



Dear Parents

We have developed a number of self-help documents that parents can view BEFORE logging in to the online payment system and we thought it might be helpful to make you aware of these.

The items are in green on the "SCOPay" log-in page ([www.scopay.com](http://www.scopay.com)) and include:

**Quick Reference Guide including:**

- How to Register
- How to link children
- How to change log-in details
- How to create a 2nd log-in
- What to do if you have forgotten your password

**Video guide** – a short video tutorial showing the process from beginning to end from receiving the link code letter to paying for an item.

**Frequently Asked Questions including:**

- What's a link code?
- What is an access letter and how do I get one
- I have 2 children at the same school, can I pay using one account?
- I have children at different schools, can I pay using one account?
- I used the wrong email address to set-up what can I do?

Parents can also re-set their passwords using the "**I've forgotten my password**" button also found on this page and change their email address using the "**I can't verify my email address**" button.

These items are accessed **BEFORE** log-in.

Kind Regards  
Tucasi Limited

Any queries should be emailed to [info@northdowns.surrey.sch.uk](mailto:info@northdowns.surrey.sch.uk) with 'Online Payment Query' in the subject heading.