

WisePay FAQs

What is WisePay?

WisePay is the secure online payment system that parents can use to top up students catering accounts, pay for trips/events, revision guides and student resources.

Where do I find the link to WisePay?

The link to WisePay can be found on the school/college website under the parent section.

What is my WisePay Username?

Your WisePay username and password will be emailed to you when your child first starts the school. If you need a reminder then please email accounts@wootton.beds.sch.uk.

I have changed my password why can't I get back into WisePay?

Once you have changed your password your username will automatically update to your email address. This will be the email address that you provided to the school in your contact details. The password will be the one chosen by you.

How do I view my transactions?

To view your transactions, go to **My Wise Account** and scroll down the screen. You can check balances on trips. You can also view food and drinks purchases made by your child

I have put money on my child's cashless catering account, how long will it take to update?

Payments made on WisePay can take up to 30 minutes to reach the school, so it is important that you top up in plenty of time. You will receive a receipt via email directly after your payment has gone through.

I have added funds to my child catering account, but I cannot see it on WisePay.

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There can be a delay on WisePay updating its balances. If you look at the balance it will show the time and date it was updated. If this was before you topped up the balance will not be accurate. If the date and time is after you topped up and it's still not showing and you did not receive an email receipt it is likely that the payment was not processed and may need to be done again.

Can I put a daily spend limit on my child's account?

To put a daily spend limit on your child's account please email:
accounts@wootton.beds.sch.uk

I already have a WisePay account, do I need to have another account?

If you have one or more children at the school, you can merge the accounts. This allows access to each account with one login. To do this you will need the Username and Password for each account. Login to each account to activate them individually. Then log back into the account that you want to be the main account (usually the youngest student) find and click **My Merged Accounts>Merge an Account**. Input the login details for the child(ren) you want to merge into the main account and click merge. You will now be able to switch between accounts from this main account.

If you are using the WisePay APP you cannot use the merged account facility. Each student will need to be added to the APP individually using their own login details.

I have forgotten my username/password.

Please email accounts@wootton.beds.sch.uk if you need a reminder of your login details. The Finance team will either send you through your login details on an email or if you have changed your password to one of your own, they will send you through a password reset email, which must be activated within 24 hours.

I am getting an Error 3 Message when trying to log in

This error message is indicating that the wrong Username / Password combination has been entered.

Can I use the APP to log into WisePay?

Yes, you can use the APP to login to WisePay. You will need to download the APP from the APP store on your phone. You will then need the following details to be able to login:

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Organisational Code: This can be found when you login to WisePay. Click on the WisePay APP banner or you can email accounts@wootton.beds.sch.uk and the Finance Team will send you the code.

Username and Password: The username and password that you would normally use to login to WisePay.

Account Name: First and Last name of the Student you are trying to login to. The name must match the name stored in WisePay.

The APP you need will look like the below depending on what phone you have:



I can only see one of my children on the APP even though I have merged their accounts.

You cannot switch between merged accounts on the APP. You need to add each child individually using each child's login details. If you need a reminder of their login details please email accounts@wootton.beds.sch.uk.

My child receives a free school meal. How will this be credited to their account?

Students who are in receipt of free school meals will have their daily allowance automatically credited to their account daily at lunchtime. This allowance will not show on WisePay as a balance. It is not possible to rollover free school meal credit. If you believe you child is entitled to free school meals please follow the link found under the Pupil Premium section on the school website.