

WisePay

Frequently asked questions and problem solving

Logging in

- WisePay can be accessed via the Davison CE High School for Girls website: www.davison.w-sussex.sch.uk . Please select 'Parents & Students' (white tab on the far right-hand side of the page), then 'WisePay'. This will then take you directly to the WisePay login page where you will be asked to enter your username and password.
- 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'. **Please note, once a password has been changed, this will then automatically change your username to your registered email address.**

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.
 - Please ensure all card details are entered correctly.
 - If a payment problem persists, 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.