

# sQuid Trips and Offers

## USER GUIDE



1. Log in using the new **sQuid** website, <https://squidcard.com/Welcome>

**sQuid**  
Login

Enter your username and the password characters indicated below

Username (usually your email address)

2nd 5th Last

Log in

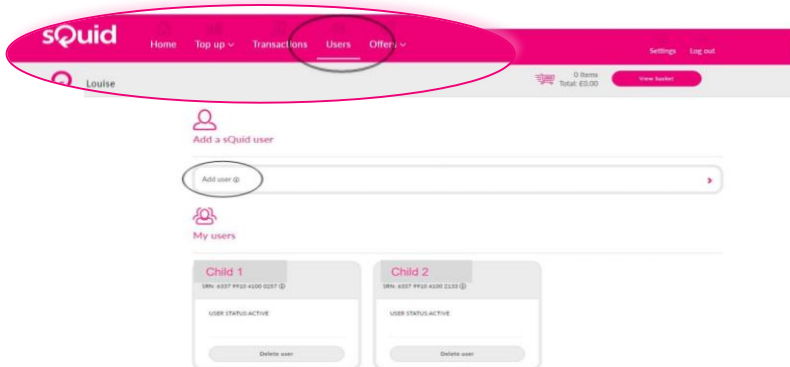
[Forgotten your password?](#)  
[Forgotten your username?](#)

[Create a customer account](#)

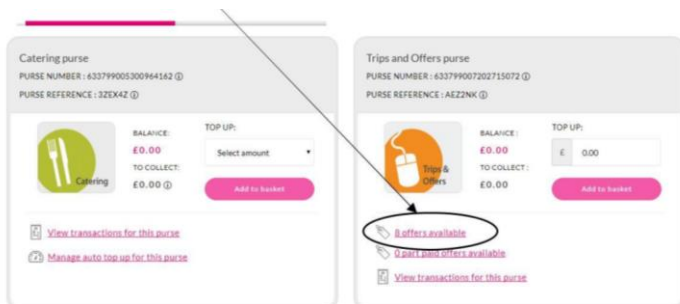


Or download the **sQuid** app from your app store

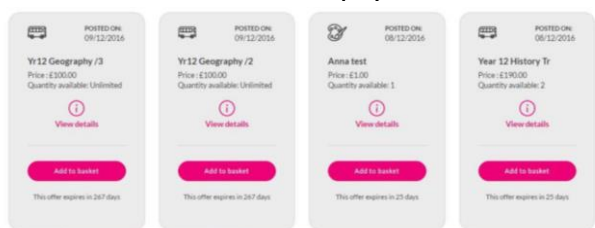
2. If you have never held an account with **sQuid**, you will need to **create an account**, using your personal email address and setting up a password. You will need access to your emails, to verify set up. Please then follow step 4 onwards.
3. If you have previously held an account with **sQuid** for a different school, you will need to log in to your account and then proceed to step 4.
4. To add a new child to your account, log on to your account and select **Users** from the top bar, then **Add User**. You will need the details on your registration letter. If you would like another copy of this letter, please contact the school office, giving the pupil's name and form class. Once added, on the Home screen you should have a named tab for each child at the school.



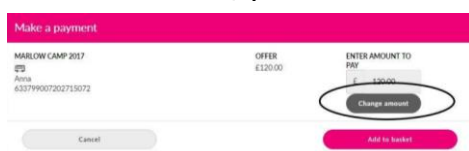
- For each child you have at the school, you will see 2 “purses” – to view **Trips and Offers purse**, click on the **offers available** link.



- All the items this child is eligible for will be listed. Click on **View details** to see more information or **Add to basket** to make payment



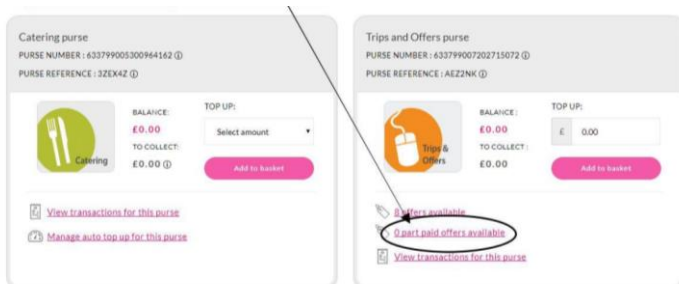
Some items will allow smaller instalments to be made – when you have clicked on **View details** and **Add to basket**, you will see **Change Amount**. Click, and then add the amount you want to pay.



Then click **Save amount** and **Add to basket** again.



Once you have made a partial payment, the item will move out of **offers available**. To pay another amount for this same purchase, next time you go into this child’s account, click on the **Part paid offers available** link. Where you have partially paid for an item, the remaining balance will have been reduced by the amount of your previous payments and will show in this section.

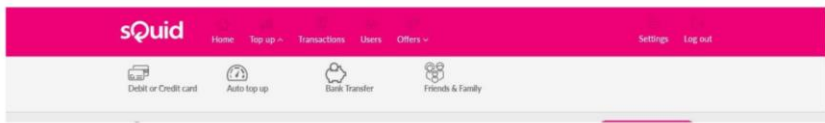


You can make as many payments as you like, as often as you like, as long as the full amount is paid by the deadline date. Once the deadline has passed, you will need to pay in full.

- Once payment has gone through you will receive a confirmation email from **sQuid** – to check which email address you have registered on your account, select **Settings** from the main menu and then **Change email** address in **Security Settings**.

- Alternatively, you can add amounts of credit to your **Trips and Offers purse**, either by debit or credit card or by bank transfer, and then when you make a payment, the system will ask if you would like to use this credit to pay for the item(s) in your basket.

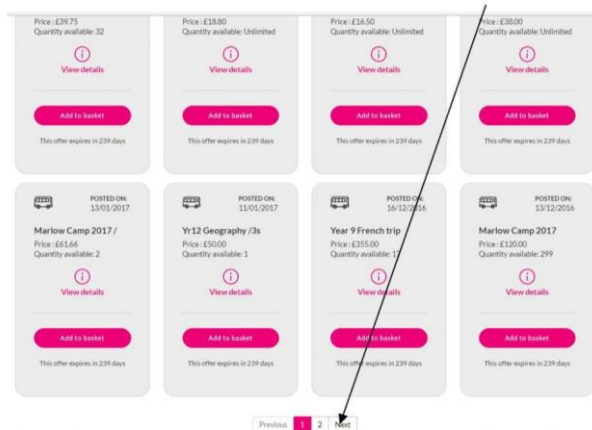
To top up into your **Trips and Offers purse**, select **Top Up** from the pink bar at the top of the home screen, then either **Debit or Credit Card** or **Bank Transfer**.



# Frequently Asked Questions:

## ► I can't find the item I was expecting to see in the list!

- If you have already partially paid for this item, it will have moved to **Part paid items**; see section 5 above
- For items that are specific to an individual pupil like trips, first check that you have selected the correct child's tab
- If there are more than 8 current items available, you have more than one page to view



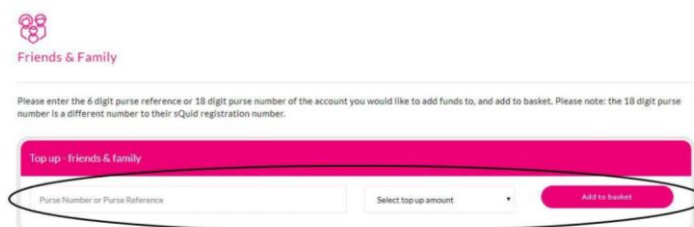
- If you still can't see the item, it may have expired or sold out – please contact the school office for further information or help

## ► We separated/divorced – can both parents have accounts for a child?

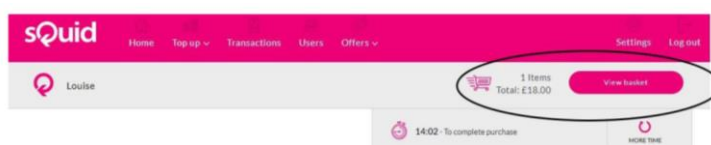
- One parent will need to set up the child's account in the normal way. As the other parent you should contact the school office and ask for a substitute account number. This will enable you to create an additional **sQuid** account. You will also be given the purse numbers for your child(ren), once for **Catering purse** and one for **Trips and Offers purse**.
- Once on the account you can top up into either purse for your child through the **Friends and Family** section. Do not top up into the purse on your main home screen that is not active!
- Instead, select **Top up** from the pink bar at the top of the home screen, then **Friends and Family**.



- Now manually enter the purse number or purse reference for the relevant purse, and select the amount of credit you want to top up with, and then click **Add to Basket**



- Click on **View basket** and then **Checkout** to make your payment



- Any credit added to the **catering purse** will be immediately available to your child at the till in the school canteen.

- Since the **Trips and Offers** available to the individual pupil cannot currently be linked to more than one account, if credit is added to the **Trips and Offers purse**, the parent who has the main account will then need to go to the **available offers** and pay for the relevant item using that saved credit you applied.

▶ **Can I use my catering credit to pay for trip items?**

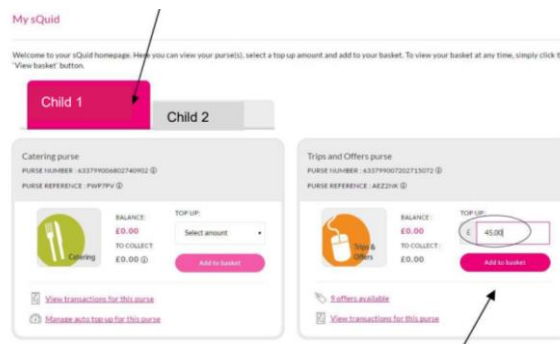
- Yes. If you hold a balance in your child's **Catering purse** you will need to click on the options tab and select **Balance Transfer** select the options from the drop down boxes the **from** and **to**. **Trips and Offers** purse is linked to the school.

▶ **My child has now left Cefn Hengoed - how do I get a refund of any balance left in my catering or trips and offers purses?**

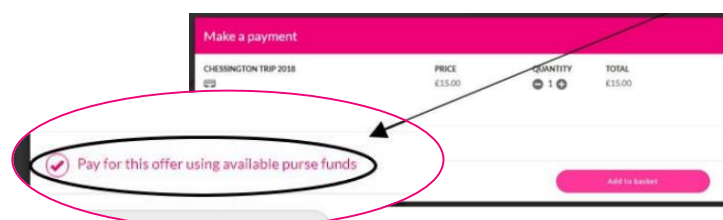
- Under each purse there is an option to click on **Request a Balance Withdrawal For This Purse**. Click on the link under the purse that you have a credit balance. Enter the amount you would like to withdraw, or click on **Withdraw All**. Then click on **Withdraw £**(the amount you have selected will be shown here).
- Alternatively you can contact **Customer Services** at **sQuid** using the **Help Centre link** at the bottom of any page on your **sQuid** account.

▶ **Can I use sQuid to “save up” to pay for a larger value item?**

- Yes – you can top up any value, any number of times into your **Trip and Offers purse** and save up to pay for a specific item. For example, you could add a weekly amount into your **Trips and Offers purse** and pay for a large instalment when it becomes available.
- When making a payment the system will ask you if you would like to take the amount from your credit or make a separate one-off payment – so you can still pay for an item using your debit or credit card without using your saved credit, if you wish.
- Select the tab for the relevant child:

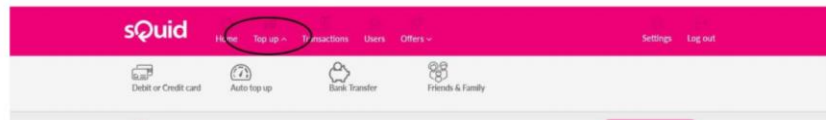


- Add the amount you want to top up in the box then click on **Add to basket**
- You can top up any value, any number of times into your **Trips and Offers purse** and save up to pay for a specific item.
- When there is money in this purse the costs of any items purchased can be taken from here. The system will ask you to confirm before your payment goes through, so you can still choose to make a one-off payment using your debit or credit card instead without using your saved credit balance.
- When you are ready to pay for the larger item, select it from the list in the **Trips and Offers** menu in the usual way, and choose to make the payment from the saved credit balance.



- If you don't have the full amount in saved credit, the system will ask for your card details for the balance.

- You can also Top up by bank transfer, directly into your **Trips and Offers purse**. Select Top Up from the pink bar at the top of the home screen, then either Debit or Credit Card or Bank Transfer.



- ▶ **I am expecting to purchase multiple items over the year – can I transfer one amount into the Trips and Offers purse and spend from it as the items become available?**
  - Yes – add credit to the **Trips and Offers purse** in the same way as above. Please remember once you have put money into the **Trips and Offers purse** it cannot be transferred to the **Catering purse** and vice versa.
- ▶ **I cannot remember what payments I have made – how can I check?**
  - From the main menu of your **sQuid** account, select the relevant child's tab then **View transactions for this purse** – all of your transactions will be listed.
- ▶ **I have partially paid for an item but I can't see it in my Offer list now**
  - When you make a partial payment, the offer moves to **Part paid offers available** in **Trips and Offers** for the relevant child – click on the **Part paid offers available** link to make further payments

If you have any further questions, or require help and support please contact the school office on [01792 773464](tel:01792773464) or email [CefnHengoedCommunitySchool6@HwbCymru.net](mailto:CefnHengoedCommunitySchool6@HwbCymru.net). We are here to help!