

To the Parents or Guardians of
Xxxxxx Xxxxxx (Tutor Group XX)
Comberton Village College

Dear Parents and Guardians,

We are pleased to let you know that our 'cashless catering' system and school uniform shop are now available online. Parents can view recent account history, check available balances and credit new funds direct to accounts using a credit/debit card. Parents will also be able to purchase items of school uniform and stationery from the school shop and make online payments for school trips and events. The school is working in conjunction with a company called WisePay.

Use of the online account facility is not obligatory; the Finance Office will still accept cheques and the cash machines will continue to operate as normal.

To access your online account, please go to the school website **www.combertonvc.org** and simply click on the WisePay logo.



Alternatively, the direct address is:

<https://www.wisepay.co.uk/schools/cambbs/CombertonVillageCollege/WisePay.htm>

On the right hand side of the WisePay home page you will find a login area. Please type in your personal user name and password to access your account:

Username: Xxxxxx Xxxxxx

Password: XXXXXXXXXXXX

The first time you log in, please click on the 'my Wise Account' tag and make sure your personal details are correct. It is particularly important that your e-mail address is correct as this is where receipts and forgotten password reminders will be sent.

If you need guidance, there is a set of help pages available from the 'Quick Links' menu. The direct address is https://www.wisepay.co.uk/store/parent/wisepay_help.pdf.

If you have any problems with the new system, please e-mail the school on our helpline at **website@comberton.cambs.sch.uk** and we will do our best to help (for security reasons, please include the username and password (best guess!) in your e-mail if you require assistance with access). This is also the e-mail address for any comments, suggestions and general feedback.

When you make an online payment to a 'cashless catering' card account, please remember it takes approximately ten minutes before the credit becomes available for use in school.

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If you have more than one child at CVC, you will receive a username and password letter for each child. These letters will arrive within a three week period as the system is rolled out to all parents. Once you have a full set of access details, you can either choose to keep each account separate (by using the usernames and passwords provided for each child) or you can view all your accounts under one master account.

To merge multiple accounts:

1. Log in to one of your Accounts (using your user name and password for that account).
2. Click on the top in top bar called 'my Wise Account'. Go to 'Merge Student Accounts' section at the bottom right of this page.
3. Click on to the 'Merge Student Account' link at the bottom right of the page.
4. On the next screen, enter the username and password of one of your other children and press 'Find Student Account'.
5. If a matching student account is found, the student is displayed on the next screen with a 'Merge this Account' button. Pressing this button merges the account. A message will also appear to return to the 'my Wise Account' page.
6. Once a student account has been 'merged', in your 'my Wise Account' page, your student is listed as a link which allows you to switch to that account.
7. For subsequent visits to WisePay, you must login in with the first child's user name and password as that is now the master account.

I hope you find the new facility useful.

Kind Regards

Steve Odell
School Website