

## **sQuid and Cashless Catering**

Instructions for use

### **What do we mean by Cashless Catering?**

Your child will be given an ID card which is also a smart card that can be used like cash to pay for school meals. You can top up the card by using sQuid, for which full instructions are given in this handout.

This is a much safer and more convenient way to pay for meals than cash which can be lost.

### **What do we mean by sQuid?**

sQuid is the website you can access to put cash onto your child's smart card, and to pay for trips, performances and other items available to your child.

You may already have a sQuid account, or you may be completely new to sQuid. The instructions given throughout the rest of this document should be sufficient to help you whichever applies to you.

### **1) If you already have a sQuid account:**

#### **My child is moving schools. Can I still use my existing account?**

You can retain your existing account when your child moves to another school that uses sQuid. You will need the login details provided by the new school in order to transfer your account. If you do not have these please contact the school.

1. Log in to your **existing** account at [portal.squidcard.com](http://portal.squidcard.com)
2. Select **users** at the top of the home page
3. Click **Add User**
4. Enter the **sQuid registration number** and **CVV** provided by the new school
5. Select **Add** to confirm.

You will now see two tabs for the child, one for each school.

#### **My child is moving schools. Can I transfer the balance to the new school?**

No, funds cannot be transferred from one school account to another as they will have already been settled to the first school's bank account. Please contact your existing school to determine if a refund can be made or to transfer the balance to a sibling account at the school if appropriate.

#### **Can I have a single account/login for all my children?**

You are able to add multiple children to a single sQuid account, even if the children attend different schools (schools must use the sQuid service).

## sQuad and Cashless Catering

Instructions for use

Follow these steps:

1. Log in to the account you want to use as your main account (this will become the only account you use in future).
2. Select the **users** tab on the home page.
3. Click **Add User**
4. Enter the **sQuad registration number** and **CVV** (activation codes) provided in your activation letter.
5. Select **Add** to confirm.

On your homepage you should now see an additional tab for the child you have added to the account.

Repeat this process for any other children you wish to add to your account.

### 2) If you do not already have a sQuad account:

#### How do I activate my account?

To activate your account, have the account activation letter from your school to hand. If you have lost this or not yet received it, contact the school.

To set up your account, you will need to provide a current email address. This will be your username and will also be used for verification purposes.

1. Navigate to [portal.squidcard.com](http://portal.squidcard.com)
2. Click on **create a customer account**
3. Follow the **registration steps**
4. Once complete you will need to go to your emails and open the activation email from sQuad.
5. After activating, return to [portal.squidcard.com](http://portal.squidcard.com)
6. Enter the **username** and **password** you have created
7. Fill in the personal details, click save
8. Enter the 16 digit sQuad number, the CVV and a username.

You are now logged in and set up with your new account.

If you have not had a letter with account activation details please contact Nathan Rawlings in Finance on 01202 512697 or email [finance@tbowa.org](mailto:finance@tbowa.org).

## sQuid and Cashless Catering

Instructions for use

### How do I Top up dinner money?

1. Log into your **sQuid** account
2. Select the tab of the child you wish to make the payment for
3. Scroll down to **catering purse**
4. Select amount under **top up** and add to basket
5. Click on view **basket** at the top of the screen.
6. Select **checkout** and follow the instructions.

### How do I pay for trips or other offers?

1. Log into your **sQuid** account
2. Select the tab of the child you wish to make the payment for
3. Select **offers** at the top of the page
4. Select **new offers**
5. Choose the **offer** or **trip** you would like to purchase and add to basket
6. Select view **basket** at the top of the screen
7. Adjust **quantity** as required
8. Select **checkout** and follow the instructions

## Screenshots demonstrating how to top up and purchase offers:

Once you have logged into your account you will see the following screen:

The screenshot displays the sQuid Customer Portal dashboard. At the top, there is a navigation bar with the sQuid logo and menu items: Home, Top up, Transactions, Users, Offers, Settings, and Log out. Below the navigation bar, a user greeting reads "Hello, Nathan" with the last login time "10 May 2017 at 10:34 AM". A shopping cart icon shows "0 Items Total: £0.00" and a "View basket" button.

The main content area is titled "My sQuid" and includes a welcome message: "Welcome to your sQuid homepage. Here you can view your purse(s), select a top up amount and add to your basket. To view your basket at any time, simply click the 'View basket' button."

Two purse cards are visible:

- Catering purse:** Purse Number: 633799005300927037, Purse Reference: TMLZJA. Balance: £7.44, To Collect: £0.00. A "TOP UP:" dropdown menu is set to "Select amount". An "Add to basket" button is present.
- Trips and Offers purse:** Purse Number: 633799007202798045, Purse Reference: JXQKPH. Balance: £0.00, To Collect: £0.00. A "TOP UP:" dropdown menu is set to "Select amount". An "Add to basket" button is present.

Each purse card has a "View transactions for this purse" link and a "Manage auto top up for this purse" link.

The Windows taskbar at the bottom shows the date and time as 11:33 on 10/05/2017.

## **sQuid and Cashless Catering**

### Instructions for use

On this screen, the balance in the centre of “catering purse” is what is left on your dinner money to be able to spend using the cashless card each child and staff member is allocated. The balance in the centre of “Trips and offers purse” is the amount of money you have topped up to the account but not yet allocated. This can be used to purchase trips and offers where needed. You can select an amount under “top up” in either box to top the relevant balance up.

### **What if I still have questions?**

If you still have questions on how to use sQuid please either look at the FAQs on the sQuid website - <https://www.squidcard.com/welcome/help> - or contact Nathan Rawlings in Finance on 01202 512697 or by email on [finance@tbowa.org](mailto:finance@tbowa.org).