schoolmoney

Teachers2Parents App

SchoolMoney Functionality

Parental FAQs

Getting started - SchoolMoney functionality in the Teachers2Parents App



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How do I sign up to use SchoolMoney?

In order to sign up you will need to download the Teachers2Parents app from your preferred devices app store.

Once you're on the app you will be asked to ender in the mobile number the school has on record for you and press 'SIGN IN'.

Wait for the 6-digit verification code to be delivered via SMS and enter it into the 'Verification Code' field and press 'Verify Code'.

Now you should be signed up to use the service, if you're having any issues then please contact the school and they will be able to check the mobile number they have on file for you.

What form of payments do you accept?

The app accepts all major card providers with the exception of American Express.

Can I save my card details?

For security purposes the app does not store card details, for payments you're making you will have to enter your card details each time. However, the app does offer 'Form Auto-Fill' if you're storing card details on you phone.

Can I save my login details?

You will already be signed in every time you go to use the app.

Is my information secure?

All information on your child, your mobile number and email address are stored on our secure servers. There have been no changes around the way your details are stored as a result of using the app. These personal details are not stored on your physical device.

My card details have not been accepted.

If your card details have not been accepted, contact your bank directly and make sure that the transaction is not being blocked. SchoolMoney does not implement any automated card blocking.

How do I know what to pay for?

Upcoming or overdue payments can be reviewed in the Payments section of the app. This will have a list of payments which need to be made.

There are no payments for me to add to the basket?

If there is nothing listed in the Payments section, it means that either the school has not made the payment available for your child or there is no payments due.

Some of the costs are highlighted in green, what does that mean?

If a cost is highlighted in green, it means that you can pay off the cost in partial payments. You can change the amount you wish to pay and the next time you login, you will have the remaining amount to pay.

Some of the costs are highlighted in orange, what does that mean?

If the cost is highlighted in orange it means that you can choose how much of the cost you want to pay and this is the only amount you will be asked to put towards the payment.

How can I see what I have paid?

To see the transactions that you have made, go to the History section. Any payment you will have made will show up in here.