

SIMS Pay for Customers

November 2020

What is SIMS Pay?

SIMS Pay is an online marketplace, which enables schools to sell and collect payment for items such as school uniform, trips, events, clubs, wraparound childcare and other school activities, in a safe and secure way. Your school may choose to use some of this functionality.

Why do I need to use it?

SIMS Pay allows parents/carers the ability to make safe and secure online payments at any time of the day via debit or credit card. You can view your payment history via the website. If you are paying for a trip in instalments, SIMS Pay will prompt you when instalments are due. This is a secure, auditable and safe way of paying for items to your school.

How do I access it?

Your child(ren)'s school will send you an email invitation to register for SIMS Pay.

How do I register?

After you have received your email or letter invitation from the school containing an invitation code, you can either click on the link in the email or go directly to www.sims-pay.co.uk to register.

You cannot register until you have received the invitation code from the school.

You will need an account with one of the supported identity providers: Apple ID, Microsoft, Office 365, Google, Facebook or Twitter. It is possible to use an existing account to register, or you can create a new one.

Your invitation code is unique to you and should not be shared with anyone else, including another parent/carer for the same pupil. You should contact your school to request a separate and unique invitation code, where appropriate.

Registering for SIMS Pay for the first time

If you have already registered, please go to page 10

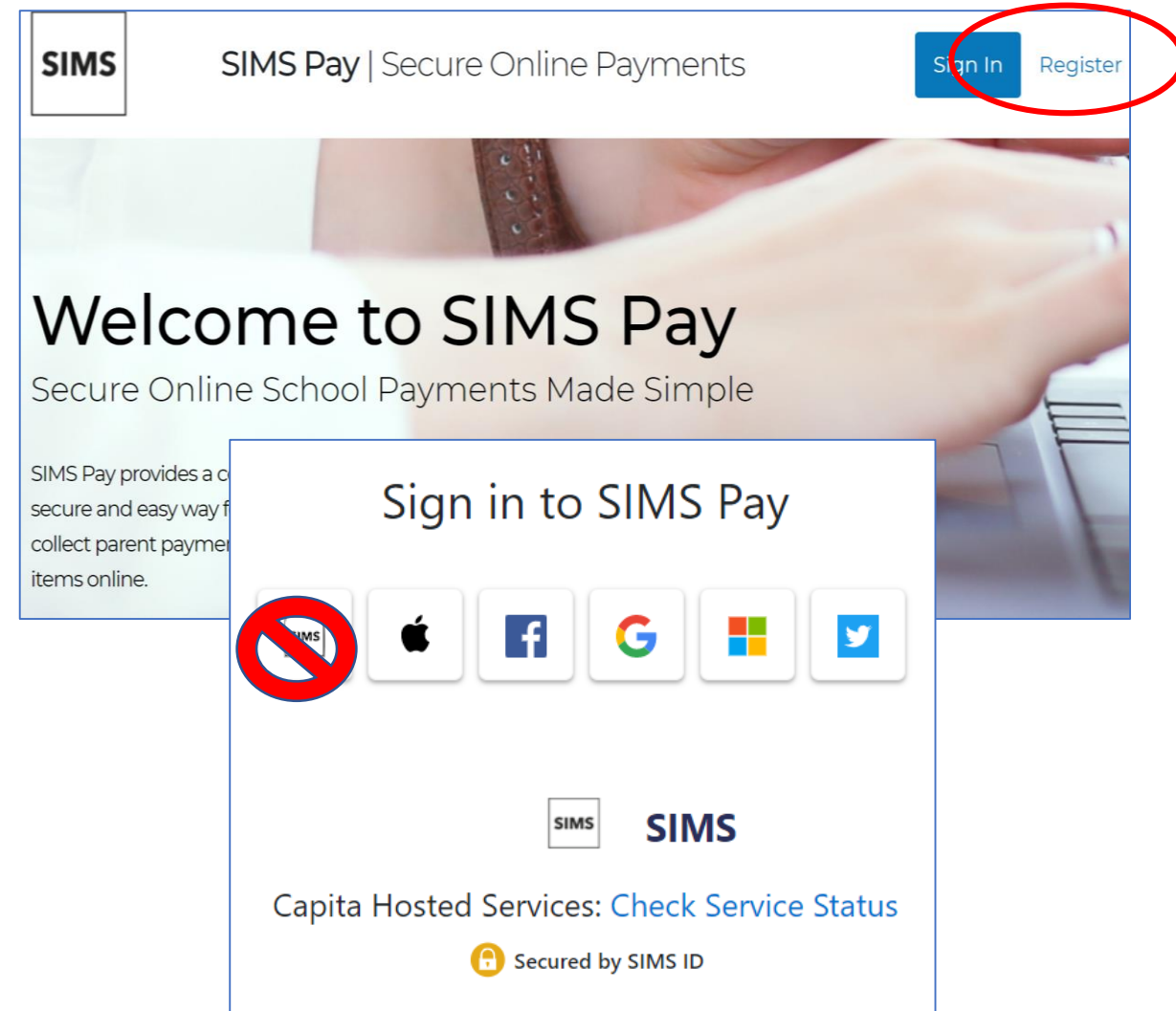
Registering for SIMS Pay

The first time you use SIMS Pay, click on the **Register** icon in the top right hand corner of the page.

You will then see the **Sign In** screen.

Click the icon for your preferred account provider to be directed to sign in. If you do not have an existing account with one of these providers and need assistance, please contact your school directly.

Please do not click the SIMS ID icon. This feature is not currently available.

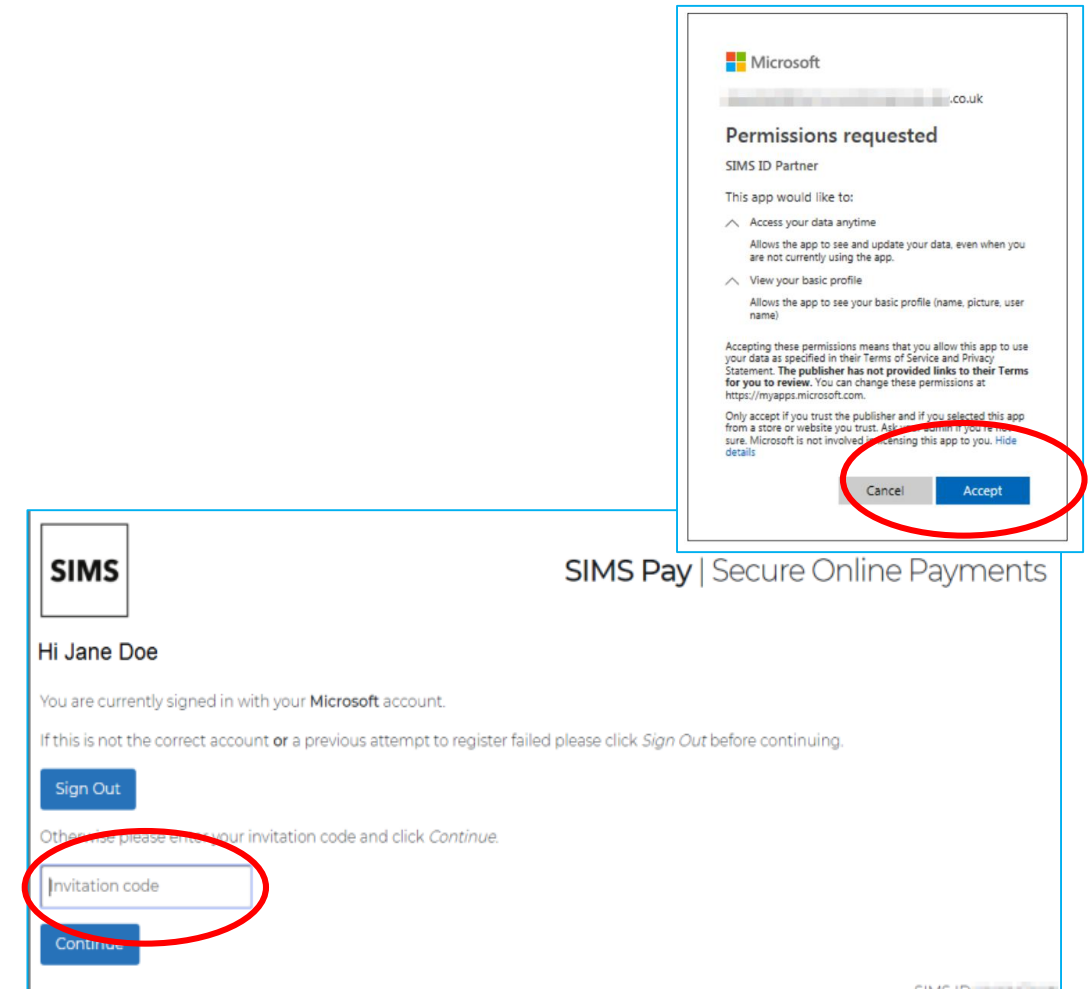


Registering for SIMS Pay

If this is the first time you have registered this account with SIMS Online Services, you will see the SIMS ID permissions requested page. Please click the **Accept** icon.

The Registration - Welcome page is then displayed, showing your name (as recorded by the account) and the identity provider you selected. This is helpful if you share a computer with other users.

Check that the name and account are what you expected to see. If the details are correct, enter the **Invitation Code** from your invitation, then click the **Continue** button. If the account details are incorrect, click the **Sign Out** button, then sign in again with the correct account.



The image shows two overlapping screenshots from the SIMS Pay registration process. The top screenshot is a Microsoft permissions dialog box. It has the Microsoft logo at the top left and a blurred email address. The title is "Permissions requested" and it says "SIMS ID Partner". Below that, it says "This app would like to:" and lists two permissions: "Access your data anytime" (with a sub-note: "Allows the app to see and update your data, even when you are not currently using the app.") and "View your basic profile" (with a sub-note: "Allows the app to see your basic profile (name, picture, user name)"). At the bottom, there is a paragraph of legal text and two buttons: "Cancel" and "Accept". The "Accept" button is circled in red. The bottom screenshot is the SIMS Pay welcome page. It has the SIMS logo in the top left corner. The title is "SIMS Pay | Secure Online Payments". It says "Hi Jane Doe" and "You are currently signed in with your Microsoft account." Below that, it says "If this is not the correct account or a previous attempt to register failed please click Sign Out before continuing." and has a "Sign Out" button. Then it says "Otherwise please enter your invitation code and click Continue." and has an "Invitation code" input field and a "Continue" button. Both the input field and the "Continue" button are circled in red. A red line connects the "Accept" button in the top screenshot to the "Continue" button in the bottom screenshot.

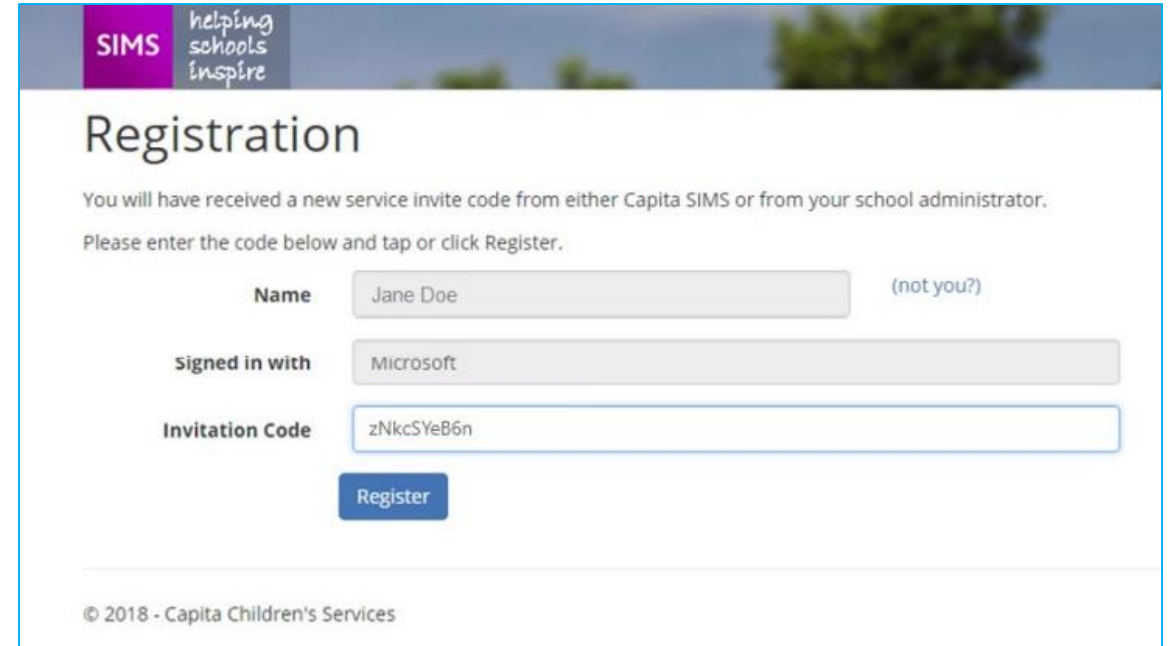
Registering for SIMS Pay

If this is the first time you have registered this account with SIMS ID, the SIMS ID Registration page is displayed. The Invitation Code field is pre-populated with the code you entered on the Registration - Welcome page.

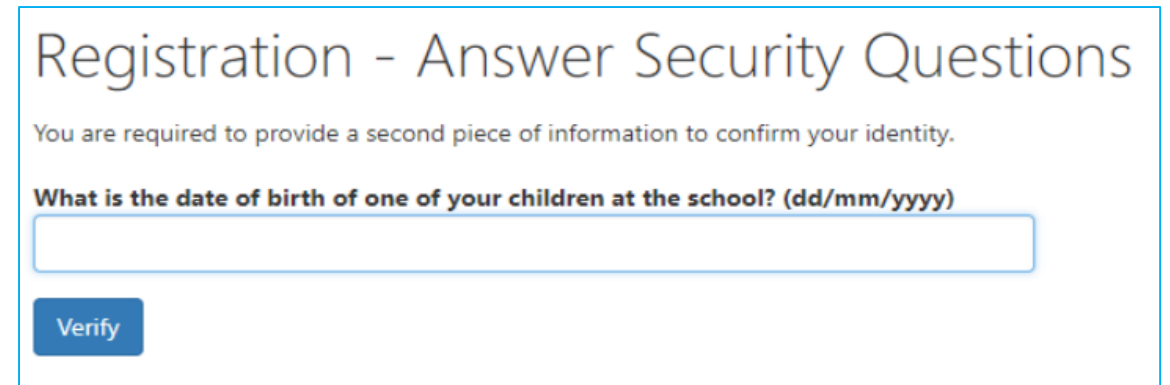
Click the **Register** button.

You will then be prompted to answer a security question, which is usually the date of birth of one of your children at the school (not your date of birth).

Enter the information in dd/mm/yyyy format and click **Verify**.



The image shows the SIMS Registration page. At the top, there is a header with the SIMS logo and the tagline 'helping schools inspire'. The main heading is 'Registration'. Below this, a message states: 'You will have received a new service invite code from either Capita SIMS or from your school administrator. Please enter the code below and tap or click Register.' There are three input fields: 'Name' with the value 'Jane Doe' and a '(not you?)' link; 'Signed in with' with the value 'Microsoft'; and 'Invitation Code' with the value 'zNkcSYeB6n'. A blue 'Register' button is located below the Invitation Code field. At the bottom, there is a copyright notice: '© 2018 - Capita Children's Services'.



The image shows the 'Registration - Answer Security Questions' page. The heading is 'Registration - Answer Security Questions'. Below this, a message states: 'You are required to provide a second piece of information to confirm your identity.' The question is: 'What is the date of birth of one of your children at the school? (dd/mm/yyyy)'. There is a text input field for the answer. A blue 'Verify' button is located below the input field.

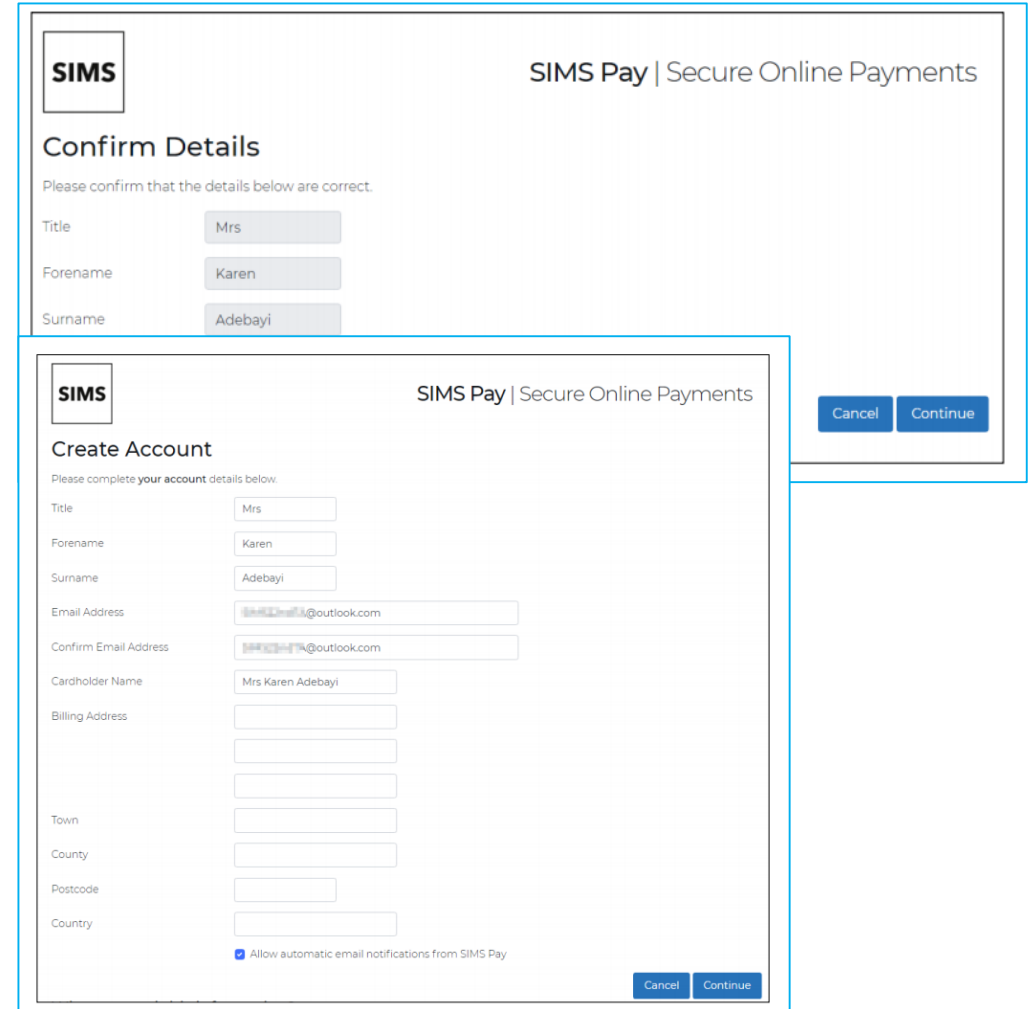
Registering for SIMS Pay

Once the account is set up, you will be directed to SIMS Pay. Check that your information is correct and press **Continue**.

If you see the **Create Account** screen, fill in the required information.

Important: Always leave the 'Allow automatic email notifications from SIMS Pay' checkbox selected. Unticking this box will mean that you would not receive emails and reminders from SIMS Pay and would miss important reminders and emails.

Click **Continue**.



The image displays two screenshots of the SIMS Pay registration interface. The top screenshot shows the 'Confirm Details' screen, where users are asked to verify their information. The bottom screenshot shows the 'Create Account' screen, where users provide personal and contact details.

SIMS Pay | Secure Online Payments

Confirm Details

Please confirm that the details below are correct.

Title: Mrs
Forename: Karen
Surname: Adebayi

SIMS Pay | Secure Online Payments

Create Account

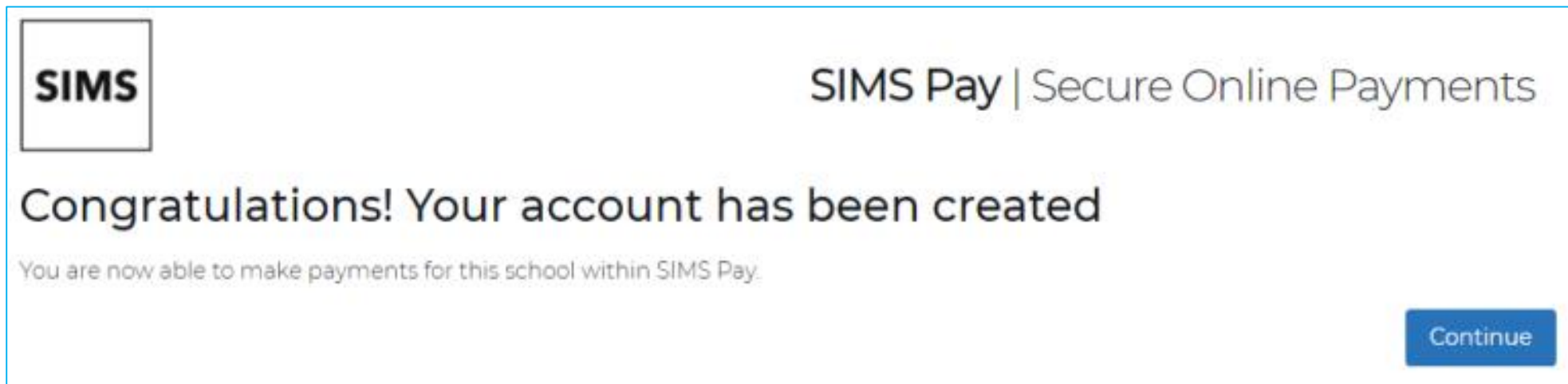
Please complete your account details below.

Title: Mrs
Forename: Karen
Surname: Adebayi
Email Address: karen.adebayi@outlook.com
Confirm Email Address: karen.adebayi@outlook.com
Cardholder Name: Mrs Karen Adebayi
Billing Address: [Empty field]
Town: [Empty field]
County: [Empty field]
Postcode: [Empty field]
Country: [Empty field]

☒ Allow automatic email notifications from SIMS Pay

Registering for SIMS Pay

You will see the following screen. Press **Continue** to open SIMS Pay.



Logging into SIMS Pay after registering

If you have not registered, please go to page 5

Logging into SIMS Pay after you have registered

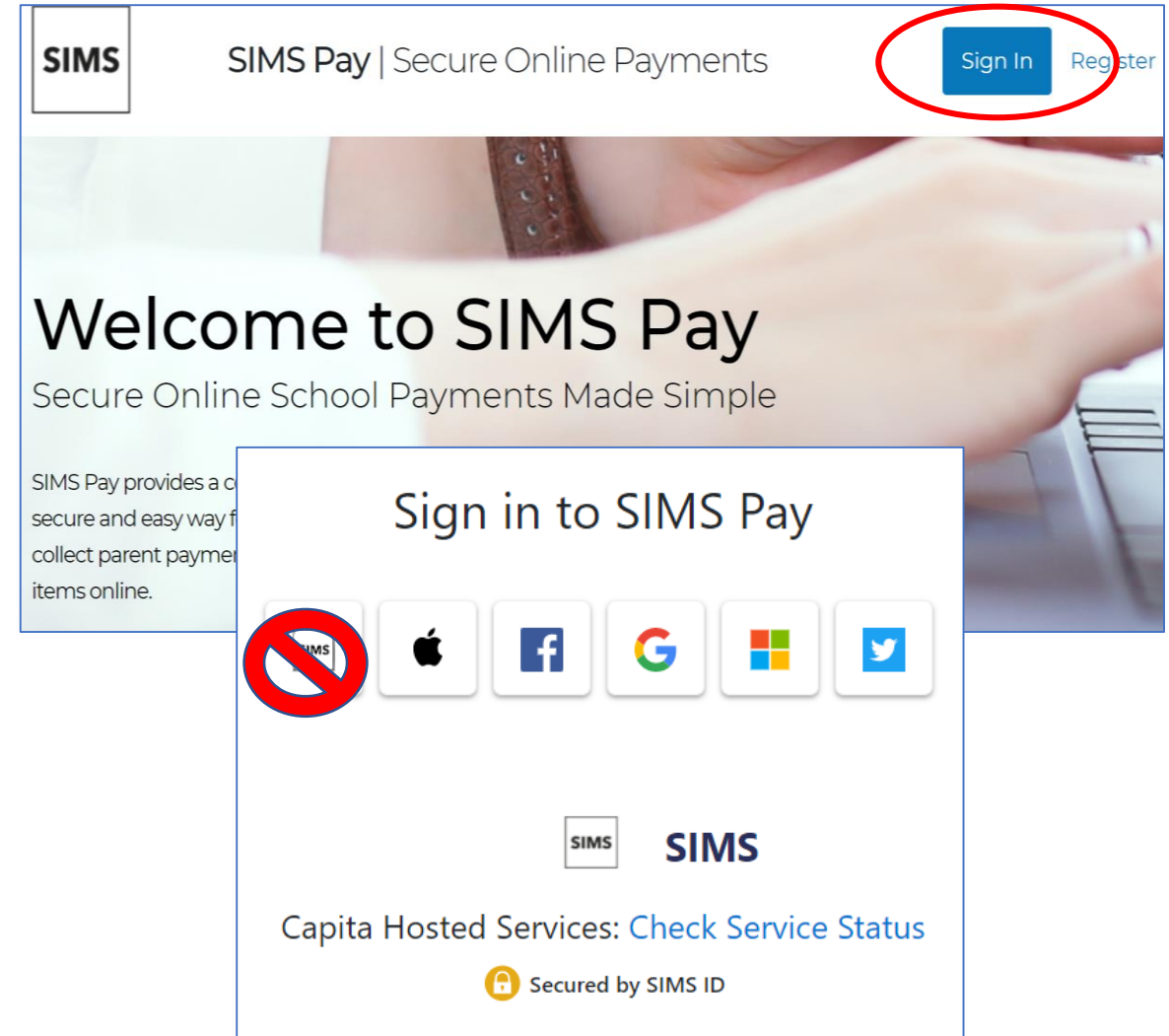
Go to www.sims-pay.co.uk and click the **Sign In** icon at the top of the screen.

You will then see the **Sign In** screen.

Click the icon for the provider you used to register (Apple ID, Facebook, Google, Microsoft/Hotmail or Twitter).

Please do not click the SIMS ID icon. This feature is not currently available.

You can then sign in with the information you used to register with. If you have forgotten your password, please contact Facebook/Google/Microsoft to reset it. The school cannot do this for you.

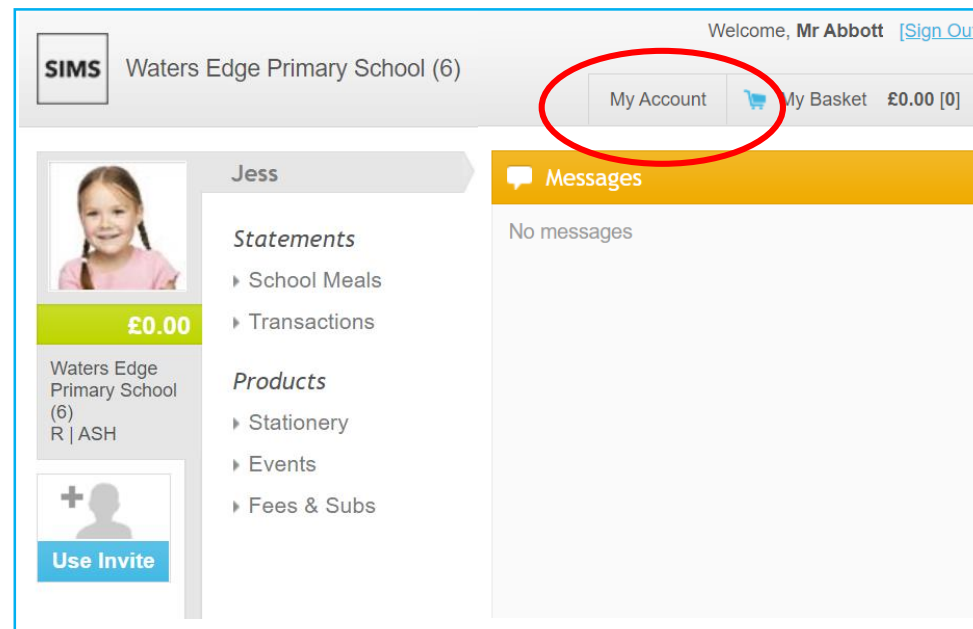


Using SIMS Pay

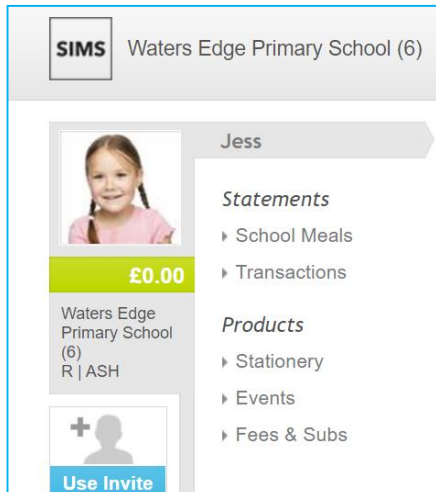
SIMS Pay - Homepage

The homepage gives parents/carers a view of all of their children at the school, as well as the products available to buy (under **Products**) and a transaction history (under **Statements**). You can also see SIMS Pay messages from your school.

Account details can be managed via the **My Account** tab.



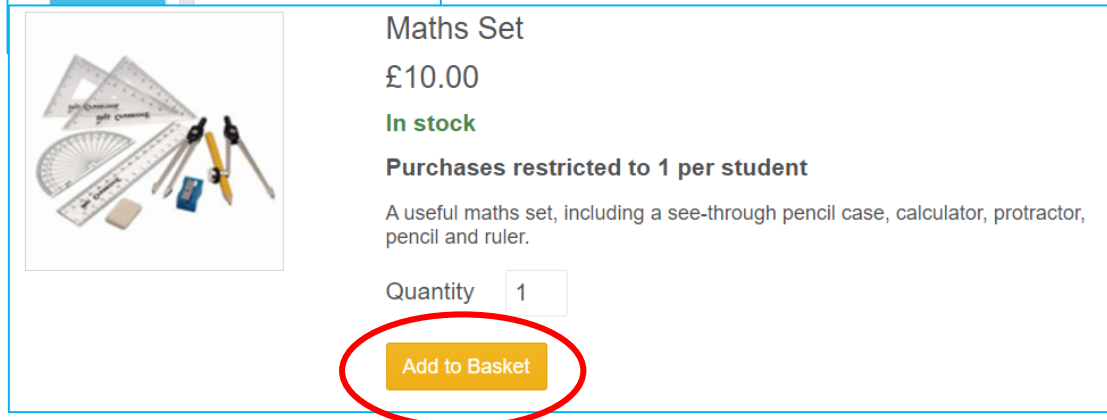
Buying a Product



The list of products available to buy for each child is available under **Products**.

You will only see the products available to you specifically – if you can't see a product that you want to buy, please contact your school directly.

Clicking on the category headings under **Products** opens information about each product that is available to view and purchase.



This is an example of a product that is available to purchase.

If you would like to buy the item, click **Add to Basket**.

Buying a Product

The basket shows all items that are ready to purchase. You can still add to and remove items from this page. When you are happy with the contents of your basket, press **Continue**.


SIMS

Welcome, **Mr Abbott** [\[Sign Out\]](#)

[My Homepage](#) [My Account](#) [My Basket £10.00 \[1\]](#)

[My Basket](#)
[Payment Method](#)
[Payment](#)
[Confirmation](#)

Jess

Product	Quantity	Price (£)	Cost (£)
 Maths Set Remove from basket	<input type="text" value="1"/> Update	10.00	10.00

Total Cost for 1 item £10.00

[Continue](#)

Buying a Product

Click on the **Use card** payment method and then either select to pay using a card or pay using a stored card (wallet).

SIMS

My Homepage

My Account

My Basket

£10.00 [1]

My Basket

Payment Method

Payment

Confirmation

Choose a payment method

Use card

Do not save

SIMS

SIMS Pay | Secure Online Payments

Please choose from the payment methods below.

Pay using a card

Pay using a card, but do not store the details.

Pay using the Wallet

Pay using a stored card, add a new one or register for the first time. We use Google Sign in for security.

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Buying a Product

If you have chosen to use a new or unstored card, complete the information requested and press **Continue**.






Your payment will be processed and you will see confirmation of payment.

You will also receive an email confirmation of the purchase.

Payments are updated in real time on the school system. The school will be made aware of the payment that you have made. They will communicate directly with you as to how you will receive the product, where applicable.

The school has the facility to refund a payment, where appropriate. Online refunds will take up to 2 working days to be processed by the system.

SIMS Pay | Secure Online Payments

All fields marked * are mandatory
 Amount £10.00

▶ Card Number*

▶ Expiry Date* /

▶ Security Code*

My Basket
 Payment Method
 Payment
 Confirmation

Thank you - your payment is complete

You will shortly receive an email confirming your order.

Payment Details

Authorisation Code	108943
Transaction Number	274
Transaction Date	27 Jan 2020
Payment Reference	VISA *0000

Chris Aaron - Green Abbey Secondary School (2)

Product	Quantity	Price	Amount Paid
School Meal	1	£5.00	£5.00

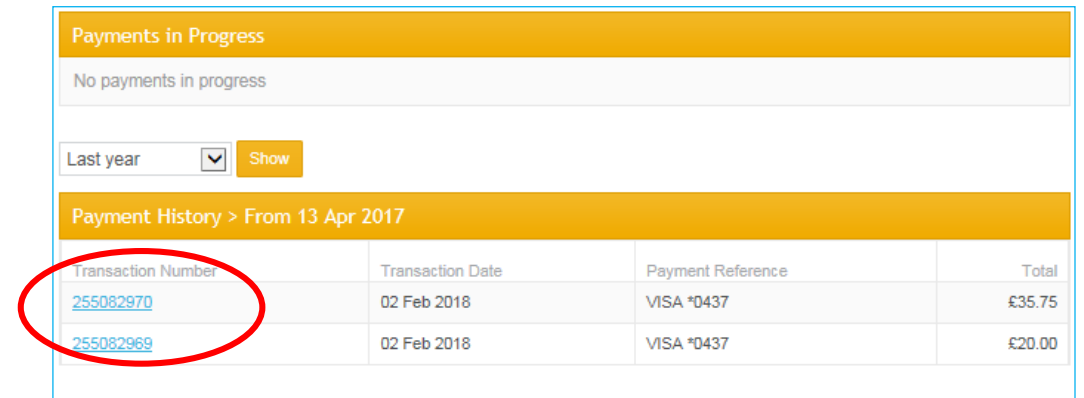
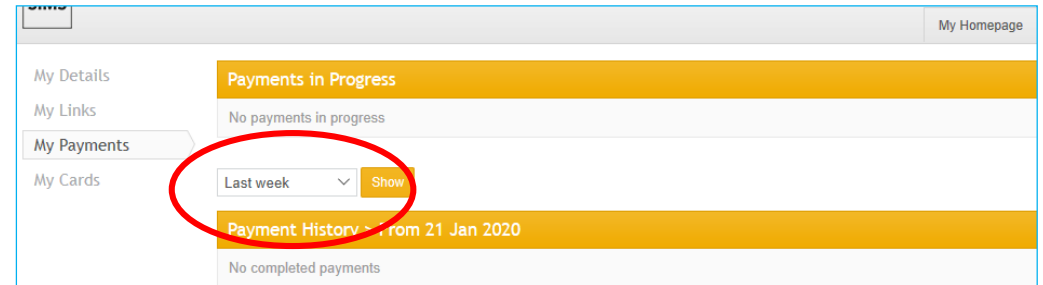
Total Amount Paid for 1 item £5.00

Checking Transaction History

You can view your payments under **My Payments** on the My Account tab. Viewing payments from the **My Account** tab will show all payments made via your account. It will not show payments made by other account holders for a child(ren) linked to this account. To view all payments made by all account holders for a linked child(ren), see the **Transaction Statements** area of the home page.

To change the period displayed, select a different time period from the drop-down list (e.g. **Last week**, **Last 2 weeks**, etc.) and click the **Show** button. Click any **Transaction Number** to view the payment receipt.

Payments are processed on behalf of your school by Pay360 by Capita. On your card statement, you will see **PAY360** <SCHOOLNAME>.



Payments in Progress			
No payments in progress			
Last year <input type="button" value="Show"/>			
Payment History > From 13 Apr 2017			
Transaction Number	Transaction Date	Payment Reference	Total
255082970	02 Feb 2018	VISA *0437	£35.75
255082969	02 Feb 2018	VISA *0437	£20.00


Siblings

If you have more than one child linked to the SIMS Pay system, under **Transactions** you will see transactions for all children on the SIMS Pay system, if you click on each child individually.

Please contact your school if you cannot see all of your children on this screen.

Under the **My Account** tab from the homepage, you are able to add a preferred name for the child. It may be helpful to include the school name also if you have children at multiple schools.


[My Homepage](#)
[My Account](#)
[Administration](#)
[My Basket £20.00 \[4\]](#)



Kelsi


+ £26.50

Agora 10.6.6.1
Year 12 | 12 a




Dorsey

£0.00




Kiefer

£0.00



Yesenia

+ £272.86



Eldridge

+ £15.00

Statements

[School Meals](#)
[Transactions](#)

Products

[Uniform](#)
[Stationery](#)
[Trips](#)

Last year

Show

Transactions > From 21 Nov 2018

Transaction Date	Transaction Number	Payment Type	Payer	Product Summary	Quantity	Amount
02 Nov 2018	64059	Manual Refund	N/A	good luck (red)	1	£-2.50
01 Nov 2018	64058	Credit/Debit Card	Self	good luck (red)	1	£2.50
23 Oct 2018	64046	Cash	Self	test trip (instalment)	N/A	£20.00
23 Oct 2018	64045	Credit/Debit Card	Self	test trip (instalment)	N/A	£133.00
23 Oct 2018	64044	Discretionary	Self	test trip (instalment)	N/A	£122.00
23 Oct 2018	64043	Cash	Self	test trip (deposit)	N/A	£85.00
06 Oct 2018	64035	Credit/Debit Card	Self	variable	1	£5.50
25 Sep 2018	64031	Barcode	Other	fixed product	1	£1.00
23 Sep 2018	64022	Manual Refund	N/A	trip (deposit)	N/A	£-58.53
22 Sep 2018	63997	Barcode	Other	trip (instalment)	N/A	£175.47

1

2

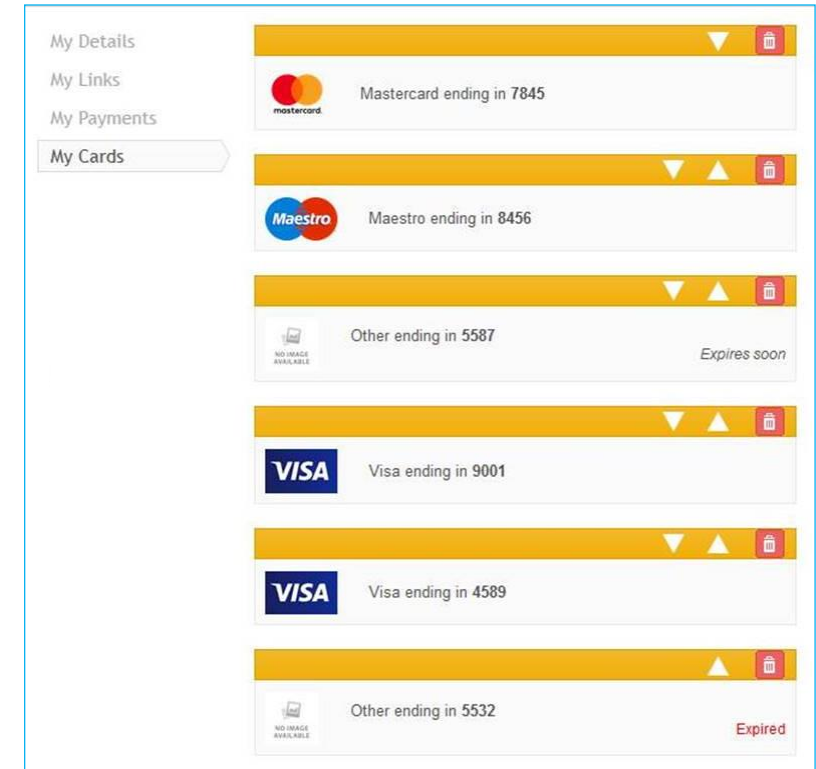
3

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Managing Saved Cards

SIMS Pay enables you to save cards as part of the product checkout process. You can save multiple cards. Standard card types such as VISA® and Mastercard® are supported. The **My Cards** page shows all your saved cards.

From **My Homepage**, select **My Account** on the top right-hand side of the screen to display the **My Cards** page. Select **My Cards** from the menu on the left-hand side of the screen to display the **Manage your Cards** page. Saved cards are identified by the last four digits of the card. By default, cards are displayed in the order they were saved, with the earliest saved card at the top and subsequently saved cards displayed underneath. Cards that have **Expired** are identified, as are cards that will expire in the next 30 days (**Expires soon**). There is no limit to the number of cards that can be saved. To delete a card, click the red **Delete** button adjacent to the card.



Troubleshooting

SIMS Pay says that my invitation code has expired

If you see 'this invitation code is no longer valid', contact your school. Invitation codes are time-limited and invitation codes entered after the final date on the invitation do not work. If you see any other error message, follow the on-screen instructions, which may resolve your issue. If you are still unable to register your account, please make a note of the error message and contact your school.

I can't access SIMS Pay?

If you have already set up your account and are encountering problems when attempting to access SIMS Pay, check that you are signed in to the correct account from one of our supported identity providers (Facebook/Google/Microsoft etc). This is particularly important where a computer has multiple users. Navigate to the identity provider's website, sign out of your account and then sign in again with your account credentials. If you continue to experience problems when attempting to sign in to your SIMS Pay account, please contact your School Administrator.

Troubleshooting

Moving Schools

When a child moves from one SIMS Pay school to another, any payment history must be kept separate. For this reason, when a child joins a new school, they will be issued with a new invitation code (by the new school) and the parent can add the record to their existing account.

Technical Requirements

SIMS Pay is supported by Internet Explorer® version 10 or later, Firefox® - latest version or Chrome® - latest version. MAC users can use Firefox - latest version or Safari® - latest version. A minimum network connection speed of 512Kbps is required to operate SIMS Pay.

SIMS Pay Security

SIMS Pay operates inside of secure parameters to protect both financial information and personal/child information. SIMS Pay can be accessed only after the successful completion of various security steps.

- No card details are stored in SIMS Pay
- No card details are ever disclosed to the school
- SIMS Pay is PCI DSS Level 1 certified and uses the highest levels of card payment security and 3D fraud protection measures
- You will receive an email receipt for all payments
- Payment history is available via your account

SIMS Pay is synchronised with the main SIMS system to ensure that all account holders have up-to-date Parental Responsibility permissions.

Any questions?



If you have any queries after reading this documentation, please contact your school directly.