



River Bank

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Information for Parents

River Bank Primary School



School Meals

Contents

1. Connect to the Internet Website 2
2. Select a pupil 2
3. Top Up Account 2
4. Proceed to Checkout 3
5. Top Up and contact information 3/4
 - a. Billing address 3/4
 - b. WorldPay Secure Payment 3/4
6. Reserve Meals 4
7. Setting up Alerts 4

1. Connecting to the Internet payments website

You will need your Link Code, supplied by the school. You will be provided with a Link Code for each child you have at the school, but should enter only one at this stage as the others will be entered within the website. If you receive your Link Code by email, all this information will be included.

EITHER:

Click on the links within the Welcome Email

From scopay.com, titled Your Schools
Cash Office account verification

OR:

Load your Internet browser

To allow you to use the school Internet Payment website you **must** have 'cookies' enabled. (A cookie is a file that is stored on your computer. It contains the address of the Web site and codes that your Internet browser sends back to the Web site each time you visit a page there. Cookies do not usually contain personal information.) You only have to carry out this procedure once. The following website gives instructions on how to enable cookies in your web browser: <http://www.google.com/cookies.html>

After you have enabled cookies, go to River Banks webpage <http://www.riverbankprimary.org/>

Select **Parents** and **School Meals** option, click on the link for **School Meals**. This will take you to a logon/register page.

Click on the **Register as a new user** button

Enter your e-mail address, a password of your choice and your name
Enter the Link Code

Enter your billing address details (If payments are made this needs to match the address on the credit/debit card that will be used for making online payments).

Click on **Confirm**.

You will receive an email with an activation link, from SCOPay.com. Once activated, login with your email address and password.

To add a sibling click on **Your Info** then select **Link Account** and enter the siblings Link code.

2. Select a pupil

Your child's name is displayed on the screen. If you wish to make a payment against a sibling, select them from the **Current pupil** drop down box.

3. Top Up Amount

Enter the amount you wish to top-up.

This is putting money on your account, without money on account you will not be able to order meals unless you are entitled to Free School Meals.

- **Please note there is a minimum total transaction of £10.00**

Click on **Add to Basket**. This will appear in your basket (top right hand side).

Need to allow 1 hour for the top-up to be received by the catering system.

4. Proceed to checkout

- Click on **View Basket**.
- The contents of **Your Basket** will be displayed.
- Click on **Edit or Continue shopping or Checkout** to place the order and enter the payment details.

5. Enter payment and contact information

a. Billing address

Payment by Debit or Credit Card

The **Billing Address** should match the details entered on sign-in. Change any information if necessary.

The address must match the billing address for your credit/debit card. Emails will be sent to the email address entered to:

- Confirm payment by Bank
- Confirm order and items purchased.

- Click on **Process Payment**.

b. WorldPay Secure Payment Page

The WorldPay Secure Payment Page is displayed.



- Select your payment method
- Enter your Card Details
- Click **MAKE PAYMENT**

The payment is processed.

You must click on **Confirm order** to complete the transaction.

Do not cancel or close your web browser. Your Top Up will be displayed and you will receive email confirmation to the address provided by you to confirm payment from your bank.

6. Reserve Meals

Please note: If your child is not entitled to Free School Meals then, you can only reserve meals when you have money on account.

- You will need a copy of the Menu provided by the school, with the codes on it. You can find this on the school web site.
- Login using your user name and password – **IF NOT ALREADY**
- Select the child’s name if you have more than one child
- Click **Order Meals**

M	Meat	V	Veg
H	Halal	C	Cold
F	Fish	J	Jacket
O	Own Food (Home Supplied)		
See Menu for that days choices - online			
- A key to meal codes used in the school is provided at the bottom of the screen
- Click on the correct day and click on the meal choice for that day.
- To change or cancel a reserved meal, click on the correct day and select new meal type or none to cancel and click **OK**

Ordering or making changes the day before.

Info the school of changes on the day before 10 am, or you will be charged

Such as child off ill

You can order weeks in advance depending on balance

7. Setting up Alerts

River Bank only has School Meals, so Alerts will only be for your School Meal Account Balances.

- Login in using your user name and password
- Select Alerts from the top bar
- Click on the link to subscribe to Alerts
- Select method – Email, click on **Confirm**
- **Click here to configure the alerts you receive**

There are other items such as “Trips” but River Bank is not using the system for that at this point in time

- Click in the box for “Receive Alerts” and the “Email” box.
- Choose Account Balance and set level for when you wish to receive an alert

You will see a full history of entries and payments online by 5pm every school day.