



# App User Guide

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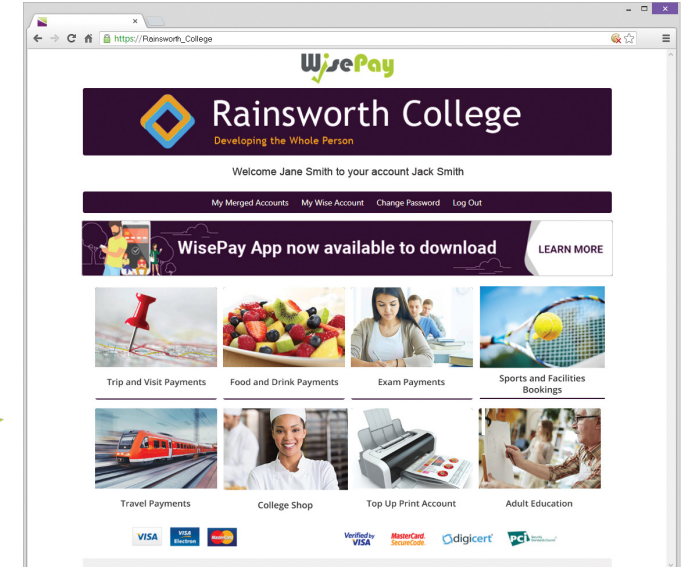
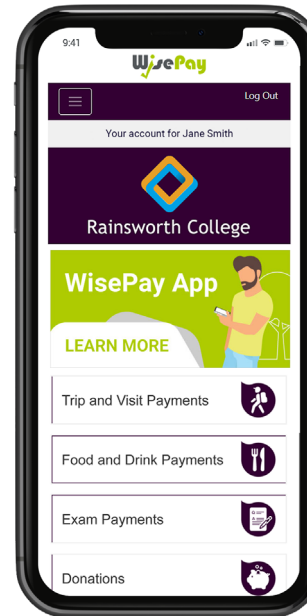
# Benefits to Parents and Students

WisePay has made payments and bookings even quicker for Parents and Students on the go.

You can access your WisePay account and receive latest messages from your school or college on any mobile device with WisePay's easier to use optimised mobile version.

Users can now checkout faster with our flexible payment options. Payment Cards can be stored securely for repeat purchases, providing you with a (One Click) seamless transaction on the go.

A full version of the WisePay platform user guide can be found at [www.wisepay-software.com/parent-support](http://www.wisepay-software.com/parent-support)



# Downloading the App

To download the new WisePay App click the selected graphic at the top of your WisePay homepage.

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

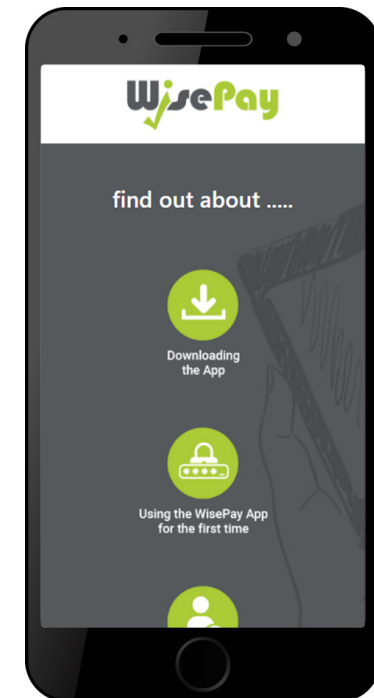
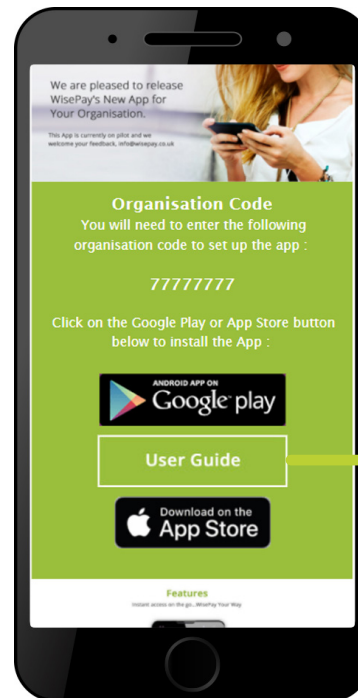


From the WisePay App page you will be given a unique Organisation Code -

**84173384**

**You will need this code in the WisePay App**, where you can register an account and start making payments quickly and easily.

To learn more on how to use app visit our online user guide.

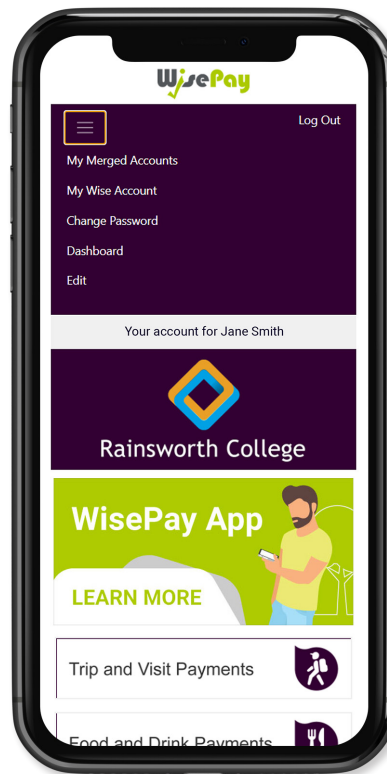


# Easier and User Friendly

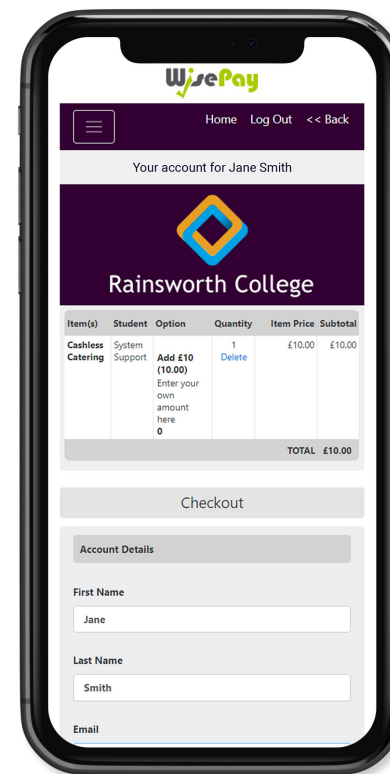
Example Mobile Homepage



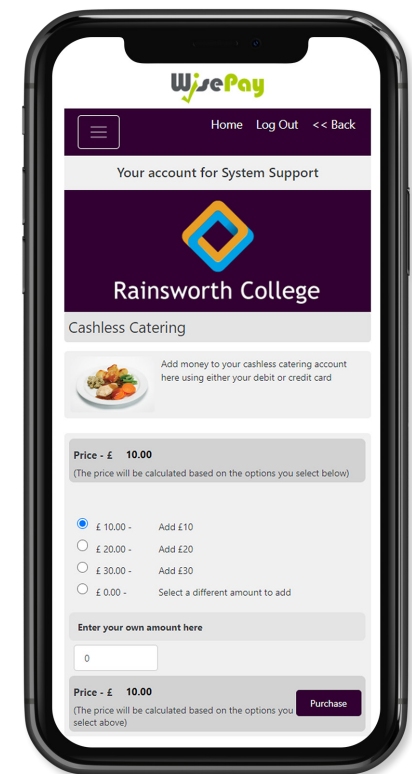
Example of Mobile Menu



Example of Mobile Check Out



Example of Mobile Cashless Catering Screen



# Payment Options

When making a payment through WisePay you can choose whether to save your credit/debit card details with SagePay for future transactions or enter your card details each time you want to make a payment.

If you select “I would like to store the card that I will use for this transaction” in the WisePay checkout this allows SagePay to recognise and store your credit/debit card details for future transactions.

Your card details are never stored by WisePay.

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

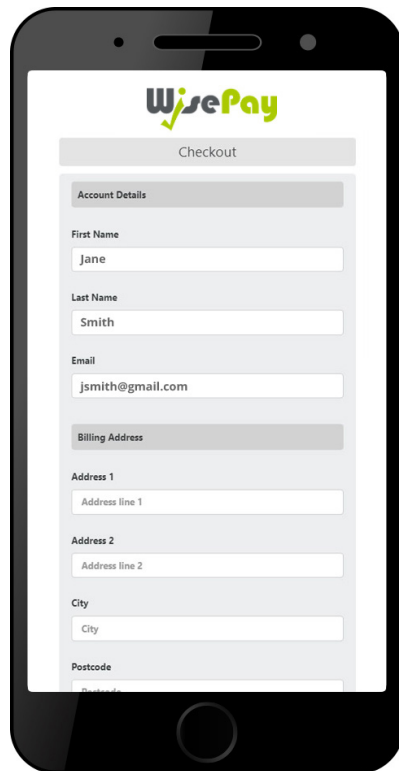
To continue with a payment you can choose to either use your previously stored card, or use a new one.

[Continue >](#)

# Check Out

## Account Details and Billing Address

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

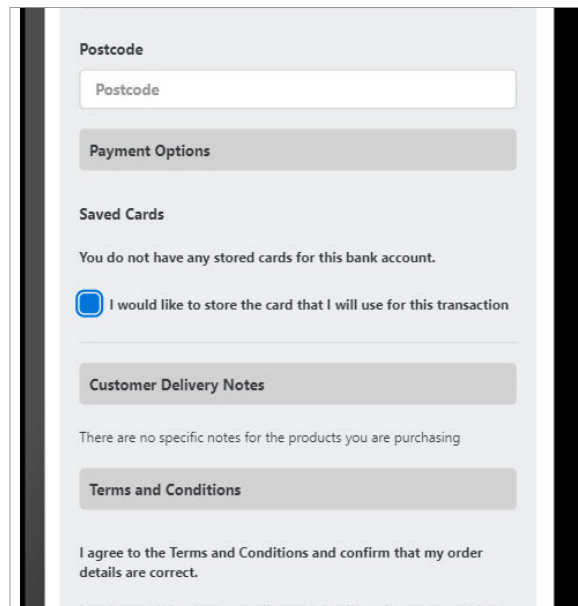


The image shows a smartphone displaying the WisePay checkout page. The page is titled "Checkout" and has a "WisePay" logo at the top. Below the logo, there are several sections for user information: "Account Details" with fields for "First Name" (Jane) and "Last Name" (Smith); "Email" (jsmith@gmail.com); "Billing Address" with fields for "Address 1" (Address line 1), "Address 2" (Address line 2), "City", and "Postcode".

## Payment Options

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.

This option does NOT have to be clicked to proceed with a payment.



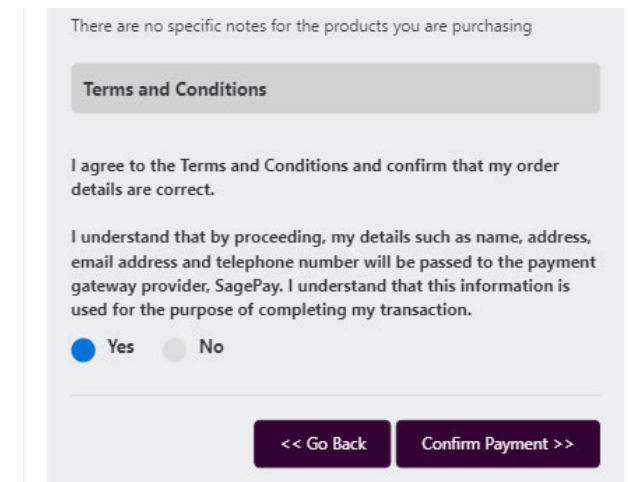
The image shows a desktop view of the payment options section. It includes a "Postcode" field, a "Payment Options" section, and a "Saved Cards" section. The "Saved Cards" section states "You do not have any stored cards for this bank account." and has a checked radio button for "I would like to store the card that I will use for this transaction". Below this is a "Customer Delivery Notes" section with the text "There are no specific notes for the products you are purchasing". At the bottom is a "Terms and Conditions" section with the text "I agree to the Terms and Conditions and confirm that my order details are correct."

## Terms and Conditions

To proceed with your purchase you must agree with the Terms & Conditions that are presented to you.

Once you have agreed with them, click "Yes" I agree to the Term & Conditions and continue to the payment screens.

Select the "Confirm Payment" button at the bottom of this page, to continue through to the payments area.



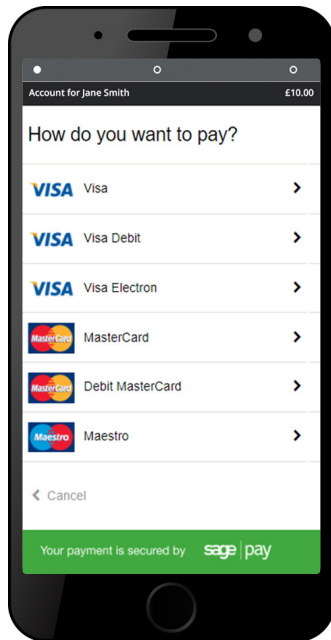
The image shows a desktop view of the Terms and Conditions section. It includes a "Terms and Conditions" section with the text "I agree to the Terms and Conditions and confirm that my order details are correct." and "I understand that by proceeding, my details such as name, address, email address and telephone number will be passed to the payment gateway provider, SagePay. I understand that this information is used for the purpose of completing my transaction." Below this are two radio buttons: "Yes" (checked) and "No". At the bottom are two buttons: "<< Go Back" and "Confirm Payment >>".

# Non-Stored Card Details - Payment Process

\* The screens below are at the Sage Pay payment gateway.

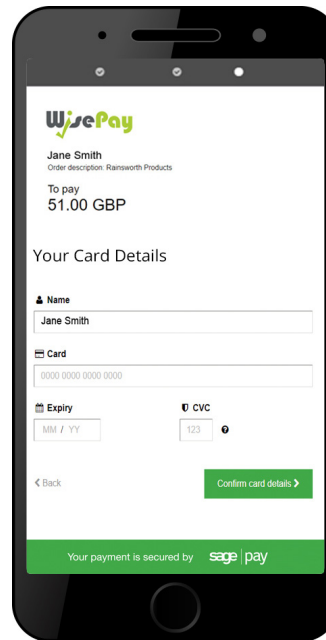
To complete your transaction you must select a payment card.

Select a payment method by clicking on the relevant card you wish to use.

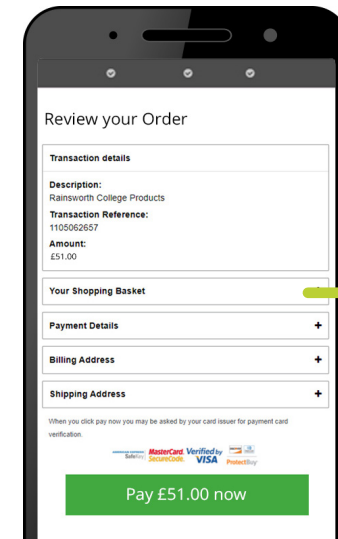


You will then be asked to fill in your card details.

Click the "Confirm Card Details" button to review your order.



You can review your order and use the expanding buttons to review your shopping basket, payment details or billing address.



**Your Shopping Basket**

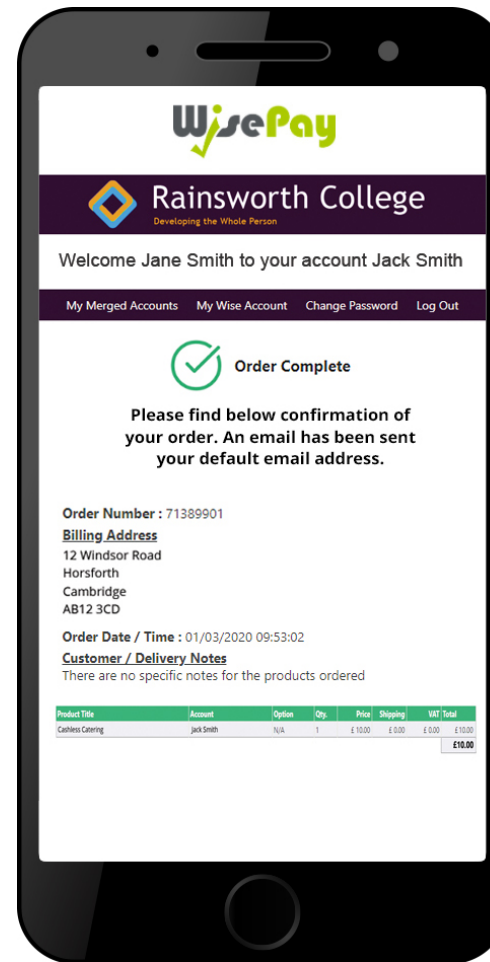
Description	Quantity	Item Value	Item Tax	Iti
Forest garden day trip	1	£51.00	0.00	

**Total Price: £51.00**

# Non-Stored Card Details - Order Complete

Once your payment has been successfully made, a confirmation screen with a reference number will be displayed back to you. It is a good idea to make a note of this reference number.

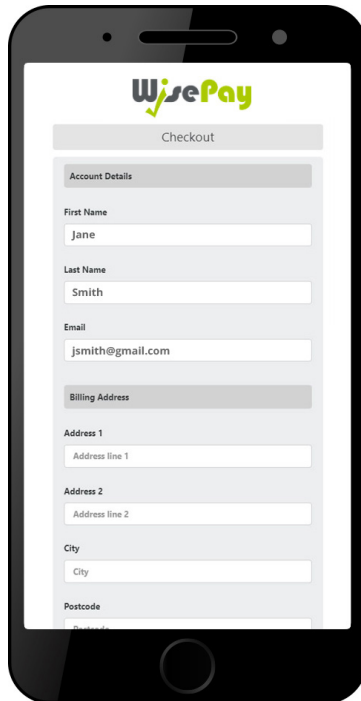
A confirmation email will be sent to you with details of your order and information from your organisation, regarding collection of your items and what you should do next.



# Stored Card Details - Check Out

## Account Details and Billing Address

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

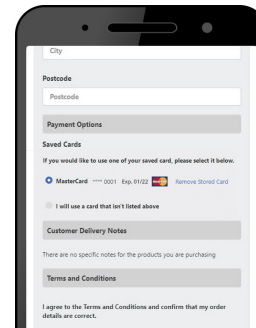


The screenshot shows the WizePay checkout interface on a smartphone. The page is titled "Checkout" and contains several sections: "Account Details" with fields for First Name (Jane), Last Name (Smith), and Email (jsmith@gmail.com); "Billing Address" with fields for Address 1, Address 2, City, and Postcode.

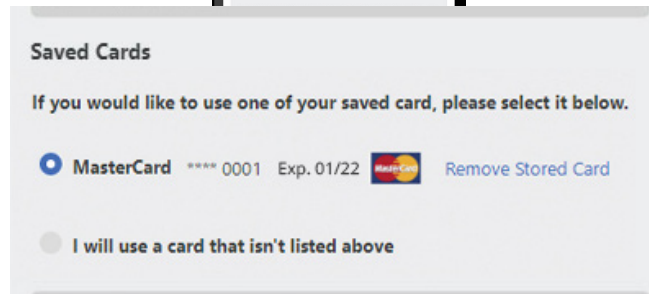
## Stored Card Details

This option 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 by clicking the 'I will use a card that isn't listed above' option.



The screenshot shows the payment options screen on a smartphone. It displays a list of "Saved Cards" with a selected MasterCard (\*\*\*\* 0001 Exp. 01/22) and a "Remove Stored Card" link. Below the list is the option "I will use a card that isn't listed above" which is currently unselected.



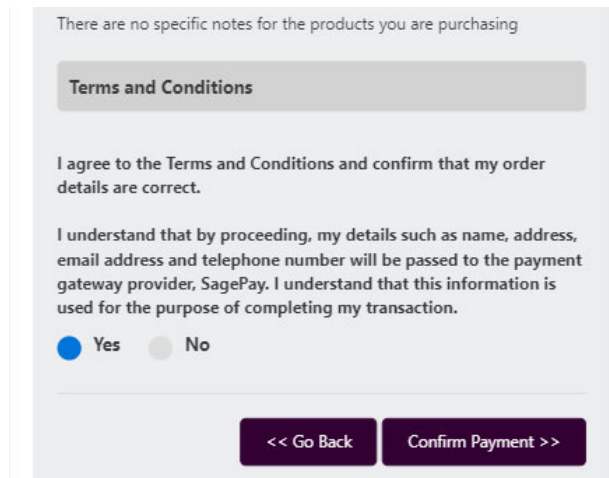
The desktop screenshot shows the "Saved Cards" section. It includes the heading "Saved Cards" and the instruction "If you would like to use one of your saved card, please select it below." Below this, there is a list of saved cards: a selected MasterCard (\*\*\*\* 0001 Exp. 01/22) with a "Remove Stored Card" link, and an unselected option "I will use a card that isn't listed above".

## Terms and Conditions

To proceed with your purchase you must agree with the Terms & Conditions that are presented to you.

Once you have agreed with them, click "Yes" I agree to the Term & Conditions and continue to the payment screens.

Select the "Confirm Payment" button at the bottom of this page, to continue through to the payments area.

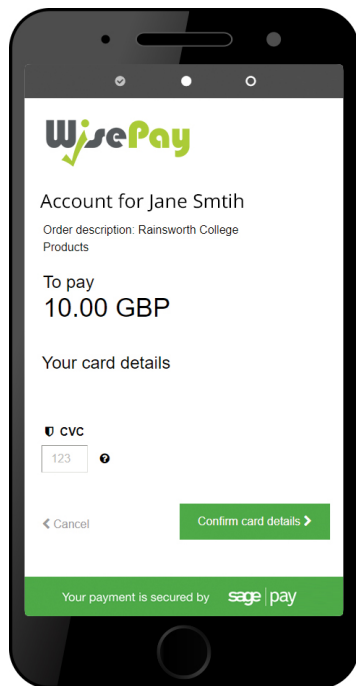


The desktop screenshot shows the "Terms and Conditions" section. It includes the heading "Terms and Conditions" and the text "I agree to the Terms and Conditions and confirm that my order details are correct." Below this, there are radio buttons for "Yes" (selected) and "No". At the bottom, there are two buttons: "<< Go Back" and "Confirm Payment >>".

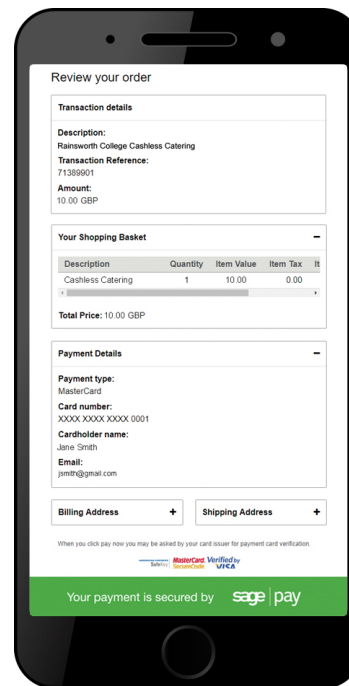
# Stored Card Details - Payment Process

\* The screens below are at the Sage Pay payment gateway.

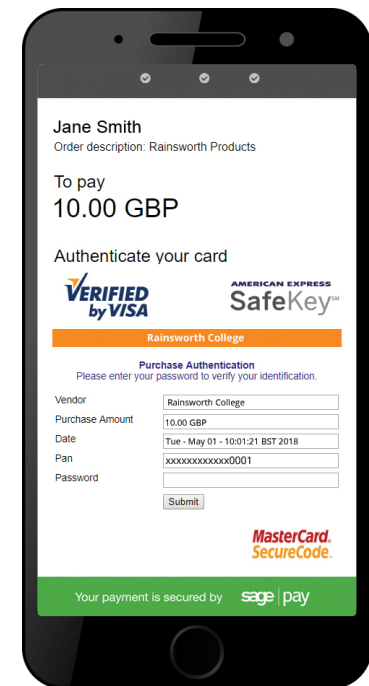
You will be asked to confirm your CVC, the three digits on the back of your card.



You can review your order and use the expanding buttons to review your shopping basket, payment details or billing address.



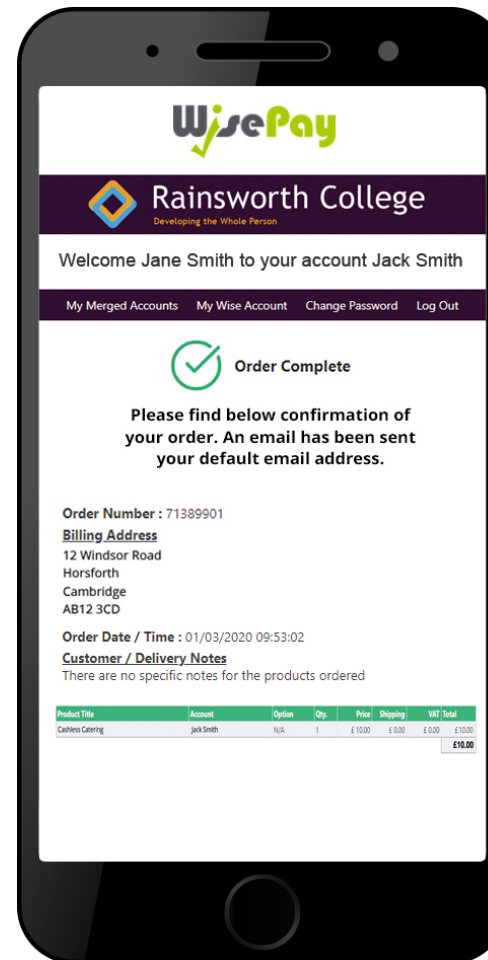
To complete your order, you may need to authenticate your card details with a password.

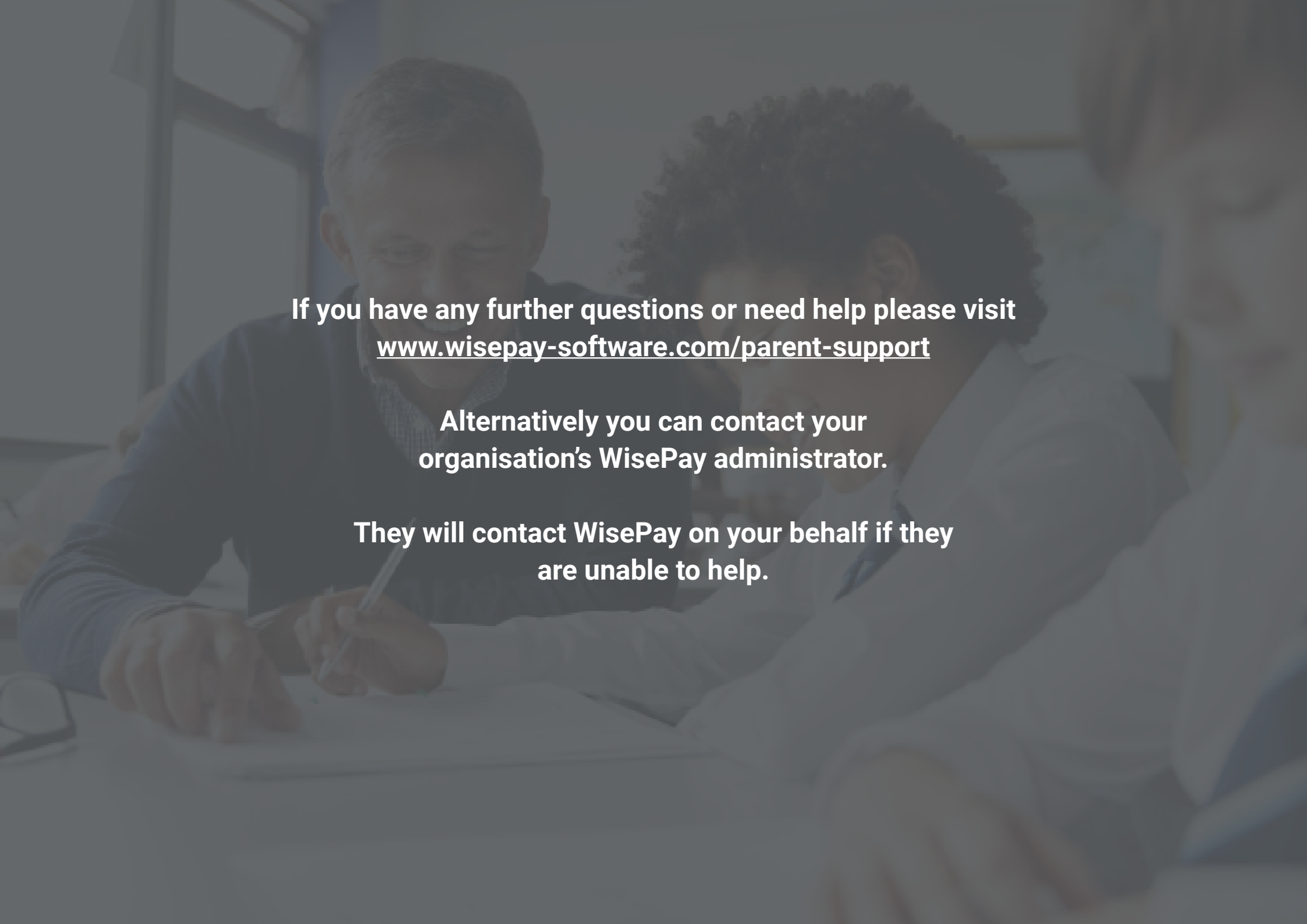


# Stored Card Details - Order Complete

Once your payment has been successfully made, a confirmation screen with a reference number will be displayed back to you. It is a good idea to make a note of this reference number.

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](http://www.wisepay-software.com/parent-support)**

**Alternatively you can contact your  
organisation's WisePay administrator.**

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