



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 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

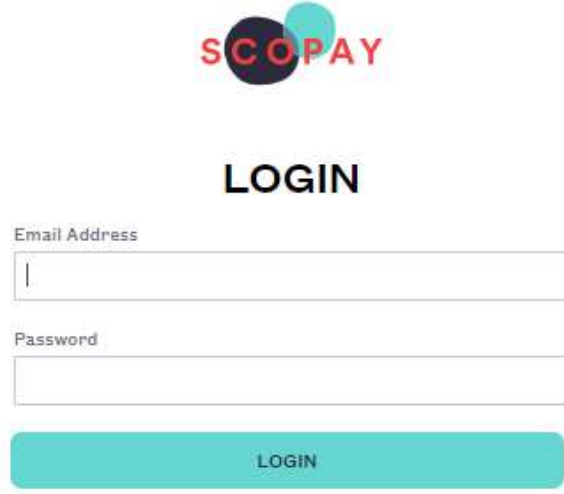
CONFIRM

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

① 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 website or SCOPAY MobileApp and login with your email address and password

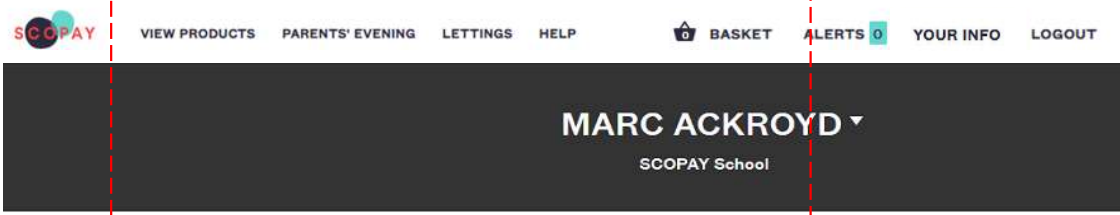


The image shows the SCOPAY LOGIN page. At the top is the SCOPAY logo. Below it is the word "LOGIN" in large, bold, black letters. There are two input fields: "Email Address" and "Password". Below the fields is a teal button labeled "LOGIN".

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?](#)

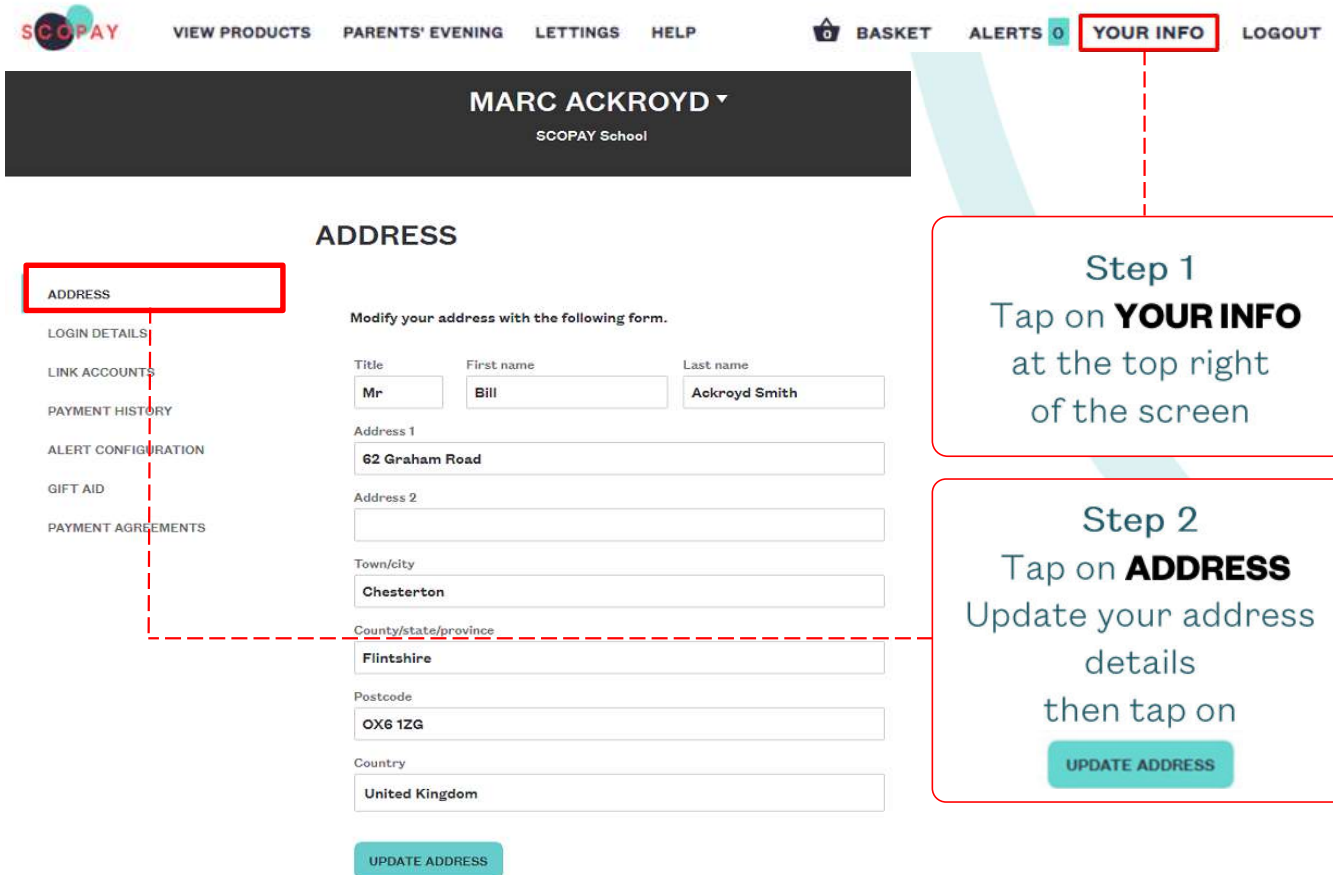
Online link code:



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  **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: First name: Last name:

Address 1:

Address 2:

Town/city:

County/state/province:

Postcode:

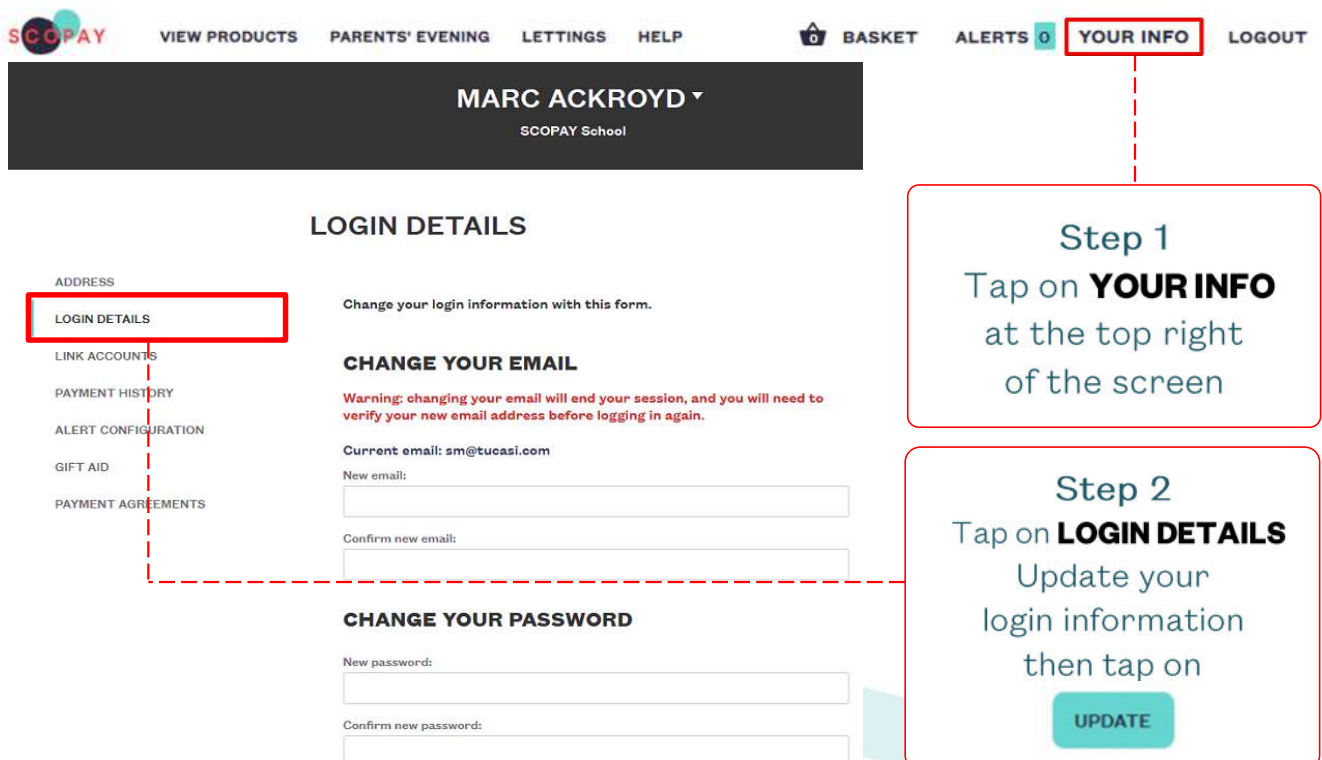
Country:



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  **YOUR INFO** LOGOUT

MARC ACKROYD 
SCOPAY School

LOGIN DETAILS

Change your login information with this form.

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, the navigation bar includes 'VIEW PRODUCTS', 'PARENTS' EVENING', 'LETTINGS', 'HELP', 'BASKET', 'ALERTS 0', 'YOUR INFO', and 'LOGOUT'. The user's name 'MARC ACKROYD' and school 'SCOPAY School' are displayed. On the left, a sidebar menu lists various account settings, with 'CONTACT PREFERENCES' highlighted in a red box. The main content area is titled 'CONTACT PREFERENCES' and contains a form for updating contact details. The form includes fields for 'Email address', 'Home phone number', and 'Mobile phone number'. Under 'Contact preference', there are radio buttons for 'Email', 'Letter', 'Text message or email' (which is selected), 'Text message', and 'Email or text message'. A teal 'UPDATE' button is at the bottom of the form. Two red-bordered callout boxes provide instructions: 'Step 1: Tap on YOUR INFO at the top right of the screen' and '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 and the title 'LOST PASSWORD?' at the top right. Below the title, there is a text prompt: 'Enter your email address, tick the checkbox below and click 'Reset password'. You will receive an email containing instructions.' The form includes an 'Email Address' input field, a checkbox for 'I'm not a robot', and a reCAPTCHA widget. At the bottom, there are 'RESET PASSWORD' and 'BACK' buttons. Two red-bordered callout boxes provide instructions: 'Step 1: On the SCOPAY LOGIN screen tap on I've forgotten my password' and '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.' On the left, a 'LOGIN' screen is partially visible, with a red dashed line indicating the transition from the login screen to the 'LOST PASSWORD?' page.