



## 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:*

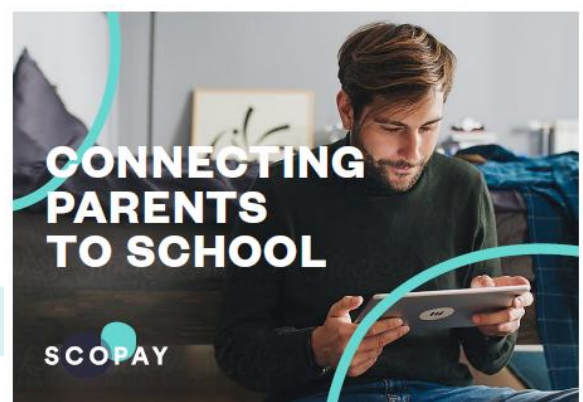
How to Order Dinners Online

How to Book Clubs Online

How to Book a Parents' Evening Meeting

How to Set up Recurring Payments

These instructions apply to parents using a PC or laptop.  
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

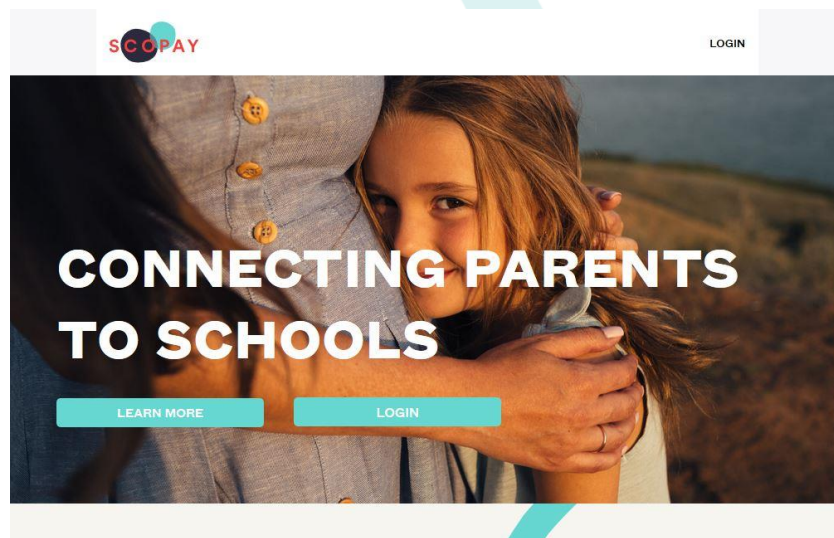
- ❗ If you already have an account for a child at this school or at another school, it is not necessary to create a new account. Simply refer to the section below How to link your child to an existing SCOPAY account.

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 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](#)

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[FAQs](#)

[Privacy policy](#)

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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:

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.

Click on

CONFIRM

You will receive an email with an activation link. Click 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  
website and login with  
your email address and  
password



## LOGIN

Email Address

Password

LOGIN

## Step 2

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



BASKET

ALERTS 0

**YOUR INFO**

LOGOUT

## Step 3

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



VIEW PRODUCTS

PARENTS' EVENING

LETTINGS

HELP



BASKET

ALERTS 0

**YOUR INFO**

LOGOUT

MARC ACKROYD

Tucasi School 3

## LINK ACCOUNTS

ADDRESS

LOGIN DETAILS

**LINK ACCOUNTS**

PAYMENT HISTORY

ALERT CONFIGURATION

CONTACT PREFERENCES

GIFT AID

PAYMENT AGREEMENTS

Please enter the link code of the account to which you would like to 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, click  
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.

[VIEW PRODUCTS](#) [PARENTS' EVENING](#) [LETTINGS](#) [HELP](#)  [BASKET](#) [ALERTS 0](#) **YOUR INFO** [LOGOUT](#)

**MARC ACKROYD**  
Tucasi School 3

**ADDRESS**

**ADDRESS**

LOGIN DETAILS  
LINK ACCOUNTS  
PAYMENT HISTORY  
ALERT CONFIGURATION  
CONTACT PREFERENCES  
GIFT AID  
PAYMENT AGREEMENTS

Modify your address with the following form.

Title	First name	Last name
<input type="text" value="Mr"/>	<input type="text" value="Bobby"/>	<input type="text" value="Ackroyd"/>

Address 1

Address 2

Town/city

County/state/province

Postcode



Country

[UPDATE ADDRESS](#)

**Step 1**  
Login to  
[www.scopay.com](http://www.scopay.com)  
Click on **YOUR INFO**  
at the top right  
of the screen

**Step 2**  
Click on **ADDRESS**  
Update your address  
details  
then click on  
[UPDATE ADDRESS](#)

# HOW TO CHANGE YOUR LOGIN DETAILS

[VIEW PRODUCTS](#) [PARENTS' EVENING](#) [LETTINGS](#) [HELP](#)  [BASKET](#) [ALERTS 0](#) **YOUR INFO** [LOGOUT](#)

**MARC ACKROYD**  
Tucasi School 3

**LOGIN DETAILS**

**LOGIN DETAILS**

ADDRESS  
LINK ACCOUNTS  
PAYMENT HISTORY  
ALERT CONFIGURATION  
CONTACT PREFERENCES  
GIFT AID  
PAYMENT AGREEMENTS

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: mint@tucasi.com

New email:

Confirm new email:

**CHANGE YOUR PASSWORD**

New password:

Confirm new password:

**CHANGE YOUR NAME**

Current name: Mr Bobby Ackroyd

**Step 1**  
Login to  
[www.scopay.com](http://www.scopay.com)  
Click on **YOUR INFO**  
at the top right  
of the screen

**Step 2**  
Click on **LOGIN DETAILS**  
Update your  
login information  
then click 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.

**SCOPAY** VIEW PRODUCTS PARENTS' EVENING LETTINGS HELP BASKET ALERTS 0 **YOUR INFO** LOGOUT

**MARC ACKROYD**  
Tucasi School 3

**CONTACT PREFERENCES**

ADDRESS  
LOGIN DETAILS  
LINK ACCOUNTS  
PAYMENT HISTORY  
ALERT CONFIGURATION  
**CONTACT PREFERENCES**  
GIFT AID  
PAYMENT AGREEMENTS

Set the preferred method of contact by Tucasi School 3.

Email address: mint@tucasi.com  
Home phone number:  
Mobile phone number:  
**07999 123456**  
Contact preference:  
☐ Email  
☐ Letter  
☒ Text message or email  
☐ Text message  
☐ Email or text message

**UPDATE**

**Step 1**  
Login to  
www.scopay.com  
Click on **YOUR INFO**  
at the top right  
of the screen

**Step 2**  
Click on  
**CONTACT PREFERENCES**  
Update your contact  
details then click on  
**UPDATE**

# HOW TO RESET YOUR PASSWORD

**SCOPAY**

**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

**Step 1**  
On the www.scopay.com  
**LOGIN** screen click  
I've forgotten my password

**Step 2**  
Enter your Email Address,  
tick I'm not a robot and  
click **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.

**SCOPAY**

**LOST PASSWORD?**

Enter your email address, tick the checkbox  
below and click 'Reset password'. You will  
receive an email containing instructions.

Email Address  
**I'm not a robot** reCAPTCHA Privacy - Terms  
**RESET PASSWORD** **BACK**