

Online payments and cashless catering at Gillotts - frequently-asked questions

How do I register an account with the payment system?

The first step to using the online payment system is to register an account. Go to www.scopay.com/gillotts and follow the "register as a new user" link then follow the instructions. You will need to enter your name, email and postal addresses and a unique link code for your child. You will not need your bank details, as you will be prompted to enter card details each time you make a payment. If you do not have a link code or need another to register a second account, please contact the school office via email to office@gillotts.org.uk. There is a user guide for this, and other functions, on the school website at www.gillotts.org.uk/parents/parents-information.

When should I add money?

One of the most common confusions surrounds when you should add money to your child's catering account. The canteen system uses a pre-paid balance, where you are required to top up in advance of your child buying food. It is not a credit system (whereby you would be invoiced at the end of each month for the food your child has eaten). If there is insufficient money available to pay for the items selected, your child will have to choose what is affordable within their balance or be turned away.

How quickly is the money available to spend?

Once you have added money via the Scopay website, it is usually available to spend within an hour; however it can take much longer to be available, especially at busier times of day. We therefore recommend adding money to the account the day before your child intends to use it in the canteen.

What about free school meals?

Children who are eligible for free school meals (FSM) no longer need to collect lunch cards from Student Services. Each day, they have £2.20 automatically added to their account. This is the cost of a hot meal including a dessert; however the student can spend the money as they wish. Any balance of the FSM allocation left at the end of the day will be removed; it does not roll over to the next day. You can also add money to your child's account if you wish for them to be able to buy more food; their £2.20 FSM allowance will always be used first, so the additional top-up balance will only be used if they spend more than £2.20 that day. Any money you add to their account will not be removed but held until used.

Is there a spending limit?

Parents can add as much money as they wish to their child's account. There is a daily spending limit in place to ensure the child doesn't spend everything on the first day. This limit is currently set to a default value of £10; however this can be adjusted on a per-student basis. If you would like to amend your child's daily spend limit, please contact the school office via email to office@gillotts.org.uk.

How do I know how much money my child has left?

When you log in to the Scopay website, you will see your child's current balance in the canteen. You can also add an automatic alert which would send you an email when your child's catering balance drops below a level of your choosing. Your child can also ask the staff member on the till, who will be able to tell them the available balance. There is a user guide for this, and other functions, on the school website at www.gillotts.org.uk/parents/parents-information.

How can I see what my child has been buying?

When you log in to the Scopay website, by your child's current balance, you will see a "View History" button. This allows you to see an itemised breakdown, including the cost, of what your child has eaten. There is a user guide for this, and other functions, on the school website at www.gillotts.org.uk/parents/parents-information.

What if my child hasn't had their finger scanned?

The easiest and quickest way for students to identify themselves in the canteen and access their pre-paid balance is by using the biometric readers. Similar to the touch ID which some phones use, these are small readers which take an image of part of the child's finger and use that to identify the child. The system does not take or store a copy of the fingerprint, nor can a copy of the fingerprint be extracted from the system.

If, however, you would prefer your child doesn't use this system or they have not yet been scanned, they can simply tell the staff member on the till their name. The staff member will look them up, and as long as there are funds available, serve your child.

The new data protection law, the GDPR, requires the school to obtain parental consent for children to use this biometric system. If you have not yet given the school permission but would like your child to use it, please contact the school office via email to office@gillotts.org.uk.

What if my child's finger doesn't scan?

We have had some problems with students not being able to use the biometric readers, which is often because they have not been using the reader correctly. We have found the following tips to be helpful:

- Wipe the finger on clothing just before using the reader
- Ensure you are placing your finger flat on the reader, not just putting your finger tip down
- Press quite hard on the reader
- If the reader does not flash red, lift your finger off the reader completely and try again

If your child has done this and still cannot be identified, they can simply tell the staff member on the till their name instead. If this happens repeatedly, the child may want to ask for their finger to be scanned again. This can be done in IT Services up until February Half Term, at which point the facility will be permanently relocated to Student Services.

How can I pay for school trips?

The Scopay system also allows you to pay for any school trips which are available to your child. When a trip is added, you will receive an email (if you have registered for Scopay) and the trip will be displayed on the Scopay website, just underneath the section for catering. You will be able to pay for all trips in full, and some trips may include a payment schedule allowing you to pay in instalments. There is a user guide for this, and other functions, on the school website at www.gillotts.org.uk/parents/parents-information.

What else can I pay for online?

Later in the year, we will be adding the school stationery shop in Student Services to the Scopay system. We also hope to make the school uniform available online.

What do I need to do now?

Before your child can use the catering system, you need to ensure you have done the following:

Register with Scopay - register an account with the Scopay system and link it to your child(ren). There is a user guide for this, and other functions, on the school website at

www.gillotts.org.uk/parents/parents-information. If you would like another copy of the unique link code for your child, please contact the school office via email to office@gillotts.org.uk.

Add money to your child's pre-paid balance - once you have created a Scopay account, you will need to add money to your child's pre-payment account before they can buy anything in the canteen. There is a user guide for this, and other functions, on the school website at

www.gillotts.org.uk/parents/parents-information.

Permission for biometric registration (optional) - contact the school office via email to

office@gillotts.org.uk to give your consent for your child to be registered on the biometric ID system.

If you do not wish your child to use this, we would be grateful if you could also let us know.