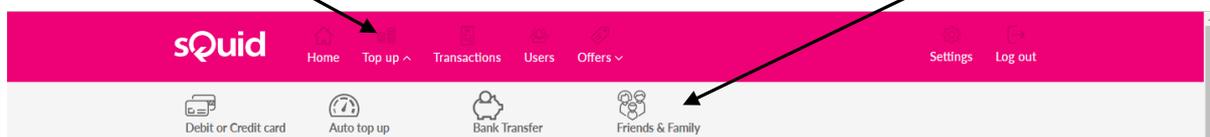


## SQUID INFORMATION ON ENABLING PAYMENTS FROM SECONDARY ACCOUNTS (for e.g. separated/divorced parents)

If both parents wish to be able to top up their daughter's sQuad catering purse and pay for trips independently, the following steps need to be followed.

- One parent will need to set up the main student account in the normal way. The other parent should contact [customerservice@squidcard.com](mailto:customerservice@squidcard.com) and ask for an additional/substitute account number. This will enable you to create a sQuad account yourself. You will also be given the purse numbers for your child, one for Catering and one for Trips and Offers.
- Create your account through the sQuad website, <https://portal.squidcard.com/LoginPortal/> using the account number that you have been given as above.

- Once in your account you can top up into either purse for your child through the Friends and Family section.
- Select **Top up** from the pink bar at the top of the home screen, then **Friends & Family**.



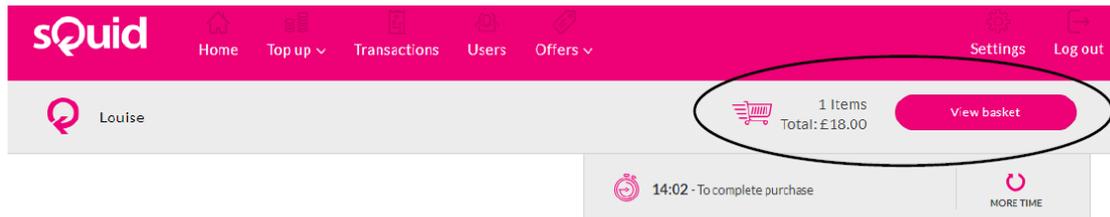
- Now manually enter the Purse Number or Purse Reference for the relevant purse and select the amount of credit you want to top up with, then click **Add to Basket**.



## 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 sQuad 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 canteen at school.  
**Since the trips and offers available for an individual student cannot 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.** The purse numbers can be saved in the system for future use.
- Once payment has gone through you will receive a confirmation email from sQuad – 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*.
- If you are using an iPad or iPhone and find when you press return you return 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 aps to download for smartphones and tablets - <https://www.squidcard.com/app>
- Any other questions? Email either [customerservice@squidcard.com](mailto:customerservice@squidcard.com) or [finance@newlandsgirls.co.uk](mailto:finance@newlandsgirls.co.uk)