Online Payments for School Meals, Milk, Activities and Other School Purchases

Using iPayimpact

iPayimpact is an online payment system. In order to use it you will need to follow the one-off registration instructions. Once set up ongoing use of the system is quick and simple.

Firstly, you will need to register

- Go to www.westlothian.gov.uk/online-school-payments
- Click on 'Access Online School Payments' which will take you to iPayimpact.
- You are asked to register with or sign in with mygovscot – MyAccount. This is the Scottish Government portal where increasing numbers of Council and Government services can be accessed. If you have previously registered for MyAccount then click on the 'sign in with' button (having your MyAccount user ID and password ready)
- If you have not already registered with MyAccount you will need to click on the 'register with' button. Follow the instructions to register, change your password and activate your account, you then;
  - Click to give your consent to share information with iPayimpact
  - **Enter the reference provided for your child by the school. You may link additional children at this or any other time by clicking on 'Linking Another Account'. The school will provide separate references for each child you have. If you have children at different schools, they can still all be linked.**

MAKING A PAYMENT

- Go to the home page and add items you wish to pay for into the basket.
- Proceed to Checkout

You will be directed to the Capita payment gateway where you can enter you debit or credit card details securely.

FREQUENTLY ASKED QUESTIONS

How do I view my child/children(s) balances, purchases etc?

When you login your Home Page will display all the relevant information for your child/ren

How do I remove items from my Basket?

1. The contents of your Basket can be seen by Clicking on View Basket from the home page.
2. Items in your Basket are displayed, and you can:
   a. Click on the Remove button to remove the items – you will be asked to confirm that you do wish to remove the selected item.
   b. Click on the Amend button to amend the payment amount to be made for this item.
3. Once you are happy with the Contents of your Basket you can Proceed to Checkout.

How do I check to see if a Payment has been processed?

1. Login to your account
2. Click on Payment History
3. Click on Details – this will show all the payments which have been made by you

You can also check your email for payment receipts which will have been sent to you on the successful processing of your payment.

I have forgotten my Password / How do I reset my Password?

If you have forgotten your password – follow these steps

1. Go to www.mygov.scot/my-account/ click on 'Access my account' at the bottom of the page
2. Click on Sign-in
3. Click on the 'Forgot password?' button
4. Enter your Username
5. Enter your valid email address
6. Click on submit

A message will be sent to your email address with the instructions on how to reset your password. Click on the link in the email. You can now enter your new

Password and Confirm this by entering it again. Click on Change Password. You can now login using your new Password.

How do I check or edit my Account details?

1. After logging in to your account choose My Profile from the menu options at the top of the screen
2. You can now update your details
3. Click on Save Your Details once you have finished.

Is the site secure?

YES. All pages viewed on iPayimpact are encrypted using a 'Secure Socket Layer' (SSL) session. SSL is an industry standard and is designed to ensure internet pages and sensitive information are not intercepted.

When browsing using an SSL enabled site, you will see a padlock icon visible in your browser. All payments are made through a Payment Gateway which adheres to the highest level of compliance under the Payment Card Industry Data Security Standard (PCI), including stringent fraud screening, SSL encryption and tamperproof data storage. This process is regularly audited by the banks and the banking authorities.