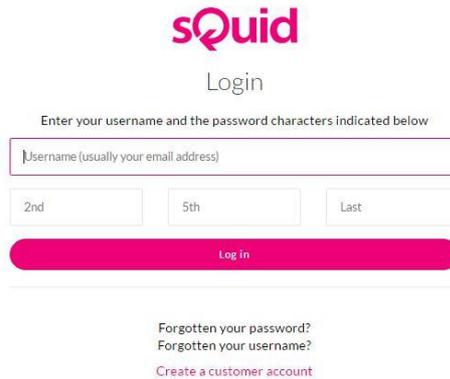


# SQUID TRIPS AND OFFERS USER GUIDE

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

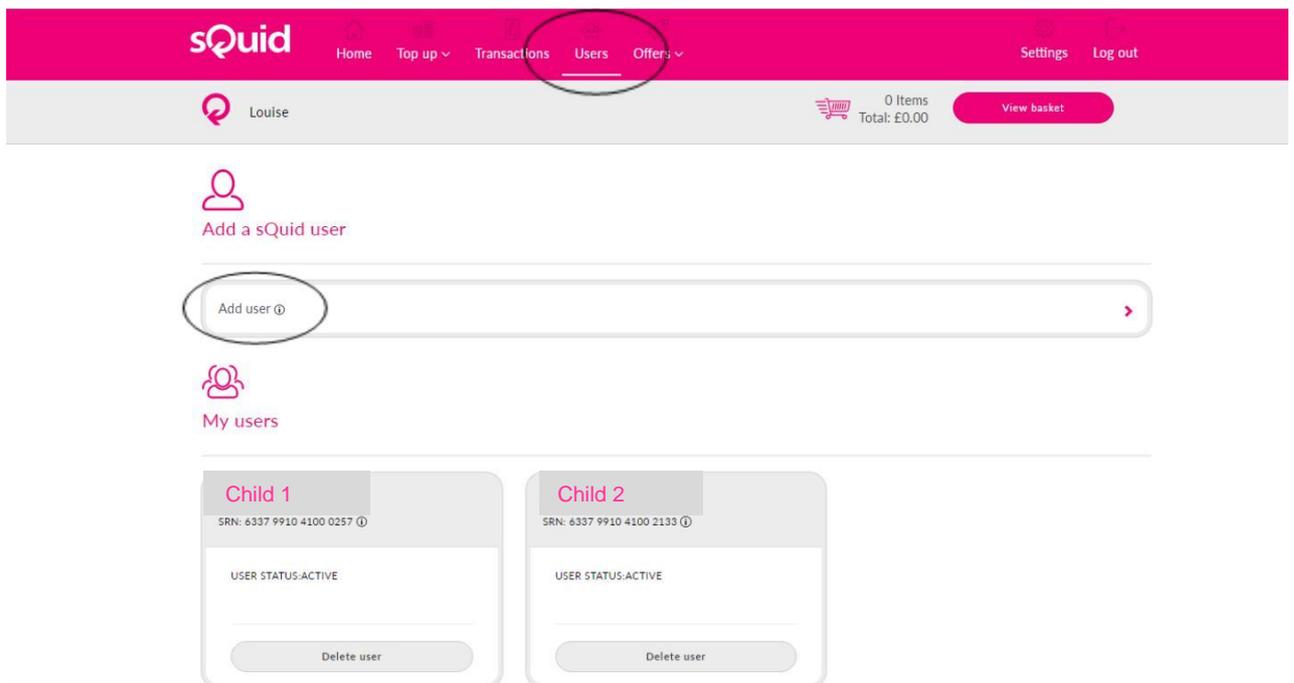


The image shows the sQuid login page. At the top is the sQuid logo. Below it is the word "Login". A prompt says "Enter your username and the password characters indicated below". There is a text input field for "Username (usually your email address)". Below that are three smaller input fields labeled "2nd", "5th", and "Last". A prominent pink "Log in" button is centered below these fields. At the bottom of the form area, there are links for "Forgotten your password?", "Forgotten your username?", and "Create a customer account".

[Login Help](#) [Terms & Conditions](#)

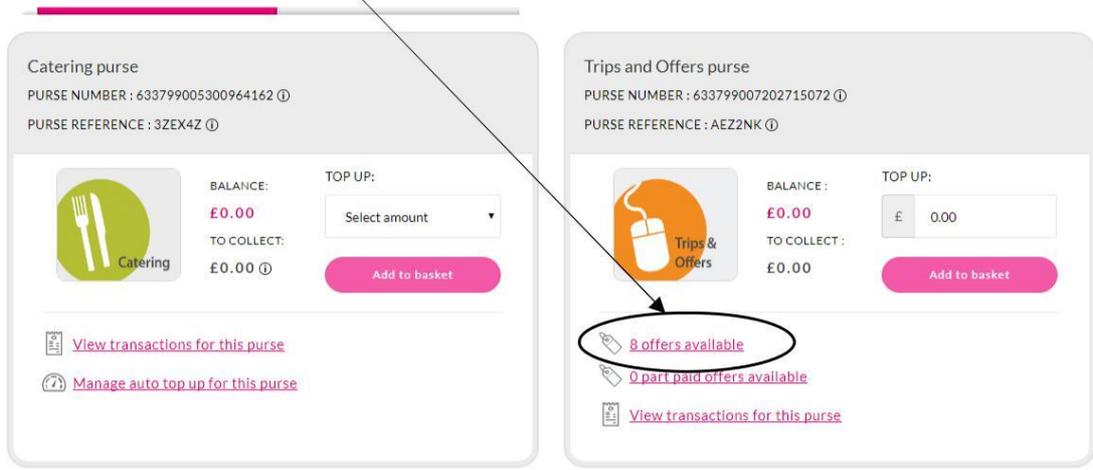
Copyright © sQuidcard. All rights reserved.

2. To add a new child to your account if you already have a child at the school, log on to your existing 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 email [squid@wykhampark-aspirations.org](mailto:squid@wykhampark-aspirations.org) giving the student's name and mentor group. Once added, on the Home screen you should have a named tab for each child at the school.

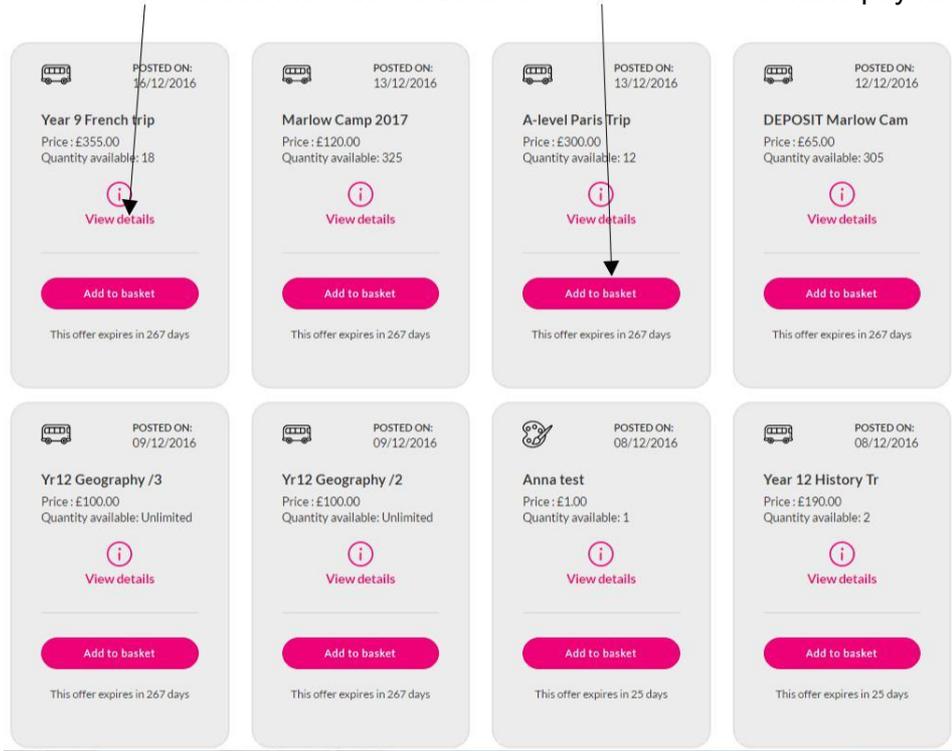


The image shows the sQuid app home screen. At the top is a pink navigation bar with the sQuid logo and menu items: Home, Top up, Transactions, Users, Offers, Settings, and Log out. The "Users" item is circled in blue. Below the navigation bar is a grey header area with a profile icon and the name "Louise", a shopping cart icon showing "0 Items Total: £0.00", and a pink "View basket" button. Below this is a section titled "Add a sQuid user" with a person icon. Underneath is a large white input field with the placeholder text "Add user" and a blue circle around it, and a pink arrow on the right. Below that is a section titled "My users" with a group of people icon. This section contains two cards for "Child 1" and "Child 2". Each card shows an SRN number and "USER STATUS: ACTIVE". At the bottom of each card is a grey "Delete user" button.

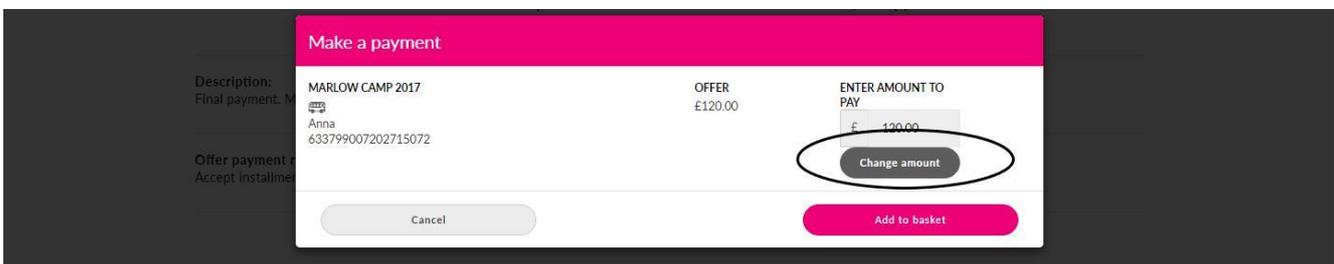
3. For each child you have at the school, you will see 2 “purses” – to view Trips and Offers, click on the “offers available” link.



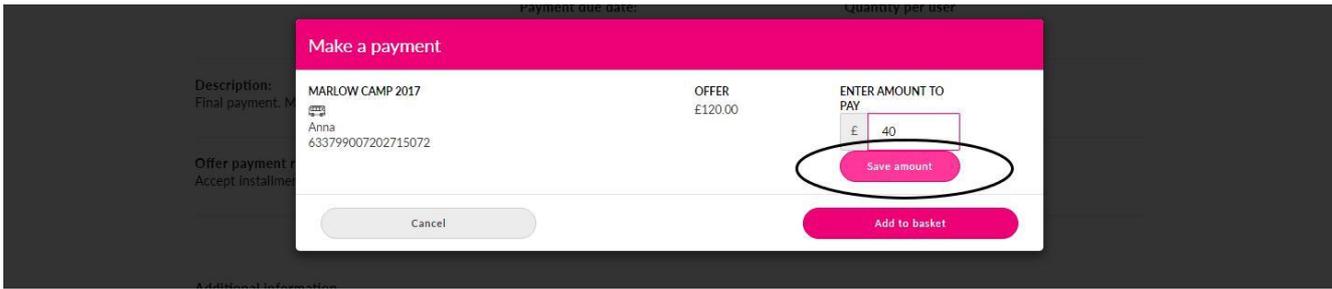
4. All the items this child is eligible for will be listed. Click on “View details” to see more information or “Add to basket” to make payment



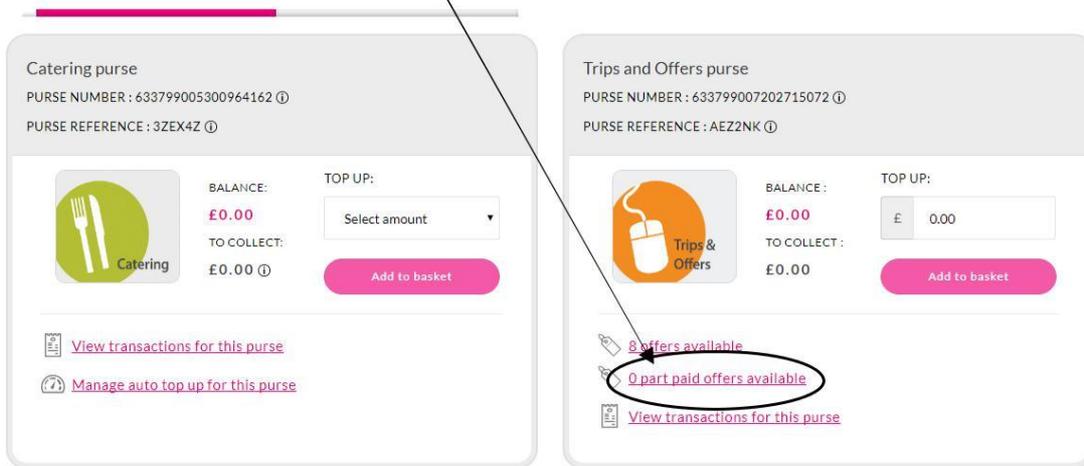
Some items will allow smaller instalments to be made – when you have clicked on “View details” and “Add to basket”, you will see “Change Amount”. Click, and then add the amount you want to pay.



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



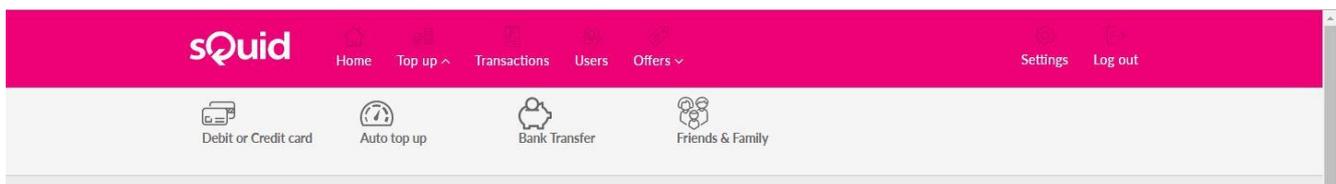
Once you have made a partial payment, the item will move out of “*offers available*”. To pay another amount for this same purchase, next time you go in to this child’s account, click on the “*Part paid offers available*” link. Where you have partially paid for an item, the remaining balance will have 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.

6. 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*.
7. 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.

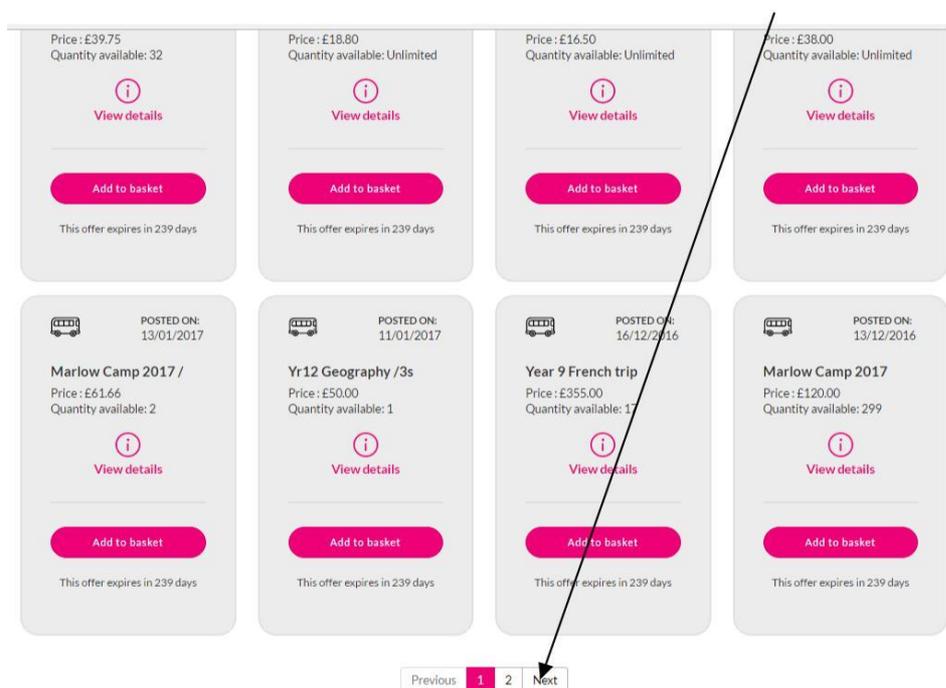
To Top up into your Trips and Offers purse, Select *Top up* from the pink bar at the top of the home screen, then either *Debit or Credit card* or *Bank Transfer*.



## Frequently Asked Questions:

### *I can't find the item I was expecting to see in the list.*

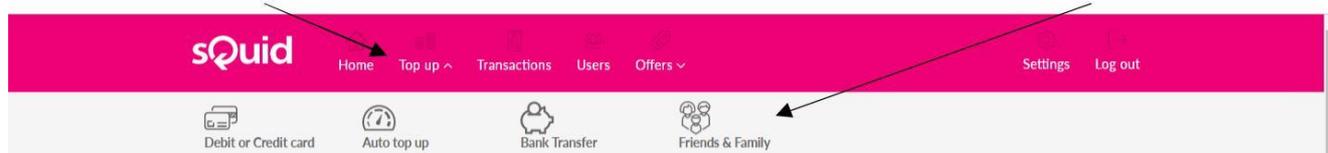
- If you have already partially paid for this item, it will have moved to Part paid items; see section 5 above
- Resources like revision guides, workbooks, calculators, school ties, tickets, etc. are now available through the new sQuidShop; go to <http://banbury.squid-shop.co.uk>. Many items are available at less than retail price.
- For items that are specific to an individual student like trips and workshops, first check that you have selected the correct child's tab
- If there are more than 8 current items available, you will have more than one page



- If you still can't see the item, it may have expired or sold out – contact Student Services.

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

- One parent will need to set up the student account in the normal way. As the other parent you should contact [customerservice@squidcard.com](mailto:customerservice@squidcard.com) 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 their child, one for Catering and one for Trips and Offers.
- 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 & Family**.



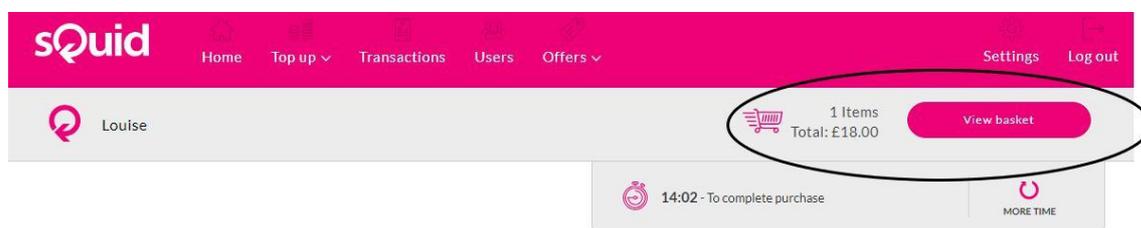
- Now manually enter the purse number or purse reference for the relevant purse, and select the amount of credit you want to top up with, and then click *Add to Basket*.



#### Friends & Family

Please enter the 6 digit purse reference or 18 digit purse number of the account you would like to add funds to, and add to basket. Please note: the 18 digit purse number is a different number to their sQuid registration number.

- 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 canteens at school.  
Since the trips and offers available for an individual student 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.

#### ***Can I use my catering credit to pay for shop/trip items?***

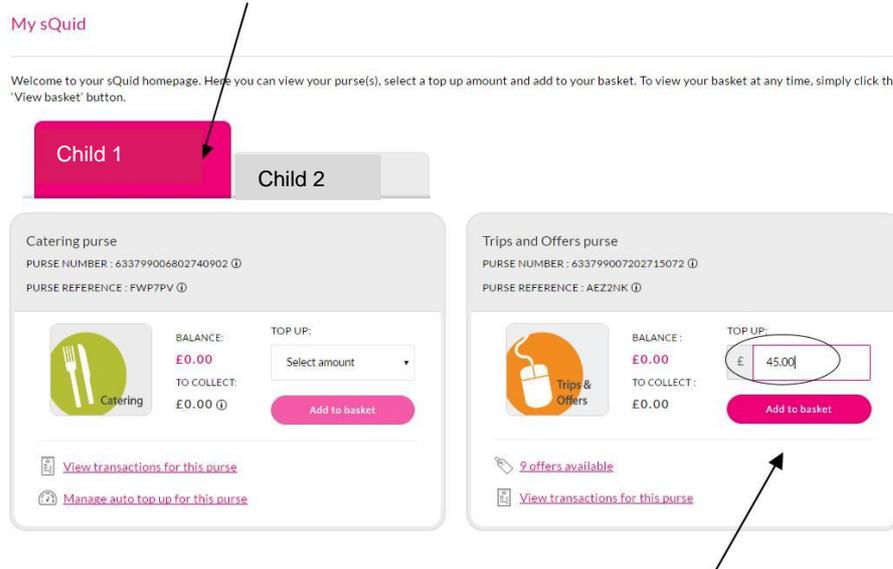
- No – there are different “purses” for catering and trips/offers. Also, general items are now on the school online shop <http://banbury.squid-shop.co.uk>

#### ***My child has now left Wykham Park – how do I get a refund of any remaining money left in my Catering or Trips purses?***

- You need to contact Customer Services at sQuid using the Help Centre link at the bottom of any page of your sQuid account – the contact details are at the bottom of that page.
- Alternatively if you have another child in the school, you may have a Catering balance transferred. Email your request for a transfer, including the names and tutor groups of both children to [squid@wykhampark-aspirations.org](mailto:squid@wykhampark-aspirations.org). Trips credit cannot be transferred.

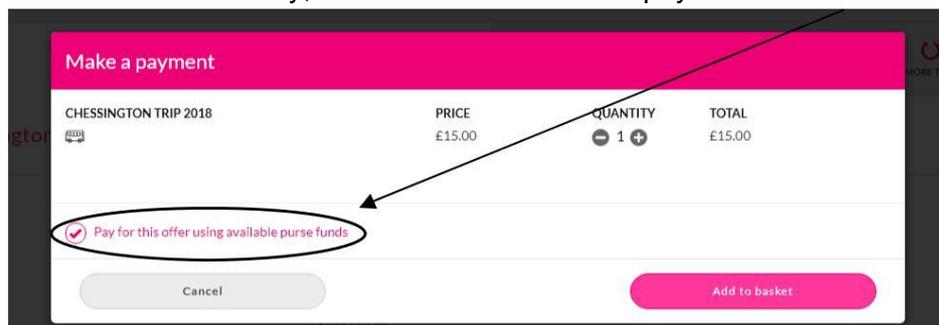
## Can I use sQuid to “save up” to pay for a larger value item?

- Yes – you can top up any value, any number of times into your Trips 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 due.
- When making a payment, the system will ask you if you would like 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.
- Select the tab for the relevant child:



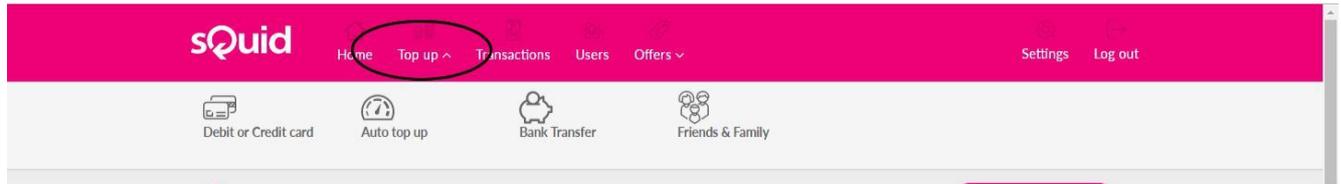
Add the amount you want to top up in the box then click on **Add to basket**.

- 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 cost 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.
- 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.



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, but please remember that revision guides and other resources are now on the Wykhampark sQuidShop, which is separate.

***I can't 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 don't want to Top-up through the sQuid account – are there any alternatives?***

- Yes, you can pay for trips and offers at reception. The payment will need to be brought in by a parent/carer in an envelope clearly marked with your child's name, mentor group, amount enclosed and which visit the payment is for. The correct payment will need to be included as no change can be given. Please also include in the envelope a note to say that you give permission for your child to attend the visit.
- If you would like a copy of your letter giving the codes and website address for setting up your child's sQuid account, please email [squid@wykhampark-aspirations.org](mailto:squid@wykhampark-aspirations.org), giving the name and mentor group of your child.

***I'm trying to log on using an iPad but when I press return, it just brings me back to the log on screen***

- Check your browser settings – it needs to be set as normal browser rather than private browser.
- Alternatively, there are free apps to download for smartphones and tablets  
- <https://www.squidcard.com/app>

***I have partially paid for an item but I can't see it in my Offers list now***

- When you make a partial payment, the offer moves to "*Part paid offers available*" in the Trips and Offers box for the relevant child - click here to make further payments.

Any other questions please email either [squid@wykhampark-aspirations.org](mailto:squid@wykhampark-aspirations.org) or [customerservice@squidcard.com](mailto:customerservice@squidcard.com)