

Upay User Guide



Welcome to Upay

This guide is aimed to help you to use the Upay web site.

To launch Upay you will need to navigate to www.upay.co.uk on your internet browser.

If you have not received your registration email then you will need to use the auto registration facility on the website. To do this you will need to have your company ID along with your unique user ID:

The company ID for Spires Academy is 53

The User ID details are contained in the letter you will receive from the school.

If you do not have your user ID, please contact the school.

Once you have these details please click on Create New Account, you will then be prompted to enter your Uniware User ID and your unique company code. You will then need to confirm your name is correct. Shortly following this you will receive an email detailing your user account details. Please take care when entering the password as spaces count as a character. This password can be changed once you are logged in.

A BROWSE NEW TO UPAY
upay.co.uk 23 June 2008

Create New Account
You must have your company ID and your ID to create your account. We will then send you an email shortly with your registration details.

Please confirm this is your name?
Alex Blair

Back Yes

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A BROWSE NEW TO UPAY
upay.co.uk 23 June 2008

Create New Account
You must have your company ID and your ID to create your account. We will then send you an email shortly with your registration details.

Please enter your email address

Email Address alex.blair@spires.co.uk
Confirm Email Address alex.blair@spires.co.uk

Back Register

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If you forget your password, then click on the log in button on the homepage and then click on the forgotten password link. Once you have entered in your linked email address a new password will be emailed to you.

To login you must click the login button (as seen below).



You will then be presented with a secure page to enter your unique username and password.



When you log in for the first time, you will automatically be directed to amend your password to something more memorable.

Account Activation

Your account has not been activated please enter a new password.
Please note all fields marked with * are mandatory.

Your New Password

New Password *

Confirm New Password *

Your new password needs to be the minimum length of 6 alpha numeric characters and contains at least 1 number.

Below are 3 example passwords if you wish to see one please click on a password and type the password entered into the confirm password field box.

aLcat2
aDcaD
aDcaT8

Your Security Questions

New Question * Please select

Your Answer *

Confirm Your Answer *

Terms and Conditions

Please tick this box in order to agree to upay's [Terms and Conditions](#)

Please tick this box if you would like to receive information about special offers and updates from upay

If you forget your password, then click on the log in button on the homepage and then click on the forgotten password link. Once you have entered in your linked email address a new password will be emailed to you.

Once logged in you will be presented with your account page branded with your companies details.

upay.co.uk

Welcome back Mike Brand

23 April 2008

Account Balance >

Card Top Up >

Payments/Withdrawal >

Loans >

My Account Details >

Statements >

Support >

Game Feedback >

Logout >

EDUPARK UNIVERSITY

This is the customized text for each company and an optional text box

[Privacy](#) [Terms and Conditions](#) [Help](#) [About Us](#) [Contact Us](#) [Feedback](#) [Log Out](#)

You will see your menu options on the left hand side of the screen.

The first is the account balance which is a screen where you can check your most up to date balance.

The date and time displayed next to your current balance will be the date of your last account activity.

- Account Balance
- Card Details
- Current Booking
- Mail
- My Account Details
- Statements
- Support
- My Holdings
- Logout

Account balance: £737.50

Last Updated 22/04/2019 16:42:53

Please note there will be a first-chance default on account holders' accounts and your Spay account balance being updated.

Pay as you go top up

You will see within the card top up menu that you have a number of ways to top up your account.

The first is a pay as you go option, this allows you to select an amount and manually enter your credit\debit card details. Please note that after any top up to your account you will receive a confirmation email.

If this email has not been received within one hour please contact: helpdesk@uniware.co.uk.



upay.co.uk
Welcome back Mike Brand
23 April 2008

Account Balance
Card Top Up
Cardless Banking
iAM
My Account Details
Statements
Support
User Feedback
Logout

Pay As You Go Top-Up

Use this section to make a card top up to your cashless card.

Revised Amount

Please select your revised amount

Amount:

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Account Balance
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Pay As You Go Top-Up

Use this section to make a card top up to your cashless card.

Card Details

Please enter your card details here

UPay accepts the following cards:



Credit Debit

Card Number:

Start Date:

Expiry Date:

Issue Number: (Mustn't be 0000)

Security Number:

Auto Top up

The second option is to setup an auto top up.

This allows you to set a minimum balance and every time you hit that amount your account will be topped up automatically from your debit\credit card. The amount by which you wish to top up by each time is customisable within the setup.

Then select how much you would like to top up by each time.

The first screenshot shows the 'Auto Top-Up Configuration' page on upay.co.uk. The 'Minimum Balance' field is set to £5. The 'Next' button is visible.

The second screenshot shows the 'Auto Top-Up Configuration' page on upay.co.uk. The 'Top-Up Amount' field is set to £10. The 'Next' button is visible.

You must confirm all your entered details before progressing.

The screenshot shows the 'Auto Top-Up Configurations' summary screen on upay.co.uk. The details listed are:

- Minimum Top-Up of £5 per £5
- Top-Up Amount of £10
- Sort Code of 0100
- upay's Sort Code of 1030
- Mask Number of 0000000000000000

The 'Change' and 'Confirm' buttons are visible at the bottom of the configuration area.

These details can be amended at any time through 'my account details' screen.

Statements



Two types of statements are available within the 'statements' section.

The first is a full statement of your cashless account including purchases at the till and revalue's at both loaders and online.

The second report is for online transactions giving you only the information on any transactions that have been made through the UPAY site.

You can request a full statement to be emailed to you on a regular basis, this will provide you with your full purchase transactions and all revaluations to your account.

Please note that all our reports from UPAY can be exported to different formats. These can be accessed from the drop down list at the top of the page saying "Select Format".

If you need any further help please contact the academy, or you can email UPAY directly at the following e-mail address; helpdesk@upay.co.uk