

**ONLINE PAYMENTS  
USER INSTRUCTIONS**

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## 1. **Connect to the Online Payments website**

- Load your Internet browser (*this might be Internet Explorer or Mozilla Firefox*).
  - To allow you to use the school Online 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 **Register as a new user**.
  - Enter a user name and password. The user name must be a valid email address and password needs to contain 8 characters or more (at least 1 lower case letter, 1 upper case letter and 1 number).
  - Enter the **Online link code** that has been supplied by the school. You will be provided with an Online 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.
  - **Note:** Online link code is for **one time use only**. It is no longer needed once the account has been activated.
  - 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 **items** available to purchase for your child will be 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 **Selected account** drop down box.

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

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### 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.

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## **4. Proceed to checkout**

- Click on **View basket**. The contents of **Your basket** will be displayed.
- Click on **Edit** to edit items selected for purchase, if required.
- Click on **Continue shopping** to go back.
- Click on **Checkout** to place the order and enter the payment details.

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## **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 left is the Hampshire County Council logo. At the top right is the Hantsweb logo with the website address www.hants.gov.uk. Below the logos is a navigation bar with links: Hantsweb home, Search, Contact Us, A-Z of Hantsweb, Services, and Help. The main heading is 'Hampshire County Council ePayments System - Purchase summary'. There is a 'Proceed' button. Under 'Purchase Details', it shows 'Purchase Description: Your purchases' and 'Amount: 155.20'. Under 'Personal Details', it shows 'Name: James Smith' and 'Email ID: jsmith@myemail.com'. Under 'Address details', it shows 'Address: The Road The City Hampshire'. There is another 'Proceed' button at the bottom.

- 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 left is the Hampshire County Council logo. At the top right is the Hantsweb logo with the website address www.hants.gov.uk. Below the logos is a navigation bar with links: Hantsweb home, Search, Contact Us, A-Z of Hantsweb, Services, and Help. The main heading is 'Secure Payment Page'. A red warning message says 'TEST MODE - this is not a live transaction'. Below that, it says 'Select a card or payment to proceed to the next page.' There is a 'Choose currency' dropdown menu set to '£155.20 (Pounds Sterling)'. Below that, it shows 'Hampshire County Council' and 'Description: Your purchases'. Under 'Amount', it shows '£155.20'. There is a 'Select your payment method' section with a question mark icon. Below this section are four payment method icons: MasterCard, Maestro, JCB, and Solo. There is a 'Cancel' button with an 'x' icon. At the bottom, it says 'payments powered by WorldPay' and 'WorldPay is part of the Royal Bank of Scotland Group. For help with your payment visit the: WorldPay Help.' At the very bottom, it says 'Hantsweb® is your comprehensive gateway to information on Hampshire - for residents and visitors alike.'

- Enter your Card Details.

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

**Card Details**

You must fill in fields marked with \*

\* Card number: 5500000000000004  
 Security code: [ ] [ ] [ ] [ ] [ ] [ ]  
 \* Expiry Date: 02 / 2009  
 \* Cardholder's Name: James Smith

START AGAIN      MAKE PAYMENT

**Refunds and Returns**  
 For more information visit our [refund and returns policy](#).

payments powered by **WorldPay** WorldPay is part of the Royal Bank of Scotland Group.  
 For help with your payment visit the: [WorldPay Help](#).

- Click on **MAKE PAYMENT**.

Confirmation of your payment is displayed.

**James Smith**

Thank you for your payment of £155.20 for Your purchases.  
 If there was a problem making your payment, please contact [WorldPay](#) or your bank.  
 For other queries about your transaction please email [esupport@tucasi.com](mailto:esupport@tucasi.com)  
 Please return to [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 comprehensive gateway to information on Hampshire - for residents and visitors alike.

- Click on [School Online 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 info**.
  - Your child's **Payment history** is displayed.
  - Click on a **Payment record** to display 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.
  - Click on [FuturePay agreements](#) to save or edit payment details (only applicable if your school has subscribed to Recurring Payments).
  - To log out 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 **I've forgotten my password**.
  - Type in your current email address and click **Reset password**.
  - You will receive an email with a temporary password which can be changed upon the first login.
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**For further enquiries, or to cancel an Online Payment,  
please contact the School Office.**