How do I subscribe to the Alerts service?
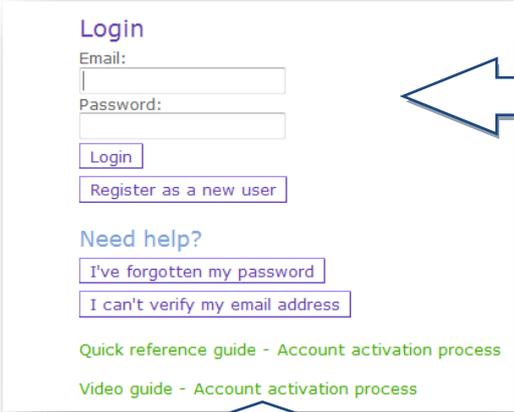
Go to the Online Account Website address provided by your school, or visit **www.scopay.com**

Login

Email:

Password:

Login

Register as a new user

Need help?

I've forgotten my password

I can't verify my email address

Quick reference guide - Account activation process

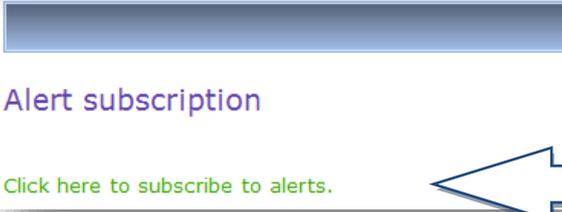Video guide - Account activation process

1. Login with your **username** and **password**

Important: if you haven't yet registered your online account, then refer to the separate Quick Reference Guide or Video Guide, or contact the school for further details.
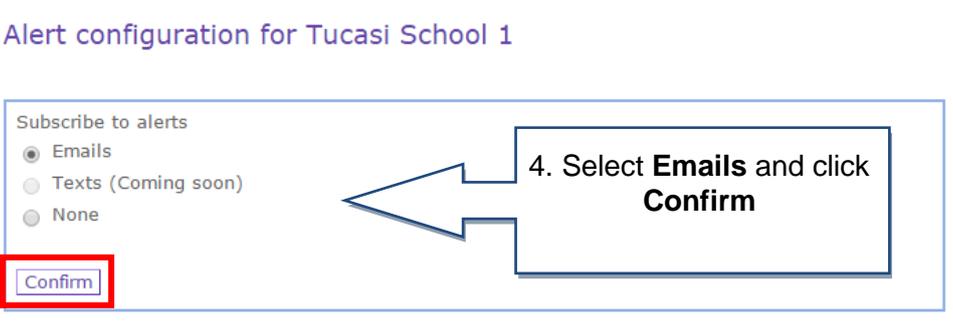
TUCASI

2. Select **Alerts**

View products   View basket   Your info   Parents' evening   Alerts   Help

Alert subscription

Click here to subscribe to alerts.

3. Click on the link to subscribe to the Alerts service

Alert configuration for Tucasi School 1

Subscribe to alerts
- Emails
- Texts (Coming soon)
- None

Confirm

4. Select **Emails** and click **Confirm**

How do I configure the alerts?

| View products | View basket | Your info | Parents' evening | Alerts (0) |

1. Select Alerts

Alerts

Click here to configure the alerts you receive.
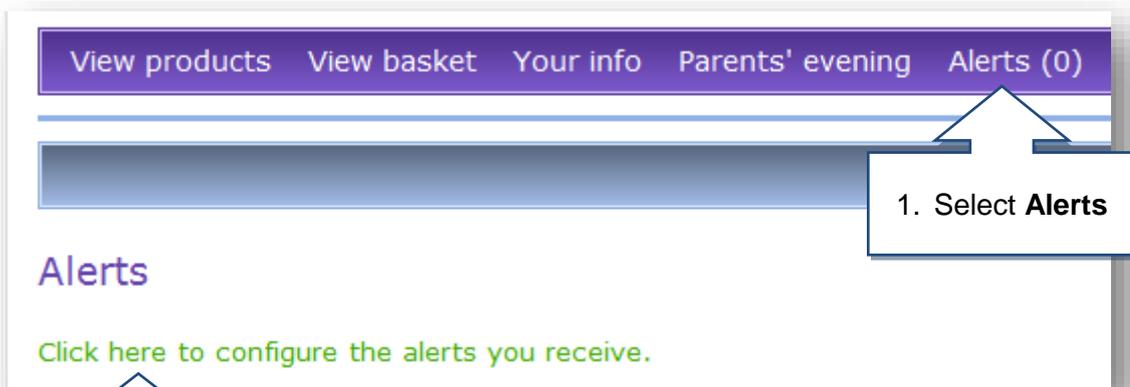
2. Click here to configure your alerts

**3. Review each alert option and tick Receive alerts and Email to switch the alert on.
Email alerts will be delivered to your registered email address.**

Alert type	Receive alerts	Email	Text
Account balances	☑	☑	☐
Receive alerts when one of your account's 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 £ [3.00]			
New eligible trip available	☑	☑	☐
Receive alerts when a new eligible trip 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 alerts [1] day(s) before the meeting			
Trip payment reminder	☑	☑	☐
Receive alerts when payments for trips are due.			
Send alerts [1] day(s) before the payment is due			

Update

4. Click Update when finished

Notes: Text alerts are going to be available in the future.
To alter existing alert configuration follow steps 1-4.

Example Email Alerts

Email alerts will be delivered to your registered email address and can be viewed from your normal mailbox.

The balance of Marc Ackroyd for Dinner money is -24.00
The balance of Marc Ackroyd for After School Club is -39.00

If you no longer want to receive emails from your school(s), unsubscribe here

The following trip(s) have become available:
Lake District

If you no longer want to receive emails from your school(s), unsubscribe here

You have been invited to meet with the following teachers for: Marc Ackroyd
Mr Hunt
Book a meeting with a teacher by clicking the "Parents' evening" link in the menu bar when logged to your online account.

If you no longer want to receive emails from your school(s), unsubscribe here

How do I view Alerts that I have received?

The number in brackets denotes number of **unread** messages.

Alerts (4)

View products   View basket   Your info   Parents' evening   Alerts (4)   Help

Selected account :

Alerts

1. Select **Alerts**

Click here to configure the alerts you receive.

Click on an alert to view the message and any possible further actions to take.

| | Mark as unread | | Mark as read | | Delete |

2. Click on the **plus** sign to view the message

		Subject	Date
+	☐	Your account balance: Marc Ackroyd is low	26 Nov 2015 17:00
−	☐	You have new trips(s) available for Mary Ackroyd	26 Nov 2015 15:00

The following trip(s) have become available:
Lake District

		Subject	Date
+	☐	You have new trips(s) available for Marc Ackroyd	26 Nov 2015 15:00
+	☐	Your account balance: Marc Ackroyd is low	26 Nov 2015 15:00

Filter message: All ▼   Page 1 / 1

3. If required, select the message(s) and click **Mark as read**

The number in brackets will decrease accordingly.

Alerts (1)

Mark as unread   Mark as read   Delete

	Subject	Date
+	Your account balance: Marc Ackroyd is low	26 Nov 2015 17:00
	You have new trips(s) available for Mary Ackroyd	26 Nov 2015 15:00
	The following trip(s) have become available: Lake District	
−	You have new trips(s) available for Marc Ackroyd	26 Nov 2015 15:00
	The following trip(s) have become available: Lake District	
+	Your account balance: Marc Ackroyd is low	26 Nov 2015 15:00

Filter message: All   Page 1 / 1

How do I delete Alerts that I have viewed?

4. If required, select the message(s) and click **Delete**

Mark as unread   Mark as read   Delete

	Subject	Date
+	Your account balance: Marc Ackroyd is low	26 Nov 2015 17:00
	You have new trips(s) available for Mary Ackroyd	26 Nov 2015 15:00
+	You have new trips(s) available for Marc Ackroyd	26 Nov 2015 15:00
+	Your account balance: Marc Ackroyd is low	26 Nov 2015 15:00

Filter message: All   Page 1 / 1

	Subject	Date
	You have no alerts.	

Filter message: All   Page 1 / 1