

## Introduction to myEVOLVE

### What is myEVOLVE?

myEVOLVE is the parent portal which allows parents to manage all aspects of school trips, activities, co-curricular clubs and wraparound care:

- \* Consent forms
- \* Payments
- \* Bookings
- \* What's On

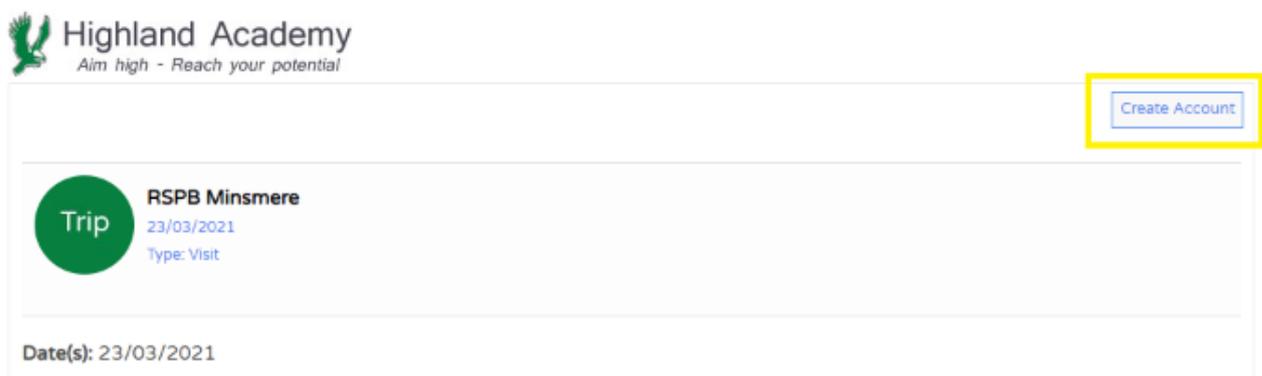
It also includes the Shop to allow parents to browse and purchase items such as uniform, equipment, school productions, donations etc.

\*\*\*\*\*

### Do I need to have a myEVOLVE account?

No. Having a myEVOLVE account is entirely optional and will not preclude you from completing consent forms, making payments and booking trips and clubs. These requests will be sent to the email address you have registered with the school.

When you receive a consent, booking or payment request and click the secure link within the email, a page will open. Each page will contain an optional link to create a myEVOLVE account if you haven't already done so:



If you choose to Create Account, you will be prompted to choose a password to secure the account - this means you can then log in at any time.

\*\*\*\*\*

### What's the advantage of a myEVOLVE account?

Whilst it's not mandatory to have a myEVOLVE account in order to grant consent, make payments or bookings, it enables you to review all outstanding forms and review all previous activities in one central place.

You will continue to receive confirmation of any payment, booking, or consent form sent via email - a myEVOLVE account simply collates these together in one easy-access resource!

## 1. How do I set up an account?

Please note firstly that a myEVOLVE account is **optional**. Without an account, your child's school or college will still be able to communicate with you about upcoming trips and events, and you will be able to:

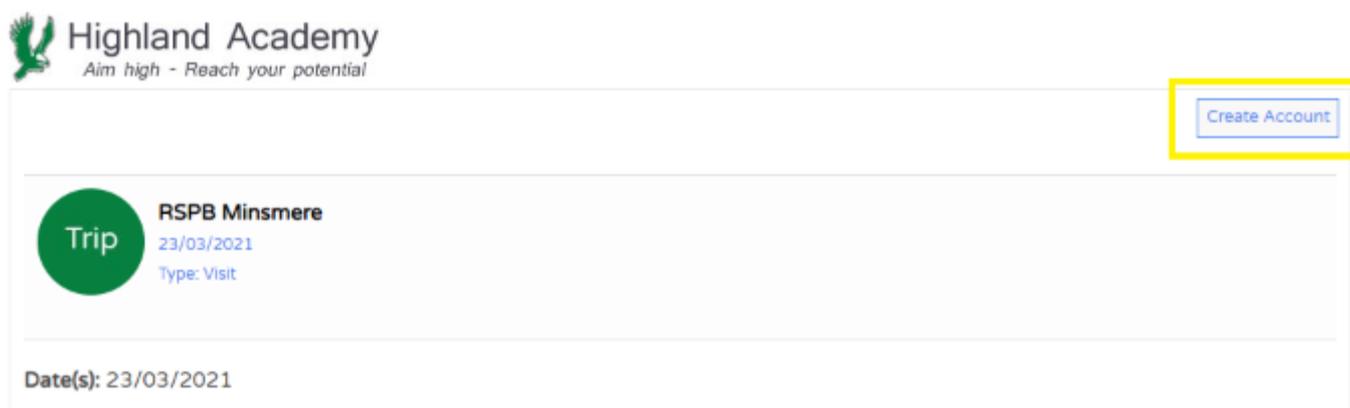
- \* Pay for trips and clubs
- \* Complete consent forms
- \* Make bookings

...all without an account!

However, if you choose to create a myEVOLVE account, you'll also be able to:

- \* Browse What's On
- \* View previous Consent Forms (NB: all consent responses will be sent to you via email)
- \* View previous Payments (NB: all payment receipts will be sent to you via email).

To do so, simply click the [Create Account] button on any of the emails sent to you from the school:



Creating the account is free, and very simple - you'll simply be prompted to enter a password to secure the account.

Once the account is created, you'll be able to manage all upcoming and previous activities from one central place - which works as well on your desktop PC as it does on a mobile device!

Welcome

myEVOLVE provides parents and carers with access to information about the visits and activities that their children are involved in at school or college.



 WHAT'S ON	 MY BOOKINGS	 CONSENT
 SHOP	 PAYMENTS	 ACCOUNT

Once an account has been created, the next time you're sent an email from the school with an invitation, consent form or payment request, you can continue to action these *without* logging in, or simply click [Log In] to log into myEVOLVE.



Log in



An Inspector Calls - Theatre Trip - 15 March 2022

15/03/2022

Type: Visit

Date(s): 15/03/2022

Organiser: Joe Bloggs

— Further Details

A theatre trip for Year 7 English students to see An Inspector Calls.

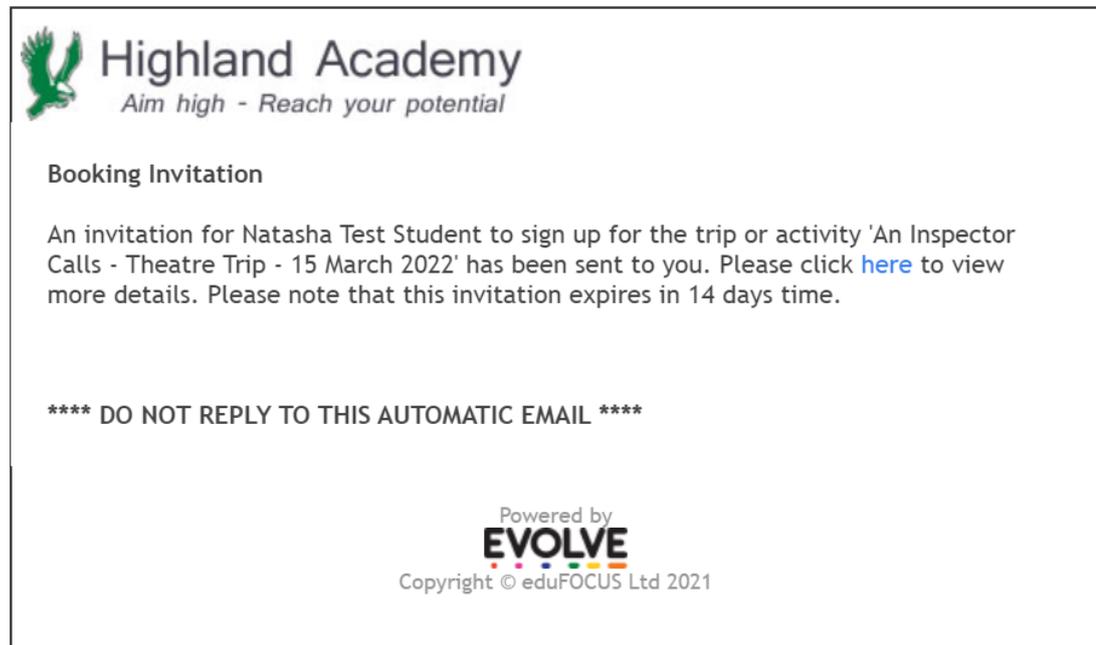
— Make/Cancel Booking

✓ Natasha Test Student Consent Required Payment Required

## 2. How do I make a Booking and Payment from an Email Invite?

### Step 1

On receipt of your invitation to book a space, you will receive an email like the one



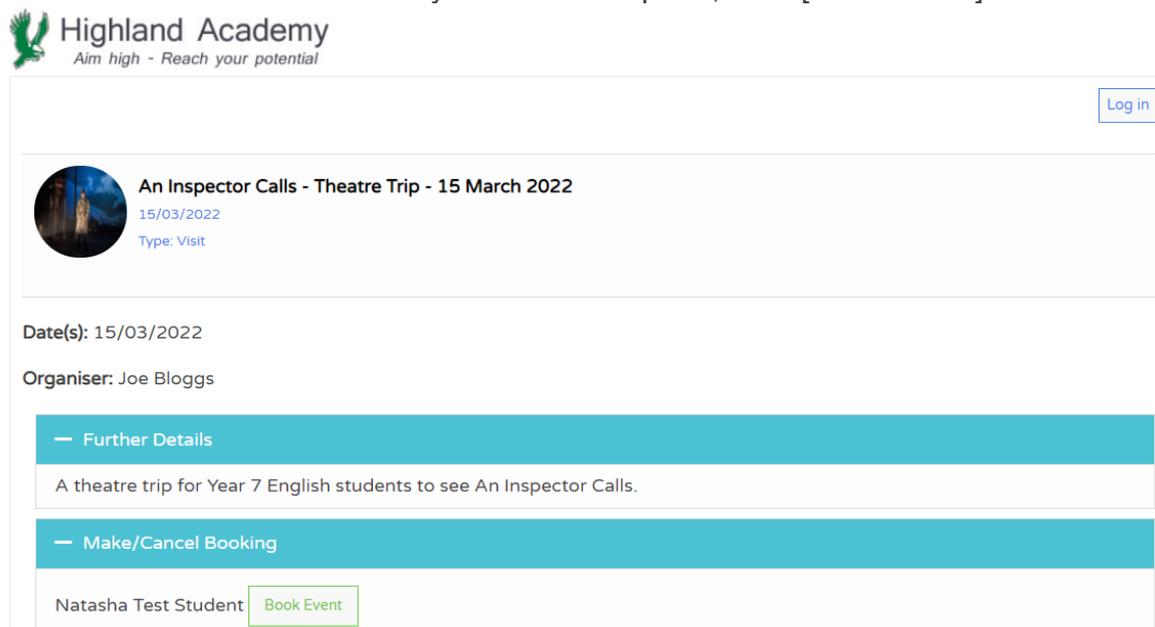
Below:

### Step 2

Click the [here] link in the email.

### Step 3

Review the details of the activity. To book a space, click [Book Event]



## Step 4

If a payment is required, a note will appear. If you are happy to proceed, click [Book Now]:



[Log in](#)

---



**An Inspector Calls - Theatre Trip - 15 March 2022**  
15/03/2022  
Type: Visit

---

Date(s): 15/03/2022

Organiser: Joe Bloggs

— Further Details

A theatre trip for Year 7 English students to see An Inspector Calls.

— Make/Cancel Booking

Note: A bill for £15 will be automatically created when you make a booking. Once you have placed the booking you will be able to make the payment online.

[Cancel](#) [Book Now](#)

## Step 5

The payment will be added to your basket. Click [View Basket]:



[Log in](#)

### Add to Payment Basket

Your booking has been received. Please pay the following bill in order to confirm your booking.

[View Basket](#)

## Step 6

Complete the contact details form and click [Pay Now]:

**myEVOLVE**

Payment Basket				
Natasha Test Student EVOLVE Demo 11: An Inspector Calls - Theatre Trip - 15 March 2022 (2448) 15/03/2022	✕ £15.00			
<b>Total £15.00</b>				
Billing Address				
First Name	Jane			
Surname	Doe			
No & Road	88			
Address 2				
Address 3				
Address 4				
City	Norwich			
County	Norfolk			
Post Code	412			
Telephone				
Email	janedoe@example.com			
Delivery Address				
<input checked="" type="checkbox"/> Delivery Address same as Billing Address				
Order/Delivery Instructions				
<div style="border: 1px solid #ccc; height: 30px;"></div>				
			Powered by 	<input type="button" value="Pay Now"/>

**IMPORTANT:** Please ensure that your bank or credit card provider has up to date contact details for you that match your address otherwise your payment may be declined - Strong Customer Authentication (SCA) came into force in March 2022 with the aim to reduce fraud, and requires customers to have up to date contact details.

## Step 7

The Payment page will load. Choose your preferred payment option:

eduFOCUS Limited

Order description: myEVOLVE Purchase - EVOLVE Demo 11

To pay  
15.00 GBP

How do you want to pay?

- VISA Visa >
- VISA Visa Debit >
- VISA Visa Electron >
- MasterCard MasterCard >
- MasterCard Debit MasterCard >
- Maestro Maestro >
- American Express American Express >

< Cancel

Your payment is secured by sage | pay

## Step 8

Enter your card details and click [Confirm Card Details]:

eduFOCUS Limited

Order description: myEVOLVE Purchase - EVOLVE Demo 11

To pay  
15.00 GBP

Your card details

Name  
Jane Doe

Card  
4929 0000 0000 6

Expiry  
01 / 21

CVC  
123

< Back

Confirm card details >

Your payment is secured by sage | pay

## Step 9

Review your order. When you are happy, click [Pay XXX GBP now]:

eduFOCUS Limited

Order description: myEVOLVE Purchase - EVOLVE Demo 11

To pay  
**15.00 GBP**

### Review your order

**Transaction details**

Description:  
myEVOLVE Purchase - EVOLVE Demo 11

Transaction Reference:  
4758

Amount:  
15.00 GBP

**Payment Details** +

**Billing Address** +      **Shipping Address** +

When you click pay now you may be asked by your card issuer for payment card verification.

← Back      **Pay 15.00 GBP now** →

Your payment is secured by

## Step 10

You may be asked to authenticate your card. If so, enter the details and click [Submit]:

eduFOCUS Limited

Order description: myEVOLVE Purchase - EVOLVE Demo 11

To pay  
**15.00 GBP**

### Authenticate your card

**TEST ENVIRONMENT**

Purchase Authentication  
Please enter your password to verify your identification.

Vendor:

Purchase Amount:

Date:

Pan:

Password:

## Step 11

Success! Your payment has been made. Your Booking is now confirmed and if you have a myEVOLVE account, it will appear in your Bookings tab:



Jane Doe  
[My Account](#)  
[\[Log out\]](#)

Basket: 2 Items - £10.00

[Home](#) [What's On](#) [My Bookings](#) [Consent !](#) [Payments !](#)

### Bookings

Natasha Test Student ▾

[Diary View](#)

Name	Activity	Date	Status
Natasha Test Student	An Inspector Calls - Theatre Trip - 15 March 2022	15/03/2022	Confirmed Place

### 3. How do I request a Refund?

If you have made an online payment for a trip, activity or club which is subsequently cancelled, or your child is unable to attend, and your child's school/college have agreed to refund either all or part of any online payment(s) you have made, then the school/college will be able to process an online refund on your behalf.

Please contact your child's school/college directly to request a refund.

### 4. How do I update my account details?

#### Step 1

Log in to myEVOLVE

#### Step 2

Click [My Account]

The screenshot displays the myEVOLVE website interface. At the top right, the user is identified as Jane Doe with links for 'My Account' and '[Log out]'. A shopping basket summary shows 'Basket: 2 Items - £10.00'. The navigation menu includes 'Home', 'What's On', 'My Bookings', 'Consent!', and 'Payments!'. The main content area features a 'Welcome' message and a grid of six icons: 'WHAT'S ON' (magnifying glass), 'MY BOOKINGS' (calendar), 'CONSENT' (checkmark), 'SHOP' (shopping cart), 'PAYMENTS' (credit card), and 'ACCOUNT' (person icon). The footer contains the copyright notice '© eduFOCUS Limited 2021' and links for 'Privacy Policy' and 'Terms of Use'.

#### Step 3

Click [Account]

<a href="#">Home</a>	<a href="#">What's On</a>	<a href="#">My Bookings</a>	<a href="#">Consent !</a>	<a href="#">Payments !</a>
<b>My Account</b>				
Change Name				>
Change Password				>
Change Email Address				>
Manually Link Account				>
Access Settings				>

**Change Name:** This will allow you to update the name that appears on screen in myEVOLVE. This does not affect the data stored in your child's school or college database.

**Change Password:** This will enable you to update the password used to log in to your myEVOLVE account.

**Change Email Address:** This will enable you to update the email address that is used for email notification purposes from myEVOLVE, as well as the username to log in to myEVOLVE. This does not affect the data stored in your child's school or college database and you should always notify your child's school or college if your email address has changed so that the records match.

**Manually Link Account:** The easiest way to link a child to your myEVOLVE is by clicking the [Add to myEVOLVE Account] button at the top right of any emails that are sent to you via myEVOLVE by the school. If the school has supplied you with an activation code letter, you'll need to use the [Manually Link Account] option here.

**Access Settings:** Choose when you are required to log in to myEVOLVE, and which actions you can take without logging in.