



Welcome

to the Ruskin online
payment system

www.sims-pay.co.uk

Welcome to SIMS Pay online payments

SIMS Pay is an online marketplace, which enables schools to collect payment for items such as school uniform, school meals, trips, events and other activities in a safe and secure way.

The benefits of using SIMS Pay include:

- ✓ The ability to make safe and secure online payments at any time of the day.
- ✓ The ability to make payments via debit or credit card.
- ✓ The ability to make payments in person via PayPoint and Post Office counters.
- ✓ The ability to pre-pay for school meals.
- ✓ The ability to receive email notifications when a balance falls below a certain amount.
- ✓ The ability to view current balances and a payment history.

Parents/guardians have these additional benefits:

- ✓ The ability to pay for expensive items (e.g. school trips) in instalments at the discretion of the Academy.
- ✓ The ability to maintain a single SIMS Pay account that serves all of their children.
- ✓ The ability to select school meals and review previous meal purchases.
- ✓ The ability to save card details to speed up the checkout process.
- ✓ Reduces the need for students to carry cash to Academy.
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- ✓ Peace of mind that payments are made safely and securely to the school.

SIMS Pay provides a safe, secure and easy way to pay online for school items such as school meals, trips, events, clubs and other school activities.

Is SIMS Pay safe – are my payments secure?

- ✓ Yes – SIMS Pay is safe and secure and tested for the highest quality.
- ✓ All information on Pay is secure and only accessible by completing several security steps and automated checks.
- ✓ Pay is PCI DSS Level 1 certified and uses the highest levels of card payment security & 3D fraud protection measures.
- ✓ You will receive an email receipt for all payments and you can check at any time what and when you have paid the school through SIMS Pay.

How do I get started with SIMS Pay?

You will receive a SIMS Pay registration invitation in September, from the Academy containing the following:

- ✓ A unique invitation code. You will need this code to set up your SIMS pay account. The name of your child (ren) currently at the school for whom you can make payments once registered.
- ✓ You will also need a Microsoft, Office, 365, Google, Facebook, Twitter or SIMS ID account – you can use an existing account (e.g. a Hotmail account) or create a new one online – they are free, easy to setup. Please see your invitation email for further details of how to set up a Microsoft or Google account.
- ✓ The additional information you will need to provide when registering, i.e. your child's date of birth.
- ✓ A link or URL for the registration page
- ✓ Once registration has been completed you will be able to use Sims Pay to carry out the activities listed in your invitation straight away.

I've already activated my SIMS Pay account but can't now get access – what can I do?

If your registration fails, please check the on-screen error message and follow the instructions. Common reasons for registration to fail include using the invitation code after it has expired and using an invitation intended for another person. If you continue to experience problems registering your account please contact the Academy's main reception.

Alternatively, try accessing SIMS Pay through a **private browser window** – this will ignore any other Microsoft accounts used on your PC/laptop

1. If using Internet explorer: select **Ctrl+shift+P**
2. If using Google Chrome: select **Ctrl+shift+N**
3. If using Firefox: select **Ctrl+shift+P**
4. If using Safari, choose **Safari>Private Browsing**

Who do I contact with queries relating to my SIMS Pay account?

Once you have signed into your Sims Pay account, further help is available by clicking the **Help Centre** link at the bottom of each page in SIMS pay.

If you have any other questions about your child's SIMS Pay account please contact the Academy's main reception, who will be able to help. For more information about SIMS Pay online payments please see the quick help guide for parents:

www.sims-pay.co.uk