

## Accessing and using Ely College's WisePay system

### Direct:

<https://www.wisepay.co.uk/store/generic/template.asp?ACT=nav&mID=1339>

### Via Elycollege.com:

<http://www.elycollege.com> > WisePay login at the top of the page

Log in with the email address that you gave the College as a contact email. If this has changed, please see our contacts section at the end of this guide.

If you do not know your password, click the "Forgotten password" link, and enter your email address. If the system returns "**System notification – Account Reminder Failure - The email address supplied did not match any accounts stored for this school.**" please see our contacts section at the end of this guide.

Once logged in, you will see the welcome screen below, with a brief overview of the account balance, and the last time the account was updated (usually the same day a purchase was made on the account)



# ELY COLLEGE

Welcome Parent/Carer name to your account for Child's name

[My Merged Accounts](#) [My Wise Account](#) [Change Password](#) [Log Out](#)

Meal Balance : | 19<sup>th</sup> JUL 2018 | 13:38:00 | £ 1.35 [Top Up](#)

**i** This is the latest balance provided to WisePay by the POS tills and does not include top-ups made after the time displayed above.



Trip and Visit Payments



Food and Drink Payments



Shop



Clubs and Activities



Ticket and Event Bookings

## How do I top up my child's account?

Click the "Top up" link next to the balance, or the "Food and Drink Payments" link, then "Ely Dinner Money"

Home My Merged Accounts My Wise Account Change Password Log Out << Back

### Dinner Money Manager



**Ely Dinner Money** £ Variable

[View Details](#)

Select the amount you would like to add to your child's catering account

### Ely Dinner Money



Please select one of the payment amounts below and click Purchase.  
The money will be added to your account within 30 mins of completing the transaction.

**Price - £ 15.00**  
(The price will be calculated based on the options you select below)

**Please select the amount you wish to pay.**

	<input type="radio"/>	£ 5.00 -
	<input type="radio"/>	£ 10.00 -
	<input checked="" type="radio"/>	£ 15.00 -
	<input type="radio"/>	£ 25.00 -
	<input type="radio"/>	£ 35.00 -
	<input type="radio"/>	£ 45.00 -

**Price - £ 15.00**  
(The price will be calculated based on the options you select above)

[Purchase](#)

Follow the on-screen instructions to enter payment details.

## How do I view what my child has eaten?

Click the "My Wise Account" link on the menu bar. This will take you to an overview of your account, with details of credit received and a purchase history for the account.

If the account is used frequently, you may only see a portion of the most recent history.

### Account Overview

Payments, Balances and Messages ▾

Merged Accounts ▾

Your Details ▾

#### Food and Drink Balance **£ 1.35**

**Food and Drink Balance and Purchases Sent to WISEPAY by POS Tills at 19/07/2018 13:38:00 Please note - WisePay displays the meal balance and meal purchase information as a guide only. The information is based on data that has been sent to WisePay by the POS tills in your organisation's canteen run by a third party. The data should be sent to WisePay once a day by the tills.**

WisePay is not responsible for, and has no control over, either the meals purchased, the meal balances or the information about the meal items purchased. WisePay can only display the latest information that we are sent.

In your Wise Account, you will be able to view a complete payment history about all payments that you have used WisePay to facilitate. However, WisePay does not generate the meal data.

Should you have a question or any queries relating to your food purchases, please contact your organisation directly. Your organisation will then be able to contact the third parties and POS tills who provide the meal data.

#### Payment Top Ups

Date/Time	Order Ref.	Item	Amount
18/06/2018 20:52:15	=====	Ely Dinner Money	£ 5.00

#### Food and Drink Purchases

Date/Time	Description	Amount
19/07/2018 13:25:00	Large Pasta + 2 Fillings £ 1.90	£ 1.90

## How do I set the daily limit for my child?

## How do I change the daily limit for my child?

Please contact your House Office to set or change a spend limit. They will pass it on to the relevant department. It is not possible to set this through WisePay.

### Important contacts

Account access, account problems, access problems

help@cmat.support  
itservicedesk@cmatrust.net

General queries

Etheldreda  
Franklin  
Scott  
Turing

House Offices  
etheldredahouse@elycollege.co.uk  
franklinhouse@elycollege.co.uk  
scotthouse@elycollege.co.uk  
turinghouse@elycollege.co.uk