



App User Guide



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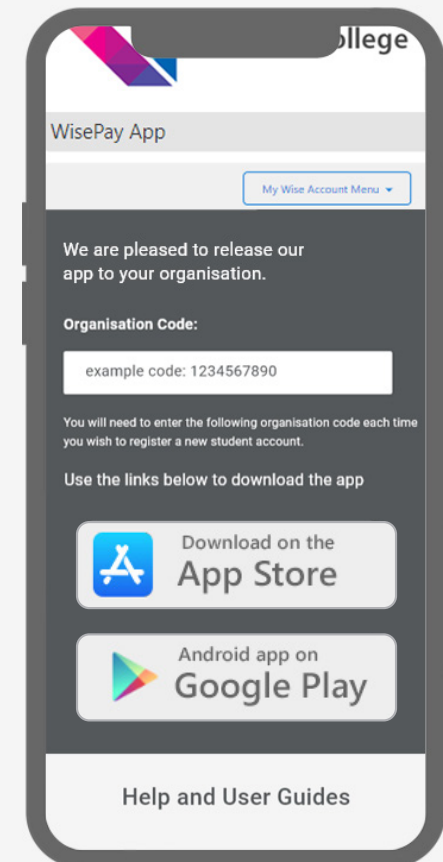
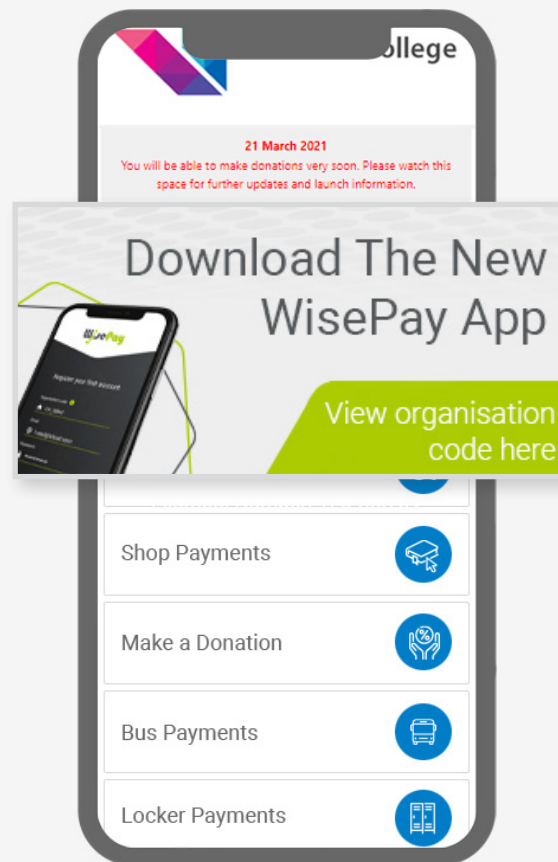
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Downloading the app

1. Click the **WisePay App Graphic** at the top of your organisation homepage.

2. You can download the WisePay app from your organisation app screen, using either the [App Store](#) or [Google Play Store](#).



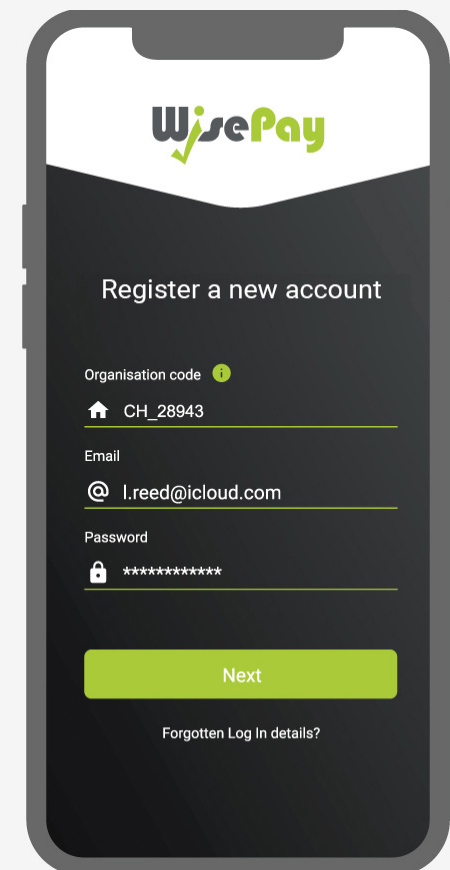
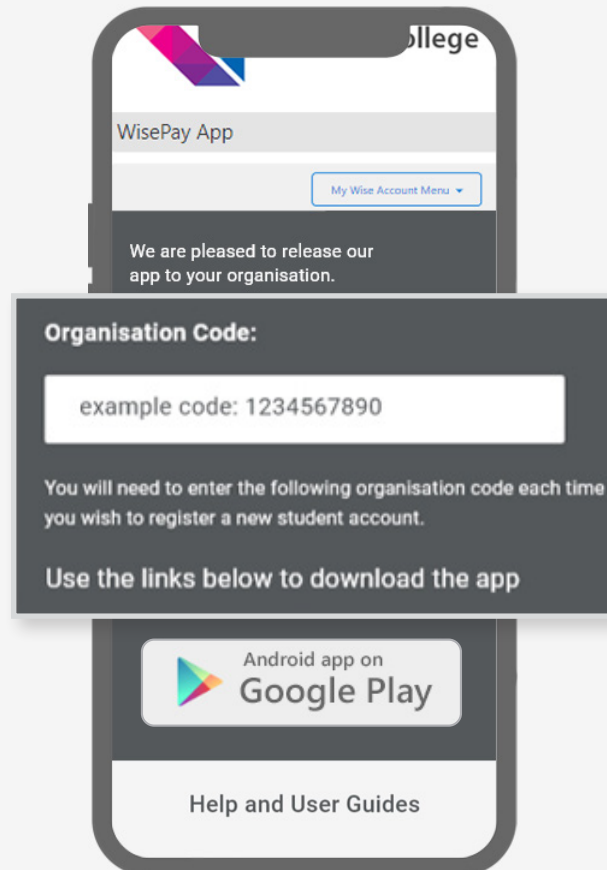
The WisePay App is available for both Android and Apple devices.

Register an account

1. From your organisation app screen, you will be given a unique organisation code.

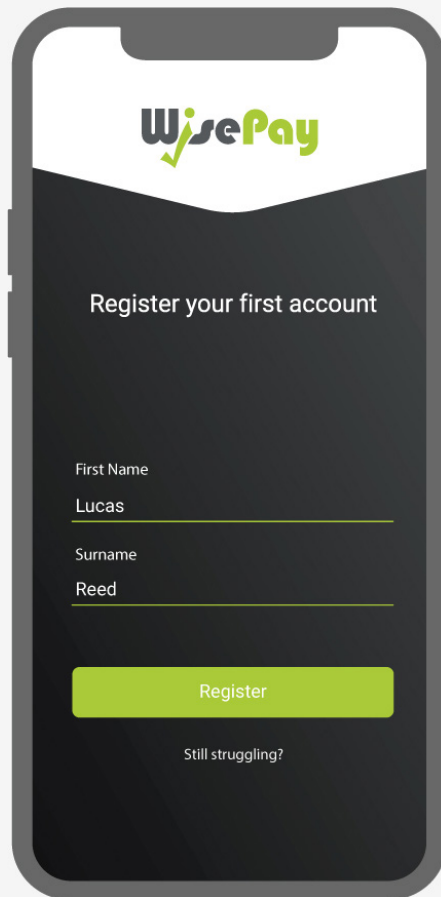
2. Enter this code, together with your email and password that you use to sign into WisePay.

Then press **Next**.



Start making payments quickly and easily.

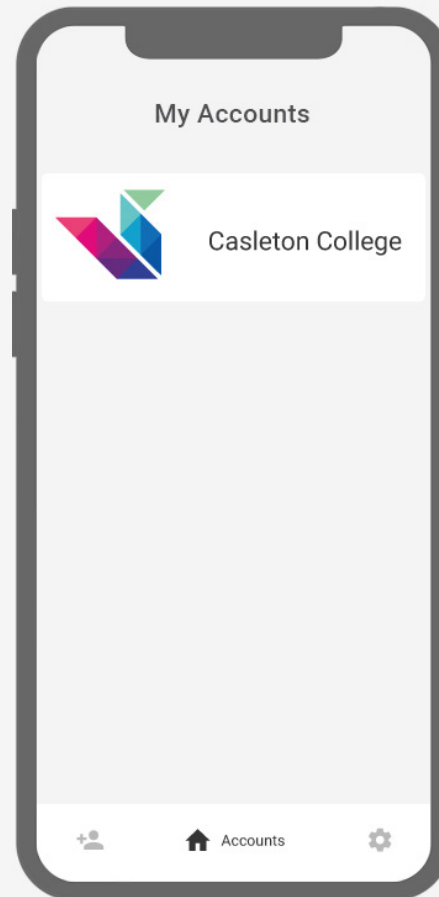
3. Enter the first and last name of the student's account that you use to sign into WisePay and press **Register**.



The image shows a smartphone screen with the WisePay app interface. At the top is the WisePay logo. Below it, the text "Register your first account" is displayed. There are two input fields: "First Name" with the text "Lucas" and "Surname" with the text "Reed". A green "Register" button is at the bottom, and a link "Still struggling?" is below it.

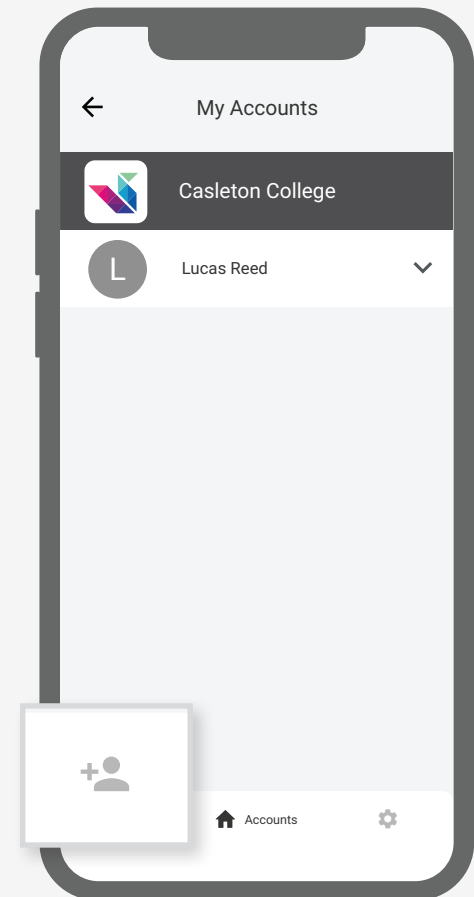
4. Once you have registered your first account, your school or college name will appear on your 'Accounts' home page.

Press the **Organisation Name** to see your registered student.



5. Your registered student name will appear.

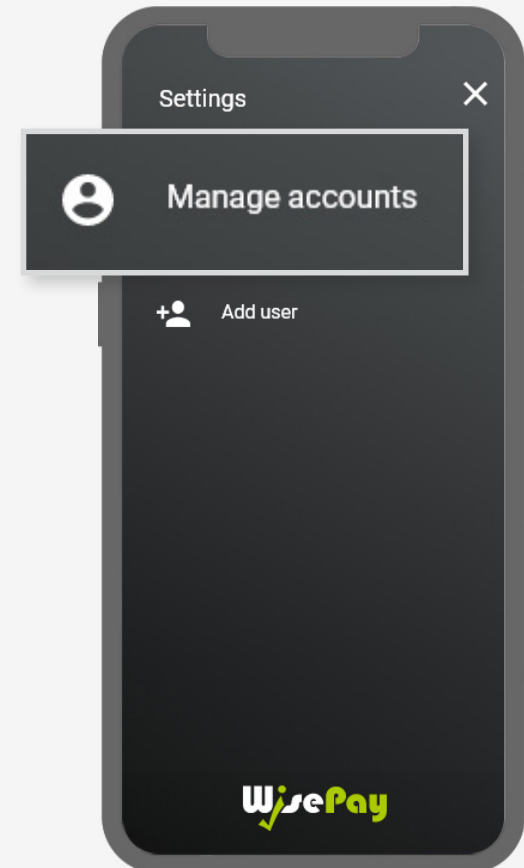
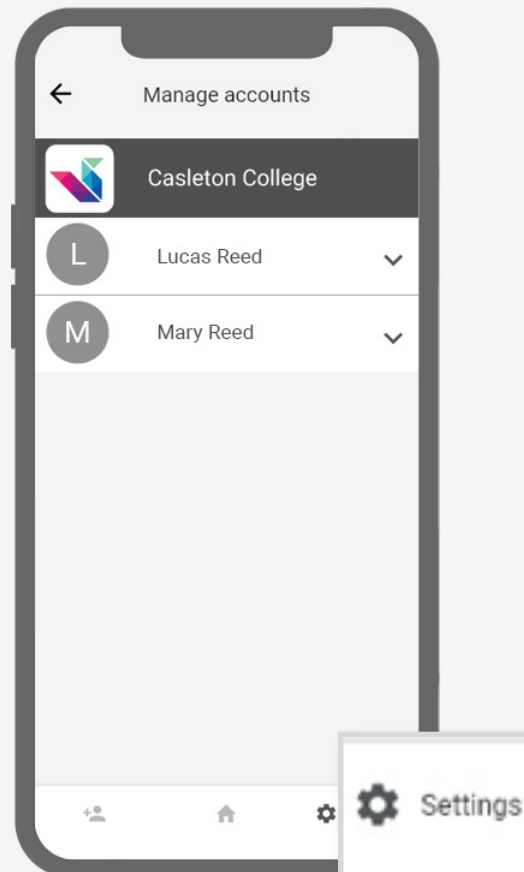
To add additional students press the **Add Account** icon at the bottom of your screen.



Settings

1. To delete a student account, press the **Settings** icon at the bottom of your screen.

2. On the settings screen press **Manage Accounts**.



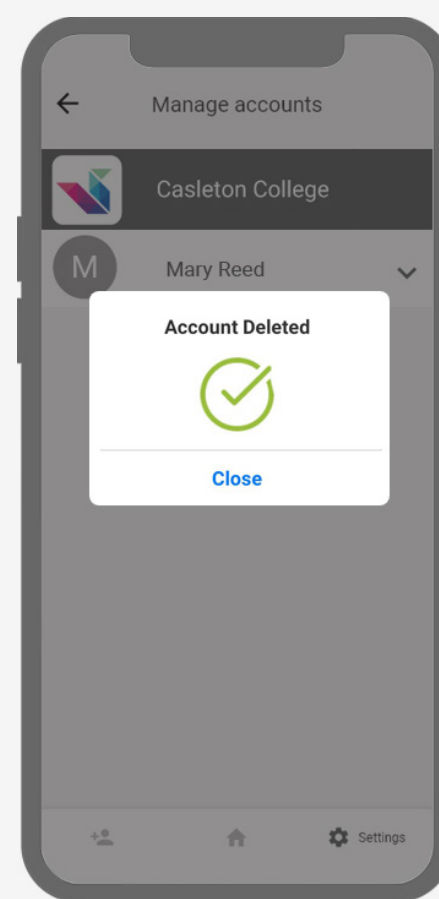
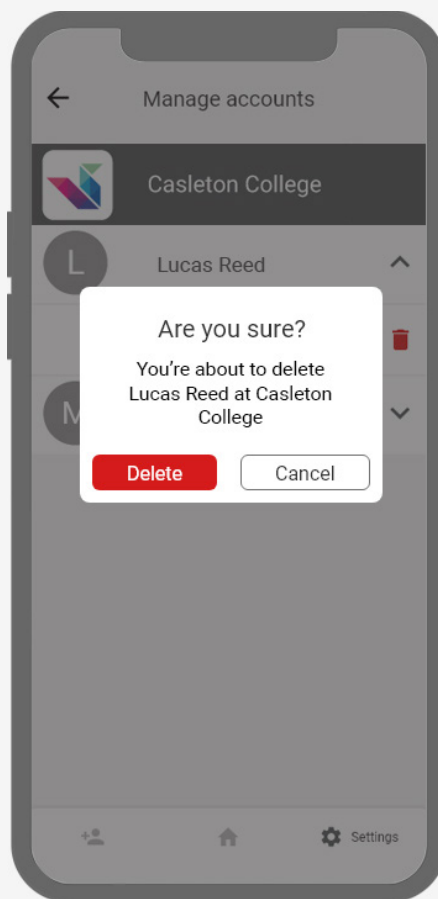
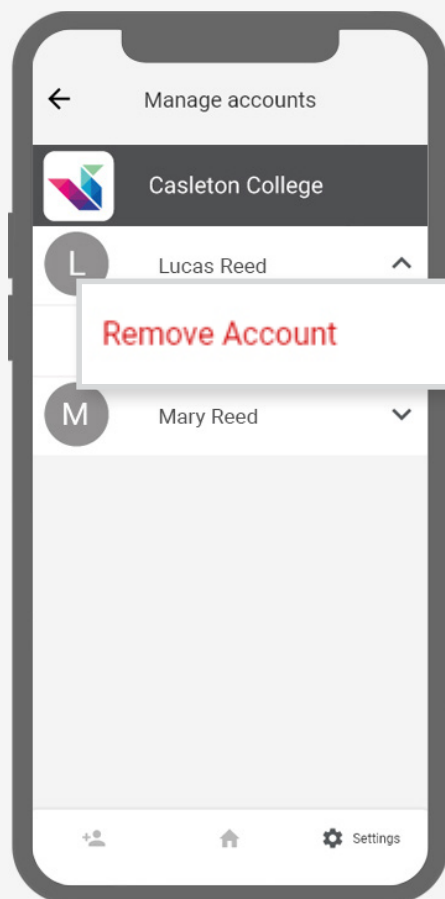
From the Setting screen you can add or delete a new organisation or student account.

3. Under your organisation name, select the student account you want to delete.

4. Press **Delete** to confirm removal of the account.

5. The account has been removed.

Press **Remove Account**.

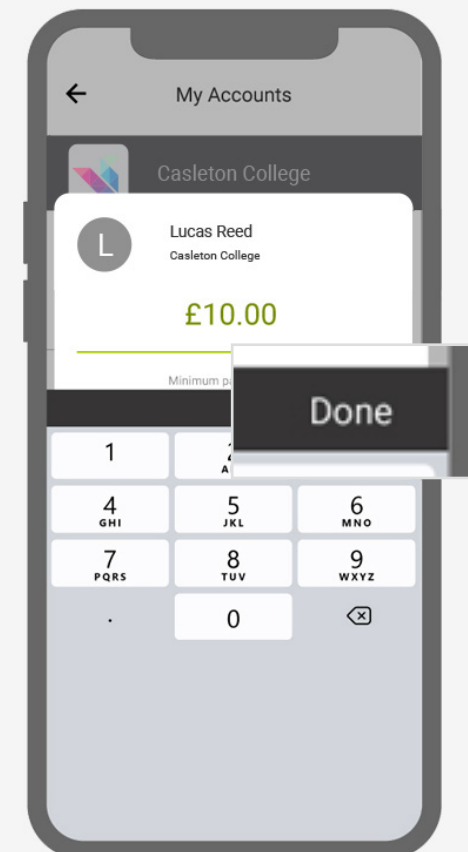
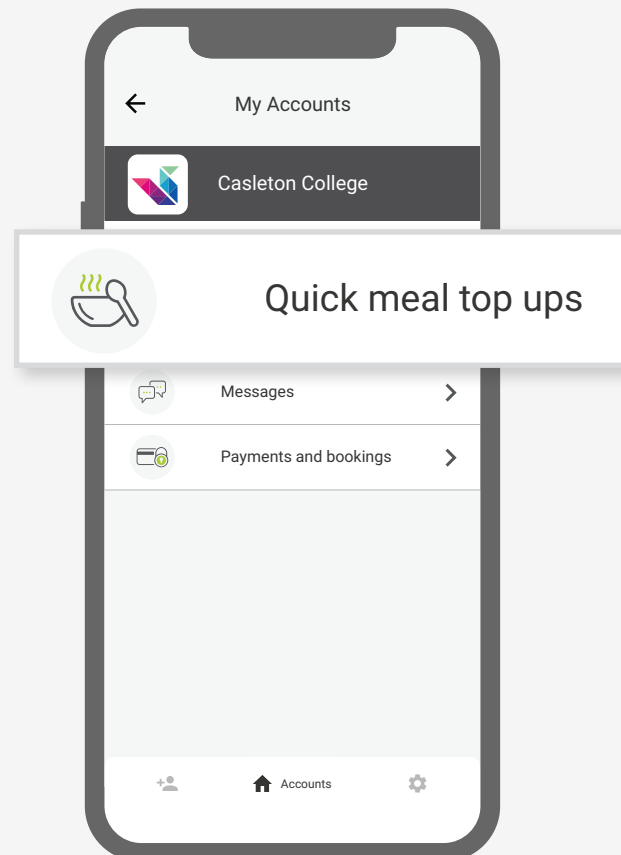


Quick meal top ups

1. To make a quick meal top up, select the student you want to make a top up for and press **Quick Meal Top Ups** from the drop-down menu.

2. Enter an amount you want to top up.

Press **Done**.

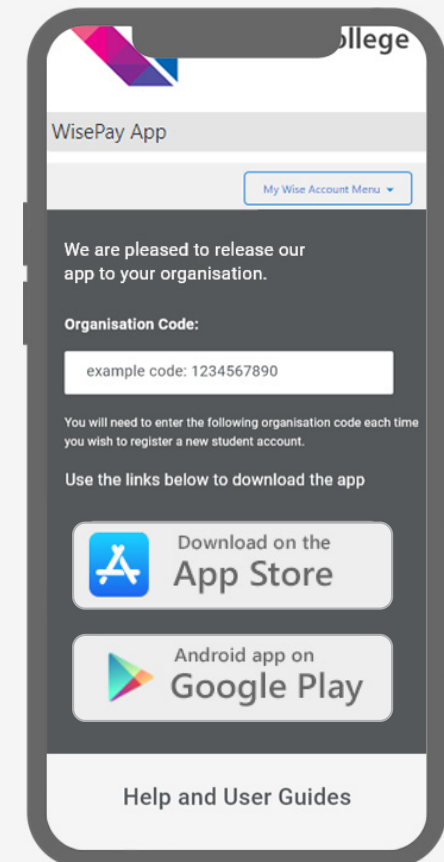
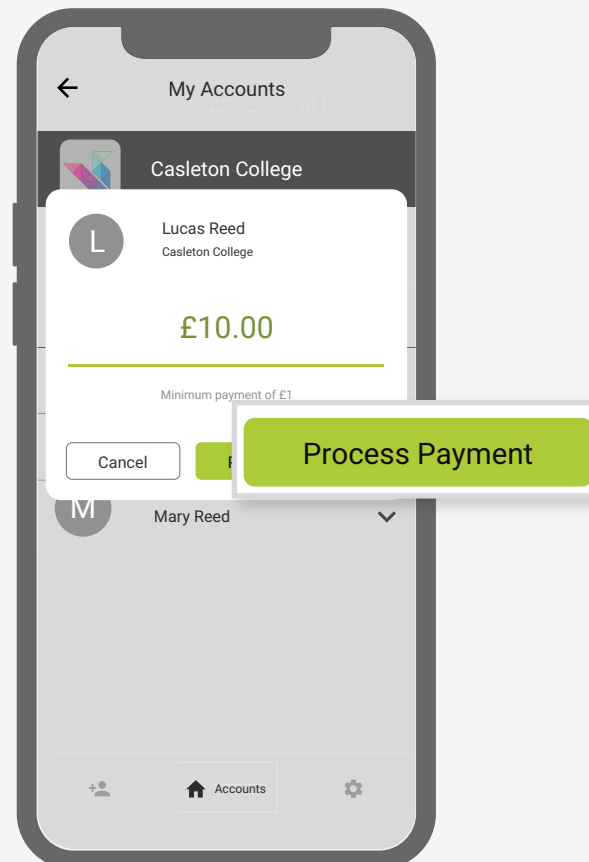


Easy, quick meal top ups on the go!

Quick meal top ups

3. By pressing **Process Payment**, you are confirming the amount, and adding this item to your shopping basket.

4. You can continue to add items to your basket or checkout in the usual way!

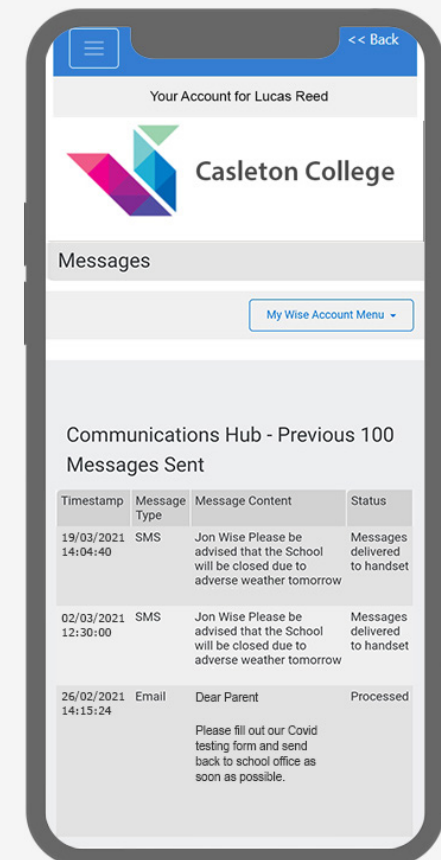
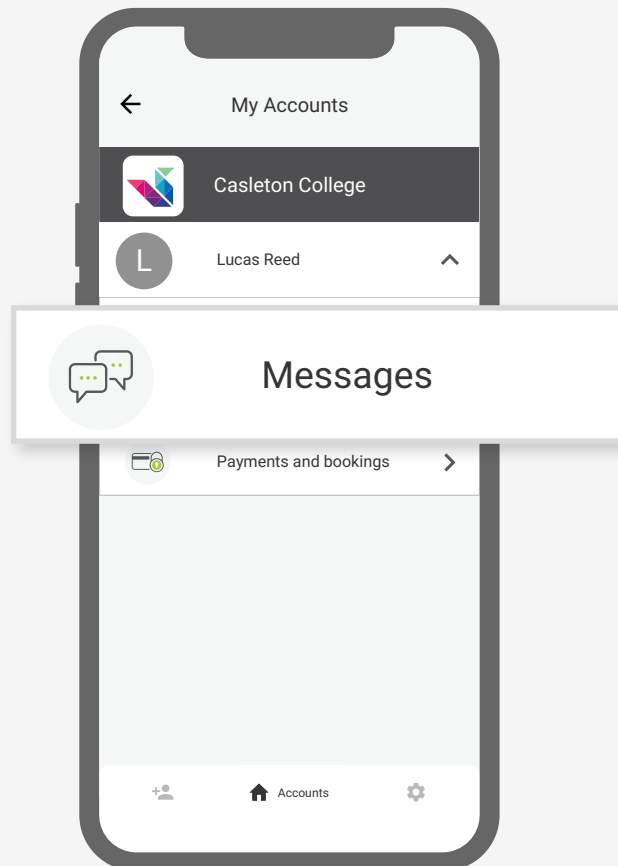


Easy, quick meal top ups on the go!

Messages

1. To view you latest messages, select the student you want to view messages for and press **Messages** from the drop-down menu.

2. Your most recent messages will be displayed back to you.

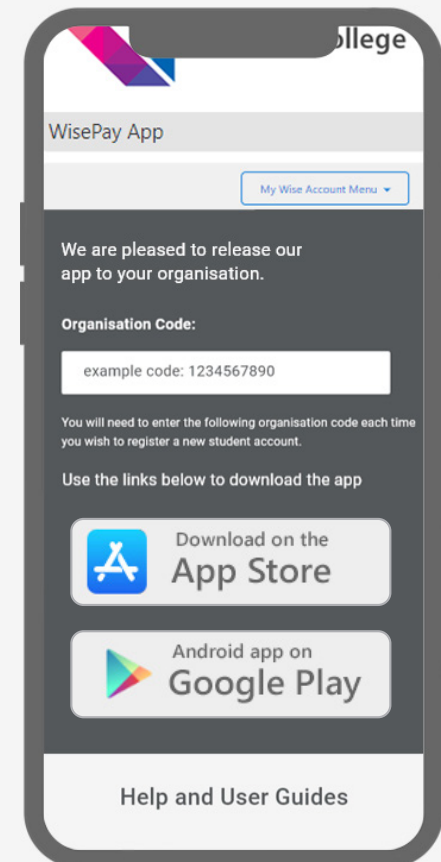
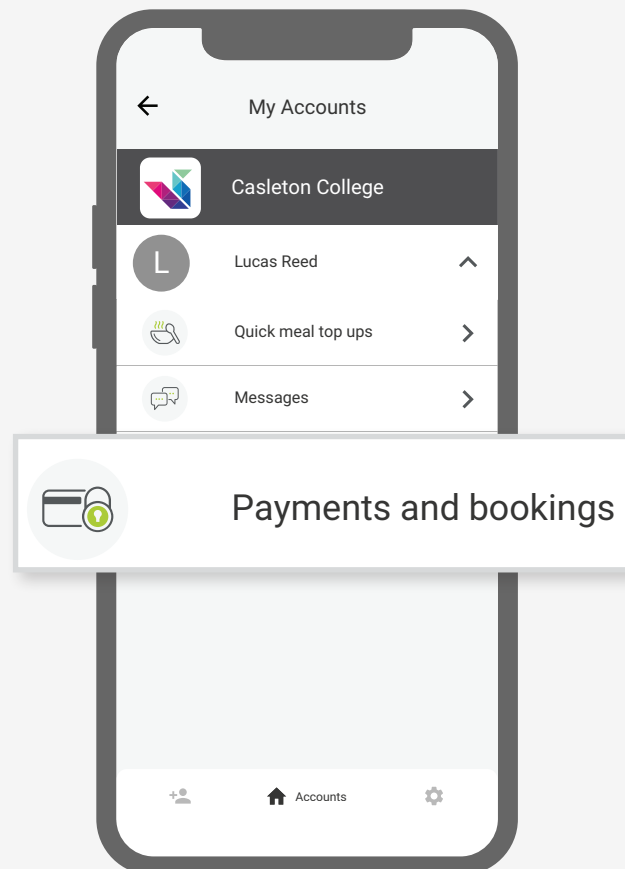


View latest messages from your school or college on the go!

Payments and bookings

1. To make a payment or booking select your chosen student then press **Payments and Bookings** from the drop-down menu.

2. You will be given a choice of payments and bookings from your organisation home page.



03 Payment Options

Payment choices with Apple Pay or Google Pay

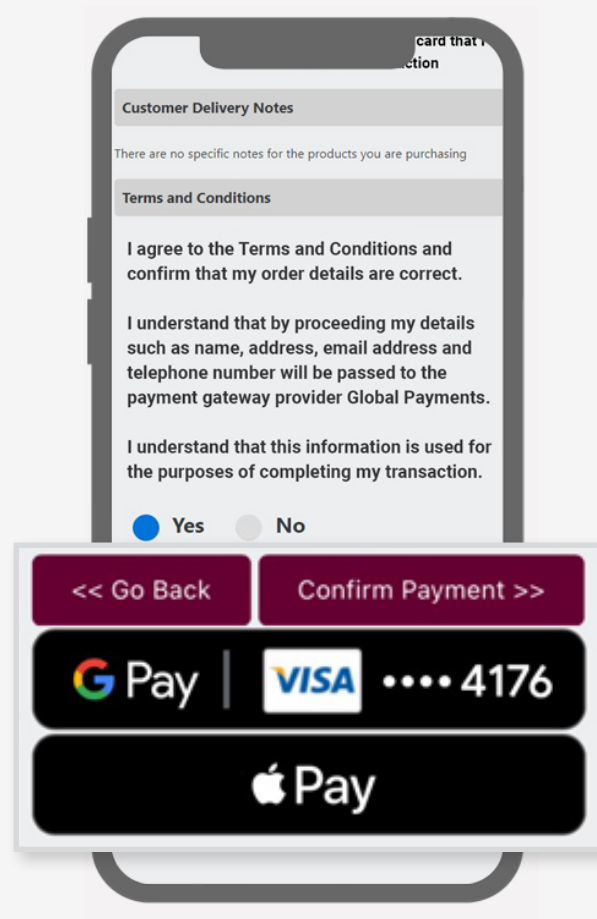
WisePay have introduced additional flexible payment options for parents wanting to use Apple Pay and Google Pay.

Providing you with privacy and security, with each and every payment.

Please be aware that not all schools are eligible for this feature.

1. When you are ready to pay through the checkout, you will be presented with both Google Pay and Apple Pay options.

2. Select your preferred payment provider and follow the on-screen instructions to check out.





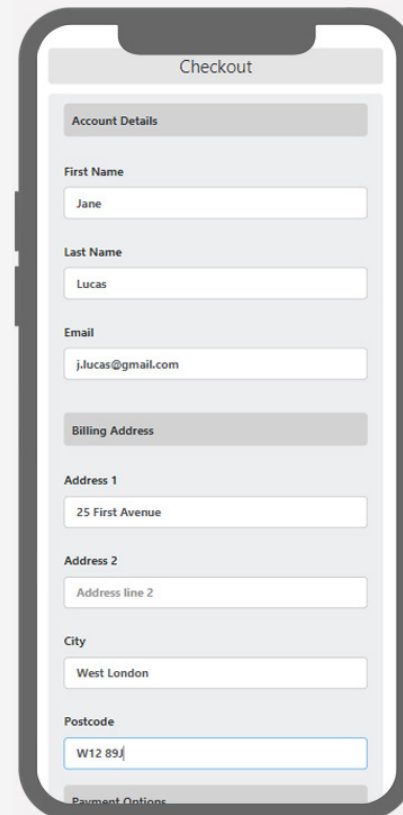


Non-saved credit/debit cards

When making a payment through WisePay you can choose not to save your credit/debit card details for future transactions.

Your card details are never stored by WisePay.

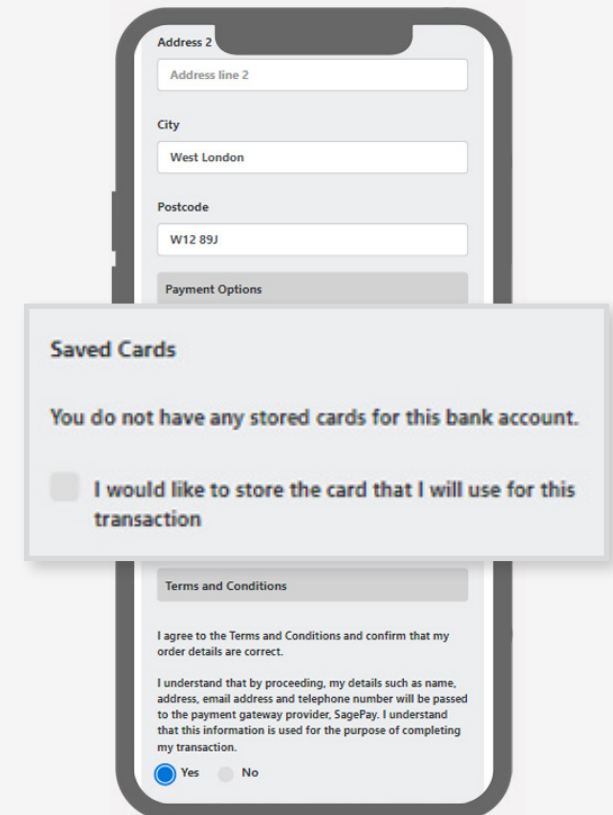
1. When you checkout your details may already be pre-filled, depending on whether your organisation has entered your details.



A smartphone mockup displaying a 'Checkout' form. The form has several sections: 'Account Details' with 'First Name' (Jane) and 'Last Name' (Lucas) fields; 'Email' (j.lucas@gmail.com); 'Billing Address' with 'Address 1' (25 First Avenue), 'Address 2' (Address line 2), 'City' (West London), and 'Postcode' (W12 89J) fields. A 'Payment Options' button is at the bottom.

2. This option will be visible if you are making a payment for the first time, or have chosen not to store any card details previously.

The 'Saved Cards' option does NOT need to be clicked to proceed with a payment.



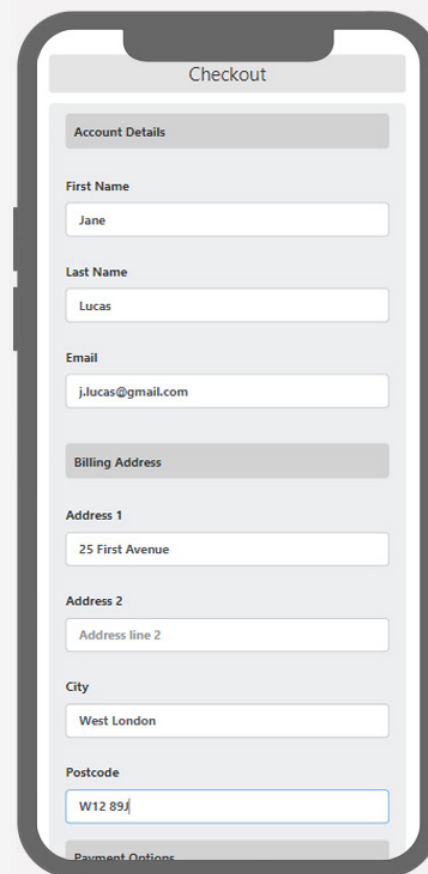
A smartphone mockup showing a 'Saved Cards' dialog box overlaid on a 'Payment Options' screen. The dialog box says 'You do not have any stored cards for this bank account.' and has a radio button next to 'I would like to store the card that I will use for this transaction'. Below the dialog box, the 'Payment Options' screen shows a 'Terms and Conditions' section with a checkbox for 'Yes' (selected) and 'No'.

Saved credit/ debit cards

When making future payments, the last four digits of your saved card and expiry date will be displayed on the checkout screen.

Your card details are never stored by WisePay.

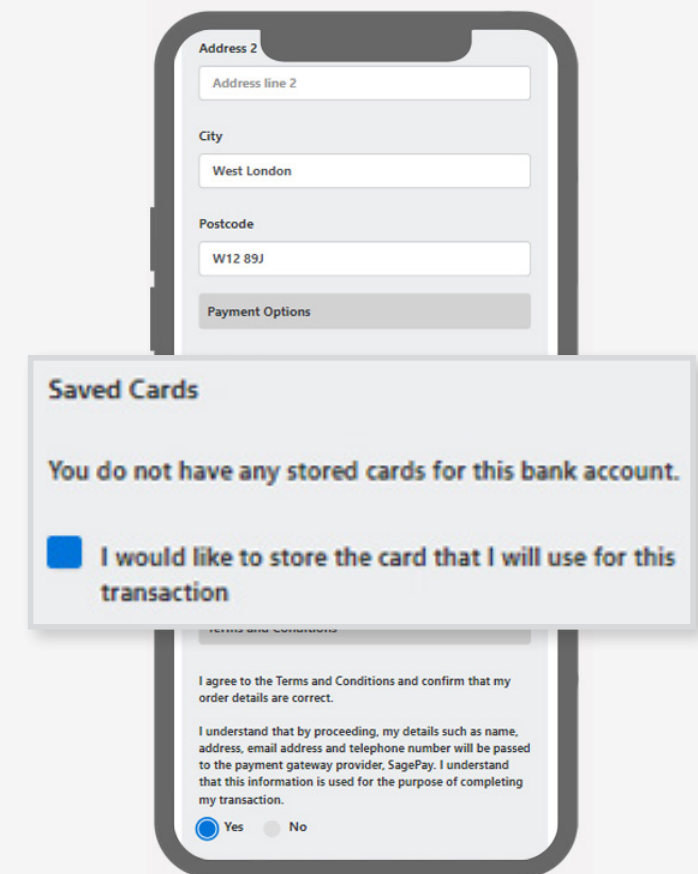
1. When you reach the checkout your details may already be pre-filled, depending on whether your organisation has entered your details.



A smartphone mockup displaying a checkout form. The form is titled "Checkout" and contains several sections: "Account Details" with fields for First Name (Jane), Last Name (Lucas), and Email (j.lucas@gmail.com); "Billing Address" with fields for Address 1 (25 First Avenue), Address 2 (Address line 2), City (West London), and Postcode (W12 89J). A "Payment Options" button is at the bottom.

2. Saved card details will only be visible if you have previously chosen to store your payment card details.

You can either continue to make a payment with the selected card highlighted or choose a new card.



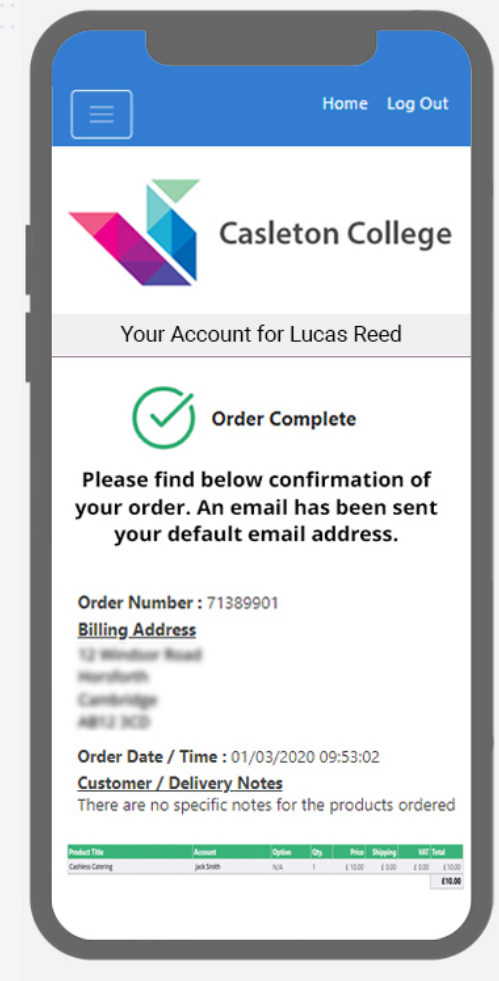
A smartphone mockup showing a "Saved Cards" overlay. The overlay text reads: "Saved Cards", "You do not have any stored cards for this bank account.", and a checkbox labeled "I would like to store the card that I will use for this transaction" which is currently unchecked. Below the overlay, the checkout form is visible, showing the "Payment Options" section with a "Yes" radio button selected and a "No" radio button unselected.

Order confirmation

Please make a note of your reference number for any future correspondence.

Once your payment has been successfully made, a confirmation screen with a reference number will be displayed back to you.

A confirmation email will be sent to you with details of your order and information from your organisation, regarding collection of your items and what you should do next.



If you have any further questions
or need help please visit

www.wisepay-software.com/parent-support

Alternatively, you can contact your
organisations' WisePay administrator.

They will contact WisePay on your behalf
if they are unable to help.

