

# WisePay

## Frequently asked questions and problem solving

### Logging in

- All parent/carers have been sent a unique WisePay user name and password via email.
- If you have mislaid the original email you can search 'WisePay' in your inbox and you should then be able to retrieve this information.
- When typing in the user name and password, if using the copy and paste function, please ensure that you do not highlight an extra space when copying the details across, as this will register as an extra character and you will be unable to login. If manually typing in the user name and password, please ensure that any upper and lower case letters are correct.
- WisePay can be accessed via the Davison CE High School for Girls website: [www.davison.w-sussex.sch.uk](http://www.davison.w-sussex.sch.uk) . Please select 'Parents & Students' (white tab on the far right-hand side of the page, halfway down), then 'WisePay'. This will then take you directly to the WisePay login page.
- If you wish to download the WisePay app, you will also be asked for the following organisation code: 74166156

### Changing a password

- Once you have successfully logged in, you are able to change your password. This function can be found under 'My Wise Account' and selecting 'Your Details', 'Change Password'. **It is important to note, that once a password has been changed, this will then automatically change your user name to your registered email address. The old user name will no longer be valid.**

### Merging accounts

- If you have more than one daughter at the school and wish to merge accounts, you can do this by logging in to your youngest daughter's account and selecting 'My Wise Account', 'Merged Accounts', 'Merge An Account'. You will then be asked to enter the user name and password for the daughter you wish to add, click on 'Find Student Account' then select and merge.

### Payment Issues

- Very occasionally payment issues can occur. These are usually caused by the following:
  - The name and address on the WisePay account MUST match the card holders details. If the name and/or address is different to the one held on the system, the payment will fail. Parent/Carers must inform the school immediately if there are any changes to their contact details. This can also be done via the SIMS Parent page.
  - Please ensure all card details are entered correctly.
  - If a payment problem persists on a device you are using and all details are correct, please try clearing the Internet Cache, closing the device and logging in again. Alternatively, please try again on a different device, such as a phone, as it can sometimes be caused by a temporary technical issue on a browser.
  - All successful payments will automatically generate an email receipt to the parent/carer.