Pay360 Education Payments – Getting Started

How do I register?

Administrators

- You will receive an email from noreply@pay360educationpayments.com. Click the link in the email and complete the registration process.
- The initial administrator will need one of the following accounts to register the school's Pay360 Education Payments account: Microsoft, Apple ID, Google, Facebook or Twitter (please see *How do I set up a Microsoft or Google Account* on page *1*).
- All subsequent administrators will need one of the following accounts to register: Microsoft, Apple ID, Google, Facebook, Twitter or SIMS ID (please see *How do I set up a Microsoft or Google Account* on page *1*).

Customers

- You will receive a Pay360 Education Payments registration invitation from your school containing a unique invitation code. You will need this invitation code to set up your Pay360 Education Payments account. If you have not yet received a registration invitation, please contact your school.
- To register Pay360 Education Payments, you will need one of the following accounts: Microsoft, Apple ID, Google, Facebook, Twitter or SIMS ID.
- When registering for Pay360 Education Payments, please click the **Register** button and follow the on-screen instructions.
- Once registration has been completed, you will be able to use Pay360 Education Payments to carry out the activities listed in your invitation straight away.

Why are there different sign in providers?

- We have chosen to use Microsoft, Apple ID, Google, Facebook and Twitter, in addition to SIMS ID, because many people will already have one of these accounts.
- Pay360 Education Payments uses these accounts to provide secure authentication when you sign in; we do not require any additional information from your account, only what is needed for authentication.

How do I set up a Microsoft or Google Account?

If you do not have a Microsoft or Google Account, you can create one free of charge. Follow the instructions in your invitation.

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Why am I unable to register my account?

If your registration fails, please check the on-screen error message and follow the instructions. Common reasons for registration to fail include using the invitation code after it has expired and using an invitation intended for another person.

If you continue to experience problems registering your account, please contact your school.

Why am I unable to sign in?

If you have already registered your account and are encountering problems when attempting to sign in to Pay360 Education Payments, check that you are signed in to the account you used to register. This is particularly important where a computer has multiple users.

Navigate to the website of your sign in provider, sign out of your account and then sign in again with the account you registered to use with Pay360 Education Payments.

If you continue to experience problems when attempting to sign in to Pay360 Education Payments, please contact your school.

Who do I contact for help?

If you have a question about your Pay360 Education Payments Account, please contact your school.

Once you have signed into your Pay360 Education Payments Account, further help is available by clicking the **Help Centre** link at the bottom of each page in Pay360 Education Payments.