



2 September 2024

Dear Parents/Carers,

The Folkestone School for Girls uses an online payment system called Wisepay. Wisepay is an easy and convenient way to pay for school trips, fill in trip consent forms or purchase items from the school.

Please note that Wisepay cannot be used to top up your child's lunch card, please use your SQUID account to do this.

You will shortly receive an email from Wisepay containing your log in details for your Wisepay account.

How to access Wisepay

The Folkestone School for Girls has its own Wisepay site, which you can find here:

<https://www.wisepay.co.uk/store/generic/template.asp?mID=93189&ACT=nav>

You can also go to the school's website and click on to the Wisepay link, which can be found under 'My Account'. It is important to use the school's payment page, as trying to log in on Wisepay's own central website, or any other school's Wisepay site will not work.

Alternatively, you can use the Wisepay App. You can find this in either the Apple or Google Play store. To set this up you will need the school's organisation code which is 98149811.

Please use the User Name and Password that you receive from Wisepay to log in to either the website or the App.

Can I change my password?

You need to log in for the first time using the User Name and Password given to you. However, after you have logged in please change your password to something more secure.

To do this, please go to 'Change Password' and follow the on-screen instructions. Please be aware that your email address becomes your User Name after you change your password.

For security purposes, please ensure that the 'Wise Account' password that you choose is unique to your 'Wise Account' and that you do not use it for any other login. **It is particularly important that you use different passwords for each 'Wise Account' if you have more than one child at the school.** If you use the same email address and password for more than one 'Wise Account', Wisepay will be unable to tell which account you are trying to log in to, or which child's account you are attempting to make a payment to, and you will be unable to access any of your accounts.

What to do if I have any questions?

There are several Wisepay handbooks on the school website which can be found under the 'Trips and Visits' section in the 'Parents and Students' menu.

If you have any questions which are not answered by the handbooks please contact Louisa Harvey in the Finance Department. She should be able to answer any questions that you have and will channel any questions to Wisepay if she cannot answer them directly. Please do not contact Wisepay directly, they are unable to take questions from parents/carers directly due to data protection and confidentiality considerations.

Louisa can be contacted by email at lharvey@folkestonegirls.kent.sch.uk or by phone at 01303 251125 ext 251.

We hope you find the WisePay Service of benefit to you.

Yours sincerely,

The Finance Department