

# A GUIDE TO USING WISEPAY



**To enable you to use WisePay you will need to obtain a username and password from the finance department. If you have not received this then please contact them and ask them to provide you with the information.**

## How to Log In and Make an Online Payment

Please go to The John Warner School's website under the portal links for parents, click on WisePay. You will be taken to your school's payment pages. On the right hand side of your school's payment page, you will see a Login Area.

Please use your personal User Name and Password above to log in.

## Can I Change My Password?

You need to log in for the first time using the User Name and Password given above. However, after you have logged in you are able to change the password given above to one of your choice.

To do this, please go to your 'Wise Account' and then go to 'My Account Detail'. Please follow the on-screen instructions. Please be aware that your email address becomes your User Name if you change your password.

For security purposes, please ensure that your 'Wise Account' password you choose is unique to your 'Wise Account' and that you do not use it for any other login.

## What Can I do on My 'Wise Account'?

Once in your 'Wise Account' you can make payments online. You can also view your payment history by clicking on 'my Wise Account' tab at the top right of the page.

## I have More than One Student at the School

If you have more than one child at the same school, you will receive a User Name and a Password for each child.

You can either choose to keep each account separate or to merge multiple accounts. To do this, go to your Wise Account and at the bottom of the page, go in to 'Merge Accounts'. Please follow the on-screen instructions.

## Who to Contact if you have Any Questions

WisePay has given your school further information to provide to you and this should answer any questions that you may have. Due to data protection and confidentiality considerations, unfortunately, WisePay cannot take questions over the telephone on individual accounts. Therefore, if you do have any questions, please contact the school's finance department who should be able to answer them directly or will channel them to WisePay on your behalf if they cannot.

**We hope you find the WisePay Service of benefit to you.**

### The John Warner School

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