





## Profile

Your personal details are stored in the Profile section of the Portal. Here you can check those details and edit some where necessary. Some details can only be updated by your card provider, so you will need to contact them to do this.

### Editing your details




1. Select the  **Edit** button and amend any details as necessary
2. Once finished, select  **Save** or  **Cancel**

### Changing your password

1. Select  **Change Password**, enter your old password and choose a new password
2. Select **Save** or **Close**

You can change your preferences in the **Settings** tab. You can choose from:

- Type of email messages that you receive
- Format of the amount shown and date
- Language
- Number of transactions displayed in search results

To change any of these details, select  **Edit**. You can then update your details as required, then select either  **Save** or  **Cancel**

## allpay Support

Should you need to contact allpay for support in relation to your online portal, please telephone **0330 808 0102** between 08:00 – 18:00 Monday to Friday.



## Lost/Stolen/Damaged

You can report your card as lost, stolen or damaged, block the card and request a replacement card if necessary.

### To report your card as lost, stolen or damaged

1. Select the card from the dropdown box
2. Select **Block Card** if you only wish to stop the card from being used and do not require a replacement
2. Select **Block & Replace Card** if you wish to stop the card from being used and would like a replacement card sent to your address

Call **0330 808 0102**

email [enquiries@allpay.net](mailto:enquiries@allpay.net)

or visit [www.allpay.net/prepaid](http://www.allpay.net/prepaid)

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# A guide to your Prepaid Card Portal

This leaflet contains information about the following:

- Logging in
- Balance enquiry
- Transaction history
- Topping up
- Making a payment
- Reporting your card as lost, stolen or damaged
- Useful contact details



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## Your Prepaid Card

You will receive your Prepaid Card by post, attached to a letter which contains your Client ID and the web address to access the online portal. Your password will be sent separately via email.

## Logging In

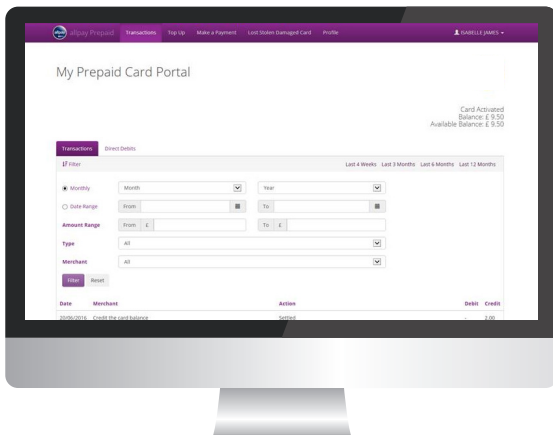
Go to [www.allpayprepaid.net/cardholder](http://www.allpayprepaid.net/cardholder) and enter your Username and Password. Select **Login**.

When you first log in you will be asked to change your password. Please do not share your new password with anyone else, and make sure that it does not contain your name, date of birth or any other easily identifiable information.

If you ever forget your password, you can use the **Forgotten your password** link to generate a new one.

## Welcome page

Here you can view your account **Balance**, and easily navigate to other areas of the site using the **Navigation Menu** at the top of the page.



## Transactions

You can either view your full transaction history or search for something specific.

To search for a specific transaction, use the boxes provided, then click **Filter**.

The search results will display:

- The **date** the transaction was made
- Details of the **merchant** that processed the transaction
- Whether the transaction is **Settled** or **Pending**
- Amount **Debited** or **Credited** during this transaction

## Top Up

Occasionally, you may need to add your own money to your Prepaid card. You can find guidance by selecting **Top Up** from the **Navigation Menu** and following the instructions.

You will require your sort code and account number to then contact your bank.



## Make a Payment

From time to time you may wish to pay for a service through your Prepaid Card Portal. The easiest way to do this is by selecting **Make a Payment** from the **Navigation Menu**. Here you can create a new Payee, make a payment to an existing Payee or manage your existing Payees.


### Create a New Payee

1. Select **Create New Payee** under the **Make a Payment** tab
2. Choose whether the Payee is an individual or a company using the dropdown box
3. Enter their details in the boxes provided
4. Enter the amount you wish to pay
5. Choose a reference for the payment (this should be something that allows you to recognise the payment, i.e. Deb's Domestic)
6. Select **Make Payment** or **Cancel**
7. Check the details and, if correct, enter your OTP code and select **Confirm Payment**

### Pay an Existing Payee

1. Click **Select Payee** under the **Make a Payment** tab
2. Select the Payee from the list of existing Payees in the dropdown box
3. Enter the amount you wish to pay
4. Choose a reference for the payment (this should be something that allows you to recognise the payment, i.e. Deb's Domestic)
5. Select **Make Payment** or **Cancel**
6. Check the details and, if correct, enter your OTP code and select **Confirm Payment**

### Manage Existing Payees

When you select the **Manage Payees** tab, you are presented with a list of your saved Payees. You can delete any that you have created by selecting the . To confirm this action, select **Confirm Deletion**.