



# SWYPE USER GUIDE

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Parent Guide: **Web Portal**

Compatible Hardware: **Any device with an internet browser**

## Contents

<b>About the Web Portal .....</b>	<b>2</b>
Overview of Web Functionality .....	3
<b>Access to the Web Portal .....</b>	<b>3</b>
Accessing the website .....	3
Create a new parent account .....	4
Logging In.....	5
Reset Password .....	6
<b>Personal/My Profile .....</b>	<b>6</b>
Add Card.....	6
Edit Card .....	6
Delete your Bank Card .....	7
Add credit to your account (Staff only) .....	8
Edit Profile .....	7
<b>Parent .....</b>	<b>8</b>
Dashboard .....	8
My Children .....	8
Add credit to your child/children’s account .....	9
Set a spending limit for your child .....	9
Transfer Credit .....	9
Allergy Management .....	11
<b>Stores .....</b>	<b>12</b>
Create an order .....	12
View canteen catalogue and add food to your cart .....	12
View cart details .....	13
Proceed to checkout .....	14
<b>Reports .....</b>	<b>10</b>
Transaction History .....	10
Orders .....	15
<b>Logout .....</b>	<b>11</b>

## About the Web Portal

## Overview of Web Functionality

The Web Portal is available on desktop PC as well as smart devices or any device that has an internet browser. PLEASE NOTE: there may be minor resolution issues when accessing the Web Portal on a smart device, such as mobile phone, an iPad or tablet. The Web Portal provides full access to all Swype functions, excluding Bus Tracking. The Web Portal includes permissions-based access for Parents, School Staff and School Administrators. This manual will focus on Parent functionality. Functionality between the Web Portal and Parent App differs slightly. The below table outlines these differences.

Function/s	Parent App	Web App
Parent Dashboard	✓	✓
Edit Parent Profile	☐	✓
My Users/Children	✓	✓
Edit User/Child Details	☐	✓
Add Credit	✓	✓
Transfer Credit	☐	✓
Bus Passes (View)	✓	✓
Bus Passes (Purchase)	☐	✓
Transaction History (Reports)	✓	✓
Tag Events (Reports)	✓	✓
Bus Tracking	✓	☐

## Access to the Web Portal

### Accessing the website

To access our Web Portal please click on the following URL or copy & paste (ctrl+v) into your web browser – <https://swype.cloud>.

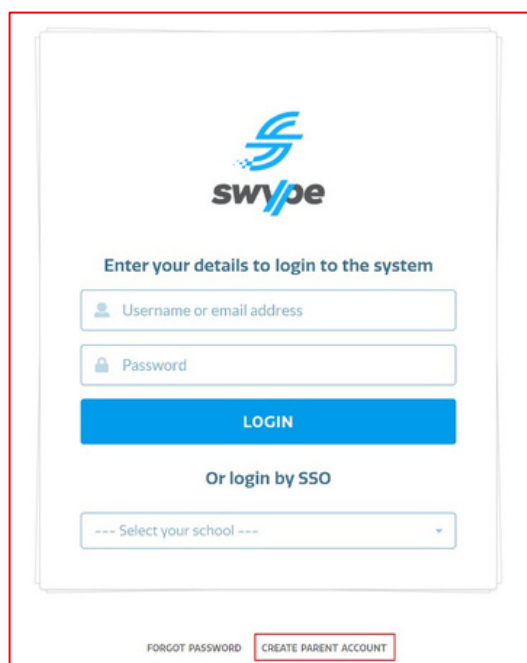
Access to our Web Portal may be available via your School's parent portal. Please contact the School's administration for more information.

## Create a new parent account

Before you can access the Web Portal, you must first create an account. Some schools automatically create an account for Parents using Single Sign On (SSO), and your existing credentials for their parent portal. Please contact your child's School to confirm if you are required to create an account.

To create a new parent account, you must:

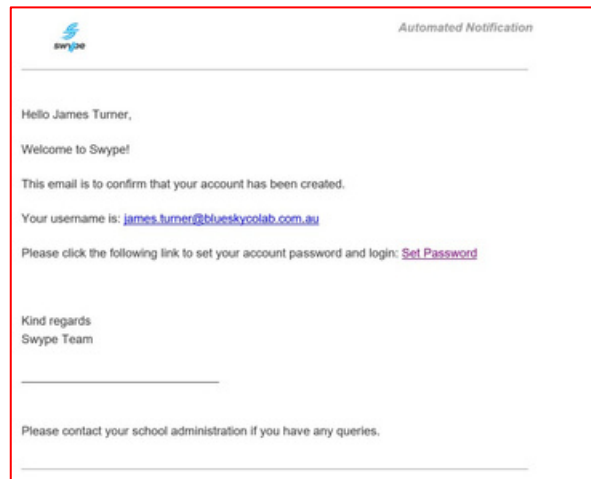
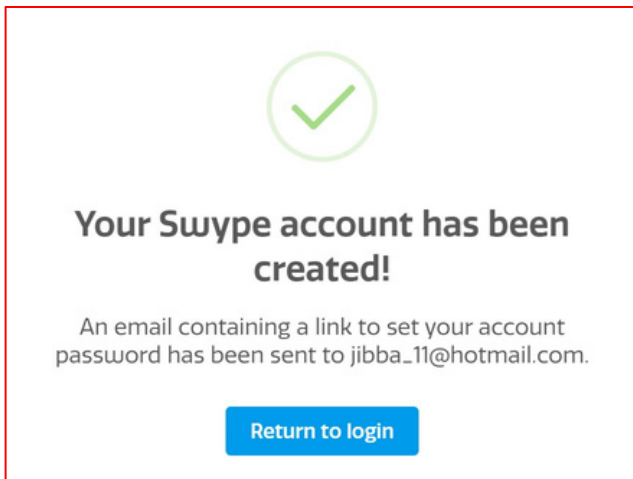
1. Click on Create Parent Account at the bottom of the Login screen
2. Enter your first & last name, a valid email address and contact number (it must be 10 digits)
3. Carefully read through & accept the Terms & Conditions
4. Complete the reCAPTCHA process
5. Click Save



Once you've completed the above process, you'll receive an email to finalise your account setup.

Once you receive this email, you must:

6. Click the Set Password link in the Swype Account Creation email
7. Enter your password in the New Password field
8. Enter the same password in the Confirm Password field
9. Click Save
10. Click Return to Login on the pop up you receive



**PLEASE NOTE:** the automated email to finalise your account creation may go to your junk mailbox. Be sure to check this after completing steps 1 to 5 above.

## Logging In

There are two (2) options to login to the Web Portal. If you had to create your own account, use Option

1. If your account was created via Single Sign On, use Option 2.

### Option 1 - Logging in Via Swype Credentials

1. Go to <https://swype.cloud>
2. Enter the email address you used to create your account in the Username field
3. Enter your password in the Password field
4. Tap Login
5. Upon first login, you will be required to accept Swype's Terms and Conditions and any Terms and Conditions your child's school has set for use of the system and associated services.

### Option 2 - Logging in Via Single Sign On (SSO)

1. Visit the URL <https://swype.cloud>
2. Select your child's School from the drop-down list underneath **Or login by SSO**
3. Tap SSO Login
4. Login using your credentials for your child's school parent portal or online services
5. Your login will be authenticated and you'll be redirected to the Swype App
6. Upon first login, you will be required to accept Swype's Terms and Conditions and any Terms and Conditions your child's school has set for use of the system and associated services.

## Reset Password

If you have forgotten your password, please follow the process for [Logging In](#), but instead of submitting your username and password, tap the Forgot Parent Password link.

## Personal/My Profile

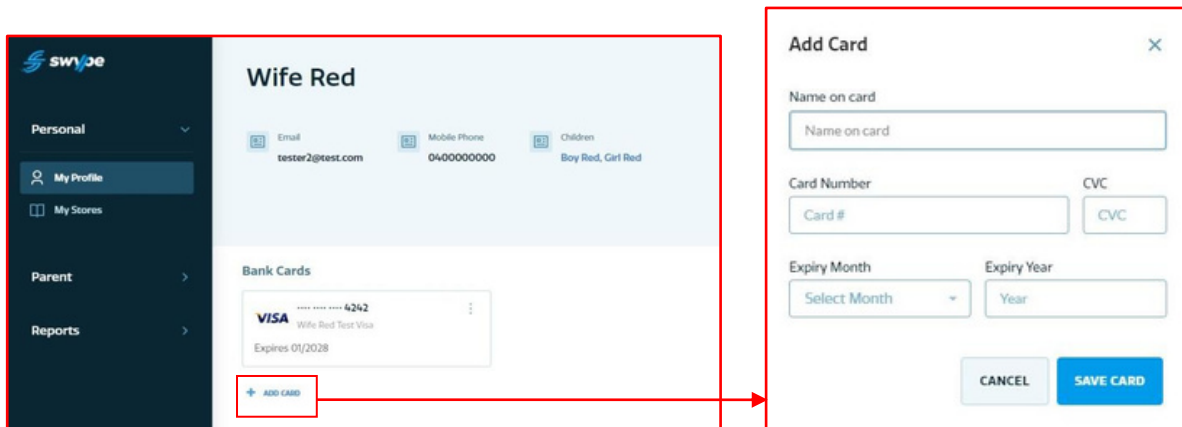
This section provides information on the Parent's profile such as email, contact numbers, linked children, bank cards and latest transactions. It also offers functionality related to the management of your profile. By clicking on the Personal drop-down menu in the left hand toolbar and selecting My Profile, you have access to select from the following options;

- [Add Card](#)
- Transaction History
- Edit Profile

## Add Card

To add your bank card;

1. Click on the +Add Card button in the Bank cards section
2. Add your card details to the pop-up
3. Click Save Card
4. Selecting Cancel will terminate the process

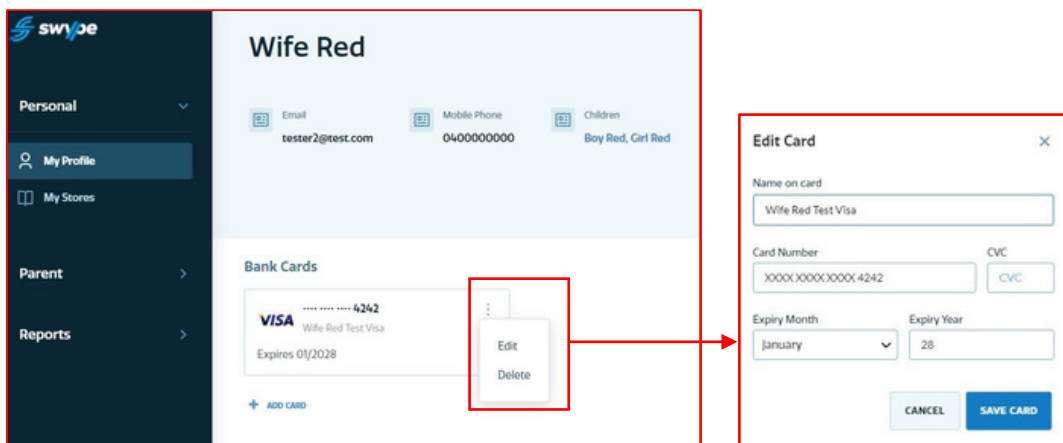


## Edit Card

To edit your registered bank card details;

1. Click on the 3-dot icon on the right corner of the bank card
2. Select the Edit option on the pop-up
3. Edit the card details and select Save Card

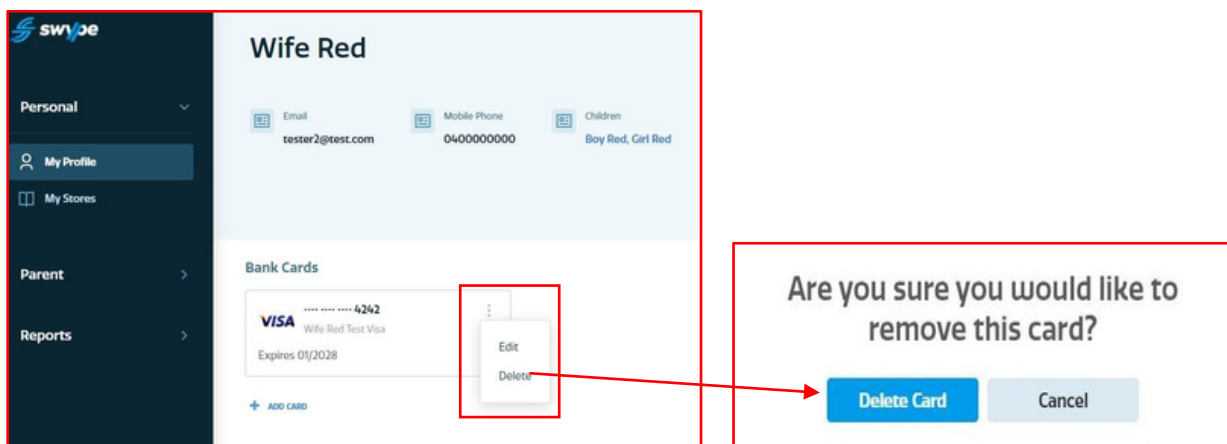
4. Select Cancel to discard the changes



## Delete your Bank Card

To delete your registered bank card;

1. Click on the 3-dot icon on the right corner of the bank card
2. Select the Delete option on the pop-up
3. Select Delete card



## Edit Profile

This section of the Web Portal allows you to edit your personal information by:

1. Clicking on the Edit Profile button at the top-right
2. Change the relevant information such as name, email address or mobile
3. Click Save to save the changes or click Cancel to discard the changes

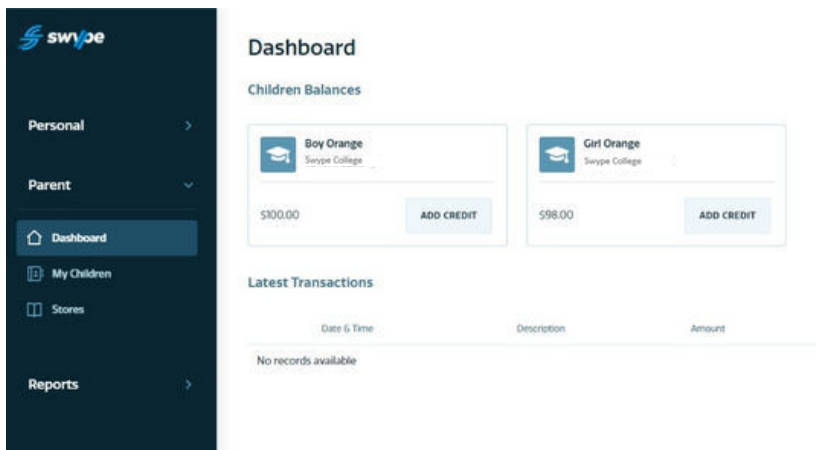
## Parent

This section provides functionality related to the management of your Child's account/s. By clicking on the Parent drop-down menu in the left-hand toolbar, you have access to select from the following options;

- [Dashboard](#)
- [My Children](#)
- [Stores](#)

## Dashboard

On this screen, you will be able to view basic information on your child such as name, school, credit balance, and latest transactions. You can also [Add Credit](#) or navigate to any other area of the Web Portal. You can return to the Dashboard by tapping Parent in the left-hand toolbar and the tapping Dashboard.



## My Children

My Children provides general information on each Child linked to your account, including;

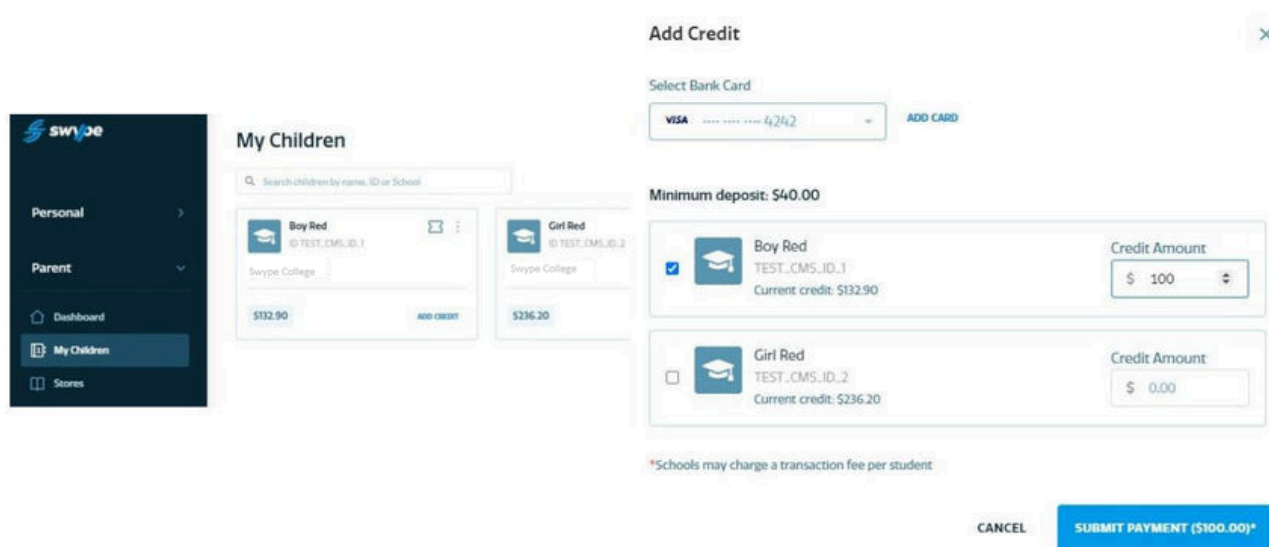
- Your child's names
- Their student ID number
- School name
- Credit balances
- [Add Credit](#) option
- [Transfer Credit](#) option



## Add credit to your child's account

To add balance or credit to your child's profile: open the homepage

1. Go to the Dashboard
2. Select Parent drop-down menu from the left navigation bar
3. Select MyChildren and the screen will be opened up containing linked child profiles
4. Click on the Add Credit
5. Select or add a payment card, select preferred child profile and enter the credit amount.
6. Select Submit Payment to add balance to your child's profile OR select Cancel to discard the changes.



**PLEASE NOTE:** If you have added your child manually to your profile, you will not be able to Add Credit until the profile has been verified by the School. Please contact administration at the School if your child's profile shows 'Unverified'.

## Transfer Credit

This section of the Web Portal allows you to transfer credit between accounts linked to your profile. To transfer credit from one account to another:

1. Select the 3-dot icon on the Child profile you wish to transfer credit from
2. Select Transfer Credit
3. Using the drop-down menu, select the Child profile you wish to transfer credit to
4. Enter the Amount you wish to transfer

## 5. Select Submit Transfer

## Reports

This section of the Web Portal allows Parents to review and monitor account/profile activity across the Swype platform. Parents can run reports on:

- Transaction History, and
- Tag Events.

All reports can be exported to PDF or CSV file using the export drop down menu at the top-right of the Reports page.

## Transaction History

To view the transaction history for your account and all associated profiles:

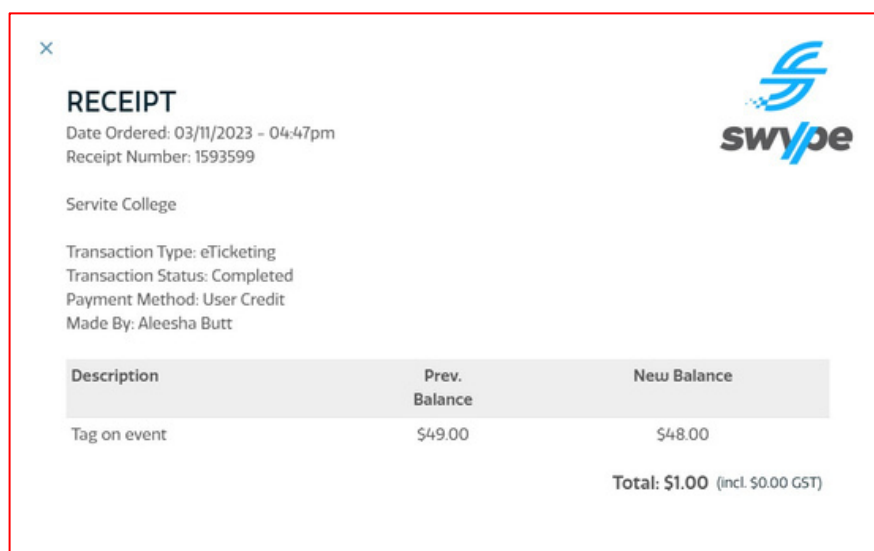
1. Select Reports from the left side navigation bar
2. Click on the Transaction History tab
3. Use the Filter options to filter your search results by:
  - a. Date From/To,
  - b. Transaction ID,
  - c. Transaction Type,
  - d. Payment Method,
  - e. Catalogue (not applicable),
  - f. Made By, and
  - g. Made For.

The screenshot displays the Swype Reports interface. On the left is a dark navigation sidebar with 'Reports' selected. The main content area is titled 'Reports' and includes a 'By default, reports are filtered by the last 7 days' note. Below this are 'FILTER' and 'TOGGLE COLUMNS' buttons. A horizontal menu shows 'Transaction History' as the active tab, with other options like 'Orders', 'User Credit', 'Bus Passes', 'Tag Events', and 'Allergy'. A table lists transaction records with columns for ID, Time, Made By, For, Type, Description, and Amount. Three transactions are visible, including a pre-order and two manual orders. On the right, a 'Filters' panel allows users to refine results by Date From/To, Transaction ID, Transaction Type, Payment Method, Catalogue, Made By, and Made For. It also includes checkboxes for 'Show Graduated Students Only' and 'Include public sales', and an 'Entries per Page' dropdown set to 30.

ID	Time	Made By	For	Type	Description	Amount
694644	10/02/2022 - 02:25pm	Husband Orange	Boy Orange	Order	Pre-order from Junior/Senior School (Online Only)	-\$6.00
694623	01/01/2021 - 08:00am	Boy Orange	Boy Orange	Manual Other	Init	\$100.00
694624	01/01/2021 - 08:00am	Girl Orange	Girl Orange	Manual Other	Init	\$100.00

Clicking on the transaction shows a pop up with details of the transactions, including:

1. Date & time,
2. Receipt number,
3. Transaction description,
4. Previous and new balance, and
5. Transaction amount.



## Tag Events

The Tag Events tab shows information on when and where your child/children board or disembark a school bus. This tab shows information including;

- Time and date
- Child name
- Student ID
- Route name
- Tag status
- Type ('tag off' denotes disembark / 'tag on' denotes boarding)
- Location of the Tag Event

## Logout

To Logout from your profile, open the home page and select the Logout icon next to your name at the bottom of the left-hand navigation bar.

## Support

If you are experiencing issues when using the app, please refer to this operating manual. If you continue to experience issues, or simply want to provide some feedback on the functionality of the app, please contact [us](mailto:support@swype.cloud) via the below details.

**Email:** [support@swype.cloud](mailto:support@swype.cloud)

**Phone:** 1300 974 937