

## Parent FAQs

### Linking pupils to your account

#### I am being asked for an online link code; what is this?

A link code is a series of letters and numbers that uniquely identifies a child. The code can be used once to link a child to an online account - it cannot be re-used.

A link code can be found on the access letter given to you by your child's school.

#### I don't have an access letter; how do I get one?

Please contact your child's school and they can provide one for you. The letter will also include instructions on how to create an account.

#### I have two children at the same school; can I pay for both of them using one account?

Yes! You can have both children linked to your account by following these steps:

- If you have not set up an account yet, create your account with first child's link code.
- Log in, go to "Your Account", and select "Link Pupils". Use the second child's link code.

#### I have children at two different schools; can I pay for both of them using one account?

If both schools use the Tucasi Online Payments system, then yes! You can do this using the two link codes given to you by each separate school (see FAQ point above).

#### My partner has created an account linked to our child. I tried to create an account with the same link code they used, but it didn't work.

For security, the link code on the letter cannot be used more than once. Please contact your child's school and ask them for a new letter and link code.

#### I used the wrong email address to sign up. Can I change it?

- **I know the email address I signed up with.**

Log in with the password you specified.

If you have not verified your email address, a message will appear and you will be able to change your email address there.

If you have verified your email address, go to "Your Account", and select "Login Details" to change your email address.

- **I do not know the email address I signed up with.**

Please contact your child's school and ask them to unlink your child from the incorrect email address. You can then ask them for a new letter and link code.

Re-register with your intended email address, and use the new link code.

## Paying online

### Can I use vouchers to pay online?

The online payment system will only allow you to pay by credit card or debit card. If you wish to pay by voucher, you will need to pay in-school.

### The system won't accept my American Express card.

Most schools do not accept payment using an American Express card.