

# Using Scopay for online lunch orders.



**Aim:** Submit lunch orders through scopay.com or by downloading, installing and using the Scopay app.

**How:** via an iOS or Android app, or via the Scopay website.

## Getting started with the app:

1) You will be issued with a letter containing a "Link code" and a QR code. Please find this letter.

NOTE: You are welcome to scan and use the QR code, but this guide assumes the app is set up without the QR code.

2) Download and install the Scopay app by searching the Apple App/Google Play store, or using the links below:

Android: <https://tinyurl.com/scopay-android> iOS: <https://tinyurl.com/scopay-ios> Alternatively: [scopay.com](https://scopay.com)

3) Open the app.

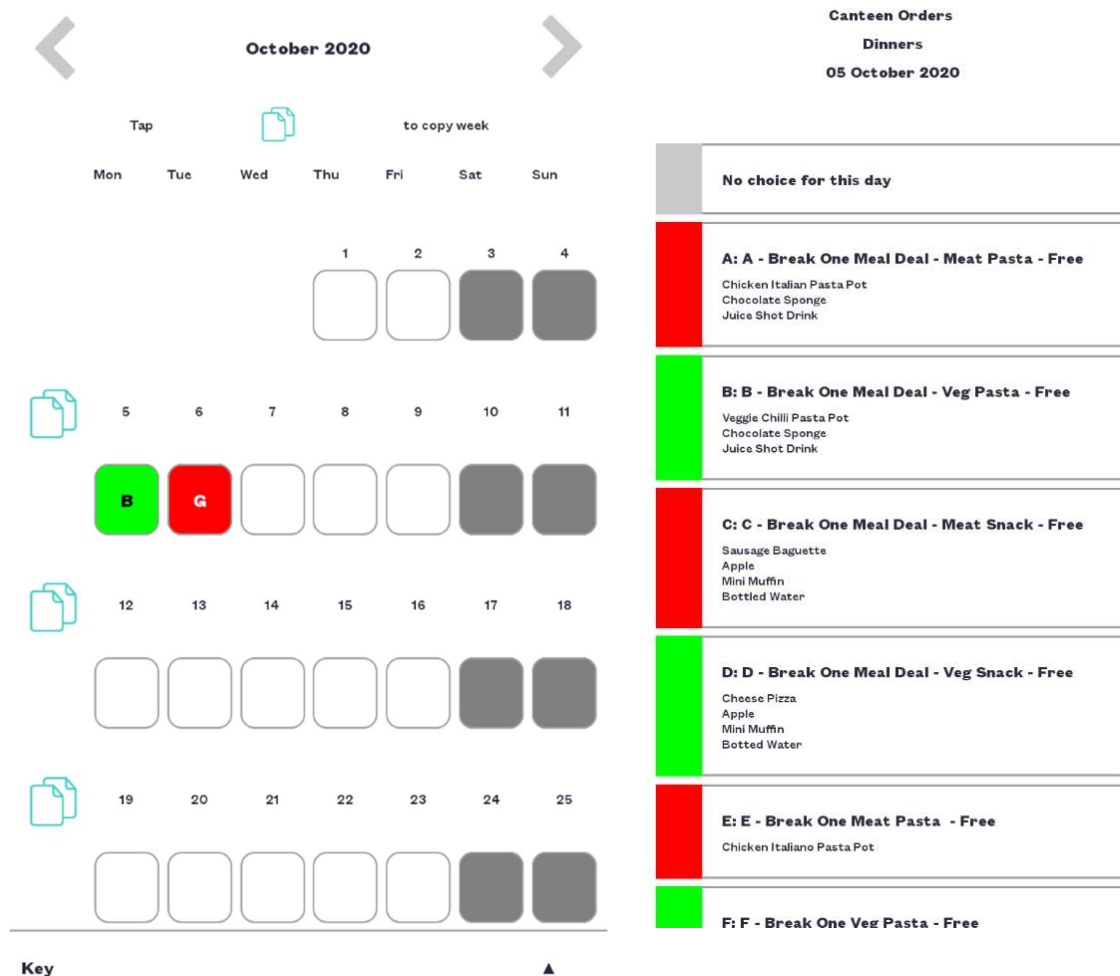
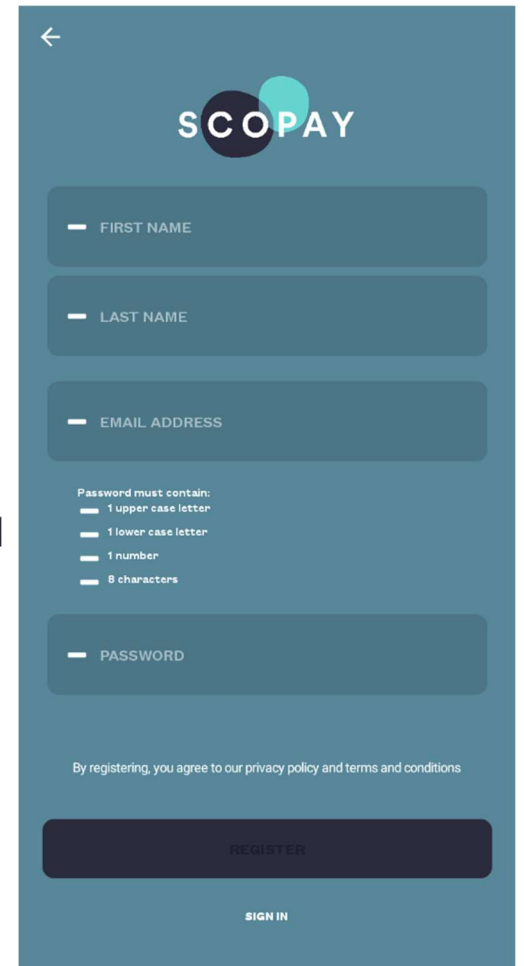
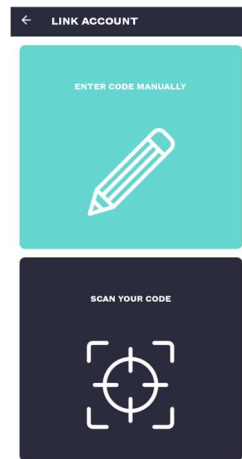
4) If you already have a Scopay account, please log in.

NOTE: If you do not have a Scopay account, please register for one. To register for an account:

- Enter your name, email address and a password.
- Enter the link code shown on your letter.
- The "Register" button will appear when all of the details have been entered correctly.
- Press the Register button.
- You will receive an email from donotreply@scopay.com with a link. Open the link to activate your account.

5) If your account is not automatically linked, needs to be linked to more than one student, or needs linking again in the future:

- Select the menu.
- Choose "Settings".
- Choose "Manage accounts"
- Choose "Link account"
- Scan the QR code or enter the "Link code".



## Food orders:

Food orders can be selected for each day from the calendar.

1) Open the calendar from the icon in the lower left of the app.

2) Select the appropriate day.

NOTE: You can only order for days which are shown in white. You cannot order for days shown in light or dark grey.

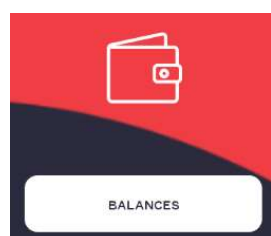
3) Browse the menu and select a food order. You can either submit an order for first break or second break.

4) The calendar will update to reflect your choice for that day.



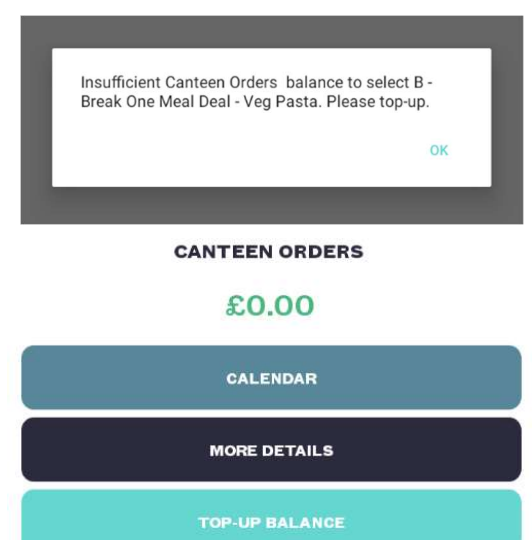
## Account balances:

1) If your child/children receive Free School Meals each day, this will be automatically added to your account balance. You can also make purchases exceeding the Free School Meals allowance if your account has sufficient credit.



2) If your child/children do not receive Free School Meals, you will need to ensure your account has sufficient credit to purchase the meal.

3) You can add credit to your account and view your previous purchases by selecting the "Balances" option from the menu.



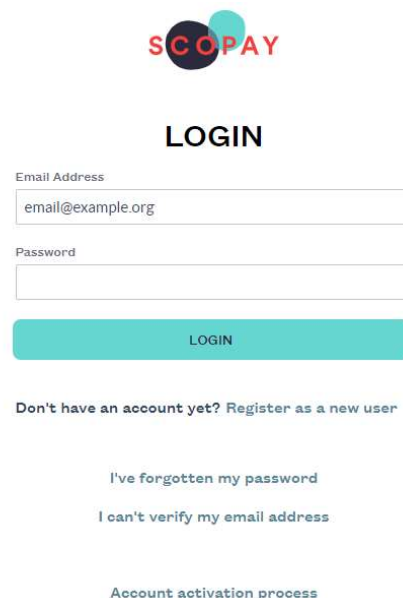
## Getting started with the website:

- 1) You will be issued with a letter containing a "Link code" and a QR code. Please find this letter.
- 2) Visit <https://scopay.com> and select the link to log in.
- 3) If you already have a Scopay account, please log in.

NOTE: If you do not have a Scopay account, please register for one.

You will need to enter your name, email address, billing details and a password. You will also need to enter the link code shown in your letter.

You will receive an email from donotreply@scopay.com with a link. Open the link to activate your account.



The image shows the Scopay login page. At the top is the Scopay logo. Below it is the heading "LOGIN". There are two input fields: "Email Address" with the placeholder "email@example.org" and "Password". A teal "LOGIN" button is below the fields. Below the button is a link: "Don't have an account yet? Register as a new user". At the bottom, there are two links: "I've forgotten my password" and "I can't verify my email address". A small link "Account activation process" is at the very bottom.



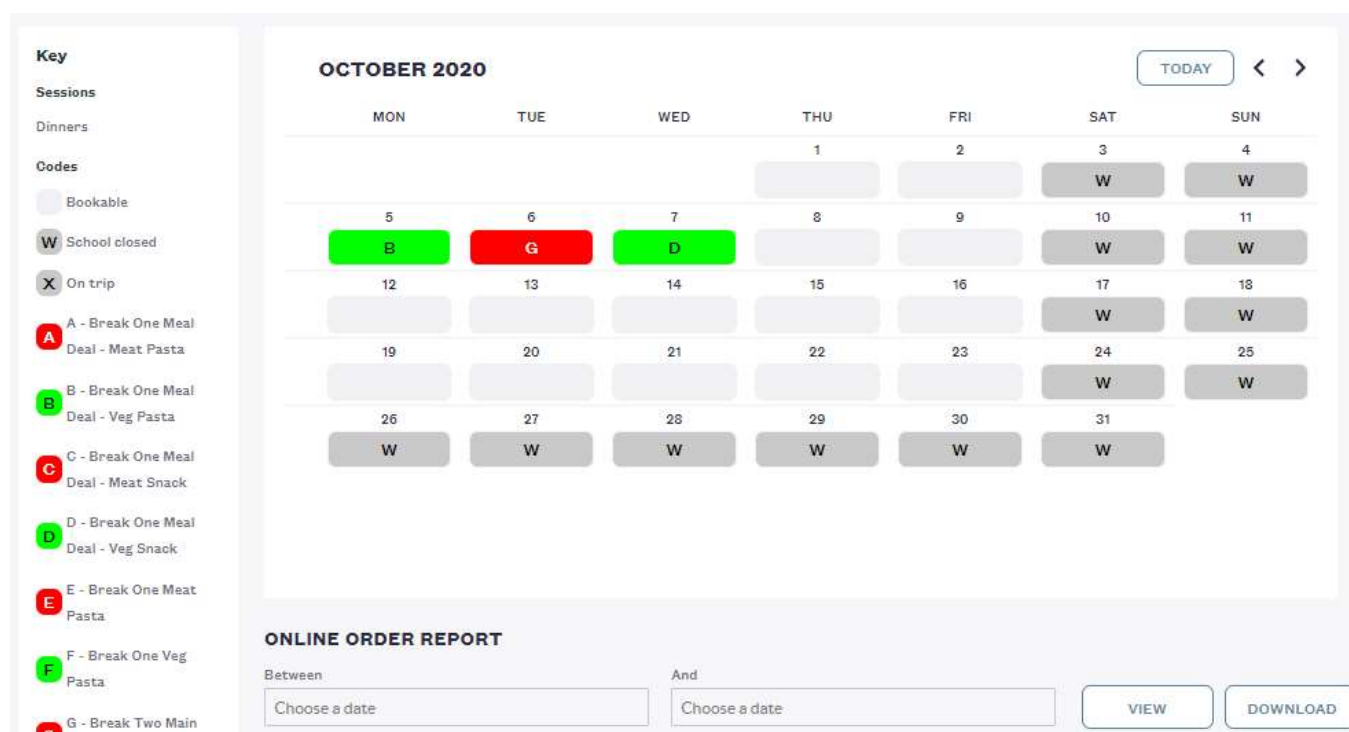
## Food orders:

Food orders can be selected for each day from the calendar.



The image shows the "ACCOUNT BALANCES" section. It has a dropdown arrow and the text "ACCOUNT BALANCES". Below it, "Canteen Orders" is shown with a balance of "£0.00". There are three buttons: "VIEW HISTORY", "ORDER MEALS", and "MAKE PAYMENT".

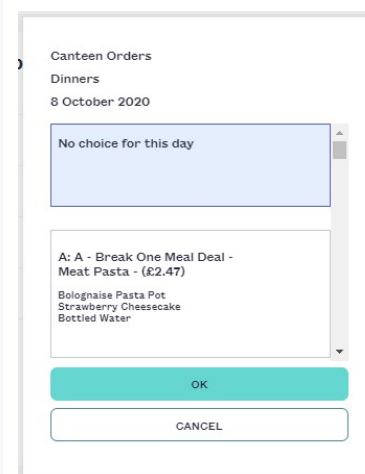
- 1) Click "View products" from the menu.
- 2) Under "Account balances" click "Order meals".
- 3) Select the appropriate day. NOTE: You can only order for days which are shown in white. You cannot order for days shown in light or dark grey.



The image shows a calendar for "OCTOBER 2020". The days of the week are listed at the top: MON, TUE, WED, THU, FRI, SAT, SUN. The calendar grid shows dates from 1 to 31. Some dates are highlighted with colored boxes: 5 (green, B), 6 (red, G), 7 (green, D), 8 (white), 9 (white), 10 (grey, W), 11 (white), 12 (white), 13 (white), 14 (white), 15 (white), 16 (white), 17 (grey, W), 18 (white), 19 (white), 20 (white), 21 (white), 22 (white), 23 (white), 24 (grey, W), 25 (white), 26 (grey, W), 27 (grey, W), 28 (grey, W), 29 (grey, W), 30 (grey, W), 31 (grey, W). Below the calendar is an "ONLINE ORDER REPORT" section with "Between" and "And" date pickers and "VIEW" and "DOWNLOAD" buttons.

4) Browse the menu and select a food order. You can either submit an order for first break or second break.

5) The calendar will update to reflect your choice for that day.



The image shows a "Canteen Orders" modal for "8 October 2020". It says "No choice for this day" in a blue box. Below that, a list of items is shown: "A: A - Break One Meal Deal - Meat Pasta - (£2.47)", "Bolognese Pasta Pot", "Strawberry Cheesecake", and "Bottled Water". There are "OK" and "CANCEL" buttons.

## Account balances:

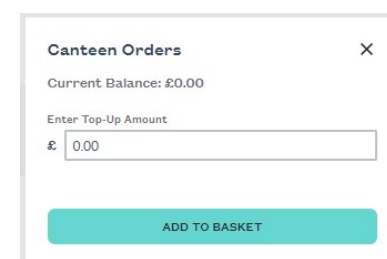
1) If your child/children receive Free School Meals each day, this will be automatically added to your account balance. You can also make purchases exceeding the Free School Meals allowance if your account has sufficient credit.

2) If your child/children do not receive Free School Meals, you will need to ensure your account has sufficient credit to purchase the meal.



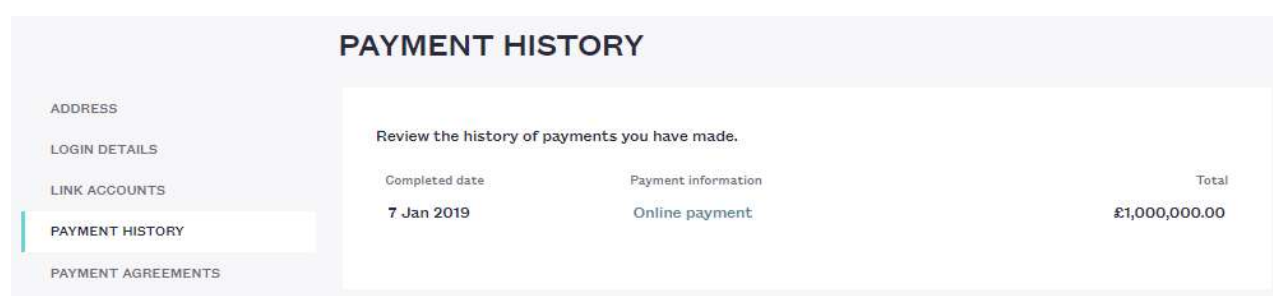
The image shows the "ACCOUNT BALANCES" section, identical to the one above.

- 3) You can add credit to your account:
  - a) Select "View products" from the menu.
  - b) Select "Make payment".
  - c) Enter the amount you wish to add.
  - d) Select "Add to basket".



The image shows a "Canteen Orders" modal for adding credit. It shows "Current Balance: £0.00". There is an input field for "Enter Top-Up Amount" with "0.00" entered. Below it is an "ADD TO BASKET" button.

- 4) You can view your payment and order history:
  - a) Select "Your info" from the menu.
  - b) Select "Payment history".
  - c) Clicking on each payment will allow you to view more details.



The image shows the "PAYMENT HISTORY" section. It has a heading "PAYMENT HISTORY" and a sub-heading "Review the history of payments you have made." Below that is a table with columns "Completed date", "Payment information", and "Total".

Completed date	Payment information	Total
7 Jan 2019	Online payment	£1,000,000.00

On the left side of the section, there is a sidebar menu with options: "ADDRESS", "LOGIN DETAILS", "LINK ACCOUNTS", "PAYMENT HISTORY" (which is highlighted), and "PAYMENT AGREEMENTS".