

Online Payments Help Guide

These instructions are to assist you with our online payments system.

You can access online payments either by going to our website www.hayes.torbay.sch.uk and clicking on the payment icon.



Or by going to www.scopay.com/hayes.

You will be greeted by the following page.

Click on the Register as a new user link. Once you have registered (see next page) your account will be active. If at any time AFTER registration you forget your password, click on the I'VE FORGOTTED MY PASSWORD link, you will then receive an email with a reset password link.



Please fill in all the fields to complete registration.

Your password must be at least 8 characters long. You should also enter the online link code that has been provided to you.

An email will be sent asking you to visit a link to verify your email address. You will not be able to login until you have completed this procedure.

Your login information

Email:	<input type="text"/>
Confirm new email:	<input type="text"/>
Password:	<input type="text"/>
Confirm password:	<input type="text"/>
First name:	<input type="text"/>
Last name:	<input type="text"/>
Online link code:	<input type="text"/>

[I don't have an online link code](#)

Your billing address

Address 1	<input type="text"/>
Address 2	<input type="text"/>
Town/city	<input type="text"/>
County/state/province	<input type="text"/>
Postcode	<input type="text"/>
Country	<input type="text" value="United Kingdom"/>

[Confirm](#)

By registering, you agree to Tucasi's [privacy policy](#) and [terms and conditions](#).

You will be taken to this page after you have clicked on the register as a new user link.

You should complete your details here and enter the linkcode in the letter you received from the school into this field.

Once you have completed all of your details click on the confirm button.

TUCASI

View products View basket Your info Parents' evening Help

Selected account : [dropdown]

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

Payment history

Review the history of payments you have made.

Completed date	Payment information	Total
10 Sep 2015 07:36	Adult meal payment	£5.00
30 Jun 2015 13:27	Adult meal payment	£3.00
19 Jun 2015 09:34	Adult meal payment	£0.26
11 Feb 2015 13:33	Dinner Money	£5.00
09 Dec 2014 14:43	Dinner Money	£2.00
13 Oct 2014 12:39	Dinner Money	£5.00
28 Feb 2013 13:10	Adult meal payment	-£5.00
28 Feb 2013 09:13	Dinner Money	£5.00
07 Nov 2011 09:57	Adult meal payment (Cancelled)	£1.00
07 Nov 2011 07:10	Adult meal payment (Cancelled)	£1.00

[Next](#)

Your basket
Your basket is empty.

Account balances

Breakfast Club	£0.00
Dinner Money	£0.32
Nursery Xtra Hours	£0.00

Quick links

[All items](#)

If you have more than one child, you should link their accounts together using the codes supplied to you by the school. You can do this by clicking of the **YOUR INFO** link and then **LINK ACCOUNTS**.

TUCASI

View products View basket Your info Parents' evening Help

Selected account : [dropdown]

[Address](#) | [Login details](#) | [Link accounts](#) | [Payment history](#) | [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:
[input field]

[Link account](#)

Linked accounts

[redacted]	Unlink account
[redacted]	Unlink account

Your basket
Your basket is empty.

Account balances

Breakfast Club	£0.00
Dinner Money	£0.32
Nursery Xtra Hours	£0.00



Quick links

[All items](#)

Enter pupil codes for other children and then click **Link Account**. Any linked pupils will appear in this section. You can then make payment for all linked pupils via one login.

By clicking on the Login details link, you will be taken to the page below.

Here you can change your email address, Name and password. Once you have done this click the UPDATE button.

[View products](#) [View basket](#) [Your info](#) [Parents' evening](#) [Help](#)

Selected account : Sean HINDLE - Hayes School

[Address](#) | [Login details](#) | [Link accounts](#) | [Payment history](#) | [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: [REDACTED]

New email:

Confirm new email:

Change your password

New password:

Confirm new password:

Change your name

Current name: [REDACTED]

First name:

Last name:

Enter current password for security (required)

Current password:

Your basket

Your basket is empty.

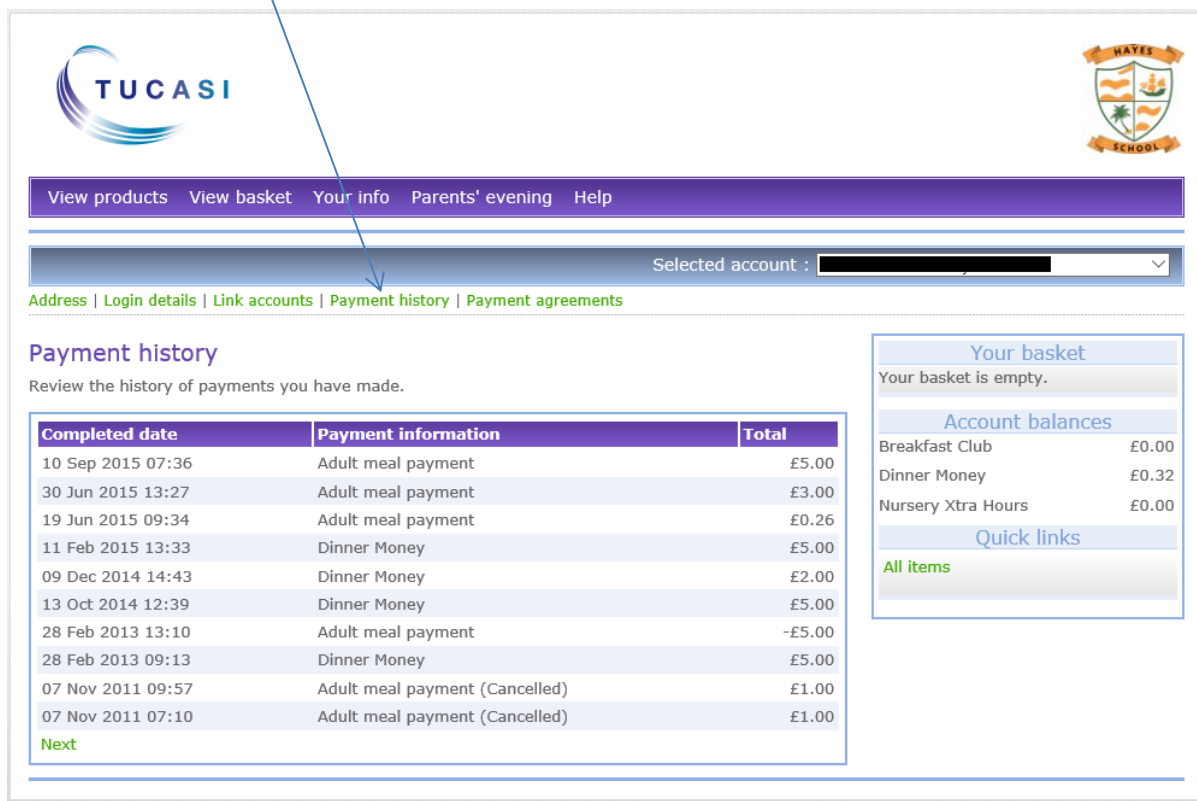
Account balances



Breakfast Club	£0.00
Dinner Money	£0.32
Nursery Xtra Hours	£0.00

Quick links

[All items](#)

Clicking on the Payment details link will display the following page. This shows a list of all CLEARED transactions, and is a good way of seeing what you have paid for and what remaining balance you have.



[View products](#)
[View basket](#)
[Your info](#)
[Parents' evening](#)
[Help](#)

Selected account :

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

Payment history

Review the history of payments you have made.

Completed date	Payment information	Total
10 Sep 2015 07:36	Adult meal payment	£5.00
30 Jun 2015 13:27	Adult meal payment	£3.00
19 Jun 2015 09:34	Adult meal payment	£0.26
11 Feb 2015 13:33	Dinner Money	£5.00
09 Dec 2014 14:43	Dinner Money	£2.00
13 Oct 2014 12:39	Dinner Money	£5.00
28 Feb 2013 13:10	Adult meal payment	-£5.00
28 Feb 2013 09:13	Dinner Money	£5.00
07 Nov 2011 09:57	Adult meal payment (Cancelled)	£1.00
07 Nov 2011 07:10	Adult meal payment (Cancelled)	£1.00

[Next](#)

Your basket

Your basket is empty.

Account balances

Breakfast Club	£0.00
Dinner Money	£0.32
Nursery Xtra Hours	£0.00

Quick links

[All items](#)

To make purchases click on the VIEW PRODUCTS link. This will display a list of products which are available for you to purchase online.

The screenshot shows the TUCASI online payment interface. At the top, there is a navigation bar with links: View products, View basket, Your info, Parents' evening, and Help. Below this is a dropdown menu for 'Selected account'. The main content area is divided into two sections. On the left, 'Account balances' shows 3 items: Breakfast Club (£0.00), Dinner Money (£0.32), and Nursery Xtra Hours (£0.00). Each item has 'View history' and 'View calendar' links. On the right, 'Your basket' is empty. Below the basket, there is a 'Quick links' section with 'All items'.

Name	Actions	Balance	Enter top-up amount
Breakfast Club (Last update from school 08 Dec)	View history View calendar	£0.00	£ 0.00
Dinner Money (Last update from school 13 Jan)	View history View calendar	£0.32	£ 0.00
Nursery Xtra Hours (Last update from school 08 Dec)	View history View calendar	£0.00	£ 0.00

Enter a top-up amount in the box against the product you which to make a payment for then click add to basket.

The screenshot shows the TUCASI online payment interface after adding items to the basket. The 'Account balances' section remains the same. The 'Your basket' section now shows 'Dinner Money' for 'Sean HINDLE' with a total of £1.70. Below the basket, there is a 'Quick links' section with 'All items'.

Name	Actions	Balance	Enter top-up amount
Breakfast Club (Last update from school 08 Dec)	View history View calendar	£0.00	£ 0.00
Dinner Money (Last update from school 13 Jan)	View history View calendar	£0.32	£ 0.00
Nursery Xtra Hours (Last update from school 08 Dec)	View history View calendar	£0.00	£ 0.00

Once you have finished adding items to your basket, click the VIEW BASKET button.

TUCASI

View products View basket Your info Parents' evening Help

Selected account : [dropdown]

Your basket
Payment processor: WorldPay

	Qty.	Name	For	Total
Edit Delete	1	Dinner Money	Sean HINDLE	£1.70
Subtotal:				£1.70

Account balances

Breakfast Club	£0.00
Dinner Money	£0.32
Nursery Xtra Hours	£0.00

Quick links

[All items](#)

[Continue shopping](#) Go back to view products.

[Checkout](#) Pay for the items in your basket.

You will be taken to your shopping basket, where you will see the items that you are purchasing. You can then either click CONTINUE SHOPPING to add more items, or if you have finished shopping click on CHECKOUT to be taken to payments.

TUCASI

View products View basket Your info Parents' evening Help

Selected account : Sean HINDLE - Hayes School

Checkout: Enter payment and contact information
Please confirm your address for payment. This address must be the same as your billing address for your credit/debit card.

Your billing address

First name	[input]
Last name	[input]
Address 1	[input]
Address 2	[input]
Town/city	[input]
County/state/province	[input]
Postcode	[input]
Country	[input]

Tick here to save your details for next time: ☐

[Process payment](#)

Your basket

Dinner Money	Sean HINDLE
Total:	£1.70
Subtotal: £1.70	

[View basket](#)

Account balances

Breakfast Club	£0.00
Dinner Money	£0.32
Nursery Xtra Hours	£0.00

Quick links

[All items](#)

You will then be taken to the payment details page, which should be populated with your personal details, if these are click on PROCESS PAYMENT.

You will then see the World Pay Secure Payments page. Select your card type by clicking on the relevant icon.



WorldPay
Help FAQs Security

Secure Payment Page
Please review your purchase details, then select a payment method to continue.

Select language English

Hayes School
Description
Amount

Purchases at Hayes School (ref 880/5200)
£1.70

Select your payment method

MasterCard Visa Maestro JCB MasterPass V.me by Visa

Cancel

payments powered by **WorldPay** For help with your payment visit the: [WorldPay Help](#).

WorldPay (UK) Limited © 2012

Enter your card details and then click **MAKE PAYMENT**. You will see a confirmation page and receive a receipt via email. If you do not receive a receipt then you have **NOT** been successful at making an online payment and you should log back in and check your payment history and try again.



WorldPay
Help FAQs Security

Secure Payment Page

Select language English

Hayes School
Payment method
Description
Amount

Visa
Purchases at Hayes School (ref 880/5200)
£1.70

Verified by VISA

Card details

* Indicates a required field

* Card number

[Security Code](#)

* Expiry date

* Cardholder's name

Start again **Make payment** **Cancel**

WorldPay (UK) Limited © 2012