and click on the link to activate the account (if the email doesn't appear in your Inbox, you should check your Junk Email folder).

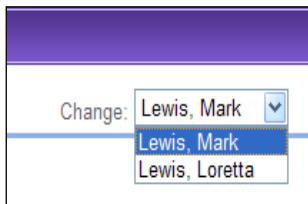 The **items** available to purchase for your child is displayed.

  Link New Pupils/Siblings to an existing online payment account:

  If, on first login using your email address and password created above any sibling account(s) cannot be displayed, you will need to link the sibling account(s) - each student has a unique Pupil Online Link Code,

  1. At the top of the screen, click on Your info
  2. Click on Link accounts.
  3. Enter the Pupil Online Link Code for the sibling that you want to include. Please contact the Finance Office if you need help with Pupil Link Codes.
  4. Click on Link account.
  5. You will now be able to make payments for any linked pupil accounts.

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

To navigate to the item you want to make a payment against scroll down to relevant item. You can also collapse and expand the item groups to view.

Account Balances

Account payments are used to top up funds to pay for catering purchases (Catering (Autograph)). It displays your child's current catering account balance and top-up facility.

- To make a catering top-up payment, click on make a payment, 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 payments history. This will also show number of meals taken, total cost and current balance.

Other Items

- Click on any services or products offered by the school.

- To make a payment select **Quantity** using the drop down box. 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)

Trips and Event payments

Click on **Optional Trips and Events** to display trips/events 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.
Some trips/events may have (Optional) next to them. These are for trips/events that your child is eligible to attend if you would like them to.

Remember students are only allowed to participate on a school trip/event if consent is given. For day trips consent is given when the payment is made, you should also provide medical information and emergency contact details at this time.
For residential trips a consent form will be provided by the trip leader.

Day trips only

- To make a trip/event payment, you will first need to give consent for your child to attend. Click **give** consent. Please complete the comments box, with the information requested.

> To secure your child?s place on this trip you MUST provide the following information:
> - Medical information and dietary requirements
> - Emergency contact details for the day.
> By ticking the box you are confirming your consent for the trip.

> Comments ...

- Once you have provided the requested information, click **give consent.**
- You will now be able to **make a payment** for this trip.

Residential journeys and Day trips

- Click on make a 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)
- Click on **View History** to display all payments made against this trip/event.

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.

***Please be aware that the school has two main bank accounts. When you are selecting items for payment you will be able to **Add to Basket** any item available online regardless of which school bank account it relates to. However, when you come to **Checkout**, if you have selected items across both school bank accounts you will be taken through the **Checkout** procedure twice (once for each bank account) and you will receive two separate receipts. ***

Enter payment and contact information

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.
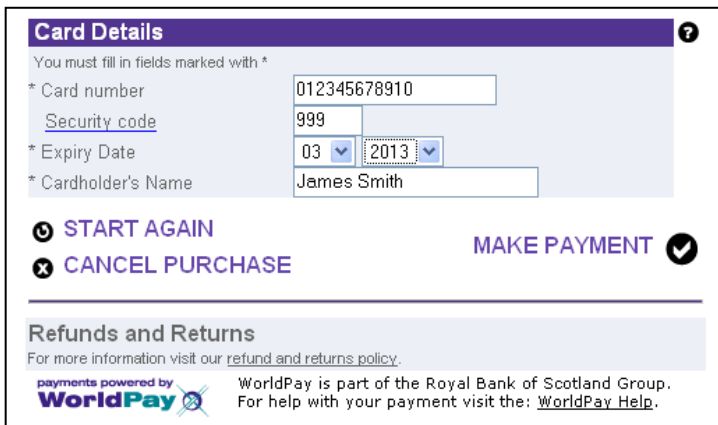- Click on place order

WorldPay Secure Payment Page

The **WorldPay Secure Payment Page** is displayed.

- <u>Click on your payment method.</u>

- Enter your **Card Details**.

- Click on MAKE PAYMENT.

The payment is processed.

You must click on **Confirm order** to complete the transaction.

Do not cancel or close your web browser.

You must click on **Confirm order** to complete the transaction.

WorldPay

Help   FAQs   Security

Thank You.

Thank you, your payment was successful
Merchant's Reference: **45987**
WorldPay Transaction ID: **294490386**
Please contact WorldPay immediately if there has been a problem making your payment.

Please click the button below to return to the Tucasi Payments website. This is essential to place your order so please do not cancel or close your web browser.

[Confirm order]

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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.

***Remember you will be taken through the checkout procedure twice if you are paying for items from both school accounts. ***

View/amend your account details

- Click on **Your info**.

- Your child's **Payment History** is displayed.

- Click on any **Payment Information** displayed to view the details of that payment.

- Click on **Address** to view/amend the Billing Address details.

- Click on **Login Details** to amend the account login information.

- Click on **Link Accounts** to link sibling accounts. Each child is issued with an online link code, enter this code and click on link account.

- To exit the Internet payment system select **Logout** at the top right of the screen.

Forgotten your password?

- **Connect to the Internet payments website** - Enter the school website address www.kls.herts.sch.uk or visit www.scopay.com/kls

- On the log in screen select **I've forgotten my password.**

- Type in your current email address and click **Reset password.**

- You will receive an email with a temporary password details which can be changed upon first login.

For further enquiries, or to cancel an Internet payment,
please contact the Finance Office on 01923 264504 ext 229