

Hungerhill School

Pay Portal – guidance notes

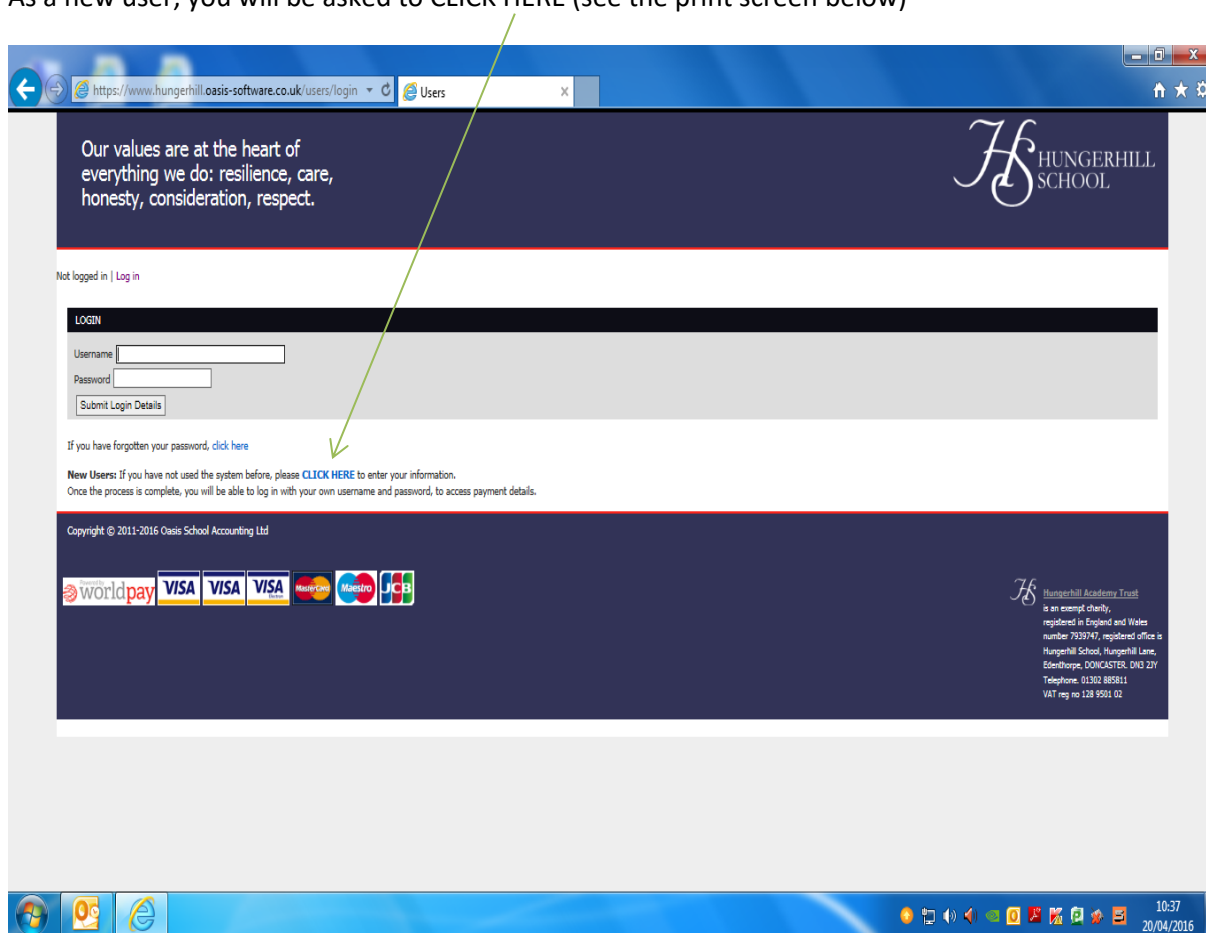
The Pay Portal facility gives parents the ability to pay for items online, 24 hours a day.

How to access the Pay Portal:

Access can be made from either:

- through the **'Pay Portal' heading on the top menu of the homepage of the school's website** (<https://www.hungerhillschool.com>). Please note that this is a secure, encrypted site
- or through <https://hungerhill.oasis-software.co.uk/users/login>

As a new user, you will be asked to **CLICK HERE** (see the print screen below)



You will be asked to enter the personal e-mail address which you have given the school - **this is important as the system will need to match your e-mail address that you enter to the one stored on our system.**

If it is matched, then you will then be offered the 'Activate my account' option.

Please then follow the online instructions in order to complete the activation. You will be sent an e-mail with a link from which you will be able to complete the activation.

Please note that your username cannot be the same as your e-mail address.

If the e-mail address is not found, you will receive a message advising you of this.

If you do not currently have an e-mail address on our system and would like to add one, please let us know by e-mailing admin@hungerhillschool.com. Once this information has been processed by ourselves, you will then be able to access the system as detailed above – please allow us processing time for this.

PLEASE NOTE THAT IT IS YOUR RESPONSIBILITY TO RETAIN YOUR USERNAME AND PASSWORD – THANK YOU.

How to pay for items online:

Once you have accessed the Pay Portal using your own Username and Password, you will be presented with a screen (Option 1: Payments) where you can see the payment types open to **you**, such as a trip your child is going on, revision guides, school meals etc.

If you have more than one child at the school, you will be able to select which child you wish to pay items on behalf of using the drop down menu on the top left hand side of the screen:

#	Description	Due By	Total	Already Paid	Payment	Select
Previously Invoiced						
You have no previous invoices to pay						
DONATIONS						
DONGENERAL	DONATION TO SCHOOL FUND	-	any	£0.00	Amount to Pay [0.00]	<input type="checkbox"/>
UNIFORM						
JUMPER30	SCHOOL JUMPER SIZE 30	-	£13.50 each		Quantity Required []	<input type="checkbox"/>
JUMPER32	SCHOOL JUMPER SIZE 32	-	£13.50 each		Quantity Required []	<input type="checkbox"/>
JUMPER34	SCHOOL JUMPER SIZE 34	-	£13.50 each		Quantity Required []	<input type="checkbox"/>
JUMPER36	SCHOOL JUMPER SIZE 36	-	£15.50 each		Quantity Required []	<input type="checkbox"/>
JUMPER38	SCHOOL JUMPER SIZE 38	-	£15.50 each		Quantity Required []	<input type="checkbox"/>
JUMPER40	SCHOOL JUMPER SIZE 40	-	£15.50 each		Quantity Required []	<input type="checkbox"/>
JUMPER42	SCHOOL JUMPER SIZE 42	-	£15.50 each		Quantity Required []	<input type="checkbox"/>
JUMPER44	SCHOOL JUMPER SIZE 44	-	£15.50 each		Quantity Required []	<input type="checkbox"/>
YR11TIE	YEAR 11 TIE	-	£5.00 each		Quantity Required []	<input type="checkbox"/>
YRS7-10TIE	YEARS 7-10 TIE	-	£3.50 each		Quantity Required []	<input type="checkbox"/>
SCHOOL TRIPS						
CB17Inst1	CHATEAU DU BROUDEL INSTALMENT 1	June 24, 2016	£75.00		Amount to Pay [75.00]	<input type="checkbox"/>
CB17Inst2	CHATEAU DU BROUDEL INSTALMENT 2	September 16, 2016	£75.00		Amount to Pay [75.00]	<input type="checkbox"/>
CB17Inst3	CHATEAU DU BROUDEL INSTALMENT 3	November 4, 2016	£60.00		Amount to Pay [60.00]	<input type="checkbox"/>
HUMBRIDGE16	HUMBRIDGE & STREETLIFE MUSEUM 28JUNE16	June 23, 2016	£15.00		Amount to Pay [15.00]	<input type="checkbox"/>
Total Selected: £0.00						<input type="button" value="Add Selected Items"/>

The profile displayed for your child or each of your children will only show items specific to that child, ie the trips they have been registered on, revision guides applicable to the year group etc.

Please then select which items you wish to pay for by entering 'Quantities required' if needed, and then ticking the 'Select' box on the right hand side as required. Once you have selected all you wish to pay for, click on the 'Add Selected Items' box.

Please allow us time to process orders of items such as revision guides, particularly if you place an order outside of our normal office working hours such as over a weekend or school holiday.

Payment

Clicking the 'Add Selected Items' box will then show the 'Payment Process' screen below:

The screenshot shows a web browser window with the URL <https://www.hungerhill.oasis-software.co.uk/payments/t>. The page header features the school's logo and name, 'HUNGERHILL SCHOOL', and a navigation bar with 'Logged in as Payportal | Log out | Options'. A pink notification box states: 'Please note: The items you have selected are now ready for payment, please check the details below carefully before continuing'. Below this is the 'Payment Process' section, which includes a table of items:

#	Item	Pupil	Amount
JUMPER34	SCHOOL JUMPER SIZE 34	Online Portal	£13.50 (13.50 x 1)
			Total: £13.50

Below the table are sections for 'Terms & Conditions', 'EDUCATIONAL VISITS', and 'Refunds policy'. At the bottom left, there are four buttons: 'Cancel order', 'Add another charge/pupil or make changes', 'Finish & Pay', and 'Auto-payment (Test Mode)'. The footer contains the copyright notice: 'Copyright © 2011-2016 Oasis School Accounting Ltd'. The Windows taskbar at the bottom shows the time as 12:15 on 22/04/2016.

Please then check the items listed and the total which will be put forward for payment.

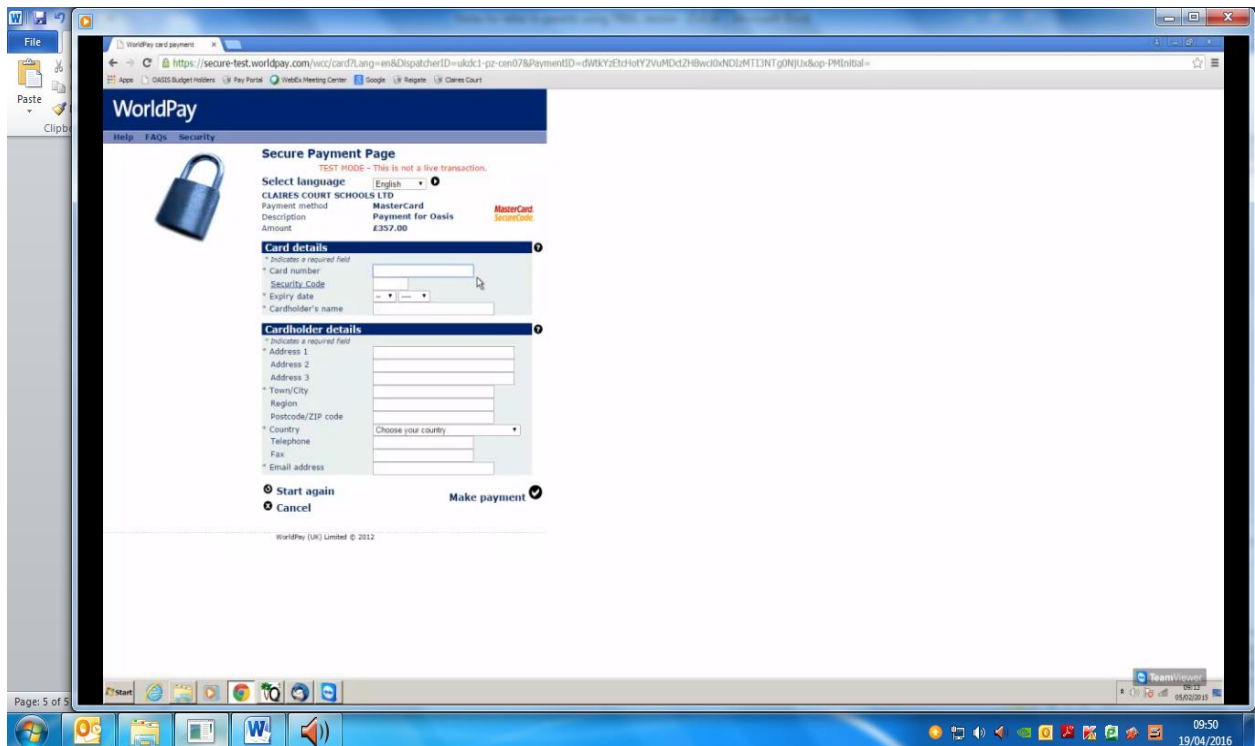
You can make changes by selecting the required buttons in the bottom left hand corner of the screen:

- Cancel order
- Add another charge/pupil or make changes
- Finish and pay

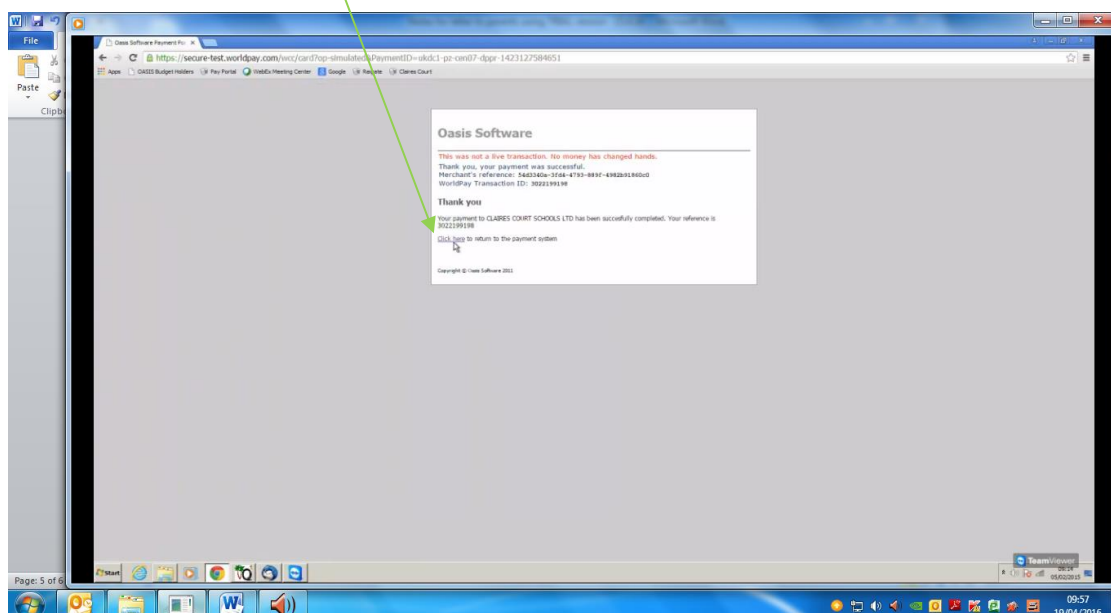
Once you have selected the 'Finish and pay' option, the following 'WorldPay' screen will appear:

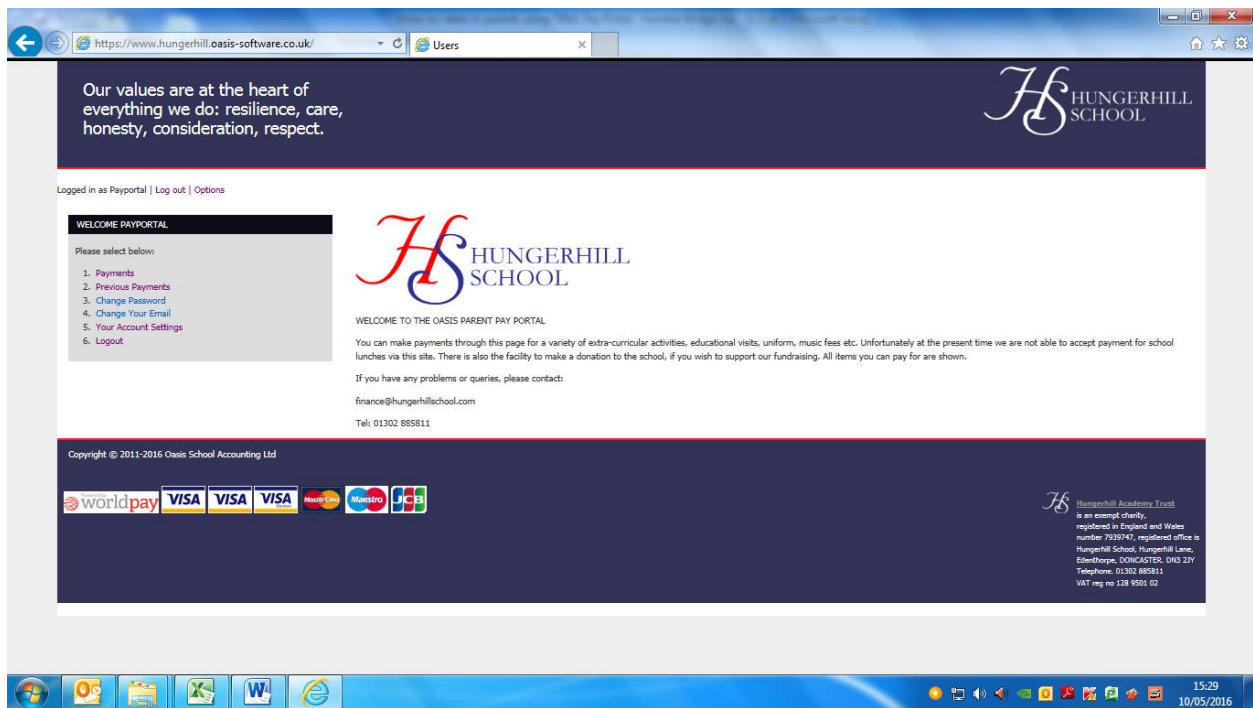
The screenshot shows the 'WorldPay' secure payment page. The page title is 'WorldPay' and it features a 'Secure Payment Page' header with a padlock icon. The page includes a 'TEST MODE' warning, a 'Select language' dropdown menu set to 'English', and a 'Choose currency' dropdown menu set to 'GBP (Great Britain)'. The merchant information is 'CLAREMOUNT SCHOOLS LTD' with a 'Description' of 'Payment for Oasis' and a 'Amount' of '£13.50'. Below this, there are options for 'ENTER YOUR PAYMENT METHOD' with logos for VISA, MASTERCARD, and AMERICAN EXPRESS. A 'Cancel' button is also visible. The footer of the page reads 'WorldPay (UK) Limited © 2012'. The Windows taskbar at the bottom shows the time as 09:35 on 19/04/2016.

- Please then select your chosen payment method from the options available.
- Once you have selected your desired method of payment, you will be taken to the 'WorldPay' screen where you will be asked to enter your card details. Again, an example of the screen which will appear is shown below:



- Please note that you are required to enter your e-mail address in the 'Cardholder details' section. This is important as this will generate the issue of payment confirmations and receipts – please see below.
- Once you are happy that you have entered all your details accurately, please click on 'Make payment', and follow the screens through.
- Once your payment has been processed successfully, you will be presented with the following page:
- This will then show your payment references – from both WorldPay, and from Oasis, our software provider.
- Please then select 'Click here' in order to return to the home page, as shown below:





Select Option 2 on the left hand side of the screen if you wish to view details of your Past Payments.

To logout of the system select **Option 6 – Logout**.

E-mail confirmations

After the payment process is complete, you should receive confirmation e-mails from both WorldPay and Oasis (software provider).

Help and feedback

We hope this guide provides you with any support you need with this system.

If you are having difficulty with your online account or logging in, or if you wish to provide feedback, please e-mail:

finance@hungerhillschool.com

During school hours, you may also contact the Finance Office by phone on 01302 885811.

We hope you find this service useful.