



# 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

① 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 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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## 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.

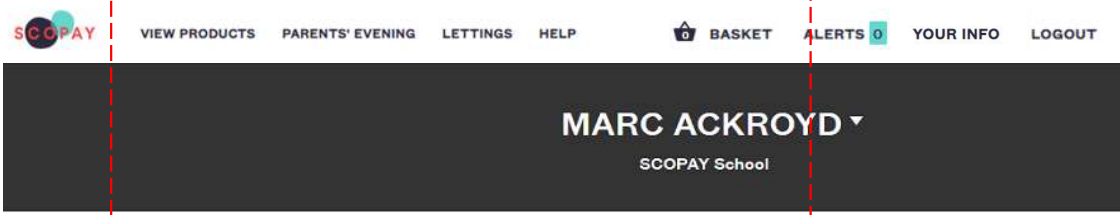
**Step 1**  
Go to the [www.scopay.com](http://www.scopay.com) website or SCOPAY MobileApp and login with your email address and password

The image shows the SCOPAY LOGIN page. At the top is the SCOPAY logo. Below it is the word "LOGIN" in large, bold, black letters. There are two input fields: "Email Address" and "Password". Below the fields is a teal button labeled "LOGIN".

**Step 2**  
Tap on **YOUR INFO** at the top right of the screen



**Step 3**  
Tap on **LINK ACCOUNTS** and enter the Online link code for the new child/pupil



## 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?](#)

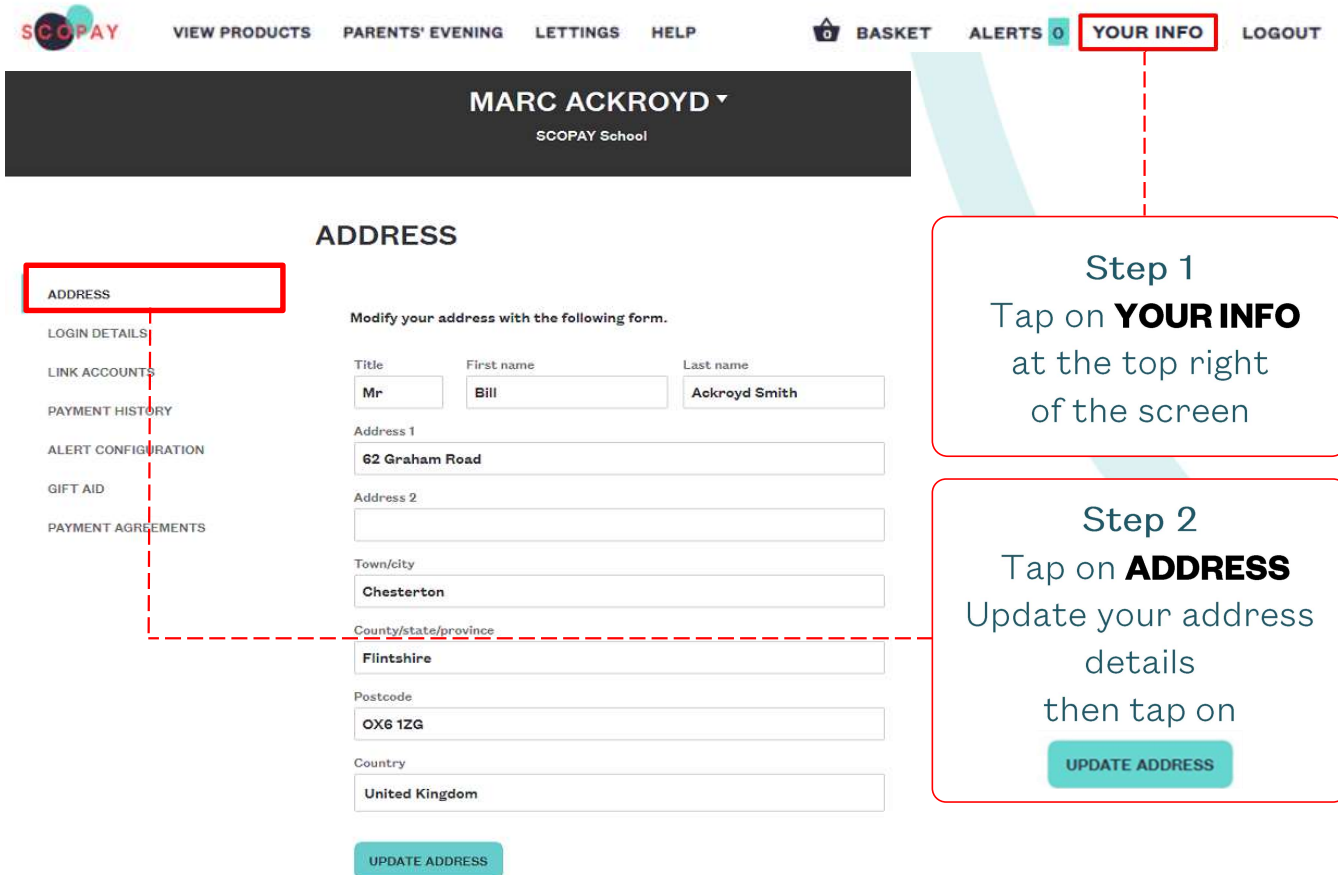
Online link code:


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.



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

**MARC ACKROYD**   
SCOPAY School

### ADDRESS

Modify your address with the following form.

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

ADDRESS

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

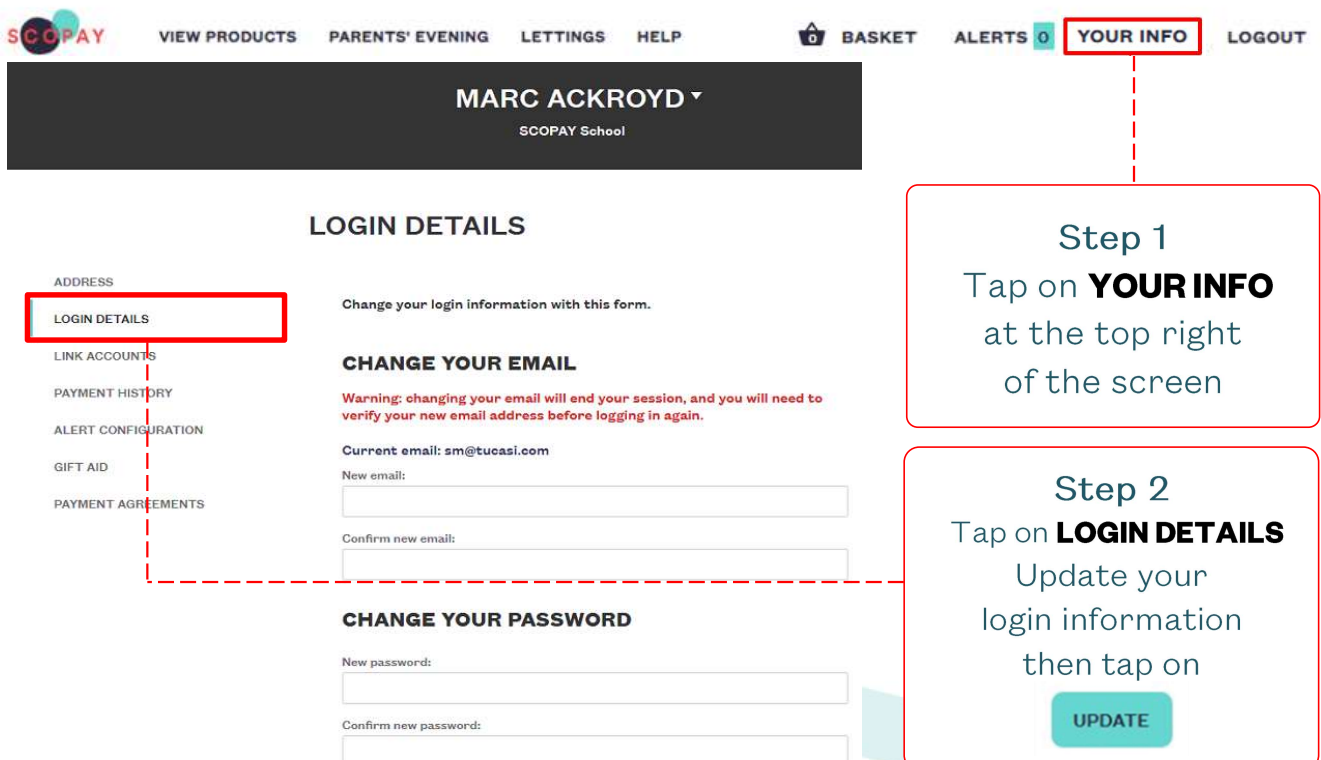
Country: United Kingdom


UPDATE ADDRESS


**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



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

**MARC ACKROYD**   
SCOPAY School

### LOGIN DETAILS

Change your login information with this form.

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

**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: sm@tucasi.com

New email:

Confirm new email:

**CHANGE YOUR PASSWORD**

New password:

Confirm new password:

UPDATE

**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 is a navigation bar with 'SCOPAY', 'VIEW PRODUCTS', 'PARENTS' EVENING', 'LETTINGS', 'HELP', 'BASKET', 'ALERTS 0', 'YOUR INFO', and 'LOGOUT'. Below this is a header for 'MARC ACKROYD' at 'SCOPAY School'. The main content area is titled 'CONTACT PREFERENCES' and includes a sidebar with options like 'ADDRESS', 'LOGIN DETAILS', 'LINK ACCOUNTS', 'PAYMENT HISTORY', 'ALERT CONFIGURATION', 'CONTACT PREFERENCES', 'GIFT AID', and 'PAYMENT AGREEMENTS'. The 'CONTACT PREFERENCES' option is highlighted with a red box. 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:', and 'Mobile phone number: 07999 123456'. There are radio buttons for 'Contact preference' with options: 'Email', 'Letter', 'Text message or email' (selected), 'Text message', and 'Email or text message'. A red dashed line connects the 'CONTACT PREFERENCES' sidebar item to the form. A red box highlights the 'YOUR INFO' link in the top navigation. Another red box highlights the 'CONTACT PREFERENCES' sidebar item. A third red box highlights the 'UPDATE' button at the bottom of the form.

**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 screenshot shows the SCOPAY 'LOST PASSWORD?' page. It features the SCOPAY logo at the top left. Below the logo is the 'LOGIN' section with 'Email Address' and 'Password' input fields and a 'LOGIN' button. A red dashed line connects the 'LOGIN' section to the first step. Below the login section is a link: 'Don't have an account yet? Register as a new user'. A red box highlights the 'I've forgotten my password' link. Below this is a link: 'I can't verify my email address'. The main content area is titled 'LOST PASSWORD?' and contains the text: 'Enter your email address, tick the checkbox below and click 'Reset password'. You will receive an email containing instructions.' Below this text is an 'Email Address' input field. Below the input field is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. At the bottom, there are 'RESET PASSWORD' and 'BACK' buttons. A red dashed line connects the 'LOST PASSWORD?' section to the second step.

**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.*