

Troubleshooting iPay application issues:

A recent update to the security certificate for the iPay application has led to some parents/guardians experiencing some difficulties with the iPay app on their device. We have consulted with the customer service team and they have advised the following:

Scenario 1: 'The ipay application on my device is not working. I cannot use any functions as the screen is frozen'.

- Step 1: Remove the application from your device.
- Step 2: Reinstall the application onto your device.
- Step 3: Log back into your iPay account.
- If this does not resolve the situation then please contact ipay@nationalacademy.org.uk.

Scenario 2: 'I have removed the application from my device and reinstalled it and it is still not working'.

- Step 1: Please email ipay@nationalacademy.org.uk and we will reset your account and you will be given a new link key reference for your child.
- Step 2: You will need to start the registration process again, as if you were setting up an account for the first time.

Scenario 3: 'I had difficulty logging in and I tried to reset my password but the *reset password email* isn't in my inbox'.

- Step 1: Have you checked your junk email folder?
- Step 2: If the email has still not been received then please follow the steps for **scenario 2** above and email ipay@nationalacademy.org.uk where the same process will apply.

Scenario 4: 'In the iPay app, I cannot see transactions for previous payments made towards trips?'.

- Step 1: Navigate to the menu at the bottom right of the app on the home screen, (clock face with a curved arrow). This will load the transaction history.
- Step 2: By default the filter is set to the last 3 months of transactions but you can change this by clicking on filter.

Scenario 5: 'I've paid for my child to go on a trip but I cannot see it on the iPay app home screen now?'.

- Step 1: Log into your iPay app on your phone device and navigate to your child's account.
- Step 2: There is a section called 'available funds' - click on the filter icon which is shaped like a funnel. Then select 'available'. This will then show all trips which are available to you either part paid or waiting to be accepted/paid. If you choose the 'paid' option, this will show all trips paid in full.

Scenario 6: 'I need to purchase revision guides / pay for music tuition and I'm logged onto my iPay account through a computer and I cannot see the 'school shop' option'.

- Step 1: Log onto your iPay account through an internet browser*.
- Step 2: At the top of your PC screen click on 'accounts'.
- Step 3: At the side of your child's name you will see a button 'select', click this.**
- Step 4: Choose the option 'shop' in the 'school shop' section.

Scenario 7: 'I've received an email from the Academy, informing me of a trip which is available to my child. How do I confirm my child's attendance and pay for this?'.

- Step 1: You will need to have registered an iPay account.
- For details of your child's link key number please email ipay@nationalacademy.org.uk.
- Step 2: The trip or visit will be listed under 'available funds'.
- Step 3: Click on the trip and follow the steps from there.

* The browser version of iPay, accessed through your computer or PC is currently undergoing some development and therefore you will notice some differences in appearance with the app version.

** You will be informed by a staff member if you need to access the 'school shop' to pay for items which are relevant to your child at this stage – e.g. revision guides, music tuition etc. Items in the shop will only be visible if they are available as an option for your child.