

## ONLINE PAYMENTS FOR SCHOOL MEALS

Online payments are being introduced in all schools across North Lanarkshire to provide parents/carers with more convenient and flexible methods of payment for school expenses. This service will also allow pupils to reduce the amount of cash they carry to school and help reduce administration and cash handling in schools. Initially Greenfaulds will introduce the option to pay online for school meals. In the future this will be expanded to other expenses associated with the school e.g. school trips. We will inform you of when this becomes active. Cash and cheque payments can still be made in the same way as at present.

The new safe and secure payment system, called iPayImpact, will be introduced in this school from 25/4/16. The system links directly with the catering management system. As soon as you add funds for school meals, the money will immediately be available for your child/children to spend in the school canteen.

If you set up an online account, whether you pay online or not you will be able to see the balance on your child/children's school meal account and what they have purchased with the funds.

### HOW DO I PAY ONLINE?

#### REGISTER YOUR ACCOUNT

For you to use the online payment service, you need to register with MyAccount, the simple and secure sign-in service for accessing online public services in Scotland. It provides people living in Scotland with the ability to set up an online account and use it - using a single user name and password to access a growing range of online public services.

Go to [www.northlanarkshire.gov.uk/schoolpayments](http://www.northlanarkshire.gov.uk/schoolpayments) and select make a payment. If you already have a myaccount click on the **Sign-In** logo and log in with your MyAccount details. If you don't already have a MyAccount, setting up an online account involves a simple registration process, to do this click on the **Register** logo. Once you've registered by providing a minimal amount of information, including about you and where you live, you'll be sent two emails; one with a username and another with a one-time use password.

**To ACTIVATE your account you need to click on the link provided in this email. You will then be able to Login using the user name and one time use password provided.** Once you sign in, you'll be prompted to create a new password.

Once logged into iPayImpact, you will be asked to enter :

- **Child Account Ref** - enter the reference provided below for one of your children.
- Once you have added the first reference number, you can then **add accounts for your other children** (if you have more than one child at the school)
  - Go to Child Accounts on the menu – your first child will be displayed.
  - Click on the 'Link a New child Account' Button
  - Enter the Child Account Reference number for your other child/children as detailed below,

MAKE A PAYMENT/PURCHASE

- Go to the home page and add items you wish to pay for into the basket
- Proceed to Checkout

You will be directed to the Capita secure payment gateway where you can enter your debit or credit card details. You will receive an email receipt of your payment once it has been authorised.

Should you have any questions on the above, please contact:

The School	School AFA	Telephone 01236 794876
Catering Office	Pamela Ross	Telephone 01236 856477

Yours sincerely

R Bowie  
DHT

## FREQUENTLY ASKED QUESTIONS BY PARENTS/CARERS

### How do I Register my Account

You will have received a letter from your school which gives you Child Account Reference (for your child/ren). This letter will detail how you can access the payments system by going to [www.northlanarkshire.gov.uk/schoolpayments](http://www.northlanarkshire.gov.uk/schoolpayments) and selecting make a payment.

### How do I Link my Child/ren(s) accounts to my Account

If you have more than one child at the school – Login to your account - then

1. Click Child Accounts (from the menu)
2. Enter the Child Account Reference – this will have been provided by the school for your child/ren
3. Click on Find Account and School
4. Click on Link Account
5. If you have more than one child at the school repeat the above process by clicking on Link Another Account.

### How do I View my Child/ren(s) balances, purchases

When you login your Home Page will display all the relevant information for your child/ren.

### How do I make a payment to my child/ren(s) accounts

1. From the Home Page, you can add items to the basket.
2. Then click on the basket.
3. Proceed to checkout and follow the instructions.

### How do I remove items from my Basket?

1. The contents of your Basket can be seen by Clicking on View Basket from the home page.
2. Items in your Basket are displayed and you can:
  - a. Click on the Remove button to remove the items – you will be asked to confirm that you do wish to remove the selected item.
  - b. Click on the Amend button to amend the payment amount to be made for this item.
3. Once you are happy with the Contents of your Basket you can Proceed to Checkout.

### How do I check to see if a Payment has been processed

1. Login to your account
  2. Click on Payment History
  3. Click on Details – this will show all the payments which have been made by you
- You can also check your email for payment receipts which will have been sent to you on the successful processing of your payment.

### I have forgotten my Password/How do I reset my Password

If you have forgotten your password – follow these steps

1. Go to [www.northlanarkshire.gov.uk/schoolpayments](http://www.northlanarkshire.gov.uk/schoolpayments) select make a payment.
2. Click on Login
3. Click on the 'Recover your password' button
4. Enter your Username
5. Enter your valid email address
6. Click on Recover Password

A message will be sent to your email address with instructions on how to reset your password.

Click on the link in the email

You can now enter your new Password and Confirm this by entering it again. Click on Change Password.

You can now login using your new Password.

### Is the site secure

YES. All pages viewed on iPayImpact are encrypted using a 'Secure Socket Layer (SSL) session. SSL is an industry standard and is designed to ensure internet pages and sensitive information are not intercepted. When browsing using an SSL enabled site, you will see a padlock icon visible in your browser. All payments are made through a Payment Gateway which adheres to the highest level of compliance under the Payment Card Industry Data Security Standard (PCI), including stringent fraud screening, SSL encryption and tamperproof data storage. This process is regularly audited by the banks and the banking authorities.

**How do I check or edit my Account details**

1. After logging in to your account choose My Profile from the menu options at the top of the screen
2. You can now update your details
3. Click on Save Your Details once you have finished

**Who should I contact if I have a problem**

Your first line of enquiry should be with your school. They will contact CRB Cunninghams Solutions (the software supplier) on your behalf if they are unable to help. Due to child and data protection directives CRB Cunninghams Solutions are unable to answer parent's queries directly.

**Can I pay the school in cash/cheque?**

Yes the school will still accept payment by cash or cheque.

**My child has left the school how do I obtain a refund?**

You will need to contact the school or school caterer to request a refund. They will be able to refund any credit left on your school meals fund or alternatively they can transfer the balance to a sibling account.