

College Payment Portal



Create an External User Account

All people needing to use the Payment Portal need an account. If you do not have a staff or student account (if you are a parent/carer or are applying to be a student and not yet been given your College logon details), use the **Create an External User Account** option.

Fill in the form with your name, email address, and mobile number, then provide the Student ID, Date of Birth, and Postcode of the student you're buying items for. If you need to buy items for more than one student, you can click the grey button at the bottom to add up to four applicants at once.

Once you have entered all of the details, click **Submit Registration**.

Problems with this step?

- You will get a red pop-up at the top of the page detailing any problems we've detected. Please address these and try again.

Your details will be saved, and you will be assigned a username, in the form of a six digit number. Make sure you make a note of this!

You will also be sent an email with a confirmation code in it to verify your email address belongs to you as well as a similar text message.

Enter the codes you have been emailed and texted into the appropriate boxes and click **Verify**.

Once you have successfully verified your email and phone, you will be sent an email with your full account details, including your username and password.

Problems with this step?

- If you did not receive the codes, you can click **Resend Codes**.
- If you need to come back later, you can use the **Verify Contact Details** option on the left side **Main Menu** to enter these details along with the username you were given and noted down.

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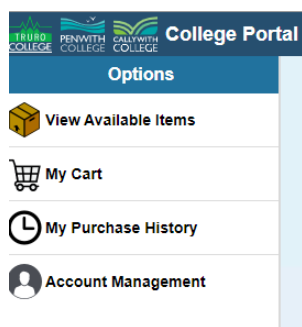
Purchase Items

Click on the Purchase Items entry on the left side Main Menu. You will be given a pop-up asking you to enter your username and password.

Where do I get my username and password?

- **You're an existing College staff or Student?**
You can use your normal college logon details
- **You're a parent/carer/new student that has previously used our Payment Portal?**
You can use the login details you set up when you previously used. If you have forgotten either your username or password, you can use either the **I can't remember my username** or the **My password isn't working** options on the left side Main Menu.
- **You're a parent/carer/new student that has never used our Payment Portal?**
You will need to create an External User Account using the option on the left side Main Menu. Please see page 1 of this guide.

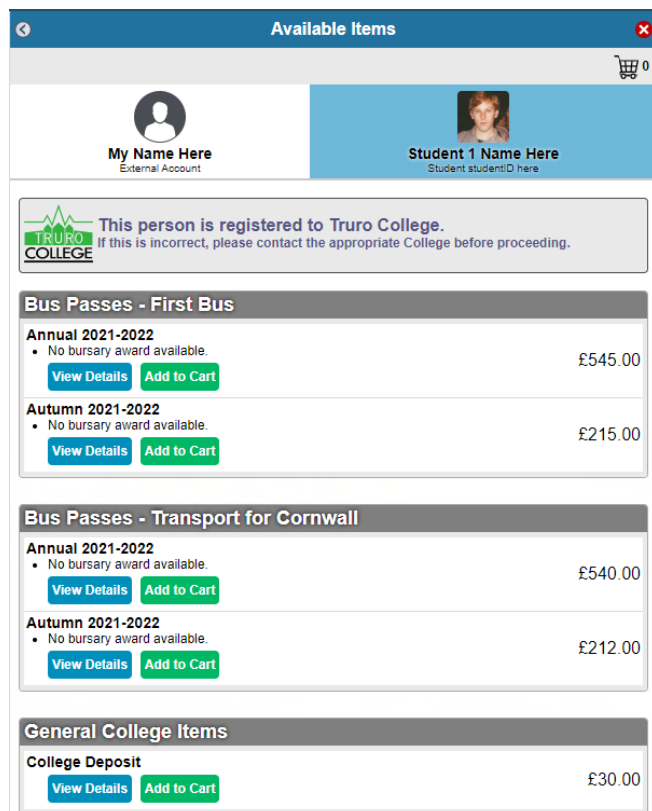
Once you have successfully entered your username and password, you will see this screen:



Click on View Available Items. You will be given names at the top of the page for all of the accounts you can buy for.

Select the Student account you want to make a purchase for.

Make sure the College that this student is listed as belonging to is correct. In the case of students who have applied to multiple Colleges, this may need correcting before proceeding.



Look down the list of items you have available to buy, and add any that you want to your cart. Some items may ask for additional details when you add them to your cart, follow the prompts as required.

Bursary Note:

- Please note that any bursary on a bus pass can only be used once. If you buy a First Bus Annual pass, you cannot re-use any bursary on this on either a First Bus termly pass or transport for Cornwall pass. Termly passes have individual bursaries per-term, but use of it will prevent use of the bursary on the other bus company's matching termly pass, or any annual pass.

Once you have added all items you want to your cart, click the My Cart option in the left side Main Menu.

Double check you're happy with the contents of your cart, then click the **Proceed to Payment** option.

You will be asked to provide your Billing Details, after which you will be taken to our payment Provider, SagePay. Fill out the payment form as required.

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Payment Complete

Once your payment is complete, you will be returned to the Payment Portal, showing you your transaction receipt. You will also be sent this via email.

If you wish to view any receipts in future, you can use the My Purchase History option on the left side Main Menu to browse your transactions.

If you have purchased a **First Bus** pass, you will be sent a code via email which you can use in the First Bus app. **Transport for Cornwall** bus passes require manual work on our end, so there will be a delay of a working day or so before you receive your code from Transport for Cornwall.

Payment Problem?

If you have a problem with the SagePay payment, they will give you details of what the problem is to help you correct it. If your payment times out, you will be given the option to Retry or Cancel your payment on your next visit to the College's Payment Portal.