



GUIDE FOR PARENTS SETTING UP ALERTS ON SCOPAY

This Guide provides help with the following

To set up email alerts and notifications to prompt you about

- Low account balances for meals and clubs
- New parents' evening meetings
- New trips and products
- Trip payment reminders

Other Guides for Parents

All parents:

How to **Manage your SCOPAY Account**

How to **Make Payments** on SCOPAY

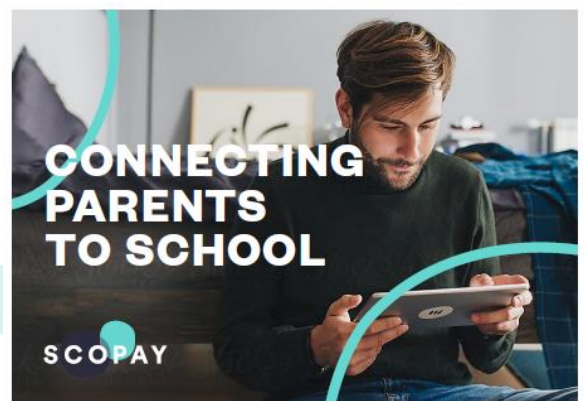
Parents should check with their school to see which of the following options are available to you:

How to **Order Dinners Online**

How to **Book Clubs Online**

How to **Book a Parents' Evening Meeting**

How to **Set up Recurring Payments**



You might see slight variations to the SCOPAY layout depending on the type and size of screen display you are using.

HOW DO I SET UP ALERTS AND NOTIFICATIONS?

Step 1

Go to the www.scopay.com website or the SCOPAY Mobile App and login with your email address and password



LOGIN

Email Address

Password

LOGIN

Step 2

Select ALERTS at the top right of the screen

On the SCOPAY app you will find this under the Menu icon (top left), SETTINGS, Configure alerts



[VIEW PRODUCTS](#)

[PARENTS' EVENING](#)

[HELP](#)

[BASKET](#)

ALERTS 0

[YOUR INFO](#)

[LOGOUT](#)

MARC ACKROYD ▾

SCOPAY School

Step 3

Select **CLICK HERE TO CONFIGURE THE ALERTS YOU RECEIVE**

ALERTS

CLICK HERE TO CONFIGURE THE ALERTS YOU RECEIVE.

Step 5
Enter an amount to trigger alerts when your balance reaches this level

Step 4
Tap Receive Alerts (notifications) and Email for any items you wish to receive alerts for

Account balances

Receive alerts when one of your accounts' balances drops below a configured amount. Note: account balances relate to dinners / cashless catering / clubs - if provided by the school.

Send alerts when balance is below £

Receive Alerts Email

New trip or event available

Receive alerts when a new trip or event becomes available online.



New product available

Receive alerts when a new product becomes available online.



Parents' evening invitation

Receive alerts when you're invited to a parents' evening meeting.



Parents' evening reminder

Receive alerts to remind you of an upcoming parents' evening meeting.

Send alert day(s) before the meeting



Trip payment reminder

Receive alerts when payments for trips are due.

Send daily alerts starting day(s) before the payment is due



UPDATE

Step 6
Tap UPDATE

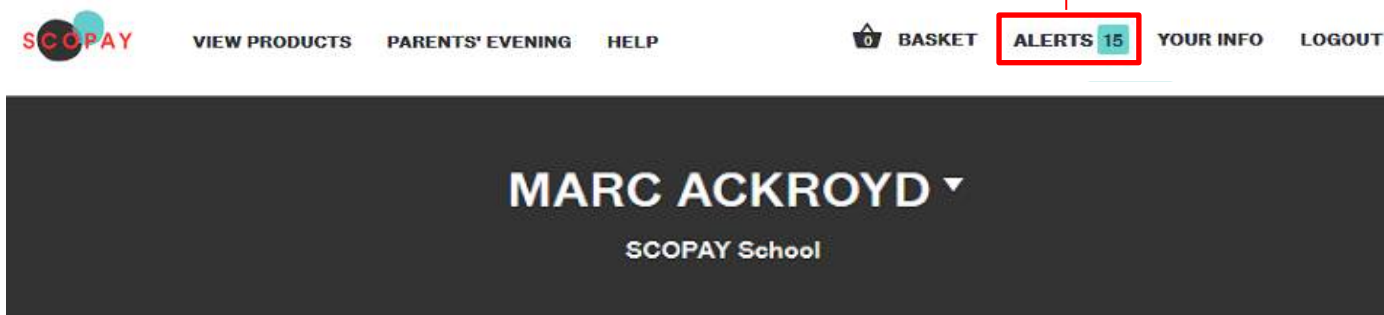
HOW DO I VIEW ALERTS THAT I HAVE RECEIVED?

Alerts will be sent by notification or email to the address used to log in to your SCOPAY account. Alerts can also be viewed in SCOPAY.

Step 1

Select **ALERTS** at the top right of your SCOPAY screen

On the SCOPAY app you will find this under the Menu icon, **ALERTS**



Step 2

Any alerts will be displayed



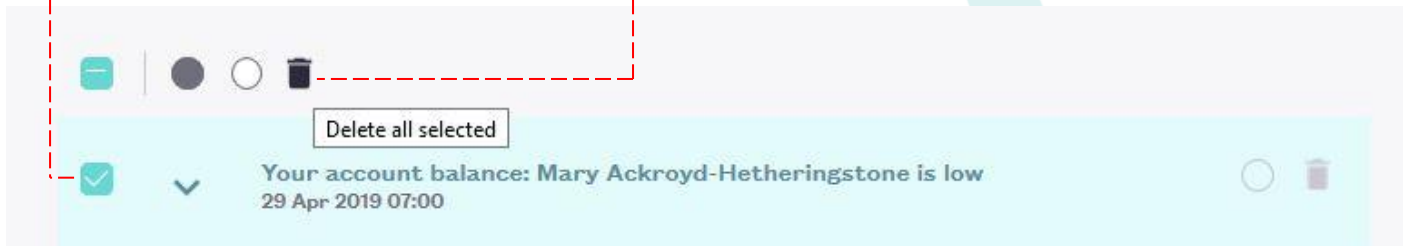
HOW DO I DELETE ALERTS?

Step 1

Select all alerts to delete

Step 2

Tap on the Trash icon



Step 3

All alerts will be deleted



i If you need help with SCOPAY or for further enquiries, please contact the School Office at your child's school.