

FAQs

Created by SCOPAY

Last updated Jan 30, 2020



Frequently Asked Questions

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Register your SCOPAY Account

[1. I don't have a SCOPAY access letter - 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 and Login with your Email address and Password. Click on **Your Info, Link accounts** and enter the new **Link 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
2. Click **I've forgotten my password**
3. Enter your **Email address**
4. Click 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. Click 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

[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.

For security, the link code on the letter/email cannot be used more than 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 **SETTINGS, Manage accounts, LINK ACCOUNT**

On a tablet or mobile phone using www.scopay.com:

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

Paying and Refunds on SCOPAY

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

Most schools do not accept payment using an American Express card. Check with the 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?

1. Login to www.scopay.com with your username and password.
2. Click on **Your Info** then click on **Payment history**.
3. All payments will be listed here with the most recent on the top.
4. Click 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
- 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 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. 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 point 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 set up an account yet, create your account with first child's link code.

Log in, go to **Your info**, and select **Link accounts**. Enter the second child's link code.

Both children will then be displayed in the dropdown at the top right.

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 include a copy of the Payment Receipt to allow this to be swiftly resolved.

Managing your SCOPAY account

21. Can I change my email address?

I know the email address I signed up with:

Log in with the password you specified.

If you have not verified your email address, a message will appear and you will be able to change your email address there.

If you have verified your email address, go to **Your info**, and select **Login details** to change your email address.

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.

Re-register with your new email address using the new link code.

22. How can I delete my SCOPAY account?

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

1. Login to scopay.com using your existing **email address** and password
2. Click on **Your info**
3. Click on **Login details**
4. Scroll to the bottom of the screen
5. Click on **Delete my account**

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 and click on **Register as a new user**.

23. 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.

24. 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)

25. 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 have set up the system to receive Gift Aid donations.*

26. How can I see what my child has been eating?

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

- Login to scopay.com using your **email address** and password
- Under the **Canteen Account Balance**, click on **VIEW HISTORY**
- All **Canteen** payments and meals taken will be displayed

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 meals recorded, please speak to your school.

27. 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:

- Login to www.scopay.com using your **email address** and **password**
- Click on **PARENTS EVENING**
- If you are using 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.

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](#)

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Frequently Asked Questions

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