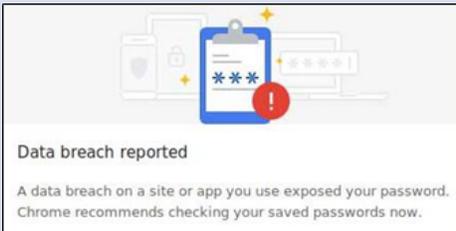


# FAQs



## Frequently Asked Questions

### Why am I seeing a message about Data breach reported?



For users who save their passwords in Google Chrome, this message is alerting you that you may have entered a username and password combination that has been breached on ANOTHER site, not SCOPAY.

This is part of Google's *better password protections*. For further information, see <https://security.googleblog.com/2019/12/better-password-protections-in-chrome.html>

#### What shall I do?

Change your SCOPAY password to something that you are not using on other sites. For instructions see FAQ 38 below.

### Frequently Asked Questions

#### Register your SCOPAY Account

> **1. I don't have a SCOPAY access code - how do I get one?**

Please contact your child's school and they can provide one for you. The letter/email will also include instructions on how to create a SCOPAY account.

> **2. I am being asked for an online link code - what is this?**

A link code is a series of letters and numbers that uniquely identifies a child. The code can be used once to link a child to an online account - it cannot be re-used.

A link code can be found on the access letter/email provided to you by your child's school.

> **3. I am trying to register online but it says my email address is already in use.**

If you have created a SCOPAY account in the past for another child at this school or another school, you can use the same account to link this child. Go to [www.scopay.com](http://www.scopay.com) and Login with your Email address and Password. Click on **Your Info**, **Link accounts** and enter the new **Link code**, or **scan the QR code**. If you don't know your password, follow the steps in FAQ 4. I've forgotten my Password.

> **4. I've forgotten my Password - what shall I do?**

1. Go to [www.scopay.com](http://www.scopay.com) (or load the SCOPAY mobile app)
2. On the **SIGN IN** screen, select **I've forgotten my password**
3. Enter your **Email address**
4. Tap on **Reset password**
5. A new user **verification email** will be sent to the provided email address
6. If the email does not arrive, **check the Spam / Junk folder**
7. Tap on the **activation link** in the verification email
8. Set the **new password**, when prompted
9. If you don't receive an email ask the school to check which email address you used to create your account
10. Go to [www.scopay.com](http://www.scopay.com) (or load the SCOPAY mobile app) and login

> **5. I'm not receiving password reset emails**

You have carried out a password reset but you aren't receiving an email to set a new password:

1. Remember to check your Spam/Junk folder in case your email provider's sent it there.
2. If you don't receive an email it's most likely because we can't find your account. In this case please check the email you're using is the same as the one you registered with. Your school can check which email address you used to first register your account.

> **6. My partner has created an account linked to our child. I tried to create an account with the same link code they used, but it didn't work.**

A child can be linked to multiple SCOPAY accounts, but for security, the link or QR code on the letter/email can only be used once. Please contact your child's school and ask them for a new link code if you wish to create a second account for your child.

› 7. I can't find the LINK ACCOUNTS option

**On a PC/laptop:**

Tap on **YOUR INFO** (top right), **LINK ACCOUNTS** (left)

**On the SCOPAY mobile app:**

Tap on the **Menu icon** (top left), **SETTINGS**, **Manage accounts**, **LINK ACCOUNT**

**On a tablet or mobile phone using [www.scopay.com](http://www.scopay.com):**

Tap on **MENU** (top right), **YOUR INFO**, tap on **PAYMENT HISTORY**, **LINK ACCOUNTS**

› 8. What can another parent or carer linked to my child see from my account?

School can issue a link code to another parent or carer of your child. Once they have created a SCOPAY account, they will see the following:

Both parents/carers will see the same products online and can pay for any of them.

Both parents/carers will see all transactions (payments, refunds, discounts) made against the child (including cash and cheques in school).

The parents/carers will not see each other's personal details (address, email address, etc.)

Once a link code has been used (by either parent/carers), it is no longer valid and a new link code will need to be generated for subsequent accounts.

Each parent/carers will be able to book their own separate Parents Evening appointment.

## Paying and Refunds on SCOPAY

› 10. The system won't accept my American Express card.

Most schools do not accept payments using American Express. Check with your school office for further information.

› 11. Can I use Childcare Vouchers to pay online?

The online payment system will only allow you to pay by credit card or debit card. If you wish to pay by Childcare Vouchers, you will need to contact your school to discuss arrangements with them.

› 12. How do I view receipts on SCOPAY?

**On a PC/laptop:**

Tap on **YOUR INFO** (top right), **PAYMENT HISTORY** (left)

Tap on a **Payment** to view the details

**On the SCOPAY mobile app:**

Tap on the **Menu icon** (top left), **HISTORY**

Tap on a **Payment** to view the details

**On a tablet or mobile phone using [www.scopay.com](http://www.scopay.com):**

Tap on **MENU** (top right), **YOUR INFO**

Tap on a **Payment** to view the details.

› 13. My payment card keeps being declined, even when I try a different one. What shall I do?

There are various factors that might cause cards to be declined. Please check the following:

### 1. Billing Address

The Billing address in SCOPAY should match the address registered to the bank account.

- Login to [www.scopay.com](http://www.scopay.com)
- Click on **Your info**
- Click on **Address**
- Check the Address details match those registered with your bank account
- If not, make any changes and click on **Update** at the bottom
- Try the payment again

### 2. Card details saved by Browser

Card details have been saved and automatically filled/completed by the web browser (e.g. Google Chrome) - these may have changed or expired. Delete the card details from the SCOPAY payment screen and enter them again manually.

### 3. Incorrect Verification Password

An incorrect personal password was entered when authenticating your payment card using **Verified by VISA** or **MasterCard SecureCode**.

### 4. Validation ignored

The payment card was previously registered with **Verified by VISA** or **MasterCard SecureCode** but you decided to ignore the validation, i.e. you did not enter your registered personal password when prompted.

### 5. Card Issuer has Blocked the Card

Your card issuer suspects fraudulent activity on your payment card and has therefore blocked the transaction due to security concerns.

### 6. Insufficient Funds

You do not have sufficient funds in your account to cover the full payment.

If you have followed the above steps then you should try to make the payment again. Clear your browser's cache (for instructions see <https://www.refreshyourcache.com/en/home/>\*) or open a different web browser, add the items again to your shopping cart and follow the on screen instructions to complete the payment.

If your payment card declines again, try using a different PC or payment card or contact your payment card issuer to question them accordingly.

If you have further questions about the reason for your payment being rejected, please contact your school.

*\*This site is one suggestion - others are available. This site was considered to be safe at the time of checking, but Tucasi cannot be held responsible for content on third party sites.*

› **14. I made a payment online but it's not showing on my account - what should I do?**

Contact your school and provide them with the following information (preferably by email):

1. Your SCOPAY email address (not password)
2. Your child's first name and surname
3. A copy of the online payment receipt - or the following information
  - a. The date and time you made the payment
  - b. The amount of the payment
  - c. What the payment was for
  - d. The transaction number

Once your school forward this information to us, we can investigate for you.

› **15. How do I get a refund?**

If you require a refund for any item, please contact the school office. Include details of what you would like refunding for, together with the original payment date and amount.

› **16. Can I transfer funds from one child to another?**

It is not possible for parents to transfer funds between children on SCOPAY. Please contact the school office for further advice.

› **17. I have children at two different schools - can I pay for both of them using one account?**

If both schools use SCOPAY Online Payments, then yes! You can do this using the two link codes given to you by each separate school (see FAQ 7 above).

› **18. I have two children at the same school - can I pay for both of them using one account?**

Yes! You can have both children linked to your account by following these steps:

If you have not yet set up an account, create your account with first child's link code.

Follow FAQ 7 above.

Once linked, both children will then be displayed in the dropdown.

› **19. My child has changed schools and I have credit on the old school account. Can I transfer this to the new school?**

You cannot transfer credit (or debt) for your child from one school to another. Contact the original school and request a refund. Make a separate payment to the new school.

› **20. My payment isn't showing on SCOPAY. What shall I do?**

If you complete a payment via SCOPAY, but the payment is not displayed within SCOPAY once the payment is completed, please contact the school office and provide a copy of the Payment Receipt emailed to you to allow this to be swiftly resolved.

› **21. Why do I see some trips on scopay.com and not on the SCOPAY mobile app?**

Trips display differently on [scopay.com](https://scopay.com) than on the SCOPAY mobile app:

**scopay.com**

If you are using [scopay.com](https://scopay.com) on a laptop, PC or mobile device, trips will display until school remove them, with the exception of limited place trips – once all places have been taken, the trip will only be visible to pupils who have a place on the trip.

**SCOPAY mobile app**

If you are using the SCOPAY mobile app, trips will only display if one or more of the following is true:

- The trip date hasn't passed yet
- The trip is in the future
- The trip has an amount outstanding for your child

If an optional trip has been made available to your child, but all places have been taken, the trip will no longer be displayed.

## Managing your SCOPAY account

› **31. Can I change my email address?**

**I know the email address I signed up with:**

Log in with your original email address and password.

**On a PC/laptop:**

Select **YOUR INFO** (top right), and select **LOGIN DETAILS** to change your email address.

**On the SCOPAY mobile app:**

Tap on the **Menu icon** (top left), **SETTINGS**, **Email address**

**On a tablet or mobile phone using [www.scopay.com](https://www.scopay.com):**

Tap on **MENU** (top right), **YOUR INFO**, tap on **PAYMENT HISTORY**, **LOGIN DETAILS**

**I do not know the email address I signed up with:**

Please contact your child's school and ask them to unlink your child from the incorrect email address.

Ask them for a new link code.

Create a new account with your new email address using the new link code.

› **32. How can I delete my SCOPAY account?**

*Note that deleting a SCOPAY account will delete the account for **all children at all schools** linked to that account*

**On a PC/laptop:**

Tap on **YOUR INFO** (top right), **LOGIN DETAILS** (left), **DELETE MY ACCOUNT** (at bottom)

**On the SCOPAY mobile app:**

Tap on the **Menu icon** (top left), **SETTINGS**, **Delete account**

**On a tablet or mobile phone using [www.scopay.com](http://www.scopay.com):**

Tap on **MENU** (top right), **YOUR INFO**, tap on **PAYMENT HISTORY**, **LOGIN DETAILS**, **DELETE MY ACCOUNT (at bottom)**

The SCOPAY account will no longer be available to you.

If you wish to subsequently reinstate your account, the school will need to provide you with a new link code. Once you have this, you should then go to [scopay.com](http://scopay.com) and click on **Register as a new user**.

› **33. How can I save my bank or credit card details?**

There are 2 possible options for saving card details:

1. If your school has opted to use FuturePay, follow the instructions in the [SCOPAY Parent Guide - Save Card Details / Recurring Payments](#).
2. Some browsers also allow card details to be saved, which can then be used on your mobile phone, tablet, laptop or other devices. For instructions, search online for specific details for your device and/or browser.

› **34. Can I set up alerts to let me know when balances are low?**

Once you have created your SCOPAY account, you can set up **Alerts** to notify you of:

- Parents evening invitations and reminders
- Low balances for school meals and clubs
- New trips and products
- Trip payment reminders

Alerts will be emailed to the email address used to create your scopay account.

For further information, please refer to the easy guide [SCOPAY Parent Guide - Alerts \(for low balances, new trips and products, Parents' Evening Meetings\)](#)

› **35. How do I register for Gift Aid on SCOPAY?**

Once you have created your SCOPAY account, you can register for Gift Aid\*, as follows:

- Click on **YOUR INFO** (top right)
- Select **GIFT AID** (left hand panel)
- Tick **I want to Gift Aid any donations I make to (School Name)**
- Enter your full **address details**
- Click on **Confirm**
- A message will be displayed **Successfully saved Gift Aid details**

*\*You will only see the GIFT AID option if your school has set up the system to receive Gift Aid donations.*

› **36. How can I see what my child has been eating?**

To see what your child has purchased in the school Canteen:

- Under the **Canteen Account Balance**, click on **VIEW HISTORY**
- All **Canteen** payments and meals taken will be displayed, including the Description from the canteen tills

If you have more than one child, you can switch to another child to see their transactions.

If you have any queries relating to the meal items recorded, please speak to your school.

› **37. How do I book a Parents Evening Meeting for both/all of my children?**

If you have multiple children linked to your SCOPAY account, to book Parents Evening meetings for them, carry out the following:

- Click on **PARENTS EVENING**
- Select the meeting
- On a laptop or tablet, the children will be displayed side-by-side
- On a mobile device, the first child will be listed with available times for bookings - to display any other children, swipe across the screen, or rotate to landscape

If you have any queries relating to Parents Evening, please speak to your school.

› **38. How do I change my Password**

To change your SCOPAY password:

**On a PC/laptop:**

- Tap on **YOUR INFO** (top right), **LOGIN DETAILS** (left)
- Enter your **new Password** and then **confirm** the new password
- Enter the **current password** for security
- Click on **UPDATE**

**On the SCOPAY mobile app:**

- Tap on the **Menu icon** (top left), **SETTINGS**, **Password**
- Enter the **Current password** for security
- Enter your **New Password** and then **Confirm new password**
- Click on **SAVE**

**On a tablet or mobile phone using [www.scopay.com](http://www.scopay.com):**

- Tap on **MENU** (top right), **YOUR INFO**, tap on **PAYMENT HISTORY**, **LOGIN DETAILS**
- Enter your **New password** and then **Confirm the password**
- Enter the **current password** for security
- Click on **UPDATE**

If you have any queries relating to updating your password, please speak to your school.

> 39. How do I Unlink a Child from my SCOPAY account?

To unlink a child from your SCOPAY account:

**On a PC/laptop:**

Tap on **YOUR INFO** (top right), **LINK ACCOUNTS** (left), **UNLINK ACCOUNT**

**On the SCOPAY mobile app:**

Tap on the **Menu icon** (top left), **SETTINGS**, **Manage account**, tap the red cross to unlink the child

**On a tablet or mobile phone using [www.scopay.com](http://www.scopay.com):**

Tap on **MENU** (top right), **LINK ACCOUNTS** (left), **UNLINK ACCOUNT**

Your child will be unlinked.

If you wish to subsequently reinstate your child's account, the school will need to provide you with a new link code. Once you have this, you should then go to [scopay.com](http://scopay.com) and select **YOUR INFO**, **LINK ACCOUNTS** and enter the new link code.

If you have any queries relating to updating your password, please speak to your school.

**Important Information for Parents**

If you are a parent needing assistance with your SCOPAY account, **you will need to contact your child's school**. Let them have your email address (not password) and description of your problem.

Due to data protection restrictions, we are unable to help you directly. However, we hope the FAQs on this page will help you.

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[SCOPAY Mobile App](#)

[SCO Mobile App Video Help](#)

[Home Page](#)



## Frequently Asked Questions

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