# Way2Pay 2022 User Guide Parents

Smarter Cashless Payments

*User guide for Parents*
Date: August 2022

# Way2Pay User Guide

## Way2Pay for Schools

## 1. Way2pay Parents

### 1.1 Introduction



*Figure 1: Way2Pay Parent Journey Overview*

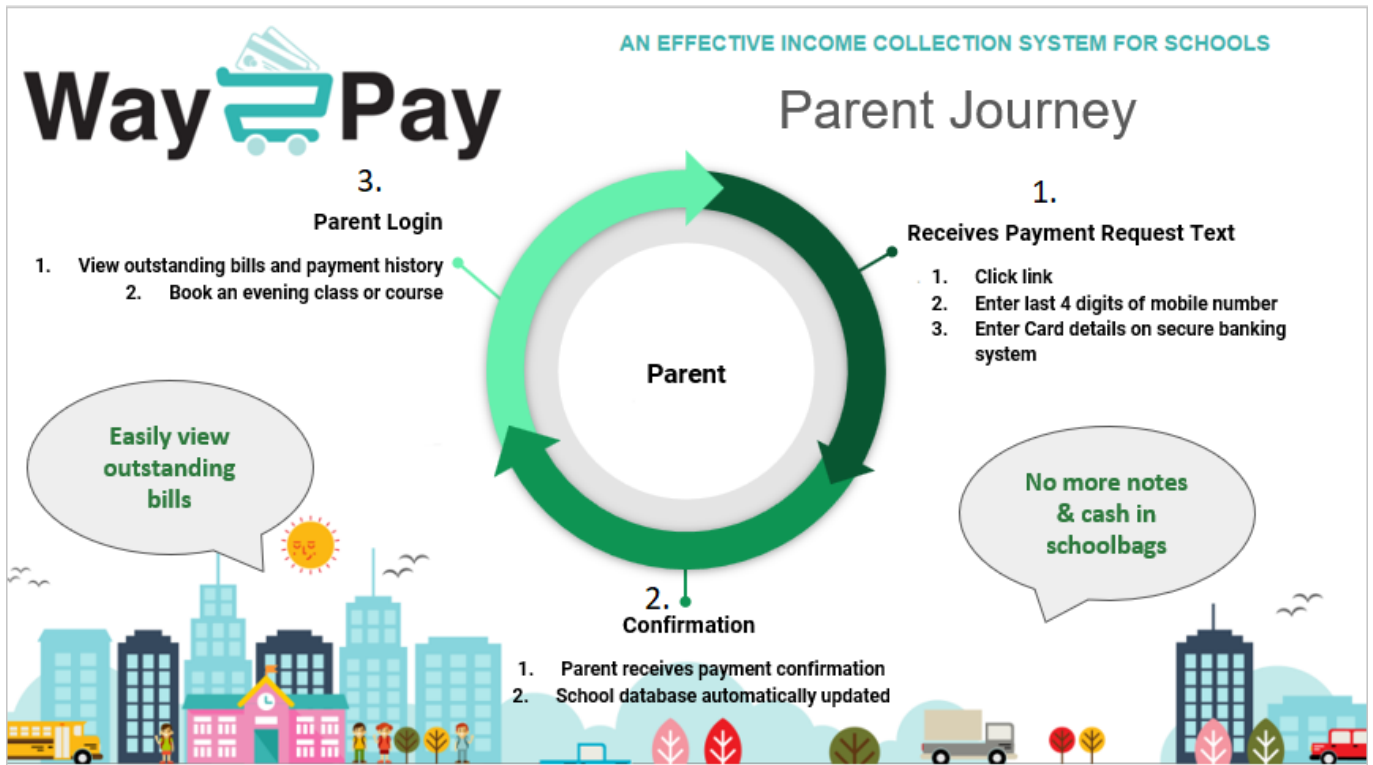way2pay.support@boipa.com    |    01 4804960    |    www.way2pay.org

# Way2Pay

A Division of EVO

## SMARTER CASHLESS PAYMENTS

Pay anywhere, Pay in seconds - All from your mobile

www.way2pay.org

Way2Pay is a swift & convenient cashless payment solution, enabling parents to pay school bills by text instantly or pay online, with just a few simple clicks. We provide a secure and easy-to-use system for parents, saving time and eliminating children carrying cash to school.

### Pay Online: www.way2pay.org

Login on your first visit by entering your mobile number in 3538xxxxxxxx format as your username and password. You will be prompted to create a system password.
Click the Forgot Password link to reset it

### Pay by Text Message

A payment request text is sent to you from the school. Click the link and pay in 3 easy steps:
1) Choose a bill to pay.
2) Tick T&C and Pay by Card Online.
3) Enter card details on secure banking system

### Designed for Parents

- User friendly & flexible
- No need to register
- Manage bills for siblings
- No more permission slips
- FAQ section
  www.way2pay.org/FAQ

### Parents Dashboard

- View current bills
- Payment history – all your bills, all children, all schools
- Receipts by SMS
- 24/7, 365 access
- Print receipts at anytime

### Payments & Reporting

- Pay by instalments
- Cash and Card Terminals
- Extensive reporting options
- Facilitates transparency on school accounts

### Security

- Reduced cash on premises
- No children carrying cash
- Secure payment solution – card details processed by an Irish bank.

Way2Pay offers support directly to parents with a dedicated call centre of fully trained personnel, ready to assist with any queries or address any difficulties you may have. Please contact our helpdesk on 061 203738 during office hours or email way2payparents@three.ie.
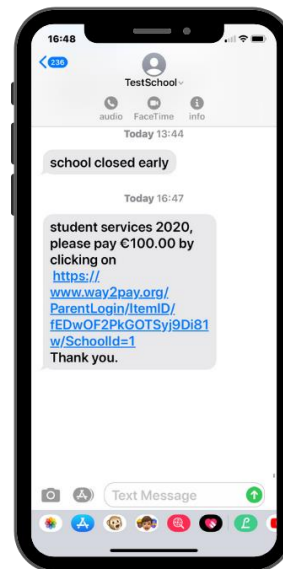We invite you to use Way2Pay and help your school to go cashless.

Powered by Three

**BOI** Payment Acceptance POWERED BY EVO

**3**

Way2Pay has been designed to help parents manage school payments from a planning and paying perspective.  We offer ultimate convenience, enabling secure on-phone payments without passwords.

- **No Registration** process – school sets up the students and parents

- **Paying**: most bills are paid without the need to login. Wonderfully convenient, you don't have to remember a password to access Way2Pay. Security confirmation asks you to enter the last 4 digits of your mobile phone number. Each SMS has a unique code linking that bill/invoice to your child.

  **What to expect**: You receive a payment request SMS/text from the school for activity bills. Example: 'student services 2020, please pay €100.00 by clicking on <Link> Thank you.' You simply click on the link to view your own parent dashboard, listing all outstanding bills for your child/children.

- **Planning** as you can access the system at all times, you can pay for school fees, trips and activities at any time. You can also **pay by installments** over time by editing the amount you want to pay off a bill. Many schools will send out payment requests early so that parents have a good time to budget.

- If you have more than one child in the same school, you can view, select bills and pay bills for your children all at the same time. If you have more than one school that are on Way2Pay sending you SMS payment links, you can easily switch between each school bill list from a single parent user account.

- You can view your billing/payment history and print off a receipt for any bills paid, at any time of day. No need to request receipts from the school.

## 1.2 How To for Parents

In this section we will show parents how to best login and best use Way2Pay. We will take you through paying without logging to using all the functions on your dashboard. The functions included are

- How to Pay a School Bill on my Phone, 'Pay by Text'
- How to Login to Way2Pay for the first time
- What can I do if I have forgotten my username and/or password?
  - Send me a link to pay

o Send me a link to reset my password
- How to Pay on any Device
- How to View Payment History
- How to Print Payment Receipts
- How to enrol in a course/class
- How to Contact Way2Pay Support
- View Way2Pay Support Videos

## 1.3 How to Pay a School Bill on my Phone, *'Pay by Text'*

Step 1: You will receive an SMS from your school, click on the link and follow the instructions (see image below).
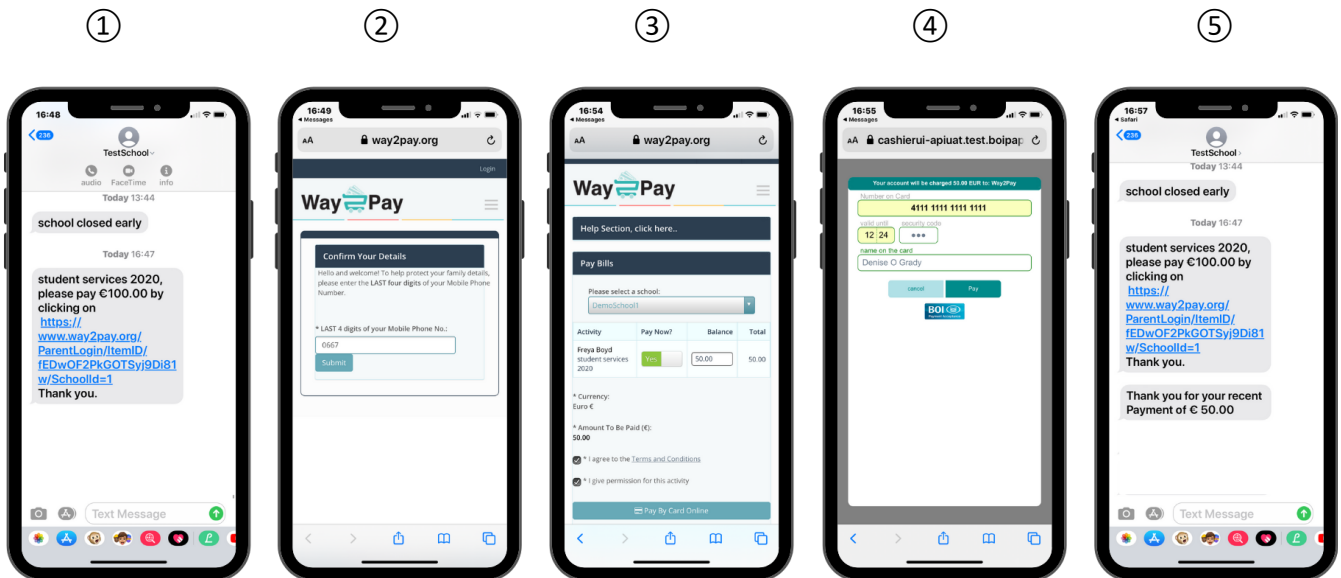
Step 2: Enter last 4 digits of your mobile phone number.

Step 3:

**Choose a bill to pay** – tap the slider from No to Yes to select a bill to pay. You can edit the amount you pay or pay in full.

Tick **Terms & Conditions**, give **permission for participation**, and tap **Pay by Card Online**

Step 4: Enter your card details on the secure banking gateway. A *Payment Successful* message will show onscreen.

Step 5: You will receive a payment receipt by SMS

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## 1.4 How to Login to Way2Pay for the first time

Step 1. Go to www.way2pay.org and select the "Login".

Step 2. Enter your mobile number for both "username/ password" options, click "Login". Ensure the number entered is the number your school has on record and it is in 3538xxxxxxxx format.

Step 3. When logging in for the first time, the website will redirect to a "password reset page", this will allow you to enter a new password of your choosing. Please include one capital letter and at least one number.

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Step 4. Enter your mobile number in the "confirm username" box then enter a new password.

Step 5. When new password is selected, click on "change password".

Step 6. When your password has been reset your parent dashboard will open.



Login box and Reset Password box

## 1.5 What can I do if I have forgotten my username and/or password

**Send me a link to pay**

Step 1. Go to www.way2pay.org and select the "make a payment".

Step 2. Enter your mobile number and click 'send me a link'



**Send me a link to Reset My Password**

Step 1. Go to www.way2pay.org and select the "Forgotten Password".

Step 2. Your mobile number and click 'Send Reset Link'

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Way2Pay > Home

User Name: your **email address** or **mobile phone number** (In most cases).
Please note: the mobile phone number must be entered in standard international format
e.g.: 353xxxxxxx or 44xxxxxxxx etc.. (Please drop all leading zeros). Thank you.

User Name: 353872680667

If you forgot your password a message with a password reset link will be sent to your registered email address and mobile telephone number. Click on the link and you will be taken to a page where you can then create a new password.

Send Reset Link    Cancel

Enter mobile number and click 'Send Reset Link'

# Way2Pay

**AN EFFECTIVE INCOME COLLECTION SYSTEM FOR SCHOOLS**

1. Click Make a Payment if you are new to Way2Pay or do not remember your login details

2. Click Login if you know your username and password (payments can then be made)

Make A Payment   OR   Login

Forgot Your Password?

## 1.6 Pay on any device

**(Devices my Phone/PC/ Laptop /iPad/ Tablet etc.)**

Step 1: Go to  **https://www.way2pay.org** can click login, enter your username (mobile phone number in35387xxx format) and password. From your dashboard you can do manage all your school payments pay bills, view history and print receipts.

Step 2. Select "Pay Bills" option on the left hand side of the screen.

Step 3.  On the "Pay Bills" screen all active bills will be listed under "Activity". In the example below I want to pay "Trip to Aran" for my Ryan.

Step 5.  Click on the "Pay Now" option by clicking the plus sign.  You can edit the payment amount before clicking, in the example I only want to pay €1 off a €5 bill.

Step 6. Go to the bottom of the screen, tick to agree to the T&C and give permission for participation in the event and click 'Pay Now by Card Online'

Step 7. When payment has gone through successfully, you will be redirected to your dash board.

Step 8. "Item added successfully" message will appear on the top of your dash board, along with an update in your "recent payments" box.

Step 9. For further information on your payment, select "My Payment History" on the left hand side of the screen.





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Click Pay by Card Online option

## 1.7 View my Payment History

Step 1: Go to https://www.way2pay.org click login, enter your username and password and click login once more.

Step 2. Your Way2Pay parents' dashboard will be displayed, where you can manage all functions relating to your Childs payments including pay bills, view history and print receipts.

Step 3. Select "My Payment History" option on the left hand side of the screen.

You will see the payments methods and the balance outstanding for each bill, in the example below the Trip to Aran includes a cash payment of €5 and card payment of €1, the balance remaining is €4



Parent can view my Payment History to see all payments made

## 1.8 Print my Payment Receipts

Follow the steps 1-3 above to display a list of payments made. Click on the Print Receipt Icon.

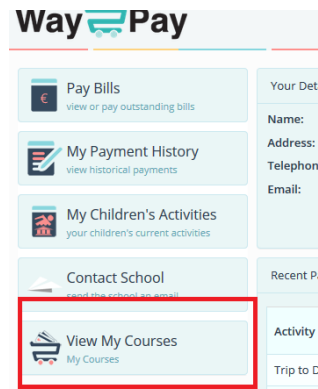## 1.9 How to enrol or Signup in a course

You may wish to enrol in a night course, an external school activity or purchase tickets to a school activity:



Step 1: Login to parent dashboard and select "View My Courses" from the left menu items

Step 2: Refine your search using the dropdown options, selecting your course type and county

Step 3: Choose your course

Step 4: Sign up and proceed to Pay Now

## 1.10    Help & Support

### a. Contact Way2Pay Support

Frequently Asked Questions section on Way2Pay at: https://www.way2pay.org/faq

Top Tip:
We have an online chat option to troubleshoot your queries on the bottom of the Way2Pay website, click Chat Now to begin.



Our support lines are open between 9am and 5pm Monday-Friday +353 (0)1 4804960.  Email support is available at way2pay.support@boipa.com. A copy of Way2Pay's Terms and Conditions are available on our Website.