

**INTERNET PAYMENTS
USER INSTRUCTIONS**

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1. **Connect to the Internet payments website**

- Load your Internet browser (*this might be Internet Explorer or Mozilla Firefox*).
 - To allow you to use the school Internet Payment website you **must** have 'cookies' enabled. (A cookie is a file that is stored on your computer. It contains the address of the Web site and codes that your Internet browser sends back to the Web site each time you visit a page there. Cookies do not usually contain personal information.) You only have to carry out this procedure once. The following website gives instructions on how to enable cookies in your web browser: <http://www.google.com/cookies.html>
 - After you have enabled cookies, enter the website address supplied by your child's school.
 - Click on Create New Account
 - Enter a user name and password, The user name must be a valid email address
 - Enter the Pupil Link Code that has been supplied by the school. You will be provided with a Pupil Link Code for each child you have at the school, but should enter only one at this stage as the others will be entered within the website.
 - Enter your billing address details (these need to match the address on the credit/debit card that will be used for making online payments).
 - Click on Confirm.
 - Login with your email address and password
 - The **Summary** screen for your child is displayed.
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2. **Select a pupil**

Your child's name is displayed on the screen. If you wish to make a payment against a sibling, select them from the **Current pupil** drop down box.

To add a sibling see section 6 *View/amend your account details*.

3. *Make your purchases*

To navigate to the item you want to make a payment against, either use the Quick Links on the right hand side of the screen or scroll down to relevant item. You can also collapse and expand the item groups to view

Trips/Events/Music Tuition payments

- Click on **Trips/Events/Music Tuition/School Meals** to display ones that your child is currently selected for, together with amounts **Owing** and **Paid**.
Trip/events/Music Tuition payments will not be displayed if they are not available to your child.
 - To make a trip payment, enter an amount in the **Enter payment amount** field. Click on **Add to Basket**. This will appear in your basket (top right hand side)
 - Some **Trips/Events/Music Tuition** may have (Optional) next to them. These are for events your child is eligible to attend if you would like them to
 - Click on a trip name, etc. to view details of the trip including any relevant notes entered by the school. Depending on school procedure, it may also include **Trip check boxes** to allow you to give permission, on line, for your child to attend a trip. Click **Save** to save any changes made on this screen.
 - Click on **View History** to display all payments made against this trip using the Internet, cash or cheque.
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4. *Proceed to checkout*

- Click on **Checkout**. The contents of **Your Basket** will be displayed.
 - Click on **Edit** to edit items selected for purchase, if required.
 - Click on **Back** to continue shopping.
 - Click on **Checkout** to place the order and enter the payment details.
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5. *Enter payment and contact information*

a. Billing address

The **Billing Address** should match the details entered on sign-in. Change any information if necessary.

The address must match the billing address for your credit/debit card.
Emails will be sent to the email address entered to:

- Confirm payment by Bank.
- Confirm order and items purchased.

- Click on **Place Order**.

b. Hampshire County Council ePayments System

The Hampshire County Council ePayments System – Purchase summary is displayed.

The screenshot shows the 'Purchase summary' page on the Hampshire County Council website. At the top, there are logos for Hampshire County Council and Hantsweb (www.hants.gov.uk). A navigation bar includes links for 'Hantsweb home', 'Search', 'Contact Us', 'A-Z of Hantsweb', 'Services', and 'Help'. The main heading is 'Hampshire County Council ePayments System - Purchase summary'. Below this is a 'Proceed' button. The 'Purchase Details' section shows a 'Purchase Description' of 'Your purchases' and an 'Amount' of '155.20'. The 'Personal Details' section lists 'Name' as 'James Smith' and 'Email ID' as 'jsmith@myemail.com'. The 'Address details' section shows 'Address' as 'The Road The City Hampshire'. A second 'Proceed' button is located at the bottom of the form.

- Click on **Proceed**.

c. Secure Payment Page

- Select the required **currency (must be sterling)**.
- Select your **card type**.

The screenshot shows the 'Secure Payment Page' on the Hampshire County Council website. At the top, there are logos for Hampshire County Council and Hantsweb (www.hants.gov.uk). A navigation bar includes links for 'Hantsweb home', 'Search', 'Contact Us', 'A-Z of Hantsweb', 'Services', and 'Help'. The main heading is 'Secure Payment Page'. Below this is a red warning message: 'TEST MODE - this is not a live transaction'. A prompt asks the user to 'Select a card or payment to proceed to the next page.' The 'Choose currency' dropdown menu is set to '£155.20 (Pounds Sterling)'. The 'Hampshire County Council' logo is displayed, followed by a 'Description' of 'Your purchases' and an 'Amount' of '£155.20'. A section titled 'Select your payment method' features icons for MasterCard, Maestro, JCB, and Solo. A 'Cancel' button is located at the bottom right of this section. At the bottom of the page, it states 'payments powered by WorldPay' and provides information about WorldPay being part of the Royal Bank of Scotland Group, with a link to 'WorldPay Help'. A footer note says 'Hantsweb® is your comprehensive gateway to information on Hampshire - for residents and visitors alike.'

- Enter your Card Details.

Hampshire County Council
 Payment Method: MasterCard
 Description: Your purchases
 Amount: £155.20

Card Details

You must fill in fields marked with *

* Card number: 5500000000000004
 * Security code: [] [] [] [] [] []
 * Expiry Date: 02 / 2009
 * Cardholder's Name: James Smith

START AGAIN MAKE PAYMENT

Refunds and Returns
 For more information visit our [refund and returns policy](#).

WorldPay is part of the Royal Bank of Scotland Group.
 For help with your payment visit the: [WorldPay Help](#).

- Click on **ADD TO BASKET**.

Confirmation of your payment is displayed.

Hampshire County Council

James Smith

Thank you for your payment of £155.20 for Your purchases.

If there was a problem making your payment, please contact [WorldPay](#) or your bank.

For other queries about your transaction please email esupport@tucasi.com

Please return to [School Internet Payments Site](#)

Thank you, your payment was successful
 Merchant's Reference: **60051**
 WorldPay Transaction ID: **5219030**

Please contact WorldPay immediately if there has been a problem making your payment.

[Hantsweb](#)® is your comprehensive gateway to information on Hampshire - for residents and visitors alike.

- Click on [School Internet Payments Site](#).

Your order will be displayed.

You will receive email confirmation to the address provided by you:

1. to confirm the payment from your bank
2. to confirm the items purchased.

6. *View/amend your account details*

- Click on **Your Account**.
 - Your child's **Order History** is displayed.
 - Click on an **Order Number** to display the details of that order.
 - Click on **Addresses** to view/amend the Billing Address details.
 - Click on **Email/Password** to amend the account login information.
 - Click on **Link Pupils** to link Sibling accounts. If a parent has more than one child at the school, the parent can use one SCO Internet Payment account to view account details and make payments for all their children. Each child is issued with a link code, enter this code and click on Link account.
 - Click on **Logout** to exit the Internet payment system or select **Logout** at the top right of the screen.
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7. *Forgotten your password?*

- Load your web browser and enter the website address supplied by your child's school.
 - On the login screen enter your current e-mail address only and click "Reset Password" (under the words "Lost Password?")
 - On the next screen again type in your current email address and click "Reset Password"; this will then trigger your authority for a new password to be created.
 - You will receive an email with your password details, normally within 24 hours.
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**For further enquiries, or to cancel an Internet payment,
please contact the Finance Department at your school.**