Schools ePayments Parent/Carer's Guide

Registering to use the system

Parents/carers are responsible for creating their own logon details, school will not be able to do this for you.

To create a logon for the Online School Shop go to the Online School Shop logon page www.cheshireeast.gov.uk/schoolshop and click on **Make a Payment.** Choose the link "**register in the system here**". This will take you to the registration page where you can set up a password.

On the registration page you will be asked for **YOUR** details (not your child's details).

The details required are:

- your first name;
- your surname;
- your email address

and you will need to create a password by entering one of your choice and confirming it.

Once you have entered the password you return to **Make a Payment** and can then start ordering.

Your Children

Once you have set up an account return to the home page www.cheshireeast.gov.uk/schoolshop, sign onto the system to add your child's details. Details of more than one child can be entered into the system.

To 'link' a child to your account click on the **'Add Child'** option on the right of the page.

When adding a child you will need to supply their:

- First (known) name
- Last name
- Date of birth
- Year Group (please use R, 1, 2, 3, 4, 5, 6)
- Select which school they attend from the list.

It is your responsibility to maintain your child's details. This includes when they change class in September, or if they change school. The school does not have the facility to change your child's details.

If something changes

You can change your details at any time by logging onto the system and selecting the **'Modify My Details**' option.

Removing Children

If it is necessary for you to remove a child from your account this is easily achieved using the **'Remove Child'** link.

If you remove a child, and then at a later date you need to create the link with your account again, you will lose the ability to view the payment transaction history relating to that child.

Ordering items

When you logon to the system the names of the children that you have linked to your account will be displayed. Clicking on the **Start Shopping** link, next to the child's name, will take you to the appropriate school shop. Here you can add items into the shopping basket, increase or decrease the quantity of an item or remove it altogether.

You can view the shopping basket contents at any time, and you will have the choice to proceed to the checkout or to continue shopping.

There is no need to complete one child's transaction before moving to a different child, the basket can contain items for more than one child, at more than one school.

Paying for items

When you've finished adding items to your basket and it is time to pay click on the **View Basket** link. This will display the contents of the basket, you can increase or decrease quantities and remove items from the basket. If you have forgotten something you can return to continue shopping, but if you are ready to pay click on the **Proceed to Checkout** button, this will show you a summary of your transactions.
Where appropriate items of higher value (e.g. residential visits) can be paid for in

instalments. If an item is setup for part-payments it is shown in the **Part Payment** column on the checkout screen.

To make a partial payment you need to click on the **Edit** button, this will give you the opportunity to enter the amount you want to pay, and also to add a message which will be emailed to the School Office when payment is approved.

Please Note: the system does not monitor the total amount paid for a trip, and therefore it would be possible to make an over-payment. You will need to manage the total you have paid and if you are unsure contact the School Office.

Frequently Asked Questions

Q. What if I have forgotten my password?

A. There is a link on the application's logon page called 'get a password reminder sent by email'. Click this link and enter your email address, your password will be sent to the email address you provided. Your child's school will not be able to help with your details.

Q. What happens if I change my email address?

A. You can change your email address on the **Modify My Details** page. The change takes effect immediately, so any emails generated by the system will be sent to your new email address. The next time you logon to the system you will need to use your new email address.

Q. What have I paid for?

A. When you logon to the system the names of the children that you have linked to your account will be displayed. Clicking on the **View Payments** link, next to the child's name will show you a list of all the transactions relating to that child. Alternatively, you could click on

the link to **View All Of My Payment History** which can be found in the **Other Options** section of the application's home page.

Q. What if I need a refund?

A. If you pay for an item using the Online School Shop, and then decide for whatever reason you need a refund you need to contact the appropriate school who can confirm if a refund is appropriate or not. The school will then contact Cheshire East Council to arrange the refund.

Refunds can only be requested via a school. Parents cannot request a refund directly to Cheshire East Council. Refunds cannot be made without authorisation from the appropriate school.