

# REGISTERING YOUR PAY360 EDUCATION PAYMENTS ACCOUNT

This booklet is based on an ESS SIMS document and has been prepared for Coventry Schools by ICT & Digital Services,

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Where appropriate for data entry purposes, the graphics used in this document are an example of what might be expected when using certain areas of the software.

## Introduction

**IMPORTANT NOTE:** We provide this documentation as a self-help resource. If you are unable to resolve your issue using this information, please contact your school for assistance.

Invitees can be:

- the parent/guardian of a child(ren) at the school.
- a school employee (including administrators of Pay360 Education Payments) who may also be the parent/guardian of a child(ren) at the school.

**NOTE:** To register a Pay360 Education Payments account, you can create a SIMS ID account or you will need an account with one of ESS supported identity providers: Microsoft, Apple ID, Google, Facebook or Twitter (it is possible to use an existing account to register, or you can create a new one).

**NOTE:** The Pay360 Education Payments registration screens have on-screen guidance. If you encounter any issue during set up, follow the guidance.

## Your invitation email

Your school will send you an email invitation to create a Pay360 Education Payments account for yourself.

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

The invitation from your child(ren)'s school contains:

- a unique invitation code required for registering your Pay360 Education Payments account.
- a link to the registration page.

## Additional Information for parents/guardians

Please contact the school to request a separate invitation if another parent/guardian of the child(ren) wishes to register an account, either instead of, or as well as the person to whom the invitation was addressed. **You should not attempt to use an invitation code intended for another person.**

**IMPORTANT NOTE:** If you already have a Pay360 Education Payments account for a child, new children will be added to this account as they enter the school.

## Additional information for School Staff

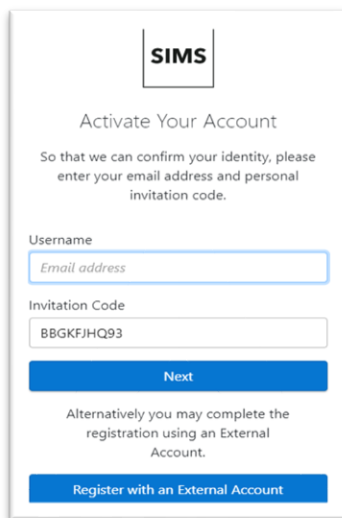
If you are also the parent/guardian of a child(ren) at the school, your invitation lists the child(ren) for whom you will be able to make payments once registered.

The range of payments you can make for your child(ren) is greater than the range of payments you can make on your own behalf. The single invitation covers all your identities within Pay360 Education Payments, i.e. school employee and parent/guardian.

Pay360 Education Payments administrators are also invited using this process.

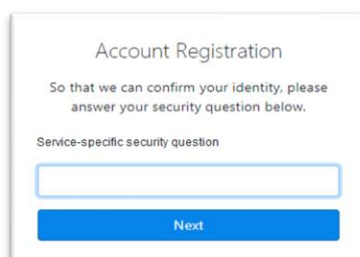
## Registering your Pay360 Education Payments account

1. Click the **Register Now** button in the email.
2. Enter your username and invitation code.
  - Your username is the email address you will use to validate this account setup.
  - The invitation code is on your invitation email.
3. Click the **Next** to register with SIMS ID.\*\*\*



The screenshot shows a web form titled "SIMS Activate Your Account". The text reads: "So that we can confirm your identity, please enter your email address and personal invitation code." There are two input fields: "Username" with the placeholder "Email address" and "Invitation Code" with the value "BBGKFJHQ93". A blue "Next" button is below the fields. Below the button, it says "Alternatively you may complete the registration using an External Account." and a blue button labeled "Register with an External Account".

4. Answer the security question.

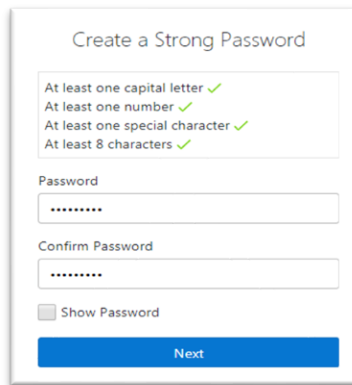


The screenshot shows a web form titled "Account Registration". The text reads: "So that we can confirm your identity, please answer your security question below." There is a label "Service-specific security question" above a text input field. A blue "Next" button is at the bottom.

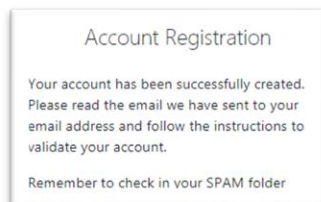
- Parent/guardians should enter the date of birth **of their child** (or one of their children if there is more than one child) at the school in the format **DDMMYYYY** (day, month, year).
- School employees should enter their own date of birth in the format **DDMMYYYY** (day, month, year).

5. Click the **Next** button.

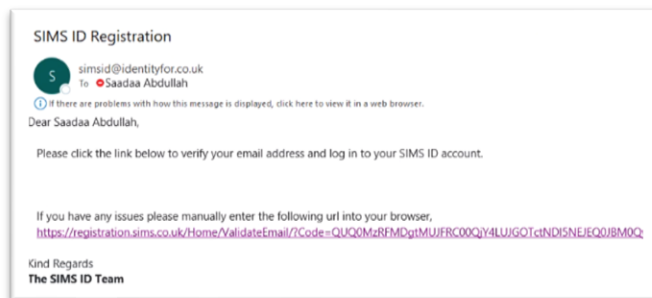
- At the **Create a Strong Password** screen, create a **Password** that meets the requirements for a strong password as per the onscreen instructions.



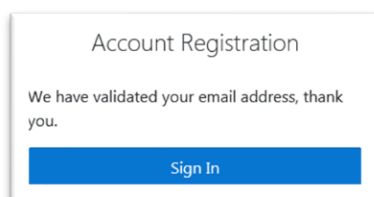
- Re-enter the new password in the **Confirm Password** box and click the **Next** button.
- When prompted, check your email.



- Verify your email address to log in to your SIMS ID account using the link provided.



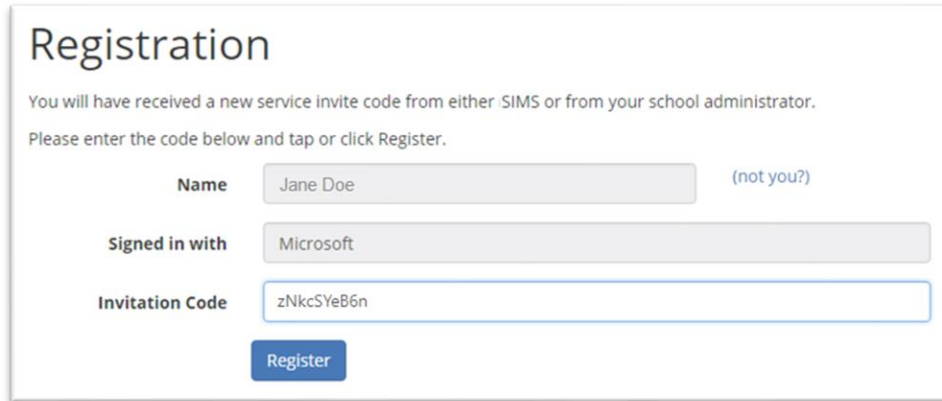
- Once verified, you will see this message.



- You can now **Sign In** to register the account you have created. Once the account is set up, confirm your account details.

\*\*\* If you do not wish to use SIMS ID, you can click '**Register with an External Provider**' and then **click the icon for your preferred identity provider** to be directed to sign in. The precise steps will vary depending on your choice, but typically you will be asked to sign in to your account and satisfy account security. If you use this method, please remember which icon you click to choose as you will need to use this for all future log ins.

1. The **Registration** page is displayed, showing your username, account provider and invitation code. Click the **Register** button.



Registration

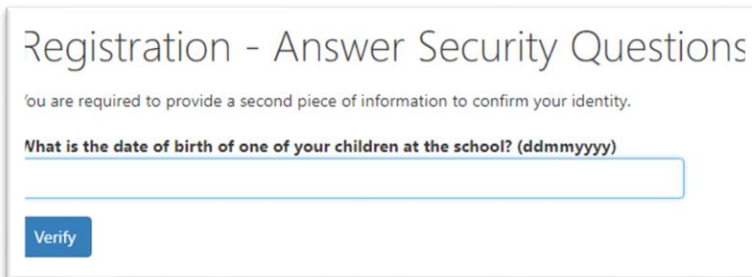
You will have received a new service invite code from either SIMS or from your school administrator.  
Please enter the code below and tap or click Register.

Name  (not you?)

Signed in with

Invitation Code

2. If you see the **Confirm Details** page, you have already registered these credentials for another SIMS Online Service, so you can move directly to confirm your account details.  
If you see the **Registration - Answer Security Question** page, answer the security question.



Registration - Answer Security Questions

You are required to provide a second piece of information to confirm your identity.

What is the date of birth of one of your children at the school? (ddmmyyyy)

- Parent/guardians should enter the date of birth of their child (or one of their children if there is more than one child) at the school in the format **DDMMYYYY** (day, month, year).
  - School employees should enter their own date of birth in the format **DDMMYYYY** (day, month, year).
3. Click the **Verify** button to create your account. Once the account is set up, confirm your account details.

## SIMS ID Permissions

If this is the first time you have registered this account with SIMS Online Services, you will see the **SIMS ID permissions requested** page with links to the Legal statement.

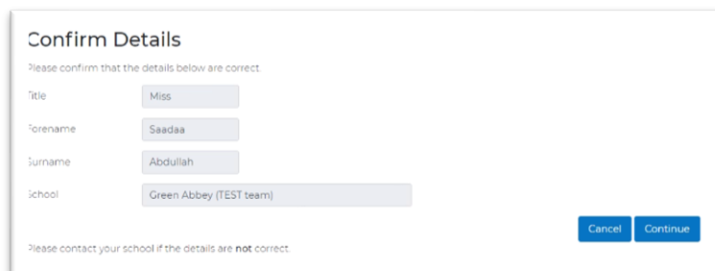
Click the **Accept** button.

# Confirm Your Account Details

Once your account is set up, you are redirected to Pay360 Education Payments.

**NOTE:** If you have already registered these credentials with SIMS ID, you will be directed here from the **Registration** page.

1. On the **Confirm Details** page, check that your **Title**, **Forename**, **Surname** and **School** details are correct, then click the **Continue** button.



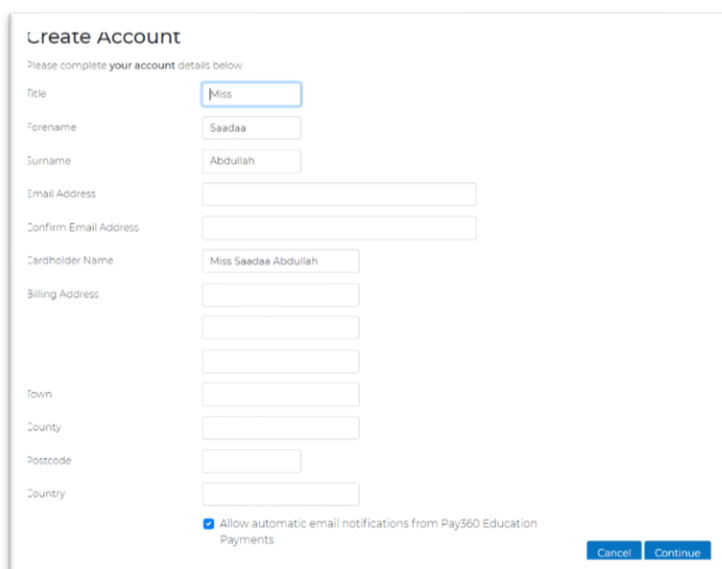
**Confirm Details**  
Please confirm that the details below are correct.

Title: Miss  
Forename: Saadaa  
Surname: Abdullah  
School: Green Abbey (TEST team)

Cancel Continue

Please contact your school if the details are not correct.

2. Complete your account details if this is the first time you have registered a Pay360 Education Payments account. If you have previously registered with Pay360 Education Payments (e.g. at another school), you will not see this step.



**Create Account**  
Please complete your account details below.

Title: Miss  
Forename: Saadaa  
Surname: Abdullah  
Email Address:   
Confirm Email Address:   
Cardholder Name: Miss Saadaa Abdullah  
Billing Address:   
Town:   
County:   
Postcode:   
Country:

Allow automatic email notifications from Pay360 Education Payments

Cancel Continue

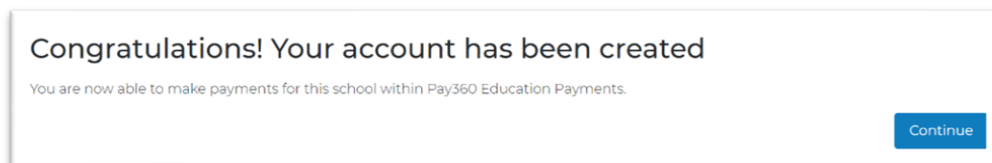
- a. Record an **Email Address** and repeat this in the **Confirm Email Address** field.
- b. The **Allow automatic email notifications from Pay360 Education Payments** check box should be selected if you wish to receive email notifications from Pay360 Education Payments. Deselect this check box, if required.
- c. Cardholder information is pre-populated with the details of the primary contact. If these are incorrect, enter the **Cardholder Name** and **Billing**

**Address** (including **Town** and **Postcode**) for the card holder who will be making payments.

***TIP:** Cardholder details will be used during the checkout process to save time. If you would prefer to enter these details at the checkout each time you pay for an item, these details can be left blank.*

d. Click the **Continue** button.

3. Click the **Continue** button on the **Congratulations!** page.



Pay360 Education Payments opens at **My Homepage**. You can now use Pay360 Education Payments.

If you have previously registered with Pay360 Education Payments, you will not see the **Congratulations!** page.

## Errors Encountered When Entering the Invitation Code

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, make a note of the error message and contact your school.

# Errors Encountered When Logging In to Pay360

If you are experiencing difficulties in logging into Pay360, please check that you are signing in using the option you chose when you first registered.

The top section Username and Password are if you registered with SIMSID

If when you originally registered, you used Apple, Facebook, Google, Microsoft or Twitter then you need to click on that icon **first**, and **then** enter your username and password

Sign in to Pay360 Education Payments

Username  
*This is usually an email address*

Password  
*Password*

Show Password [Forgot Password?](#)

Sign in

OR

Apple Facebook Google Microsoft Twitter

**ESS** | SIMS

ESS: [Check Service Status](#)

Secured by SIMS ID

Use this area to log in if you first registered using SIMS ID

Use this area to log in if you first registered using a different provider – Apple, Facebook, Google, Microsoft, Twitter – click on the Icon first