

Appendix

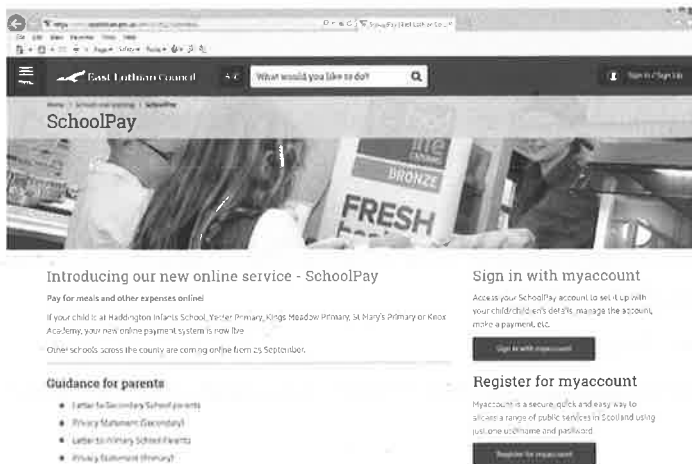
Setting up your SchoolPay account

East Lothian Council works with mygovscot myaccount, the simple and secure sign-in service for accessing online public services in Scotland, supported by the Scottish Government. Myaccount lets people living in Scotland set up an online account and use it – using a simple user name and password – across a range of online public services.

After setting up your own myaccount, you then need to use that user name and password to log into SchoolPay. You will then register / confirm the name of your child/child(ren) in SchoolPay following the steps described below.

If you already have a myaccount, you can go straight to setting up SchoolPay.

1. Go to www.eastlothian.gov.uk/SchoolPay



2. If you already have a myaccount click on Sign in with myaccount (go to step #4).
3. If you don't have a myaccount click on Register for myaccount:
 - Complete the information requested within myaccount.
 - Myaccount will send a "validation" email with a one-time password to log-in to your new myaccount.
 - Once validated your myaccount registration is complete.
 - Go to www.eastlothian.gov.uk/SchoolPay and Sign in with myaccount.
4. Logging into SchoolPay for the first time you will require to:
 - Enter the unique Child Account Ref from the first page of your registration letter into the box which will be marked Account Ref* .
 - Click "Find Account and Establishment".
 - Click "Link Account".

Link Account

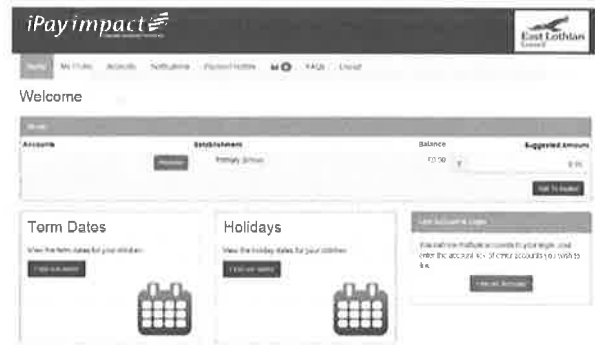
Please enter the account key of the account you wish to link. You should have received this from your establishment. Note: it is case-sensitive, so please enter it exactly as indicated on the correspondence.

Account Ref *

Establishment

5. You should now be able to see the Home page where you can find:

- your child's details ("Accounts")
- you can pre-order meals.
- top up balances and see payment history.
- pay money into funds for trips.



When you are making a payment, you will be transferred to the Council's secure Income Management System, provided by Capita PLC to complete your payment by entering your credit or debit card details. There is a helpful feature in the system where you can have the card you regularly use remembered for the next time you need to pay or you can enter your card details each time.

Adding additional children and information to your account

Once you have completed steps above to create your account, you can add further information such as the details of your other children who are at school in East Lothian.

1. LOGIN to your SchoolPay account.
2. To add a child(ren) from the Home Page click "Link an Account".
 - a) Enter the Child Account Reference for your other children provided in their letter.
 - b) Click Find Establishment and Account.
 - c) Click the Link Account button.
3. If necessary, from the Home Page go to "My Profile" to update your personal information and save.

How to make payments for school meals, trips, uniforms etc

1. LOGIN to your SchoolPay account.
2. From the Home Page you can navigate to pre-order food or find trips to add into your shopping basket.
3. Proceed to Checkout once you are ready to pay.
4. You will be directed to East Lothian Council's secure payment gateway where you can enter your debit or credit card details to complete your transaction.
5. You will receive an email receipt of your payment once it has been authorised.

For information and to see Frequently Asked Questions, visit
www.eastlothian.gov.uk/SchoolPay