



**One account for all your family**

The simplified design groups meal credits, items for payment, school information and communications into a single tab for each of your children. At a glance, you can immediately see each child's current meal balance

**Quick links**

We've made it easy to get to key information, like statements (**My Account**), or copies of school communications (**Communication**) and you can easily update your contact details (**Profile**) and alert preferences

**Top-up and pay**

You now top-up a single balance, giving you flexibility to pay when required. Initially your balance **will be set at £0**, once you have topped up, you can pay for whatever you need to. **Rest assured, any previous credit will still be available**

## Guidance Information - getting you up and running quickly!

The new design of the system enables you to top up, hold a balance on your account and then make payments as and when required. This means that you can easily budget your school costs by topping up an amount in advance, allowing you to pay for regular items such as school meals whilst putting money aside for less frequent items such as trips.

While you are getting used to things, we have provided some guidance notes below to help you with typical scenarios.

### I need to check my text message balance or add text message

1. From the menu select *Profile Settings > Text message balance*
2. Your current balance will be displayed
3. If you wish to add credit to your text message balance, select *Add credit now*
4. Enter the amount you want to add to your text balance and select *Pay now*

**Note:** Text balance credits are limited to between a minimum payment of £2.40 and maximum of £9.00

## I need to pay for something now!

1. Select the tab of child you wish to make a payment for or click *Pay for items* button
2. Find the item you wish to pay for and select *View details and pay*
3. Enter the amount that needs to be paid and select *Pay now*
4. Check the details and commit by selecting *Confirm payment*
5. If you have not yet topped up your account, you will likely receive an *Insufficient funds* notification. Select the *Top up My Account* button and either choose an amount listed or enter the amount you wish to add. Once you complete the top up, you can complete the payment and you will receive a confirmation message on screen.

## Getting refunds and making withdrawals

Schools, Caterers, Local Authorities and other establishments can now refund directly back to My Account, which you can choose to spend on other items.

If you are unlikely to use this credit for any of your children's payments, there is an option to withdraw the funds.

1. From the menu select **My Account**
2. On the **Statements** screen select **Withdrawals** (at the bottom of the statement)
3. Enter the amount that you wish to withdraw and select **Withdraw**

**Note:** you are limited to 3 withdrawals within a 3 month period with a minimum withdrawal amount of £2.00.