

How do I register my child's account?

Important:

To allow you to use the school Online Payment website you **must** have 'cookies' enabled. The following website gives instructions on how to enable cookies in your web browser: <http://www.google.com/cookies.html>

You **do not** need to register your child's account if you already have a Tucasi online payments account for a child at this or any other school. Please refer to "How do I link my children to my existing account" section below.

1. Using the letter sent by the school load the scopay website
Select **Register as a new user**

Login

.....

.....

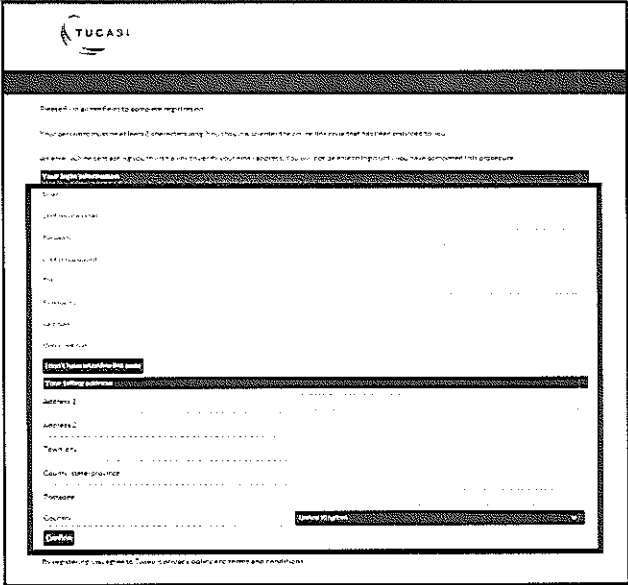
.....

Need help?

[Quick reference guide - Account activation process](#)
[Video guide - Account activation process](#)

2. Enter your email and password details.
Enter the link code provided in the letter
Now enter your billing details and click **Confirm**

Note: Online link code is for **one time use only**. It is no longer needed once the account has been activated.



The screenshot shows the Tucasi registration page. At the top, it says 'TUCASI' and 'Thank you for agreeing to complete registration'. Below this, there are several lines of small text. The main part of the form is a registration form with the following fields:

- First name
- Last name
- Address 1
- Address 2
- Address 3
- Town city
- County state province
- Postcode
- Country
- Phone
- Confirm

 There is a 'Link code' field and a 'Confirm' button at the bottom of the form.

You will receive an email with an activation link
(this may go directly to your spam/junk email)

How do I link my children to my existing account?

1. Select **Your info** and **Link accounts**
Enter the link code for your other child/ren
in **Online link code** and click **Link
account**

2. Using the drop down you can
see all your children and move
between their different accounts

Link accounts

Please enter the link code of the account to which you would like to create a link. Once this is complete, you will be able to access the details of each associated account.

What is a link code?

Online link code:

Link account

Selected account:
Mary Ackroyd - Tucasi School 1

Address | Login details | **Link accounts** | Payment history | Contact preferences | Payment agreements

Your basket
Your basket is empty.

Account balances

After School Club	£0.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	£2.00

How do I update my billing address details?

1. Select **Your info**
and **Address**

2. Update your
details and click
Update address

Address

Modify your address with the following form.

Your billing address

Title	Mr
First name	Bob
Last name	Ackroyd Smith
Street	123 Street
Town/city	Town
County/state/province	County
Postcode	AB1 2CD
Country	United Kingdom

Update address

Selected account:
Mary Ackroyd - Tucasi School 1

Address | Login details | Link accounts | Payment history | Contact preferences | Payment agreements

Your basket
Your basket is empty.

Account balances

After School Club	£0.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	£2.00
General pre-payment account	£0.00
Out of School Care	£0.00

Trip/event balances

Jorvik Viking Centre	£15.00
London	£220.00
Music Tuition 2015/16	£150.00

Quick links
All items

How do I change my login details?

1. Select Your info and Login Details

2. Update your details, then re-enter your current password and click Update

Navigation: View products | View basket | **Your info** | Parents' evening | Help | Logout

Selected account: Mary Ackroyd - Tucasi School 1

Address: Login details | Link accounts | Payment history | Contact preferences | Payment agreements

Profile: Mary Ackroyd
Tucasi School 1

Login details
Change your login information with this form.

Change your email
Warning: Changing your email will end your session and you will need to log in your new email address before logging in again.
Current email: af@tucasi.com
New email:
Confirm new email:

Change your password
New password:
Confirm new password:

Change your name
Current name: Bob Ackroyd Smith
Title:
First name:
Last name:

Enter current password for security (required)
Current password:
Update

Your basket
Your basket is empty.

Account balances

After School Club	£0.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	£0.00
General pre-payment account	£0.00
Out of School Care	£0.00

Trip/event balances

Jorvik Viking Centre London	£220.00
Music Tucson 2018, 1st	£150.00

Quick links

- All items
- Trips and events
- History
- MFL
- Uniform
- Sweatshirts
- Polo shirts
- Cardigans
- Music

How do I change my contact details?

IMPORTANT: You will only see the **Contact preferences** option if your child's school have purchased the SCO Communications module and have opted for you to update your own contact details.

1. Select Your info and Contact preferences

2. Update your details and click Update

Navigation: View products | View basket | **Your info** | Parents' evening | Help | Logout

Selected account: Marc Ackroyd - Tucasi School 1

Address: Login details | Link accounts | Payment history | **Contact preferences** | Payment agreements

Contact preferences
Set the preferred method of contact by Tucasi School 1.

Email address:

Home phone number:

Mobile phone number:

Contact preference:

- Email
- Letter
- Text message or email
- Text message
- Email or text message

Update

Your basket
Your basket is empty.

Account balances

After School Club	-£24.00
Breakfast Club	£0.00
Cafeteria account	£0.00
Dinner money	-£18.00
General pre-payment account	£0.00
Out of School Care	£0.00

Trip/event balances

Jorvik Viking Centre London	£10.00
London	£220.00

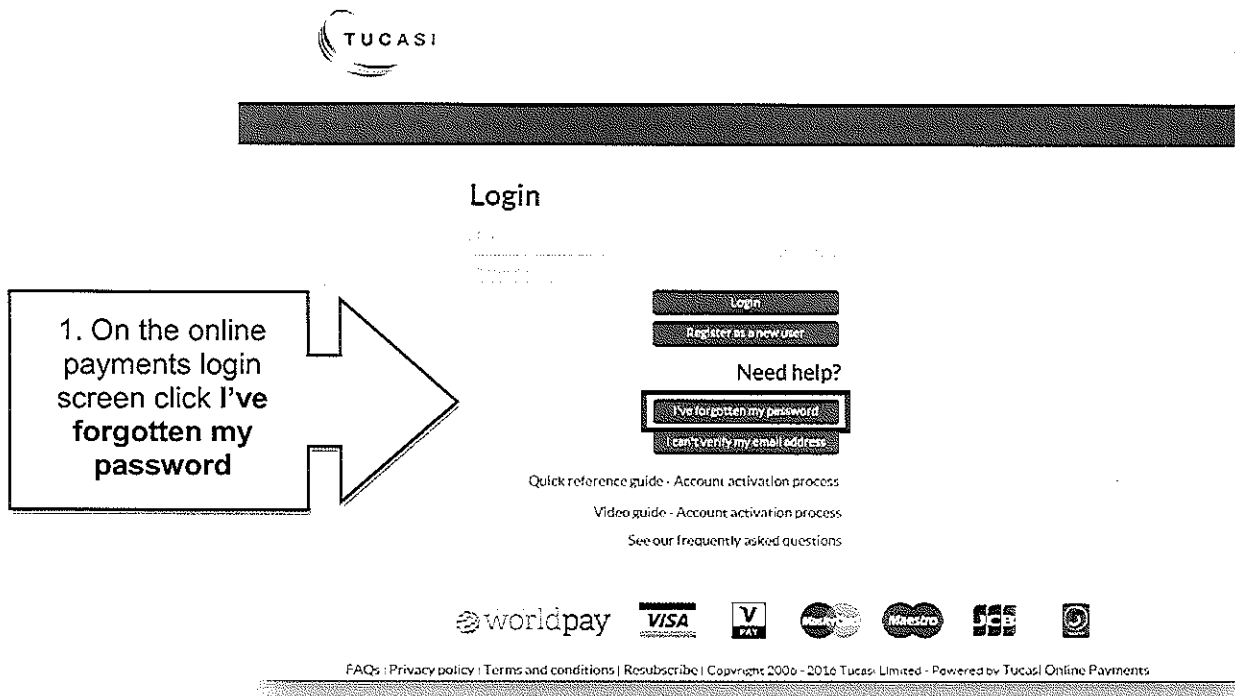
How do I create a second login?

Once you have registered your account you may wish to have a second login. For example, for use by your husband/wife/other family member who wishes to make payments to the school.

Contact your school and they will issue you with a new letter with a different code.

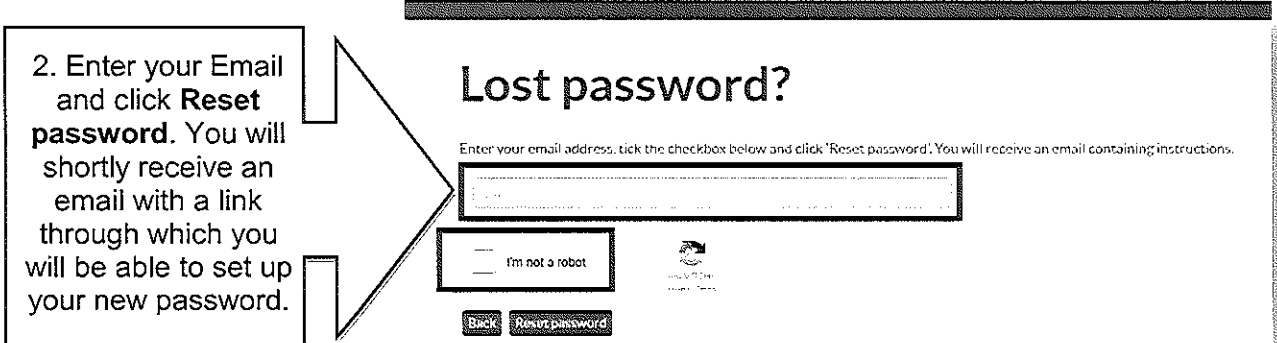
If you have any questions please refer to [See our frequently asked questions link on the www.scopay.com login screen.](#)

What do I do if I have forgotten my password?



The screenshot shows the Tucasi website's login page. At the top left is the Tucasi logo. Below it is a dark horizontal bar. The main heading is "Login". There are two input fields for "Email" and "Password". Below these are buttons for "Login" and "Register as a new user". A "Need help?" section contains three buttons: "I've forgotten my password" (highlighted with a red box), "I can't verify my email address", and "Forgot my email address". Below the buttons are links for "Quick reference guide - Account activation process", "Video guide - Account activation process", and "See our frequently asked questions". At the bottom, there are logos for worldpay, VISA, PAY, and other payment methods. A footer contains links for "FAQs", "Privacy policy", "Terms and conditions", "Resubscribe", and "Copyright 2006 - 2016 Tucasi Limited - Powered by Tucasi Online Payments".

1. On the online payments login screen click **I've forgotten my password**



The screenshot shows the Tucasi "Lost password?" page. The heading is "Lost password?". Below it is the instruction: "Enter your email address, tick the checkbox below and click 'Reset password'. You will receive an email containing instructions." There is a text input field for the email address. Below the input field is a checkbox labeled "I'm not a robot" with a reCAPTCHA logo. At the bottom are "Back" and "Reset password" buttons.

2. Enter your Email and click **Reset password**. You will shortly receive an email with a link through which you will be able to set up your new password.