

WisePay App

Where can I download the WisePay App? Play Store and Apple Store. Links for these areas can be found on the WisePay website and your organisation's login pages.

If I am searching for the new WisePay App on Play Store and Apple Store, what name should I search?
WisePay Limited / Ltd

What is the difference between the existing WisePay App and the new WisePay App? We've been working in the background to improve our App experience, making managing your payments even easier. Upgrades include improved onboarding, in-app password reset, an enhancement to support Digital Wallets and compatibility with Apple Pay and Google Pay *

How do I upgrade from the existing WisePay App to the new WisePay App? The update will occur automatically unless you have specified manual updates. Manual updating is a configuration option specific to your mobile phone.

Will I need to log in to the WisePay App again? You may be asked to confirm credentials, as a security measure. Please see below for assistance if you are needing to reset your password in App.

How do I register an account in the WisePay App? Click on 'register' or 'register another,' enter the organisation's code, and then enter your username and password.

What is my username? Usually, your email address; if not, the student's firstname.lastname (e.g., Dan. Dandeka). This information will be present in the welcome email from your organisation, providing your login credentials.

What if I forget my Password? Click on 'Forgotten Login Details?'. In the next screen enter your school or college's name and the result will present the school and the postal code. Click on the 'forgotten password' button. In the next screen enter the security challenge, then your email address and select 'reset password'. This action will send a password reset email to the email address you have entered during the password reset process. From there you will be able to change the password and re-attempt logging into the WisePay App.

Who do I go to for support? A user's first point of contact is the school or college. The WisePay support team are happy to assist any of our organisations with queries they receive.



Free Download
App User Guide

