

Who do I contact with queries relating to my Pay360 account?

If you have a question about your child's Pay360 account, please contact your child's school:

Email: office@grove.cambs.sch.uk

Where can I find out more about Pay360?

More information about Pay360 online payments can found on the Pay360 website.



Welcome to
Pay360 Education Payments -
our school online payment system

www.pay360educationpayments.com

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Welcome to Pay360 online payments

At The Grove, we use Pay360 to pay for uniform, trips, school meals and for school productions. It is really important that you set up an account, as all school payments and bookings will be made using Pay360 for the whole duration of your child's time here at The Grove. Please speak to us in the school office for assistance as we are happy to support you in doing this. We are a cashless school.

- ✓ Pay360 allows you make online payments to the school whenever and wherever you like, 24 hours a day, 7 days a week.
- ✓ 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 Pay360.
- ✓ Makes it easy to make payments for school items by debit or credit card.
- ✓ Reduces the need for children to carry cash to school.
- ✓ Peace of mind that payments are made safely and securely to the school.
- ✓ You can also merge your accounts if you have more than one child at the school, or from other schools that also use Pay360.

Is Pay360 safe – are my payments secure?

- ✓ Yes - Pay360 is safe and secure and tested for the highest security, it is PCI DSS Level 1 certified and uses the highest levels of card payment security & 3D fraud protection measures.
- ✓ All information on Pay360 is secure and only accessible by completing several security steps and automated checks.
- ✓ Payments are secure - no card details are ever stored on the system or accessed by the school.

How do I get started with Pay360?

- ✓ Please collect your **reference number** for your child from the school office or via email: office@grove.cambs.sch.uk – you will need this **reference number** to set up your child's account.
- ✓ You will need your child's date of birth.
- ✓ To access Pay360 you will need an account with one of our supported **identity providers**: SIMS ID, Microsoft, Office 365, Google, Facebook or Twitter.

It's likely you already have an account with one of these **identity providers** but don't worry if you haven't, Microsoft and Google accounts are free and easy to create.

- ✓ You can create a Microsoft Account at: <https://signup.live.com> or a Google account at <https://accounts.google.com/SignUp>

Registering Your Account

- ✓ Type the following link into your tablet, PC or smartphone web-browser: <https://www.pay360educationpayments.com/>
- ✓ Select Register
- ✓ Choose the **identity provider** you want to use to access Pay360
- ✓ Enter the **reference number** given to you by your school and then follow the instructions.
- ✓ You must register your account within 14 days of being given your **reference number**, as account registration is time limited for security reasons.