



# ACS INTERNATIONAL SCHOOLS

*Cobham Egham Hillingdon*

## How to Register with Upay

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### A Step by Step Guide

This guide is aimed to help you use the Upay website.

To launch Upay you will need to go to [www.acs-england.co.uk](http://www.acs-england.co.uk), or the ACS Forum where there will be a link to the catering homepage and the **Upay logon**.

Then click on “Create New Account”, you will be prompted to enter the unique ACS client id which is **66** and the Upay user id (which is the same as your child’s user id).

If you require this number please email: [catering@acs-england.co.uk](mailto:catering@acs-england.co.uk)

Shortly after doing this you will receive an email detailing your user account details, please take care when entering the password as spaces count as a character, the password can be changed once you are logged in.

**Please note there is an annual fee of £2.00 per student, per year – this must be paid by debit or credit card and can be done so whilst you are online.**

You are now ready to login; at the login screen you will be presented with a secure page to enter your username and password. When you log in for the first time you will be automatically directed to amend your password to something more memorable.

You will now have access to your child’s account menu options.

These include Account Balances, Card Top Ups, Statements, Support and Feedback. For more info see FAQ’s on the reverse of this page.

A SMARTER WAY TO PAY  
**upay.co.uk**



## Upay FAQ's ~ Frequently Asked Questions

### **Do I have to register with Upay?**

*It is optional to sign up to Upay, you can continue to credit lunch accounts with a cheque or cash.*

### **How to credit an account?**

*There are a number of ways to credit an account by using the Top-Up menu:*

- 1) Pay as you go - this allows you to select an amount and manually enter your credit/debit card details. You receive a confirmation email after each transaction.*
- 2) 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.*
- 3) There is also an option to use the SMS Text messaging service from your mobile phone.*

### **Can I view what items my child is purchasing?**

*Yes, you can view statements, these can be emailed directly to you on request, or you could set up automatic statements that get emailed to you monthly. This allows you to see exactly what your child is eating, when they purchase food and how much they spend.*

### **Is this service secure and what payment types does it take?**

*Yes, Streamline who are the UK's number one choice for card processing, uses SSL (Secure Socket Layer) technology to process your card's details. Credit and Debit cards accepted are American Express, Visa, Visa Delta, JCB, MasterCard, Maestro and Switch.*

### **Will I receive reminders when the account balance gets low?**

*We recommend that you setup a low balance automatic reminder when you register..*

### **Can I put a restriction onto my child's spending?**

*Yes, if you wish you can implement a daily spend credit limit on accounts, this can change if and when you require it to.*

### **Can I manage more than one child's account?**

*Yes, if you have more than one child at the school you can manage all accounts via one log in and top up each account with one transaction.*

### **What do I do if I require more information?**

*When you register to Upay you will find a helpdesk online; in the meantime please contact: [catering@acs-england.co.uk](mailto:catering@acs-england.co.uk)*