

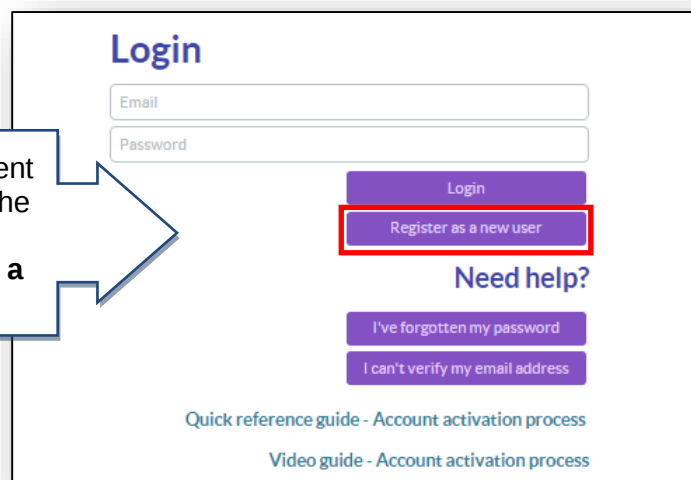
How do I register my child's account?

Important:

To allow you to use the school Online Payment website you **must** have 'cookies' enabled. The following website gives instructions on how to enable cookies in your web browser: <http://www.google.com/cookies.html>

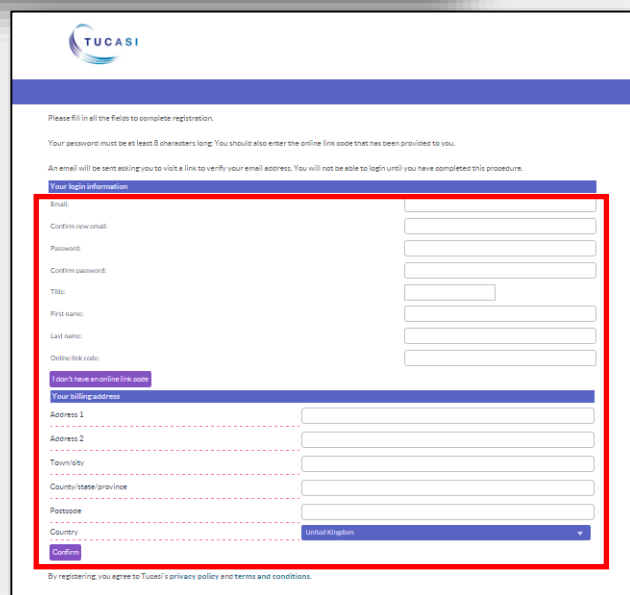
You **do not** need to register your child's account if you already have a Tucasi online payments account for a child at this or any other school.
Please refer to "How do I link my children to my existing account" section below.

1. Using the letter sent by the school load the scopay website
Select **Register as a new user**



2. Enter your email and password details.
Enter the link code provided in the letter
Now enter your billing details and click **Confirm**

Note: Online link code is for **one time use only**. It is no longer needed once the account has been activated.



You will receive an email with an activation link
(this may go directly to your spam/junk email)

How do I link my children to my existing account?

1. Select **Your info** and **Link accounts**
Enter the link code for your other child/ren in **Online link code** and click **Link account**

2. Using the drop down you can see all your children and move between their different accounts

TUCASI

View products View basket **Your info** Parents' evening Help

Mary Ackroyd
Tucasi School 1

Selected account :
Mary Ackroyd - Tucasi School 1 ▼

Address | Login details | **Link accounts** | Payment history | Contact preferences | Payment agreements

Link accounts

Please enter the link code of the account to which you would like to create a link. Once this is complete, you will be able to access the details of each associated account.

What is a link code?

Online link code:

Link account

Your basket
Your basket is empty.

Account balances

After School Club	£0.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	£2.00

How do I update my billing address details?

1. Select **Your info** and **Address**

2. Update your details and click **Update address**

View products View basket **Your info** Parents' evening Help Logout

Mary Ackroyd
Tucasi School 1

Selected account :
Mary Ackroyd - Tucasi School 1 ▼

Address | Login details | Link accounts | Payment history | Contact preferences | Payment agreements

Address

Modify your address with the following form.

Your billing address

Title: Mr

First name: Bob

Last name: Ackroyd Smith

Street: 123 Street

Town/city: Town

County/state/province: County

Postcode: AB1 2CD

Country: United Kingdom

Update address

Your basket
Your basket is empty.

Account balances

After School Club	£0.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	£2.00
General pre-payment account	£0.00
Out of School Care	£0.00

Trip/event balances

Jorvik Viking Centre	£15.00
London	£220.00
Music Tuition 2015/16	£150.00

Quick links

All items

How do I change my login details?

1. Select **Your info** and **Login Details**

2. Update your details, then re-enter your current password and click **Update**

View products **View basket** **Your info** **Parents' evening** **Help** **Logout**

Mary Ackroyd
Tucasi School 1

Selected account:
Mary Ackroyd - Tucasi School 1 ▼

[Address](#) [Login details](#) [Link accounts](#) [Payment history](#) [Contact preferences](#) [Payment agreements](#)

Login details

Change your login information with this form.

Change your email

Warning: changing your email will end your session, and you will need to verify your new email address before logging in again.

Current email: afr@tucasi.com

New email:

Confirm new email:

Change your password

New password:

Confirm new password:

Change your name

Current name: Bob Ackroyd Smith

Title:

First name:

Last name:

Enter current password for security (required)

Current password:

Update

Your basket

Your basket is empty.

Account balances

After School Club	£0.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	£2.00
General pre-payment account	£0.00
Out of School Care	£0.00

Trip/event balances

Jorvik Viking Centre	£15.00
London	£220.00
Music Tuition 2015/16	£150.00

Quick links

All items

- Trips and events
- History
- MFL
- Uniform
- Sweatshirts
- Polo shirts
- Cardigans
- Music

How do I change my contact details?

IMPORTANT: You will only see the **Contact preferences** option if your child's school have purchased the SCO Communications module and have opted for you to update your own contact details.

1. Select **Your info** and **Contact preferences**

2. Update your details and click **Update**

et **Your info** **Parents' evening** **Logout**

Selected account:
Marc Ackroyd - Tucasi School 1 ▼

[Address](#) [Login details](#) [Link accounts](#) [Payment history](#) [Contact preferences](#) [Payment agreements](#)

Contact preferences

Set the preferred method of contact by Tucasi School 1.

Email address: example@tucasi.com

Home phone number:

Mobile phone number:

Contact preference:

☐ Email

☐ Letter

☒ Text message or email

☐ Text message

☐ Email or text message

Update

Your basket

Your basket is empty.

Account balances

After School Club	-£24.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	-£18.00
General pre-payment account	£0.00
Out of School Care	£0.00

Trip/event balances

Jorvik Viking Centre	£10.00
London	£220.00

How do I create a second login?

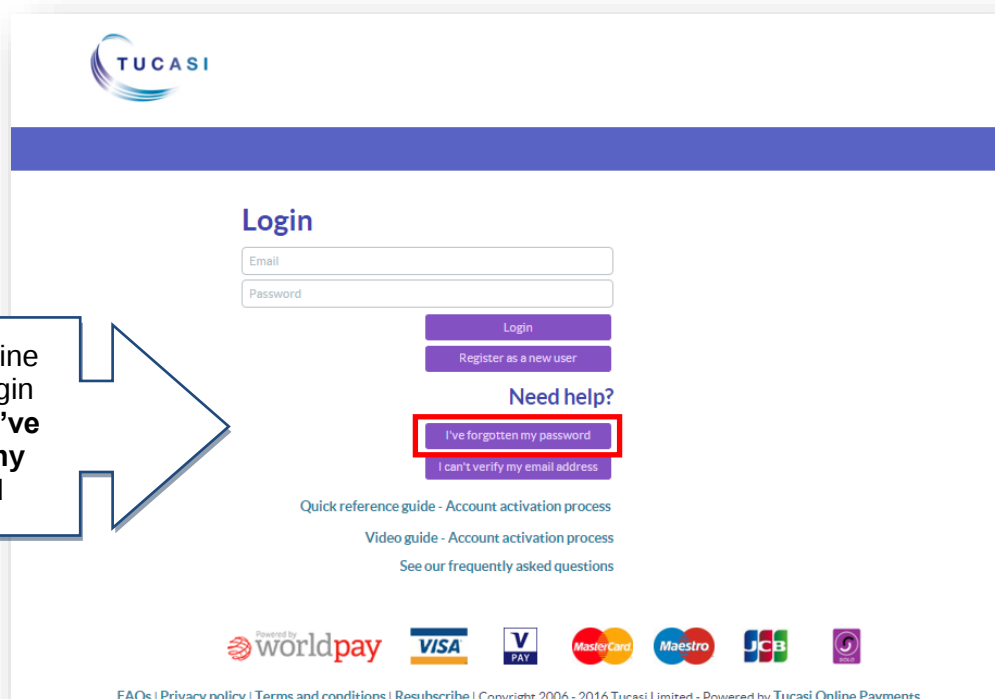
Once you have registered your account you may wish to have a second login. For example, for use by your husband/wife/other family member who wishes to make payments to the school.

Contact your school and they will issue you with a new letter with a different code.

If you have any questions please refer to [See our frequently asked questions](#) link on the www.scopay.com login screen.

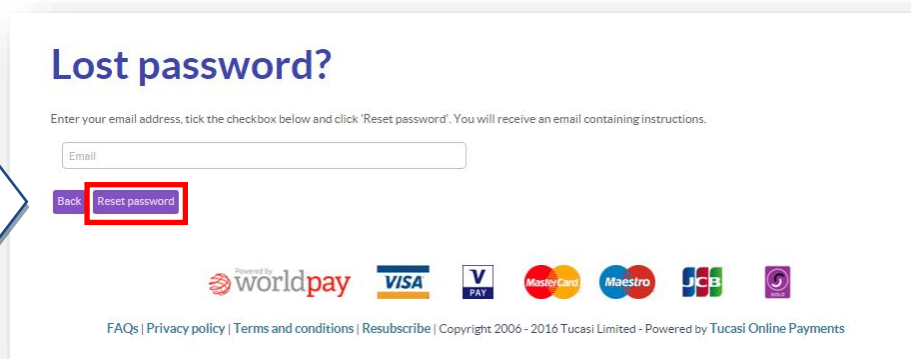
What do I do if I have forgotten my password?

1. On the online payments login screen click **I've forgotten my password**



The screenshot shows the Tucasi login page. At the top is the Tucasi logo. Below it is a blue header bar. The main heading is "Login". There are two input fields: "Email" and "Password". To the right of these fields are two buttons: "Login" and "Register as a new user". Below these buttons is a "Need help?" section with two links: "I've forgotten my password" (highlighted with a red box) and "I can't verify my email address". Below the "Need help?" section are three links: "Quick reference guide - Account activation process", "Video guide - Account activation process", and "See our frequently asked questions". At the bottom of the page are logos for "Powered by worldpay", "VISA", "V PAY", "MasterCard", "Maestro", "JCB", and "UnionPay". The footer contains links for "FAQs", "Privacy policy", "Terms and conditions", "Resubscribe", and copyright information: "Copyright 2006 - 2016 Tucasi Limited - Powered by Tucasi Online Payments".

2. Enter your Email and click **Reset password**. You will shortly receive an email with a link through which you will be able to set up your new password.



The screenshot shows the Tucasi "Lost password?" page. The heading is "Lost password?". Below it is a sub-heading: "Enter your email address, tick the checkbox below and click 'Reset password'. You will receive an email containing instructions." There is an "Email" input field. Below the input field are two buttons: "Back" and "Reset password" (highlighted with a red box). At the bottom of the page are logos for "Powered by worldpay", "VISA", "V PAY", "MasterCard", "Maestro", "JCB", and "UnionPay". The footer contains links for "FAQs", "Privacy policy", "Terms and conditions", "Resubscribe", and copyright information: "Copyright 2006 - 2016 Tucasi Limited - Powered by Tucasi Online Payments".