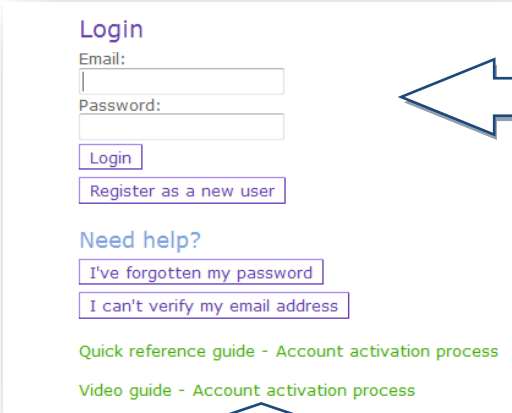


How do I subscribe to the Alerts service?

Go to the Online Account Website address provided by your school, or visit **www.scopay.com**




The screenshot shows a login form with the following elements:

- Login** heading
- Email:
- Password:
- Login button
- Register as a new user button
- Need help? section with links:
 - I've forgotten my password
 - I can't verify my email address
- Quick reference guide - Account activation process (green text)
- Video guide - Account activation process (green text)

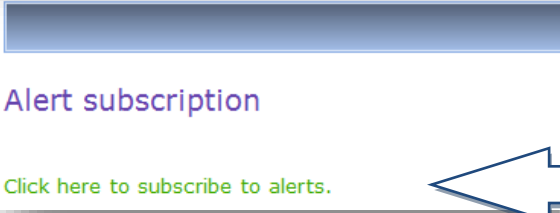
1. Login with your **username** and **password**

Important: if you haven't yet registered your online account, then refer to the separate Quick Reference Guide or Video Guide, or contact the school for further details.



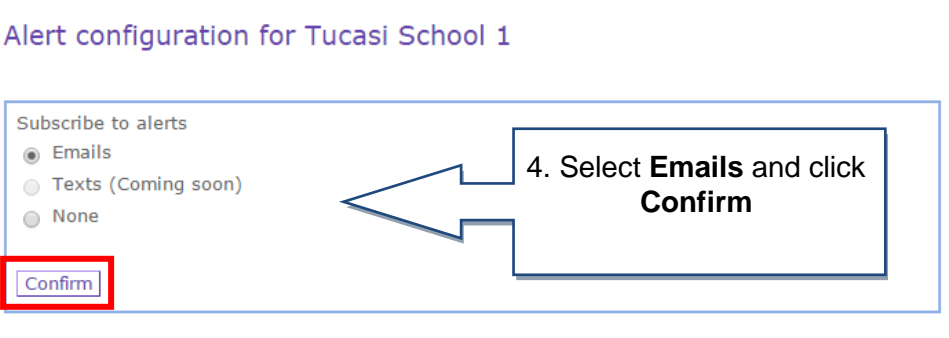
The screenshot shows the TUCASI logo and a navigation menu with the following items: View products, View basket, Your info, Parents' evening, Alerts, Help.

2. Select **Alerts**



The screenshot shows the 'Alert subscription' page with a link: [Click here to subscribe to alerts.](#)

3. Click on the link to subscribe to the Alerts service



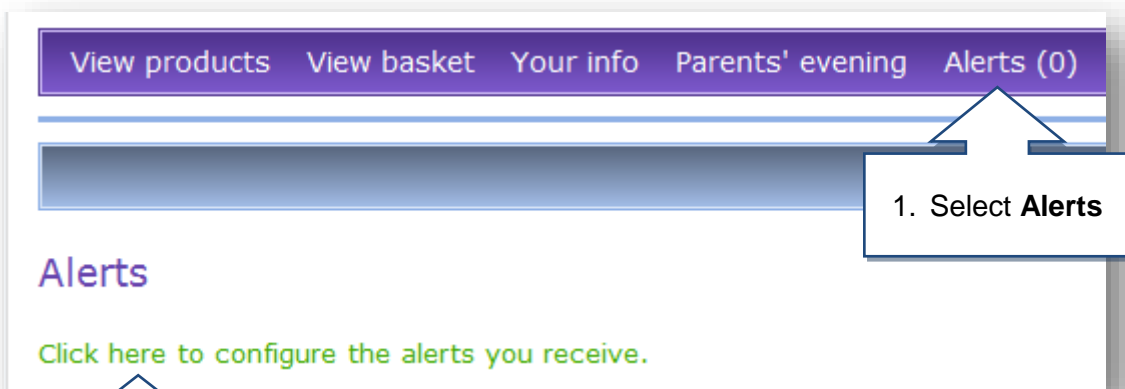
The screenshot shows the 'Alert configuration for Tucasi School 1' page. Under 'Subscribe to alerts', there are three radio button options:

- Emails
- Texts (Coming soon)
- None

 A 'Confirm' button is highlighted with a red box.

4. Select **Emails** and click **Confirm**

How do I configure the alerts?



2. Click here to configure your alerts

3. Review each alert option and tick **Receive alerts** and **Email** to switch the alert on.
Email alerts will be delivered to your registered email address.

Alert type	Receive alerts	Email	Text
Account balances Receive alerts when one of your account's balances drops below a configured amount. Note: account balances relate to dinners / cashless catering / clubs - if provided by the school. Send alerts when balance is below £ <input type="text" value="3.00"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New eligible trip available Receive alerts when a new eligible trip becomes available online.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New product available Receive alerts when a new product becomes available online.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Parents' evening invitation Receive alerts when you're invited to a parents' evening meeting.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Parents' evening reminder Receive alerts to remind you of an upcoming parents' evening meeting. Send alerts <input type="text" value="1"/> day(s) before the meeting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trip payment reminder Receive alerts when payments for trips are due. Send alerts <input type="text" value="1"/> day(s) before the payment is due	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="button" value="Update"/>			

4. Click **Update** when finished

Notes: Text alerts are going to be available in the future. To alter existing alert configuration follow steps 1-4.

Example Email Alerts

Email alerts will be delivered to your registered email address and can be viewed from your normal mailbox.

The balance of Marc Ackroyd for Dinner money is -24.00
The balance of Marc Ackroyd for After School Club is -39.00

If you no longer want to receive emails from your school(s), [unsubscribe here](#)

The following trip(s) have become available:
Lake District

If you no longer want to receive emails from your school(s), [unsubscribe here](#)

You have been invited to meet with the following teachers for: Marc Ackroyd
Mr Hunt
Book a meeting with a teacher by clicking the "Parents' evening" link in the menu bar when logged to your online account.

If you no longer want to receive emails from your school(s), [unsubscribe here](#)

How do I view Alerts that I have received?

The number in brackets denotes number of **unread** messages.

Alerts (4)

2. Click on the **plus** sign to view the message

3. If required, select the message(s) and click **Mark as read**

The number in brackets will decrease accordingly.

Alerts (1)

The screenshot shows the Alerts interface with three buttons at the top: 'Mark as unread', 'Mark as read' (highlighted with a red box), and 'Delete'. Below the buttons is a table with columns 'Subject' and 'Date'. The table contains four rows of alerts, each with a checkbox and a plus sign icon. The first row is 'Your account balance: Marc Ackroyd is low' dated '26 Nov 2015 17:00'. The second row is 'You have new trips(s) available for Mary Ackroyd' dated '26 Nov 2015 15:00', with a sub-section 'The following trip(s) have become available: Lake District'. The third row is 'You have new trips(s) available for Marc Ackroyd' dated '26 Nov 2015 15:00', with a sub-section 'The following trip(s) have become available: Lake District'. The fourth row is 'Your account balance: Marc Ackroyd is low' dated '26 Nov 2015 15:00'. At the bottom, there is a 'Filter message:' dropdown set to 'All' and 'Page 1 / 1'.

How do I delete Alerts that I have viewed?

4. If required, select the message(s) and click **Delete**

The screenshot shows the Alerts interface with three buttons at the top: 'Mark as unread', 'Mark as read', and 'Delete' (highlighted with a red box). Below the buttons is a table with columns 'Subject' and 'Date'. The table contains four rows of alerts, each with a checkbox and a plus sign icon. The first row is 'Your account balance: Marc Ackroyd is low' dated '26 Nov 2015 17:00'. The second row is 'You have new trips(s) available for Mary Ackroyd' dated '26 Nov 2015 15:00'. The third row is 'You have new trips(s) available for Marc Ackroyd' dated '26 Nov 2015 15:00'. The fourth row is 'Your account balance: Marc Ackroyd is low' dated '26 Nov 2015 15:00'. At the bottom, there is a 'Filter message:' dropdown set to 'All' and 'Page 1 / 1'.

The screenshot shows the Alerts interface after all alerts have been deleted. The table is empty, and the text 'You have no alerts.' is displayed. At the bottom, there is a 'Filter message:' dropdown set to 'All' and 'Page 1 / 1'.