

WisePAY online payments system instructions for parents

Please take time to read through these instructions and access your account, as this is the method by which we will ask you to make payments for trips and visits, workshops and school meals throughout your child's time at Oakfield. WisePAY is very quick and straightforward to use, and office staff are on hand to help you with any queries relating to your account.

- **Access to your account should always be made via the Oakfield website.** Please do not use the WisePAY app as we have had connectivity issues with this in the past.
- To access WisePAY please click on this link:

[WisePAY access on Oakfield Website.](#)

- Use your personal User Name and Password, (sent to you on a separate WisePAY auto-generated email) to log in.
- **Can I Change My Password?**
You need to log in for the first time using the User Name and Password you have been given. However, after you have logged in you are able to change the password to one of your choice. To do this, please go to 'Change Password' and 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. WisePAY recommends that you change the password issued above to your own password.
- **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.
- **Who to Contact if you have Any Questions**
WisePAY has given Oakfield 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 office. If we cannot answer your query we will channel them to WisePAY on your behalf.

What you will see when you log in:

The screenshot shows the WisePay interface. At the top is the school's banner with the text "Oakfield Junior School" and "Welcome to your account" followed by a redacted box. Below this is a navigation bar with links: "My Merged Accounts", "My Wise Account", "My Contact Information", "Change Password", "Log Out", and "Dashboard". A link for "> Merge an Account" is also visible. The main content area displays "Your Catering Balance" with a redacted box and a "Top Up" button. A notice dated "08 September 2022" explains a technical issue with the Opayo gateway. At the bottom, there are four categories with representative images: "Trip and Visit Payments" (a red pushpin on a map), "Food and Drink Payments" (a bowl of fruit), "Donations" (a hand dropping a coin into a piggy bank), and "Clubs and Activities" (a soccer ball and a shoe).

Trips, workshops and Residential are viewed via the 'Trips and Visit Payment' tabs. Trips are usually listed 2-4 weeks before the event takes place, and we ask for payment prior to the event.

Year groups 4, 5 and 6 usually attend a residential, for which we will give you as much notice as possible. Residential are payable in 3 or more instalments.

For those whose children are receiving school meals, you can test your new Wisepay account by making a school meal payment. To do this, click on the 'Food and Drink Payments' icon.

We request that school meal accounts are kept topped up with payment at least one week in advance. You may at this stage choose to pay for 2 weeks of meals, or for the half-term. As you will see there are various options on the school meals menu to choose from.

WisePay



Welcome to your account for .

Home My Merged Accounts My Wise Account My Contact Information Change Password Log Out Dashboard << Back

School Meals Payments 2022/23 (Please Use)



This facility allows you to pay your child's dinner money online using your credit or debit card.

[Please click here to view your Dinner Money Report](#)

Price - £ 13.00
(The price will be calculated based on the options you select below)

PLEASE NOTE WE REQUIRE ONE WEEK NOTICE IN WRITING TO THE SCHOOL OFFICE, TO CHANGE DINNER OPTIONS.

Please select from the options below

<input checked="" type="radio"/>	£ 13.00 -	Pay for one week @ £2.60 per day
<input type="radio"/>	£ 26.00 -	Pay for two weeks @ £2.60 per day
<input type="radio"/>	£ 91.00 -	Lunch payment for Autumn Term Part 1 @£2.60 per day (5/09/22 - 21/10/2022) <i>Pls adjust your payment to make allowances for any day or residential trips your child may be attending.</i>

Merged accounts for 2 or more pupils

If you have more than one child at Oakfield we recommend that you merge your accounts, so you can make payments for all your children via the same login. To do this, log into the account of your youngest child at Oakfield (this will be your master account) click on the 'My Merged Accounts' Icon on the blue bar and select 'Merge an account'. You will need to have the login details for your other wisePAY accounts to hand. Then simply follow the on screen instructions to merge your accounts.

The screenshot shows the Oakfield Junior School account interface. At the top, there is a banner with the school's name and a tree illustration. Below the banner, a welcome message says "Welcome to your account for [redacted]". A navigation bar contains links: Home, My Merged Accounts, My Wise Account, My Contact Information, Change Password, Dashboard, and Log Out. The main content area is titled "Merge An Account" and includes three dropdown menus: "Payments, Balances and Messages", "Merged Accounts", and "Your Details". Below these are instructions: "On this screen you can merge other accounts that you have usernames and passwords for. This will allow you to see other student accounts that you have merged, under one master account." and "The account that you are currently logged into will become your master account." A prompt asks the user to "Please enter the user name and password for the account that you would like to merge." There are two input fields: "User Name" (with a redacted value) and "Password" (with masked characters). A blue button labeled "Find Student Account" is positioned at the bottom right of the form area.

Donations

We request voluntary donations to our School Fund at the start of each term which helps cover the costs of curriculum enrichment in each year group to fund things such as art supplies, maths and reading tools. To make a donation to School Funds, please click on the 'Donations' icon on your main screen. Our donation option for this term will be live on your account within the next week.



Donations