



## GUIDE FOR PARENTS

# MANAGING YOUR SCOPAY ACCOUNT

This Guide provides help with the following

- How to register your child's SCOPAY account
- How to link your child to an existing SCOPAY account
- How to update your billing address
- How to change your login details
- How to change your contact details
- How to reset your password

### Other Guides for Parents

*All parents:*

How to **Make Payments** on SCOPAY

How to Set up **Alerts** (for low balances, new trips and products, Parents' Evening Meetings)

*Parents should check with their school to see which of the following options are available to you:*

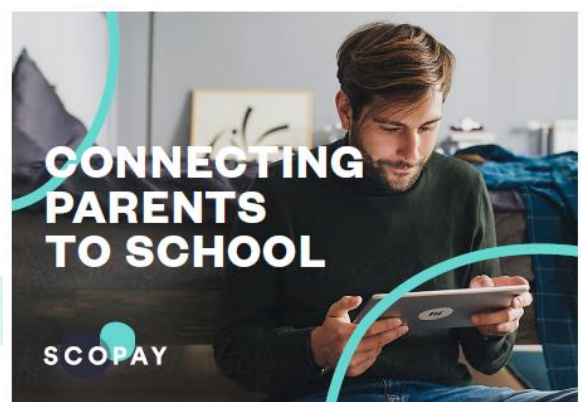
How to **Order Dinners** Online

How to **Book Clubs** Online

How to **Book a Parents' Evening Meeting**

How to **Save Card Details / Recurring Payments**

You might see slight variations to the SCOPAY layout depending on the type and size of screen display you are using.



# HOW TO REGISTER YOUR CHILD'S SCOPAY ACCOUNT

- ❗ If you already have an account for a child at this school or at another school, it is not necessary to create a new account. Simply refer to the section below How to link your child to an existing SCOPAY account.

To enable you to register your child's SCOPAY account you will need a letter or email from your school with a unique Link Code. You will also need an active email address. Once your account is created, you will receive an email with a link which will enable you to verify the account.

## Step 1

Using the letter or email sent to you by your child's school, go to the [www.scopay.com](http://www.scopay.com) website or SCOPAY MobileApp and select

LOGIN



## LOGIN

Email Address

Password

LOGIN

Don't have an account yet? [Register as a new user](#)

[I've forgotten my password](#)

[I can't verify my email address](#)

[Account activation process](#)

[See our frequently asked questions](#)

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Step 2  
Select  
Register as a new user

LET'S  
GET  
STARTED.

## Step 3

### Complete the Login and Registration information

## REGISTER

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:

Confirm new email:

Password:

#### PASSWORD MUST CONTAIN:

- ✗ At least 8 characters
- ✗ At least 1 lower case letter
- ✗ At least 1 upper case letter
- ✗ At least 1 number

Confirm password:

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

Title:

First name:

Last name:

Online link code:

I don't have an online link code [Register without one](#)

### YOUR BILLING ADDRESS

Address 1

Address 2

Town/city

County/state/province

Postcode

Country

CONFIRM

### USEFUL NOTES

Enter your full Email address.

Enter your full email address again to verify that you have typed it correctly.

Enter a Password which contains:

- ✓ At least 8 characters (letters or numbers)
- ✓ At least 1 lower case letter
- ✓ At least 1 upper case (capital) letter
- ✓ At least 1 number

Enter the Password again to verify that you have typed it correctly.

Enter your Title (Mr, Mrs, Miss, Ms, Dr)  
**First name** and **Last name**

Enter the **Online link code** provided by your school (copy and paste the link code if it was emailed to you).

*Note that the Online link code is for one time use only. It is no longer needed once your account has been activated. If you require a second link code for another parent or carer, please contact the school.*

Enter your full **Billing Address**.

The billing address must match the address of the bank card you will use for online payments.

Tap on

CONFIRM

You will receive an email with an activation link. Tap on the link to verify the account. If you don't receive the email, check your Spam or Junk folder.

# HOW TO LINK YOUR CHILD TO AN EXISTING SCOPAY ACCOUNT

- ❶ If you already have a SCOPAY account for a child at this school or at another school, or for yourself if you are staff, it is not necessary to create a new account.

## Step 1

Go to the [www.scopay.com](http://www.scopay.com) website or SCOPAY MobileApp and login with your email address and password

SCOPAY

## LOGIN

Email Address

Password

LOGIN

## Step 2

Tap on **YOUR INFO** at the top right of the screen



BASKET

ALERTS 0

**YOUR INFO**

LOGOUT

## Step 3

Tap on **LINK ACCOUNTS** and enter the Online link code for the new child/pupil

SCOPAY

VIEW PRODUCTS

PARENTS' EVENING

LETTINGS

HELP



BASKET

ALERTS 0

**YOUR INFO**

LOGOUT

MARC ACKROYD ▾

SCOPAY School

## LINK ACCOUNTS

ADDRESS

LOGIN DETAILS

**LINK ACCOUNTS**

PAYMENT HISTORY

ALERT CONFIGURATION

GIFT AID

PAYMENT AGREEMENTS

Please enter the link code of the account to which you would like to create a link. Once be able to access the details of each associated account.

> What is a link code?

Online link code:

LINK ACCOUNT

Once linked, to switch between each child, tap on the child's name at the top of the screen and select another child.

# HOW TO UPDATE YOUR BILLING ADDRESS

❗ The billing address must match the address of the bank card you will use for online payments.

The screenshot shows the SCOPAY app interface. At the top, there's a navigation bar with 'SCOPAY', 'VIEW PRODUCTS', 'PARENTS' EVENING', 'LETTINGS', 'HELP', 'BASKET', 'ALERTS 0', 'YOUR INFO' (highlighted with a red box), and 'LOGOUT'. Below this is a dark header with 'MARC ACKROYD' and 'SCOPAY School'. The main content area is titled 'ADDRESS' and contains a form to update the address. On the left, a sidebar menu lists 'ADDRESS' (highlighted with a red box), 'LOGIN DETAILS', 'LINK ACCOUNTS', 'PAYMENT HISTORY', 'ALERT CONFIGURATION', 'GIFT AID', and 'PAYMENT AGREEMENTS'. The address form includes fields for Title (Mr), First name (Bill), Last name (Ackroyd Smith), Address 1 (62 Graham Road), Address 2, Town/city (Chesterton), County/state/province (Flintshire), Postcode (OX6 1ZG), and Country (United Kingdom). A red dashed line connects the 'YOUR INFO' button to the 'ADDRESS' menu item, and another red dashed line connects the 'ADDRESS' menu item to the address form. Two callout boxes on the right provide instructions: Step 1: Tap on **YOUR INFO** at the top right of the screen; Step 2: Tap on **ADDRESS** Update your address details then tap on **UPDATE ADDRESS**.

**ADDRESS**

Modify your address with the following form.

Title: Mr, First name: Bill, Last name: Ackroyd Smith

Address 1: 62 Graham Road

Address 2:

Town/city: Chesterton

County/state/province: Flintshire

Postcode: OX6 1ZG

Country: United Kingdom

**UPDATE ADDRESS**

**Step 1**  
Tap on **YOUR INFO** at the top right of the screen

**Step 2**  
Tap on **ADDRESS** Update your address details then tap on **UPDATE ADDRESS**

# HOW TO CHANGE YOUR LOGIN DETAILS

The screenshot shows the SCOPAY app interface. At the top, there's a navigation bar with 'SCOPAY', 'VIEW PRODUCTS', 'PARENTS' EVENING', 'LETTINGS', 'HELP', 'BASKET', 'ALERTS 0', 'YOUR INFO' (highlighted with a red box), and 'LOGOUT'. Below this is a dark header with 'MARC ACKROYD' and 'SCOPAY School'. The main content area is titled 'LOGIN DETAILS' and contains a form to change login information. On the left, a sidebar menu lists 'ADDRESS', 'LOGIN DETAILS' (highlighted with a red box), 'LINK ACCOUNTS', 'PAYMENT HISTORY', 'ALERT CONFIGURATION', 'GIFT AID', and 'PAYMENT AGREEMENTS'. The login details form includes a section for 'CHANGE YOUR EMAIL' with a warning: 'Warning: changing your email will end your session, and you will need to verify your new email address before logging in again.' It also has fields for 'Current email: sm@tucasi.com', 'New email:', and 'Confirm new email:'. There's also a section for 'CHANGE YOUR PASSWORD' with fields for 'New password:' and 'Confirm new password:'. A red dashed line connects the 'YOUR INFO' button to the 'LOGIN DETAILS' menu item, and another red dashed line connects the 'LOGIN DETAILS' menu item to the login details form. Two callout boxes on the right provide instructions: Step 1: Tap on **YOUR INFO** at the top right of the screen; Step 2: Tap on **LOGIN DETAILS** Update your login information then tap on **UPDATE**.

**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: sm@tucasi.com

New email:

Confirm new email:

**CHANGE YOUR PASSWORD**

New password:

Confirm new password:

**Step 1**  
Tap on **YOUR INFO** at the top right of the screen

**Step 2**  
Tap on **LOGIN DETAILS** Update your login information then tap on **UPDATE**

# HOW TO CHANGE YOUR CONTACT DETAILS

**i** You will only see the **CONTACT PREFERENCES** option if your child's school has purchased the SCO Communications module and have opted for you to update your own contact details.

The screenshot shows the SCOPAY user interface. At the top, there's a navigation bar with 'SCOPAY', 'VIEW PRODUCTS', 'PARENTS' EVENING', 'LETTINGS', 'HELP', 'BASKET', 'ALERTS 0', 'YOUR INFO' (highlighted with a red box), and 'LOGOUT'. Below this is a header for 'MARC ACKROYD' from 'SCOPAY School'. The main content area is titled 'CONTACT PREFERENCES'. On the left, a sidebar lists various account settings, with 'CONTACT PREFERENCES' highlighted by a red box. The main form area is titled 'Set the preferred method of contact by Tucasi School 3.' and contains fields for 'Email address: mint@tucasi.com', 'Home phone number:', and 'Mobile phone number: 07999 123456'. Under 'Contact preference:', there are radio buttons for 'Email', 'Letter', 'Text message or email' (which is selected), 'Text message', and 'Email or text message'. A red dashed line connects the 'CONTACT PREFERENCES' sidebar item to this section. Two red boxes with text provide instructions: 'Step 1: Tap on YOUR INFO at the top right of the screen' and 'Step 2: Tap on CONTACT PREFERENCES. Update your contact details then tap on UPDATE'. An 'UPDATE' button is at the bottom of the form.

# HOW TO RESET YOUR PASSWORD

This section contains two screenshots with instructional overlays. The left screenshot is the 'LOGIN' page, showing fields for 'Email Address' and 'Password', a 'LOGIN' button, and links for 'Don't have an account yet? Register as a new user' and 'I've forgotten my password' (highlighted with a red box). The right screenshot is the 'LOST PASSWORD?' page, showing an 'Email Address' field, a checkbox for 'I'm not a robot', a reCAPTCHA logo, and 'RESET PASSWORD' and 'BACK' buttons. Red dashed lines and boxes connect the instructions to the relevant UI elements.

**Step 1**  
On the SCOPAY **LOGIN** screen tap on I've forgotten my password

**Step 2**  
Enter your Email Address, tick I'm not a robot and Tap on **RESET PASSWORD**

You will receive an email with a link to reset your password.  
If you don't receive the email, check your Spam or Junk folder.  
If you still don't receive an email ask the school to check which email address you used to create your account.