



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:

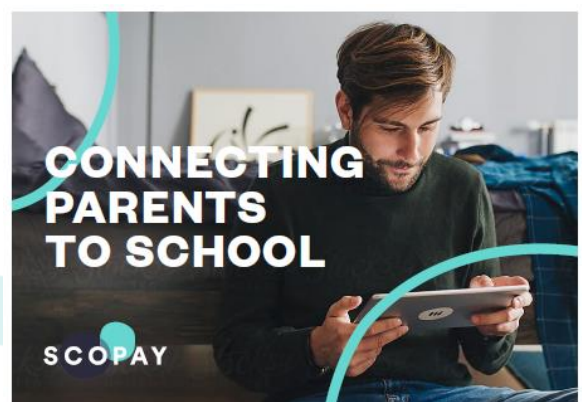
How to **Order Dinners** Online

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 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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[FAQs](#)

[Privacy policy](#)

[Terms and conditions](#)

[Resubscribe](#)

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 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. A red box highlights the 'ADDRESS' menu item. A red dashed line also connects the 'ADDRESS' menu item to the 'UPDATE ADDRESS' button at the bottom of the form.

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 'UPDATE' button at the bottom of the form. A red box highlights the 'LOGIN DETAILS' menu item.

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 is a sidebar menu with options: ADDRESS, LOGIN DETAILS, LINK ACCOUNTS, PAYMENT HISTORY, ALERT CONFIGURATION, **CONTACT PREFERENCES** (highlighted with a red box), GIFT AID, and PAYMENT AGREEMENTS. 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:', 'Mobile phone number: 07999 123456', and 'Contact preference:' with radio buttons for 'Email', 'Letter', 'Text message or email' (selected), 'Text message', and 'Email or text message'. An 'UPDATE' button is at the bottom. Two red dashed lines indicate the flow: one from 'YOUR INFO' to the 'CONTACT PREFERENCES' section, and another from the 'CONTACT PREFERENCES' section to the 'UPDATE' button.

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

Step 2
Tap on
CONTACT PREFERENCES
Update your contact
details then tap on
UPDATE

HOW TO RESET YOUR PASSWORD

The first screenshot shows the SCOPAY 'LOGIN' page. It has fields for 'Email Address' and 'Password', a 'LOGIN' button, and a link 'Don't have an account yet? Register as a new user'. A red dashed line connects the 'LOGIN' button to the 'LOST PASSWORD?' page. A red box highlights the link 'I've forgotten my password' below the login button. A red dashed line also connects this link to the 'LOST PASSWORD?' page.

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.

The second screenshot shows the SCOPAY 'LOST PASSWORD?' page. It has a title 'LOST PASSWORD?', a text prompt 'Enter your email address, tick the checkbox below and click 'Reset password'. You will receive an email containing instructions.', an 'Email Address' field, a checkbox 'I'm not a robot', a reCAPTCHA logo, and 'RESET PASSWORD' and 'BACK' buttons. Red boxes highlight the 'Email Address' field, the 'I'm not a robot' checkbox, and the 'RESET PASSWORD' and 'BACK' buttons.