



St. Walburga's Catholic Primary School

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Headteacher: Veronica Woodward

Dear Parents and Carers,

WisePay – Online Payments

The school works with a company called WisePay to enable parents to make online payments for events, school trips, uniform accessories, after-school clubs, charity donations and more. You can access WisePay online via their webpage or by downloading the WisePay App. Hot school meals are ordered separately through a portal direct with our supplier, Forerunner, please refer to the separate information regarding Forerunner and hot school meals.

To Setup Your WisePay Account

You will find our unique WisePay webpage link on our school website under the 'Parents' tab of the main menu. Our school website address is www.stwalburgas.bournemouth.sch.uk For your information the WisePay link is:

<https://www.wisepay.co.uk/store/generic/template.asp?mID=3284&ACT=nav>

The school will provide you with your unique log in details when your child starts school.

Once you have logged in, you can change your password. The option to change your password is on the menu at the top of the page. For security purposes, please ensure that the **Wise Account password that you choose is unique to your Wise Account** and that you do not use it for any other login, and do not share your login details with anyone else. In this section, you can also input your details and register an e-mail address. Please note that once you register an e-mail address, that e-mail address will become your new username.

If you forget your password at any time, please contact the school office and they will send you a reset link to the e-mail address that you registered the account with.

Making Payments

Once you are logged in, you will see various categories on the homepage that are available for you to order. There are also some 'homepage highlights'.

When you place orders, the products go into the 'basket'. You must make sure that you go into the basket and go through the checkout. You should always receive an e-mail confirmation of your payment.

You can view your payment history by clicking on the "My Wise Account" tab at the top of the page.

| My Wise Account |

To View Multiple Students Under One Account

If you have more than one child at school you will be issued a username and password for each child. You can either choose to keep each account separate (by using the usernames and passwords provided for each child) or you can view all your accounts under one master account.

To merge multiple accounts:

1. Log in to one of your Accounts (using your user name and password for that account).
2. Click on the tab in the top bar called 'My Wise Account'.
3. Click on to the 'Merge an Account' under the 'Merge Accounts' section.
4. On the next screen, enter the username and password of one of your other children and press 'Find Student Account'.
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 return to the 'my Wise Account' page.
6. Once a student account has been 'merged', click 'My Merged Accounts' on the top bar of the homepage, your children are listed as a link which allows you to switch between their accounts.
7. For subsequent visits to WisePay, you must login in with the first child's user name and password as that is now the master account.

WisePay App

WisePay have also launched an app which you can download on your smart phone or tablet. Please see the attached leaflet with further information regarding the app. Don't forget if you have updated your username and password to use the new one when logging into the app. Please note that you will be asked for our organisation code when setting up the app, our code is: **37939575**.

If you have any problems, please contact the school office by telephone or via the school e-mail address and they will be happy to help you.

Yours sincerely



Veronica Woodward
Headteacher

