Pay360 Education Payments Documentation – Pay360 Education Payments for Customers Documentation Centre – Help Centre – Signing In

Sign in to Pay360 Education Payments with the same account (from one of our supported identity providers) that you registered when creating your Pay360 Education Payments account.

In a web browser, navigate to the Pay360 Education Payments website (https://www.pay360educationpayments.com).

Click the **Sign In** button to display the sign in page.

Click the icon for your sign in provider and you will be directed to sign in using your existing details.

On completion of sign in, the Pay360 Education Payments home page (**My Homepage**) is displayed.

For problems with signing in, please review the relevant items in the FAQs below:

My Pay360 Education Payments Invitation Code has expired, what should I do?

Your registration invitation specifies the date by which registration must take place. If the invitation code you have received from your School Administrator does not work, please contact your school.

I can't access Pay360 Education Payments. What should I do?

If you have already set up your account and are encountering problems when attempting to access Pay360 Education Payments, check that you are signed in to the correct account from one of our supported identity providers. This is particularly important where a computer has multiple users.

Navigate to the identity provider's website, sign out of your account and then sign in again with your account credentials.

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

When is money taken from my account?

Within two working days of making a payment.

How do I get a refund?

Contact your school to discuss refunds.

What will the payment look like on my bank statement?

All Pay360 Education Payments payments are marked PAY360 <School name>.

Where can I see my transactions?

TIP: My Homepage is displayed when you log in. It is also available by selecting the My Homepage tab located on the top right-hand side of the screen (unless the home page is already displayed).

From My Homepage, click a child's name or their picture (if there is one) on the left-hand side of the page to display the selected child at the top of the group.

Select Transactions from the Statements menu under the child's name.

More information on how to see your transactions is available here.

Do I receive a receipt?

Yes, you will receive an email receipt for all your payments.

Can I save my card details?

Yes. You can save your card details when you make a purchase.

An instruction on how to save a card is available in the Using a New Card topic in Purchasing Products and Services in Pay360 Education Payments.

An instruction on how to make a purchase using a saved card is available in Purchasing Products and Services in Pay360 Education Payments.