



## **Frequently asked questions**

### **A. What is Wisepay?**

Wisepay is the school's only method of payment. Wisepay is an easy to use, secure online payment system for Canteen meals, Trips, Uniform, Exam fees, Donations, Activities and much more. All major debit/credit cards are accepted.

### **B. Where do I find the link to Wisepay?**

Visit [www.finchleycatholic.org.uk](http://www.finchleycatholic.org.uk) and click on the WisePay logo at the bottom of the screen.

### **C. What is my Wisepay User name?**

In your child's Year 7 starter pack you were given a user name and password. Once you have logged on for the first time, you can then change your password to something more memorable to you.

### **D. I have changed my password, why can't I get into Wisepay?**

Once you have changed your password in Wisepay your User Name will change to your email address (provided by you in your contact details) and your Password will be the one chosen by you.

### **E. How do I view my transactions in Wisepay?**

To view your transactions go to "My Wise Account" and scroll down the screen. You can check balances on trips and view instalment options, making paying for school trips easy and convenient. You can also view food and drink purchases made by your child.

### **F. I have put money on my child's Cashless Catering account, how long will it take to update?**

Payments are made in real time and reach the school within approximately 30 minutes. You receive receipts via email directly after a payment. If you do not receive a receipt/confirmation email it is likely that your payment has not processed correctly.



**G. I already have a Wisepay account, do I have to have another account?**

If you have more than one child at school, you can merge the accounts. This allows access to each account with one login. To do this, you need the Username and passwords of each account, log into each account to activate both accounts. Then log back into the account you wish to use as the main account (usually the youngest) find and click ‘Merge Student Account’ on the right hand side. Input the account details for the other child(ren) you have at school and merge the accounts. You will then be able to access each account on one login.

**H. I added funds to my child’s cashless catering yesterday but I cannot see it on Wisepay?**

Wisepay updates its balances once a day and transactions done after that time will not show until the following day.

**I. How do I put a daily spend limit on my child’s Cashless catering?**

To limit or amend your child’s daily spend please email:  
[finance@finchleycatholic.org.uk](mailto:finance@finchleycatholic.org.uk).

Finance department will update the limit for you.

**J. I have forgotten my user name/log in details?**

Please e-mail [finance@finchleycatholic.org.uk](mailto:finance@finchleycatholic.org.uk) if you need a reminder of your Username ID or password or if you need any further assistance with accessing WisePay.