schoolmoney

Eduspot App Guide

Parental User Manual



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Dear Parents,

Welcome to the **Eduspot App**; an easy, secure and convenient way to pay for your child's trips, dinners and other expenses online with your debit or credit card. The following user guide has been created to guide you smoothly through these processes, so that you and the school can gain the most out of the system.

If you have any questions about making payments, simply contact your school and they can get in touch with us!

Thank you,

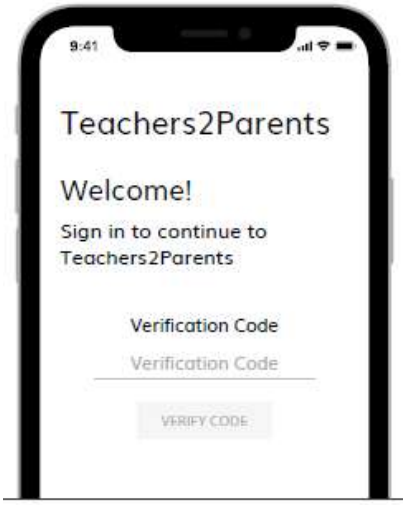
The SchoolMoney Team

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1. Logging in & Registering





You will only need to register and login to the Eduspot App once. Once you have done this, the app will remain permanently logged on, unless you delete the app or logout.

First, you will need to download the app onto your device through the relevant app store; it is compatible with both Android and Apple iOS. Once opened, a screen will pop up, this screen will ask you to register your mobile phone number. It will match that phone number with the one on record at the school, so please ensure the school has your correct details.

After your phone number has been entered, you will be asked for a verification code. This will be sent via SMS to the mobile number you entered.



If your email address isn't registered with SchoolMoney, a second screen may pop up. This will ask you to confirm your email address so that when you make a payment a receipt can be sent out to you.

When you are logged into the app, you will be sent to the homepage. This will show you an overview of any new or pending payments that need your attention. Selecting a payment from this screen will take you directly through to the Payments section and allow you to add it to the basket as needed.

To navigate the app, use the menu located in the left-hand corner of the screen. If you want to return to the homepage at any point, click on Eduspot at the top of the screen.



2. Payments

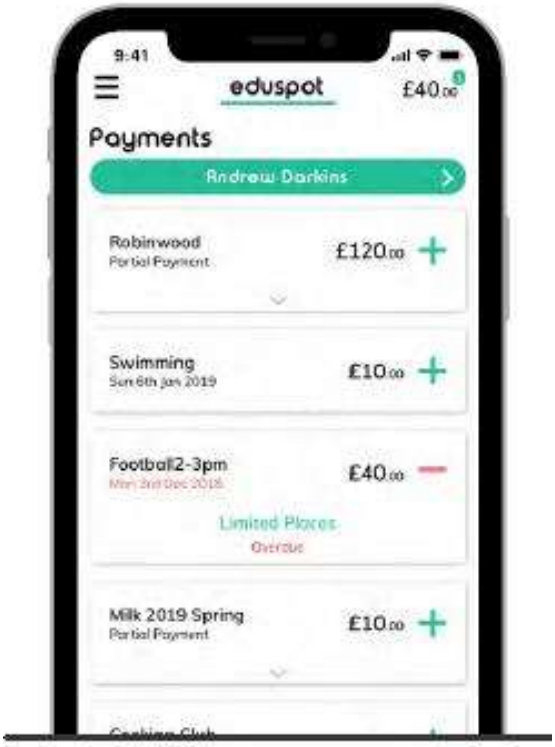
Selecting the Payments section from the menu will take you to a page on which your child's name will be listed. Below your child's name will be a list of the payments that are available for you to pay.

If you have more than one child at the school, simply swipe right to navigate to their page and then left to return to the first child. If you cannot see one of your children on the account, it is likely the child does not have the correct mobile number against their account; please contact the school to resolve this.

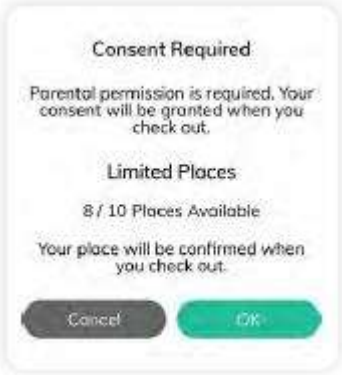
Any payments that have passed their due date will be marked as **Overdue** in red below the payment.

To add an item to the basket, select the **green plus icon** next to the payment. This will change to a **red minus icon**. The items added to your **basket** will appear in the top right of the screen, showing the total items in the basket and the total value of those items.

If you decide against making a payment for a specific item, you can select the **red minus icon** and the item will be removed from your basket.

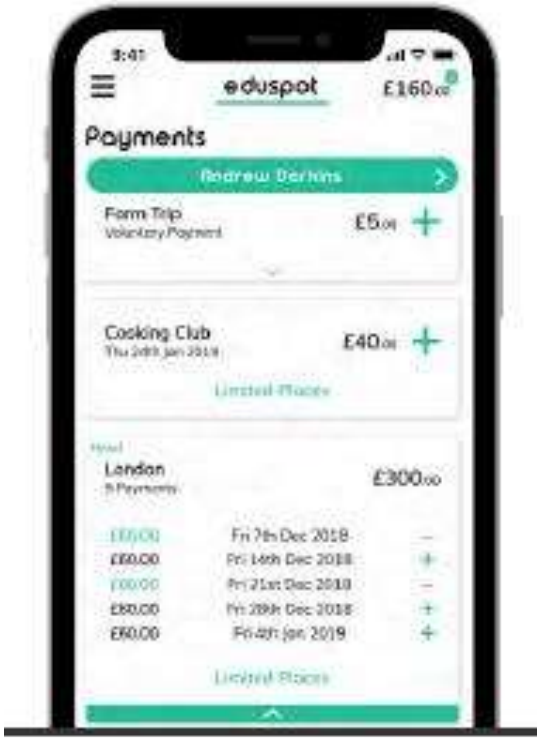


Please Note: *With some payments, when adding them to your basket, a pop-up will appear titled* ***Consent Required****. You will need to give consent by pressing* ***OK*** *for the item to be added to your basket.*



2.1 Instalments

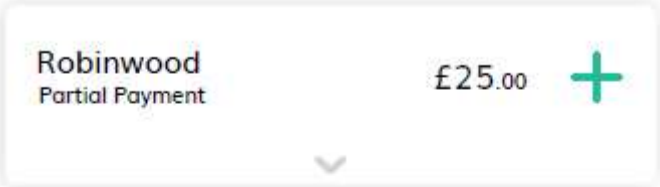
Some of the payments in the list may not have the green plus icon next to the payment; this means there is more than one instalment available.



Select the arrow at the bottom of the payment; it will expand to show you the available instalments with their relevant due dates. You can select as many or as few due dates as necessary by selecting the green plus icon beside the amount and they will be added to your basket.

2.2 Partial and Voluntary Payments

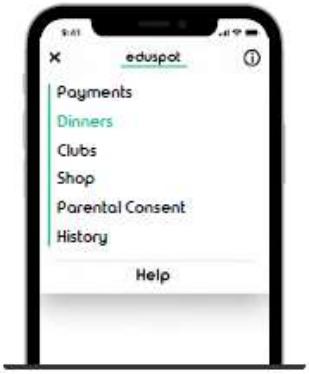
Partial Payments - You can pay off the total in smaller amounts up until the due date, at which point you will need to pay it off in full.



Voluntary Payments - 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.



3. Dinners



If you would like to pay for or book dinners for your child, open the menu sidebar in the top left and select Dinners. This will open one or two pages; an overview of school lunches for the week or Dinner Top Up icon.

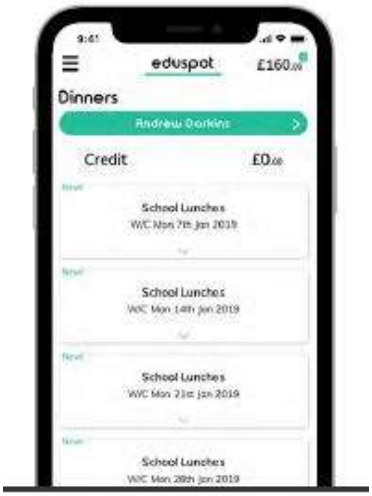
3.1 Dinner Top Up



The **Dinner Top Up** allows you to add lump sums of dinner money onto your child's account. This will then be used to pay off your child's meals as and when they are taken.

Below your child's name, you will be able to see the amount of credit against your child. The dinner top-up box will contain an amount the school has entered, this will usually represent the weekly dinner cost. If you would like to amend the amount, simply select the box and overtype the amount with how much you would like to pay. Selecting the **green plus icon** will add the amount to your basket.

3.2 Dinner Bookings



If you are expected to pre-book your child's dinner days, when you navigate to the **Dinners** section of the app you will see a list of the weeks available to book. Select the **drop-down arrow** at the bottom of that week's box and it will expand.

*Please Note: If your child is eligible for **free school meals** or **universal infant free school meals** then you can book as normal but will not be charged.*

3.3 Pre-booking Dinner Days

When you are pre-booking dinner days you are specifying only if your child will be having a hot dinner or a packed lunch from home on which day.

When expanding the week with the **drop-down arrow** you will see options for: **None**, **Meal** and **Packed**. Select the relevant option for each day; these options will highlight green once selected and a total will be generated in the bottom left. When you are ready, select the **green plus icon** to make the booking and add it to the basket.



3.4 Pre-booking Meat and Vegetarian Options

If your school provides meat and vegetarian options, then you will have to book for this. When expanding the week with the **drop-down arrow** you will see options for: **None**, **Meat**, **Veg** and **Packed**. Select the relevant option for each day; these options will highlight green once selected and a total will be generated in the bottom left. When you are ready, select the **green plus icon** to make the booking and add it to your basket.



3.5 Pre-booking Specific Meal Options

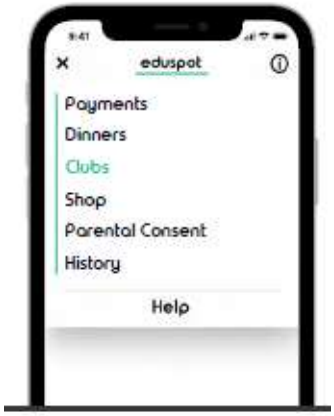


Pre-booking specific meal options allows you to choose daily meals from the school's available menu.

When expanding the week with the **drop-down arrow** you will see a list of days that are available to book with a **drop-down** of meal choices. Select the meals and when you're ready, select the **green plus icon** to make the booking and add it to your basket.

4. Clubs

If you would like to pay for or book clubs for your child, open the menu sidebar in the top left and select Clubs. This will open one of two pages; an overview of school clubs for the week or Club Top Up icon.



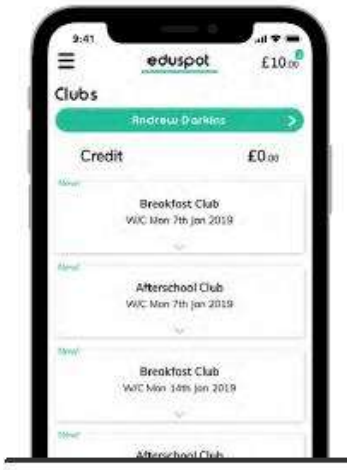
4.1 Club Top Up

The **Club Top Up** allows you to add lump sums of club money onto your child's account. This will then be used to pay off your child's club sessions as and when they are taken.



Below your child's name, you will be able to see the amount of credit against your child. The club top-up box will contain an amount the school has entered; this will usually represent the weekly club cost. If you would like to amend the amount, simply select the box and overtype the amount with how much you would like to pay. Selecting the **green plus icon** will add the amount to your basket.

4.2 Club Bookings



Each club that is available to book will appear underneath your child's name and will be listed in date order. They appear on a week-by-week basis. Selecting the **drop-down arrow** will expand your selected week's box.

When you expand the week, you will see a list of the days to book within that week and beside that, a drop-down bow with the options the school has made available for you.

Select the relevant option for each day and a total will be generated in the bottom left. When you are ready, select the **green plus icon** to make the booking and add it to your basket.

Sometimes you may find a **Reserve** button below your options. If you select this, your bookings will be added to the basket at zero cost. You will then need to come back and pay the balance at a later date.





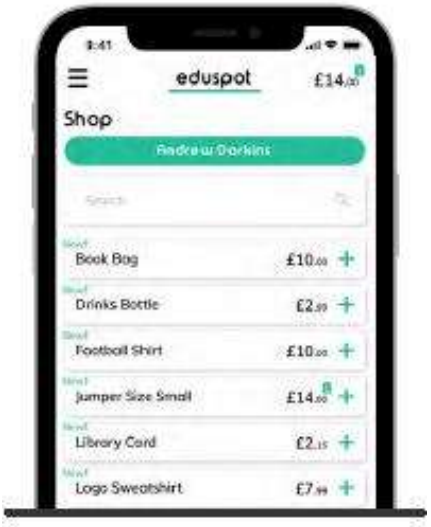
5. Shop

Selecting the **Shop** section through the menu will take you to the school shop through the app.

To add an item to the basket, select the **green plus icon** next to the item you want to purchase.

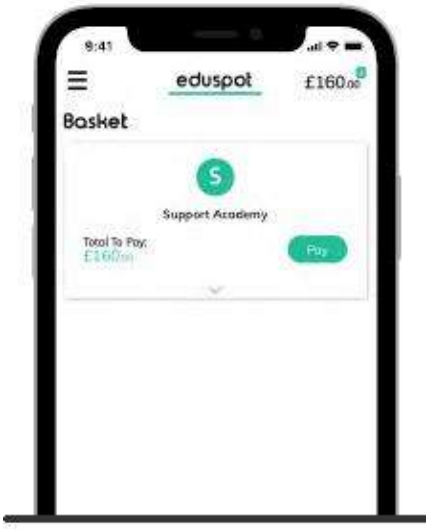
Your basket total top right will increase as will the number of items in a green box as you add items.

If you want to purchase multiple of an item, just select the plus sign multiple times and the icon number will increase.



6. Checking Out

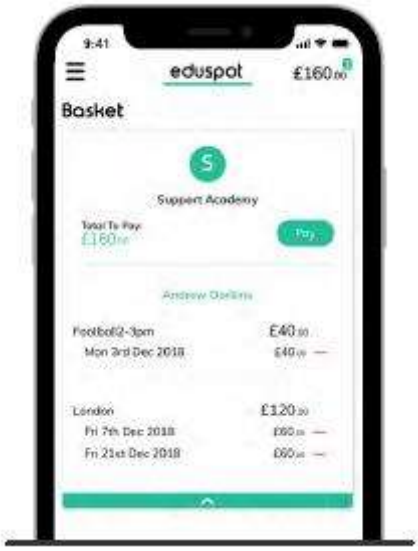
Once you have everything you wish to pay for, select the value top right. This will send you to the Basket page.



Here you will see the name of the school your child(ren) attend and the total to pay.

***Please Note**: if you have children at multiple schools that use **SchoolMoney**, each school will be listed. You will need to check out of these separately*.

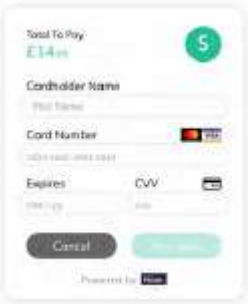
If you would like to see a breakdown of what you are about to pay for, select the **drop-down arrow** at the bottom of the box.



Here you can make any last-minute amendments such as removing items or increasing/decreasing the number of shop items.

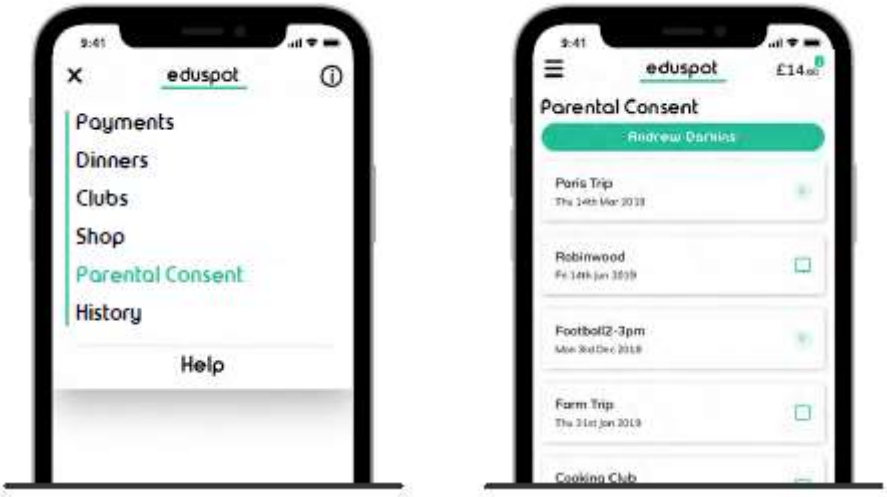
When you are satisfied with the items in the basket, select the **Pay** button in green next to the total.

A new screen will appear in which you can enter your card details. Once these have been input, select the green **Pay Now** button and your payment will be processed.



7. Parental Consent

The **Parental Consent** section allows you to manage the consent you have given for trips.

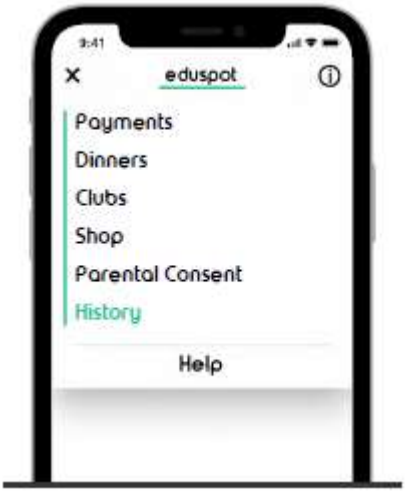


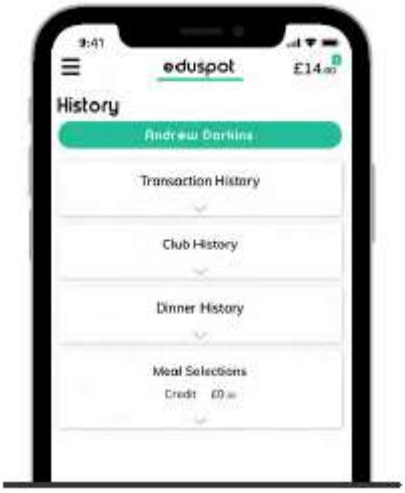
Here you can see the payments the school has requested consent for. By selecting the **green check box** to the right of the payment, you can give consent.

A pop-up box will appear letting you know that the consent has been saved.

8. History

The **History** section of the app will show a breakdown of all transactions made, dinners taken, and clubs attended.





8.1 Transaction History

The **History** section of the app will show a breakdown of all transactions made, dinners taken, and clubs attended.



8.2 Club History

The **Club History** section shows a breakdown of the club sessions your child has attended and whether they have been paid for or not.





8.3 Dinner History

The **Dinner History** details which days and which weeks your child has taken a dinner on, it will also specify which meals are free, paid for, or a packed lunch.

8.4 Meal Selections

The **Meal Selections** tab enables you to see the meals that you booked, or your child has eaten on a day-to-day basis.

At the top of the list, you will be able to see your current dinner credit balance.



9. Frequently Asked Questions

What form of payments do you accept?

The Eduspot app accepts all major card providers, with the exception of American Express.

Can I save my card details?

The app does not save your card details. You will need to enter them each time you pay for security reasons.

Can I save my login details?

Once you have registered for the Eduspot App, you will not need to log in again.

Is my information secure?

No details are stored on any Eduspot servers or applications. All information on your child, your mobile number, and email address are stored on our secure servers.

How do I know that my payment has been processed and accepted?

Once you have entered your card details and gone through the payment process, you will receive a message to let you know that your payment has been successful. Shortly after, you will receive an email receipt for the payment you have made to the email address you registered with the Eduspot App.

Can I change my password?

When first logging in to the app, you will not need a password. A secure code will be sent via SMS upon registration. Once you have logged in once, you will not need to log in again.

Do I have to log in for each child?

The app keeps all of your children on one account so you can manage all of your school payments in one place. This includes pupils who are in different schools (that both use SchoolMoney) so you can make payments to multiple schools in the app.

How do I change my contact details?

If you would like to change your mobile number or email address that you have registered to SchoolMoney, you will need to contact your child(ren's) school directly and they will be able to make this change for you.

What is the 3D Authentication screen?

The 3D authentication screen is an extra layer of security that is provided by your bank. When you are making a payment, the bank will be contacted to ensure that the payment is secure. Usually, you are asked to enter your banking security information at this stage. Should you experience any problems with the 3D authentication, you will need to contact your bank directly.

My card details have not been accepted.

If your card details have not been accepted, contact your bank directly and make sure that the transaction is not being blocked.

How do I know what to pay for?

Upcoming or overdue payments can be reviewed in the **Payments** section of the app. This will have a list of payments that need to be made.

There are no payments for me to add to the basket?

If there is nothing listed in the **Payments** section, it means that either the school has not made the payment available for your child or there are no payments due.

Some of the costs are highlighted in green and orange, what does that mean?

If a cost is highlighted in **green**, it means that you can pay off the cost in partial payments. You can change the amount you wish to pay, and the next time you login you will have the remaining amount to pay.

If the cost is highlighted in orange, it means that you can choose how much of the cost you want to pay and this is the only amount you will be asked to put towards the payment.

How can I see what I have paid?

To see the transactions that you have made, go to the **History** section. Any payment you will have made will show up in here.

I paid for the wrong thing; can I amend the payment I have already made?

If you have made a payment you did not want to make, you will need to contact your child's school directly. They will either be able to move the money to the correct payment or process a refund.

Where can I see my dinner/club credit?

Any dinner/club credit will appear in the dinner/club section of the Eduspot app. It will be listed clearly below your child's name.

How do I make bookings for dinners?

To book the dinner days: click on the **Dinner** option from the menu and you will see listed the weeks available for booking. Select the week and the box will collapse down to show you blank boxes for each day. Select the boxes next to the days you want to book and press the plus sign to add to the basket. Repeat as needed.

To book meat and veg options: click on the **Dinner** option from the menu and you will see listed the weeks available for booking. Select the week and the box will collapse down to show you two blank boxes for each day labelled Meat and Veg. Select the boxes next to the days and the option you want to book, and press the plus sign to add to the basket. Repeat as needed.

To book meal items: click on the **Dinner** option from the menu and you will see listed the weeks available for booking. Select the week and the box will collapse down to show you a drop-down box for each day. In these drop-downs, choose the meal items you want your child to eat and press the plus sign to add to the basket. Repeat as needed.


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