

# SQUID SEPARATED/DIVORCED PARENTS

- 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.

- Log in to the sQuid website, <https://portal.squidcard.com/LoginPortal/>

sQuid

Login

Enter your username and the password characters indicated below

Username (usually your email address)

2nd 5th Last

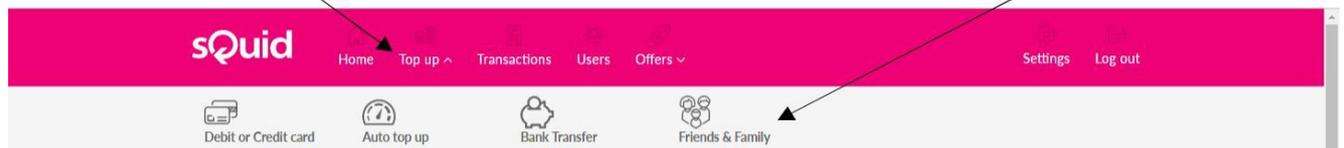
Log in

Forgotten your password?  
Forgotten your username?  
[Create a customer account](#)

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

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- 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*.



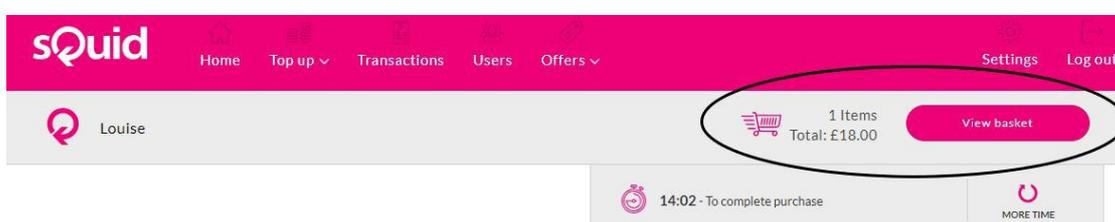
- Now manually enter the purse number or purse reference for the relevant purse, and select the amount of credit you want to top up with, then click *Add to Basket*.



### 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.
- 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*.

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

- 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.
- Put the name and mentor group of your child in the notes section so that when the order is placed we know who it relates to, and then checkout as a guest.

### ***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>

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