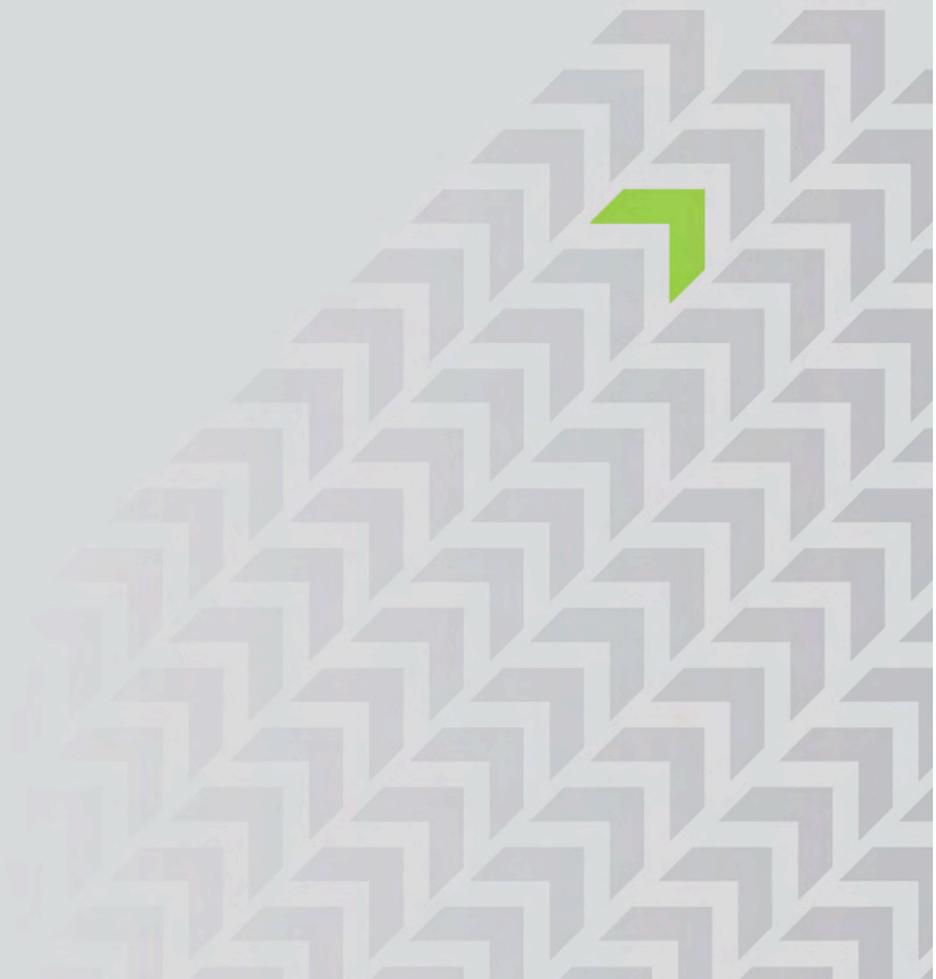


# Upay User Guide



## Welcome to Upay

This guide is aimed to help you to use the Upay web site.

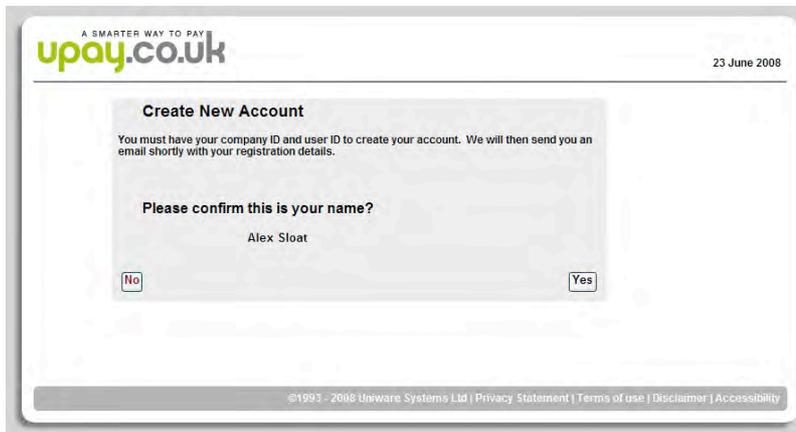
To launch Upay you will need to navigate to [www.upay.co.uk](http://www.upay.co.uk) on your internet browser.

You will need to use the auto registration facility on the website. To do this you will need to have your company ID along with your unique user ID:

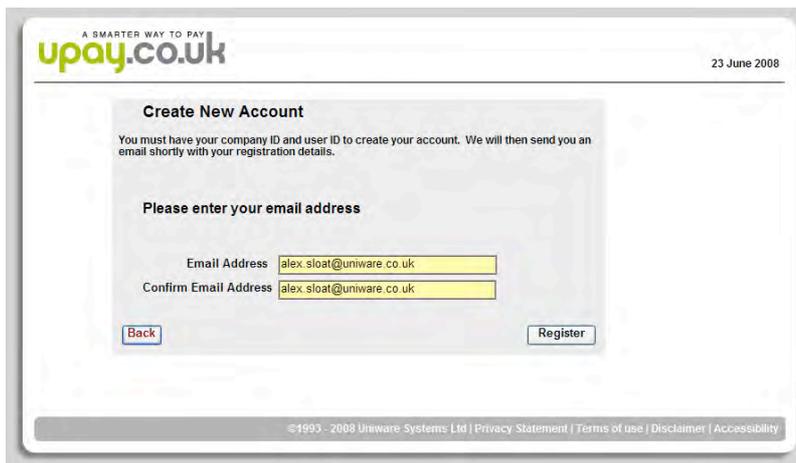
Your company ID is: 99

Your User ID is your student number which will be shown as your account number on invoices which are sent out from the College Finance Office. This number will also be shown on your student ID card, which will be issued at enrolment, and can be obtained by taking the first three letters from your Hartpury ID number.

Once you have these details please click on Create New Account, you will then be prompted to enter your Uniware User ID and your unique company code. You will then need to confirm your name is correct. Shortly following this you will receive an email detailing your user account details. Please take care when entering the password as spaces count as a character. This password can be changed once you are logged in.



A screenshot of the Upay.co.uk website's 'Create New Account' page. The page header includes the logo 'upay.co.uk' and the tagline 'A SMARTER WAY TO PAY'. The date '23 June 2008' is displayed in the top right corner. The main heading is 'Create New Account', followed by a sub-heading: 'You must have your company ID and user ID to create your account. We will then send you an email shortly with your registration details.' The primary instruction is 'Please confirm this is your name?' with the name 'Alex Sloat' displayed below it. At the bottom of the form area, there are two buttons: 'No' and 'Yes'. The footer contains the copyright notice '©1993 - 2008 Uniware Systems Ltd | Privacy Statement | Terms of use | Disclaimer | Accessibility'.



A screenshot of the Upay.co.uk website's 'Create New Account' page, showing the email address entry step. The page header includes the logo 'upay.co.uk' and the tagline 'A SMARTER WAY TO PAY'. The date '23 June 2008' is displayed in the top right corner. The main heading is 'Create New Account', followed by a sub-heading: 'You must have your company ID and user ID to create your account. We will then send you an email shortly with your registration details.' The primary instruction is 'Please enter your email address'. Below this, there are two input fields: 'Email Address' and 'Confirm Email Address', both containing the text 'alex.sloat@uniware.co.uk'. At the bottom of the form area, there are two buttons: 'Back' and 'Register'. The footer contains the copyright notice '©1993 - 2008 Uniware Systems Ltd | Privacy Statement | Terms of use | Disclaimer | Accessibility'.

If you forget your password, then click on the log in button on the homepage and then click on the forgotten password link. Once you have entered in your linked email address a new password will be emailed to you.

To login you must click the login button (as seen below).



You will then be presented with a secure page to enter your unique username and password.



When you log in for the first time, you will automatically be directed to amend your password to something more memorable.

A SMARTER WAY TO PAY  
**upay.co.uk** 23 June 2008

### Account Activation

Your account has not been activated please enter a new password.  
Please note all fields marked with \* are mandatory.

**Your New Password**

New Password \*

Confirm New Password \*

Your new password needs to be the minimum length of 6 alpha numeric characters and contain at least 1 number.  
Below are 3 example passwords if you wish to use one please click on a password and type the password selected into the confirm password text box.

[sLOat2](#)  
[slOat3](#)  
[sloaT8](#)

**Your Security Question**

New Question \*

Your Answer \*

Confirm Your Answer \*

**Terms and Conditions**

Please tick this box in order to agree to Uniware's [terms and conditions](#)

Please tick this box if you would like to receive information about special offers and updates from Upay

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If you forget your password, then click on the log in button on the homepage and then click on the forgotten password link. Once you have entered in your linked email address a new password will be emailed to you.

Once logged in you will be presented with your account page branded with your college's details.

A SMARTER WAY TO PAY  
**upay.co.uk** Welcome back Mike Brand 23 April 2008

- Account Balance >
- Card Top Up >
- Function Booking >
- Udeli >
- My Account Details >
- Statements >
- Support >
- Upay Feedback >
- Logout >



This is the customised text for each company  
Add any customised text here

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You will see your menu options on the left hand side of the screen.

The first is the account balance which is a screen where you can check your most up to date balance.

The date and time displayed next to your current balance will be the date of your last account activity.

- Account Balance >
- Card Top Up >
- Function Booking >
- Udeli >
- My Account Details >
- Statements >
- Support >
- Upay Feedback >
- Logout >

Account balance: £737.90

Last Updated 23/04/2008 14:42:03

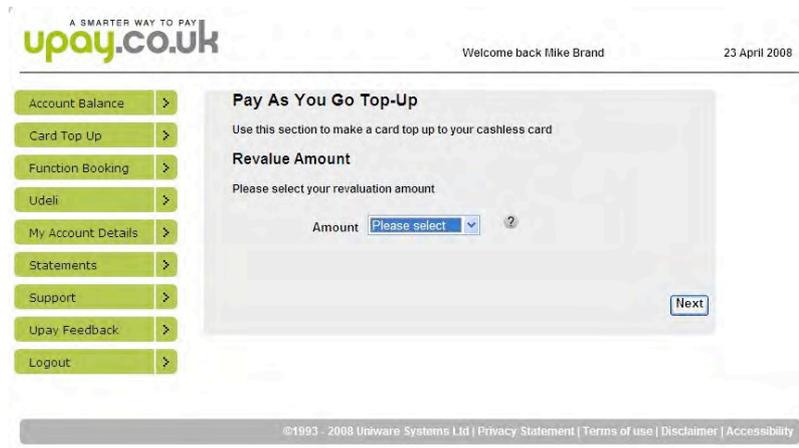
Please note there will be a time delay between an account revalue/transaction and your Upay account balance being updated.

## Pay as you go top up

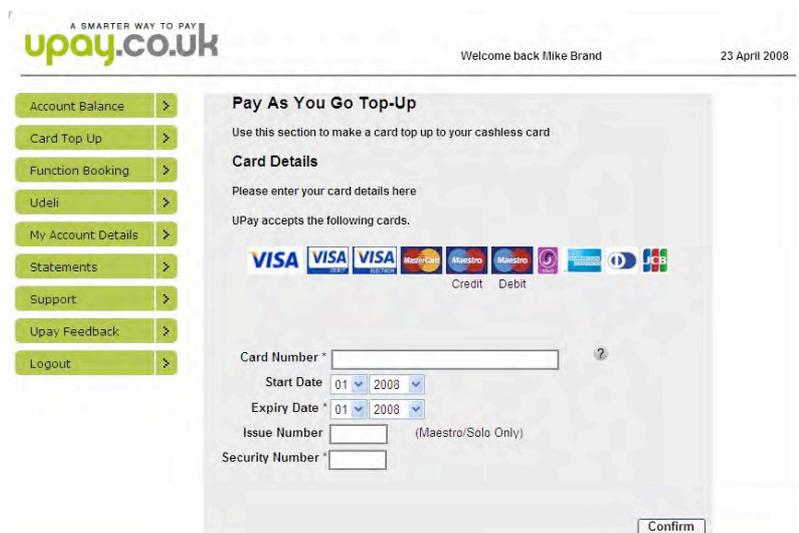
You will see within the card top up menu that you have a number of ways to top up your account.

The first is a pay as you go option, this allows you to select an amount and manually enter your credit\debit card details. Please note that after any top up to your account you will receive a confirmation email.

If this email has not been received within one hour please contact: [helpdesk@uniware.co.uk](mailto:helpdesk@uniware.co.uk).



The screenshot shows the upay.co.uk website interface. The header includes the logo "A SMARTER WAY TO PAY upay.co.uk", the user name "Welcome back Mike Brand", and the date "23 April 2008". A left-hand navigation menu lists: Account Balance, Card Top Up, Function Booking, Udeli, My Account Details, Statements, Support, Upay Feedback, and Logout. The main content area is titled "Pay As You Go Top-Up" and contains the instruction "Use this section to make a card top up to your cashless card". Below this is the "Revalue Amount" section, which asks the user to "Please select your revaluation amount" and features a dropdown menu currently set to "Please select" with a question mark icon. A "Next" button is located at the bottom right of the form area. A footer at the bottom of the page contains the copyright notice: "©1993 - 2008 Uniware Systems Ltd | Privacy Statement | Terms of use | Disclaimer | Accessibility".



This screenshot shows the same upay.co.uk website interface as the previous one, but at a later stage in the top-up process. The "Card Details" section is now active, with the instruction "Please enter your card details here". It states "UPay accepts the following cards." and displays logos for VISA, MasterCard, and Maestro, with "Credit" and "Debit" options below them. The form fields include: "Card Number" (a text input field with a question mark icon), "Start Date" (a dropdown menu showing "01" and "2008"), "Expiry Date" (a dropdown menu showing "01" and "2008"), "Issue Number" (a text input field with the note "(Maestro/Solo Only)"), and "Security Number" (a text input field). A "Confirm" button is located at the bottom right of the form area. The navigation menu and header information remain the same as in the previous screenshot.

## Auto Top up

The second option is to setup an 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 from your debit/credit card. The amount by which you wish to top up by each time is customisable within the setup.

Then select how much you would like to top up by each time.

The first screenshot shows the 'Auto Top-Up Configuration' screen for user 'Elike Brand' on 23 April 2008. The 'Minimum Balance' dropdown is set to £5. The second screenshot shows the same screen with the 'Top Up Amount' dropdown set to £50. Both screens include a navigation menu on the left and a footer with copyright information.

You must confirm all your entered details before progressing.

The screenshot shows the 'Confirm Details Below' screen for user 'Alex Sloat' on 23 June 2008. The details to be confirmed are: Minimum Top-Up Level: £5.00, Top-Up Amount: £10.00, Start Date: 01/08, Expiry date: 12/09, Issue Number, and Card Number: \*\*\*\*\*6666. There are 'Change' and 'Confirm' buttons at the bottom.

These details can be amended at any time through 'my account details' screen.

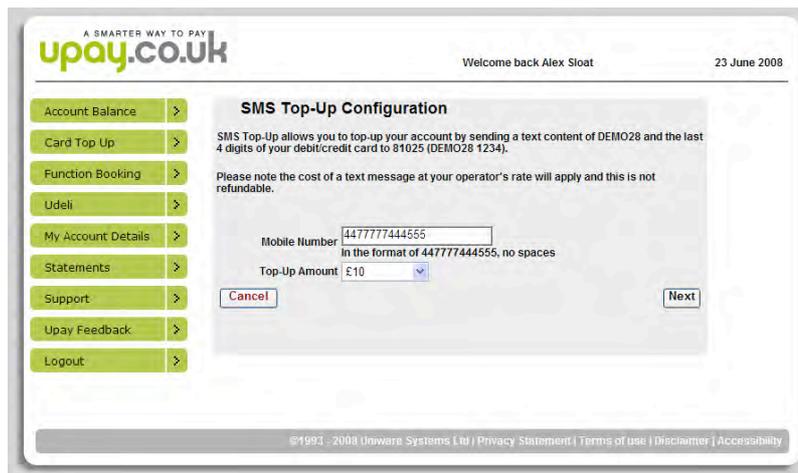
## SMS Top up

The next method is to use our SMS Text messaging service from your mobile phone.

Please note that in the following examples the “DEMO28” is just an example and you will be issued your pass phrase upon registering for this service.



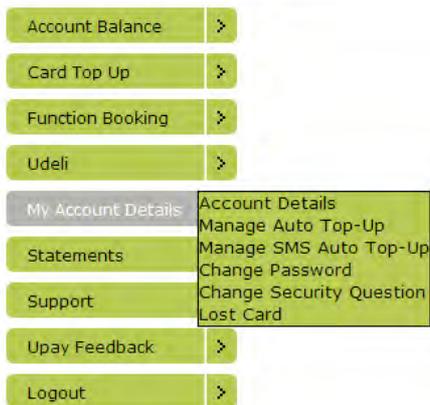
Hear you must enter your mobile number replacing the leading 0 with your country code, i.e. for the UK replace the 0 with 44.



Texts messages are charged at 50p plus your standard network provider charge.

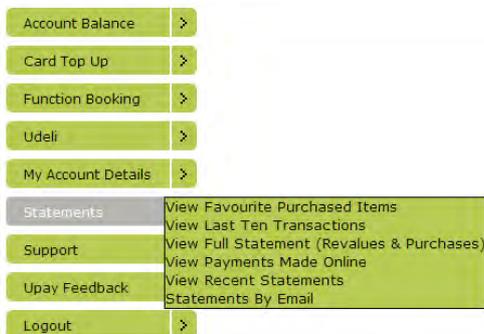


## My Account details



You can manage your account in 'My Account details'. This includes managing your SMS and auto top up facilities, changing your personal details and disabling your account if you lose your card.

## Statements



A number of statements are available to assist you in managing your cashless account.

You can request a full statement to be emailed to you on a regular basis, this will provide you with your full purchase transactions and all revaluations to your account.

Please note that all our reports from UPAY can be exported to different formats. These can be accessed from the drop down list at the top of the page saying "Select Format".

**If you need any further help you can email [helpdesk@upay.co.uk](mailto:helpdesk@upay.co.uk).**