



## 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](http://www.scopay.com) website or the SCOPAY Mobile App and login with your email address and password



## LOGIN

Email Address

Password

## 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

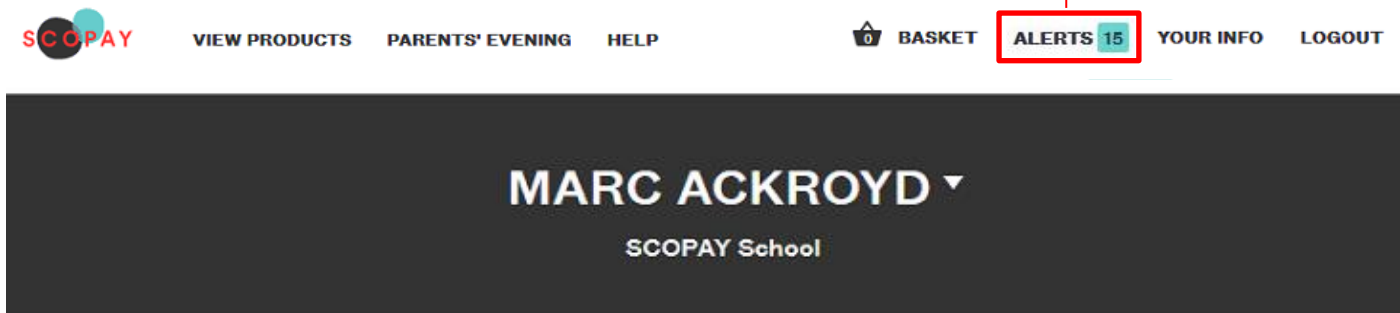
# HOW DO I VIEW ALERTS THAT I HAVE RECEIVED?

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

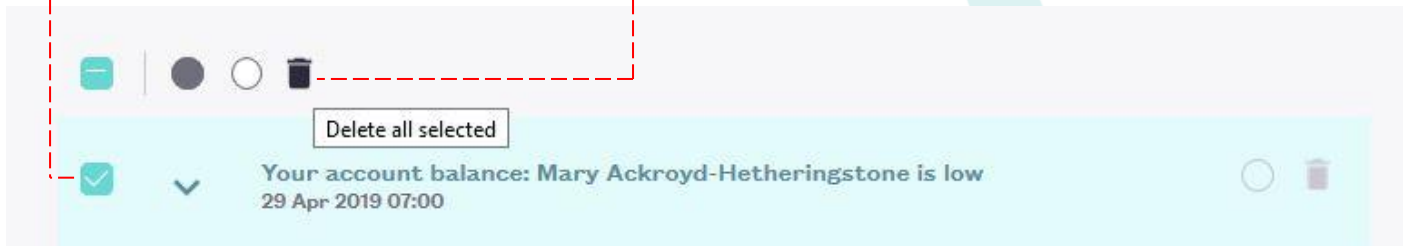
Any alerts will be displayed



# 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.