sQuid Frequently Asked Questions (FAQ's)

What is sQuid and why should I register for an account?
sQuid is a cashless payment system which the school uses to allow students to pay for catering and trips electronically which eliminates the need to bring cash into school.

What happens if my child has a packed lunch, do I still need to register?
We operate a cashless system within the school, so it is important to register even if your child chooses to brings a packed lunch, as we also use this system for trips, performances and other school offers.

My child is moving schools. Can I use my existing account?
1. You will need the login details provided by the new school in order to transfer your account.
2. Log in to your existing account at portal.squidcard.com
3. Select users at the top of the home page
4. Click Add User
5. Enter the sQuid registration number and CVV provided by the new school
6. Select Add to confirm.
7. You will now see two tabs for the child, one for each school.

My child is moving schools, Can I transfer my balance from one school to another?
No, funds cannot be transferred from one school account to another as they will have already been settled to the first school's bank account. Contact sQuid or existing school to arrange refund.

If you do not already have a sQuid account: How do I activate my account?
1. To activate your account, have the account activation letter from your school to hand.
2. If you have lost this or not yet received it, contact the school.
3. To set up your account, you will need to provide a current email address.
4. This will be your username and will also be used for verification purposes.
5. Navigate to portal.squidcard.com
6. Click on create a customer account
7. Follow the registration steps explained more fully in the next section.
8. Once complete you will need to go to your emails and open the activation email from sQuid.
9. After activating, return to portal.squidcard.com
10. Enter the username and password you have created
11. Fill in the personal details, click save
12. Enter the 16 digit sQuid number, the CVV and a username.

To register your online sQuid account, please follow these steps:
You will be issued with a letter outlining the procedure for registering your squid account:
1. Enter your name and email address
2. Create a password
3. Select a 'security question' from the dropdown list
4. Tick the appropriate boxes regarding marketing communications
5. Click the 'Register' button

I am trying to register a new account but when I select next, nothing happens?
Please ensure that you have completed all mandatory fields marked with an asterisk (*). Please ensure the username is as unique to you as possible and therefore could not have been used by another sQuid user. Please also ensure that you have opened and read the Terms & Conditions as well as ticking the checkbox to confirm that you have read and agreed to our Terms & Conditions.

How do I Top up dinner money?
1. Log into your sQuid account.
2. Select the tab of the child you wish to make the payment for.
3. Select the Catering Purse.
4. Select amount under top up and add to basket.
5. Click on view basket at the top of the screen.
6. Select checkout and follow the instructions.

How do I pay for Before and After School Clubs?

1. Log into your sQuid account
2. Select the tab of the child you wish to make payment for.
3. Select the Bookings available from the Trips and Offers Purse.
4. View the Clubs available.
5. Book the clubs required. You are able to book and pay for clubs weekly or for the whole term if you prefer.
6. Click on view basket at the top of the screen.
7. Select checkout and follow the instructions.

How do I pay for trips or other offers?
1. Log into your sQuid account.
2. Select the tab of the child you wish to make the payment for.
3. Select offers at the top of the page.
4. Select new offers.
5. Choose the offer or trip you would like to purchase and add to basket.
6. Select view basket at the top of the screen.
7. Adjust quantity as required.
8. Select checkout and follow the instructions.

If I have forgotten my login details what do I need to do?
If you have forgotten your username, please click on the 'Forgotten Username' link on the login screen. An email will then be sent to your registered email address with your account username. If you have forgotten your password, please click on the 'Forgotten Password' reset link at the bottom of the login screen. An email will be sent to your registered email address with instructions to follow to change your password.

What happens at fundraising and evening events that I may attend with my child, such as concerts and school productions?

The purchase of tickets is through the sQuid system, but they will need to bring money with them to purchase refreshments on the night. When there are fundraising events in the school, your child will need to bring cash into school to participate in these events.

What happens if my child is in receipt of free school meals?
If your child is in receipt of free school meals, the school will be notified of this. Please note that the entitlement to free school meals will allow your child to order a school lunch each day.
It will still be necessary to register for a sQuid account if you would like your child to have a drink with their lunch. It is important to register for a sQuid account to allow you to pay for clubs, school trips, nursery fees, performances and other school offers.
If you are unsure whether you are entitled to Free School Meals please look at the Schools and Education area of Shropshire Council's website or speak to the school office who will be able to give you the contact details.

I have topped up my sQuid account but the funds are not yet shown on the current balance. Why not?
It may take a few moments for the funds to register in the school's account. Please check that the funds are not in the trip or catering purses still. If they are, this means that you just transferred funds to the purse but have not allocated it against a school item.
It may be that your school is not currently connecting to sQuid and therefore the account cannot be updated. Please rest assured that an alert email is sent to the school to notify them when they're not connecting and we work as quickly as possible to resolve connectivity issues. Once the school is connecting back to sQuid, your balance and transactions will be updated instantly.

How do I activate and deactivate auto top up?
If you would like to activate auto top up, please log in to your online sQuid account then select 'top up' and then 'manage auto top up' and then select the tick box next to 'auto top up' select the amount at which you would like top up to take place and click 'submit'. Once you have completed this process auto top up will have been activated.
To deactivate auto top up, please log in to your online sQuid account then select 'top up' and then 'manage auto top up' and then de-select the tick box next to 'auto top up' and click 'submit'. Once you have completed this process auto top up will have been deactivated.

My child has been charged for an item they did not purchase. How do I get a refund?
Please contact the school office and we will investigate your query and arrange any necessary refund.

What happens if I add money to the wrong purse? Can school move it for me?
If you add funds to the wrong purse, you will need to contact sQuid and they will transfer it for you e.g. if you add money to the Catering purse by mistake and it should have been added to the Trips and Offers Purse. School are not able to move funds between purses for parents. The contact email address for sQuid is:- customerservices@squidcard.com

What if I still have a question?
If you still have questions on how to use sQuid, please look click on the Help Centre tab at the bottom of the sQuid website page once you are logged in.