



## LRGS Online Payment System - Wisepay

### **WHAT IS WISEPAY?**

WisePay is a secure online payment service that allows parents and guardians (and extended family members), to make payments to LRGS using their debit or credit cards. Payments can include dinner money, trips, tickets, book purchases, events or music payments.

### **WHAT ARE THE ADVANTAGES OF USING WISEPAY?**

Using your debit or credit card, payments to your school can be made conveniently from home, office, or anywhere that has an internet connection. Payments can be made 24/7. You do not have to wait until the office is open and you do not have to write cheques or find cash. Furthermore, at any time you can see your payment history in your "Wise Account". Additionally, you can track every transaction that you make - again 24/7.

Your Wise Account also allows you to see your balances at anytime. This is particularly useful for a school trip that you are paying on instalments or for school meal balances. You no longer have to call us to ask about your balance or wait for a statement to arrive - you can see this information anytime at your convenience.

### **WHAT HAPPENS TO MY MONEY?**

All money that you pay goes directly and immediately to the LRGS bank account. WisePay does not take or hold any of your money at all.

### **IS WISEPAY EASY TO USE?**

WisePay is extremely easy to use. It's visual and simple instructions are very quick and easy to follow, even for anyone who has never made an online payment or purchase before.

### **HOW DO I LOGIN TO WISEPAY?**

To log into Wisepay go to [www.lrgs.org.uk/login](http://www.lrgs.org.uk/login) and click on the Wisepay button and enter your username and password.

### **HOW DO I GET MY USERNAME AND PASSWORD?**

The nominated contact for all new starters are sent an e mail on the first day of the school year which gives them their own unique username and password.

### **THE PASSWORD I HAVE BEEN GIVEN IS TOO COMPLICATED TO REMEMBER. WHAT DO I DO?**

Having logged in using the password you received in your e mail you can change it to something more memorable by clicking on the change password button and following the on screen instructions. Once you have changed your password your username will automatically become your e mail address.

### **WHAT IF I FORGET MY PASSWORD?**

Click on the forgotten password button and an automated e mail will be sent to you to reset your password.

### **I STILL CAN'T LOGIN DESPITE FOLLOWING THE INSTRUCTIONS ABOVE. WHAT DO I DO?**

Contact the school, details below, who will send a reminder or a link to reset your password.

**HOW LONG DO THE PAYMENTS TAKE TO REACH MY SCHOOL?**

All online payments are made in real time, so the payment will be credited to your account instantly.

**WHAT CREDIT OR DEBIT CARDS CAN I USE?**

Payments to LRGS through WisePay can be made with all well known credit or debit cards. All cards that you would use in any high street stores can be used.

**IS MY PAYMENT AND THE PAYMENT SITE SECURE?**

Yes. All pages viewed on WisePay are encrypted using a Secure Socket Layer (SSL) session.

**WHO CAN SEE MY CARD DETAILS?**

Neither WisePay nor LRGS can see or has access to any of your card details. Your card details are never stored by WisePay.

**HOW DOES MY SCHOOL KNOW I HAVE PAID?**

The finance team and trip organisers are notified that you have made a payment. They know which student the payment is for, how much has been paid and the item(s) that you have paid for.

**WILL I GET A RECEIPT FOR MY PAYMENT?**

Yes, you will automatically receive a receipt directly to your email address for every payment that you make.

**HOW DO I VIEW MY TRANSACTIONS?**

Once logged in to your account, you can access your "Wise Account". Just click on the "Wise Account" tab on the top right of the screen. From here you can see all your transaction history, view meal account balances (if relevant) and change some of your account details, such as email address or telephone number. You can also change your password from here.

**HOW ARE PAYMENTS MADE TO CHARTWELLS THE SCHOOL'S CATERING CONTRACTORS?**

The online payments that you make will go directly to Chartwells rather than to LRGS. All payments that you make will still show up on your account immediately in real time and you will see the transaction history in your Wise Account in the same way as all other transactions.

**WHAT ARE THE LINKS TO THE SYSTEM USED IN THE DINING HALLS?**

WisePay automatically links to the school canteen tills. Therefore, if you make an online payment using WisePay for meals, the payment details will be carried with your son and be available to spend at the tills when they wish to make a purchase.

WisePay displays purchases made in the dining hall, together with the cost of the purchases and the remaining credit available on your son's school meal balance. WisePay receives this data from the tills at the end of each day.

**WHO DO I CONTACT IF I HAVE ANY FURTHER QUESTIONS?**

For problems when logging in or for password or user name reminders contact Louise Pearson via email [lpearson@lrqs.org.uk](mailto:lpearson@lrqs.org.uk)

Queries regarding music payments contact Yvette Price via email [vprice@lrqs.org.uk](mailto:vprice@lrqs.org.uk)

For other queries contact Catherine Lodge via e mail [clodge@lrqs.org.uk](mailto:clodge@lrqs.org.uk)