

School Money – Hints and Tips

Hints and Tips for parents – A brief guide to paying for your child’s school dinners and items

How do I log into my account?

There are 2 ways to managing your child’s school money account.

1. www.schoolmoney.co.uk

This is a website. To log into your account you will need your mobile number, email address and the password your school have sent to you. Click on login in the top right hand corner of the screen, then click the parent link. This will send you to our login page. Fill out the details and select log in.



2. Teachers2Parents mobile app

This is an apple or android app. Download the Teachers2Parents app onto your device through your relevant app store. Once opened, a screen will pop up, this screen will ask you to register your mobile phone number. This number must match the mobile number we have stored on school records for your child. After your mobile number has been entered you will be asked for a verification code. This will be sent to the mobile number you entered. If your email isn't registered with School Money, a second screen may pop up. This will ask you to confirm your email address so that when you make a payment a receipt can be sent out to you.



To navigate the app, use the menu located in the left hand corner of the screen.

The School hasn't sent me a password, what do I do?

If you do not have a password or you forget it, then you will need to contact the school directly and ask them to send you one.

I can't log in – it is saying 'invalid login details'?

This message means that one of the login fields has the incorrect information. You will need to check your mobile number and email address against the details that the school has on record. If these are different in any way, it will not let you log in.

I am logged in, how do I know what to pay for?

From the homepage, navigate around the system using the menu button located in the top left of the screen. If you want to return to the homepage at any time, click on Eduspot at the top of the screen (mobile app).

How do I pre-order school dinners?

Select dinners from the main menu.

This will show you the weeks that you can pre-order for. Select the weeks you wish to order for, then select the days and option you wish to book. Once your order/s are complete, click 'update booking' for the website or green + icon for the mobile app. Payment will now be added to your basket to be paid for.

PLEASE NOTE – IF YOUR CHILD IS IN RECEIPT OF FREE SCHOOL MEALS OR UNIVERSAL FREE SCHOOL MEALS, PLEASE BOOK AS NORMAL BUT YOU WILL NOT BE CHARGED

What is the latest time I can pre-book a school dinner?

School dinners can be pre-booked up until midnight the night before.

Can I change a booking I have made for dinners?

Yes, go back into your account and amend the booking. This can only be for bookings in the future.

How will I know that my payment has processed?

When you have input your card details and selected 'make payment' a pop up will appear letting you know that this has processed. You will also receive an email shortly after.

Trips

Trips will appear in the payment section from the main menu. Click on the green plus sign to select the trip and this will then appear in the basket. Click the basket and then you can pay.

Snacks

Snacks will appear in the payment section from the main menu. Click on the green plus sign to select the week you want to order and this will then appear in the basket. Click the basket and then you can pay.

More than one child at the school?

You will receive a password for each child, however if you sign in for one child, the other siblings can be viewed and you can then order and pay for their items too. You will need to swipe across to see further siblings or click the right arrow. If you cannot access the siblings on the same account, please contact the school and we will try and link their accounts.

What happens if I forget my password?

Please contact the school and we will arrange for a password reset.

I had a balance on my sQuid account for dinners – what happens to this?

This amount will be transferred to your School Money account. The amount will in the dinners section and can be used to pay for school dinners.

I need more help using the system

This hints and tips guide is just a brief overview of what the system can do for you. If you would like more in-depth instructions on how to navigate this system please contact the school office and they will be able to provide you with a user guide that will cover all aspects of the system in more detail or visit the school website. From the landing page, click the school tab, select support for parents, carers and families and then school meals.