

Accessing your WisePay Account

(a) New pupils:

The Finance Office provides username(s) and password(s) when issuing new cashless catering cards. It might be helpful to read the original introductory letter for general background information

(b) Mislaid or forgotten access passwords.

- If you have not yet accessed your WisePay account, then please write to the school Finance Office who will reissue your username and password. Please provide as much information as possible including the student name and tutor group on the account together with either the contact e-mail address registered with the school and/or the date of birth of the student for verification.
- If you have previously accessed the account and checked your contact details are displayed correctly (click on the 'My Wise Account' tag then 'My Account Details') then you can request an e-mail reminder 24/7 by choosing the 'No it's been forgotten' option on the WisePay Home Page. Clicking on the 'Log In' button will then take you to a security task and a request for your contact e-mail address. If the system recognises the address then you will be sent an automated e-mail confirming your username and password. For this to work, you must ensure that the contact e-mail address held on WisePay is up-to-date.

(c) I have my password but my account will not open.

- Please send an explanatory e-mail to finance@comberton.cambs.sch.uk . Include the username and password (best guess!) for verification and include the student name and tutor group named on the account. It would also be helpful if you could also specify the required contact e-mail address for the account.