

## WisePay's Parental App

**Where can I download the WisePay App?** Play Store and Apple Store. Links for these areas can be found on the WisePay website and your school's parental login pages.

**Can I have the previous version WisePay App present on my device (e.g., phone, tablet)?** No, you will need to uninstall the previous WisePay App before downloading the new WisePay App.

**If I am searching for the new WisePay App in Play Store and Apple Store, what name should I search?**  
WisePay Limited / Ltd

**Has WisePay's branding changed?**  
Yes. Logo and User Interface changes will be seen gradually over the coming months. The new WisePay app logo is grey, and green as opposed to the previous colour scheme of purple and green.

**What is the difference between the existing WisePay App to the new WisePay App?** We've been and continue to work in the background to improve our parents' App experience, making managing your school payments even easier. Parents can now top up specific amounts, complete transactions, view messages and manage bookings all inside the app.

**Where do I find my year 7's login credentials?**  
The school your child attends will send you the username and password, most commonly at the beginning of the Autumn term. In some instances, credentials are sent out prior to the end of summer term.

**How do I register an account in the WisePay App?**  
Click on 'register' if your child is the first to attend the school or 'register another' if your child already has a registered sibling; enter the school's organisation code, enter your username and password, then the student's first and last name.

**What is my username?** Usually, your email address, if not, your child's firstname.lastname (e.g., Dan.Dandeka). This information will be present in the welcome email from your child's school, providing your login credentials.

**What if I forget my Password?** You are able to change the password by logging into the website version and clicking on 'forgotten password'

**Who do I go to for support?** A parent's first point of contact is the school. The WisePay support team are happy to assist any of our school with queries they receive.



Free Download  
App User Guide

