



Frequently Asked Questions

Q: How can I get my initial login details

A: if you need initial log in details and have not been provided them, contact Onlinesupport@hatchrideasc.co.uk and they can email you a letter with a one time registration code which you can use to register.

Q: I have forgotten my password what do I do?

A: go to www.scopay.co.uk and follow the link for a forgotten password

Q: How do I pay with childcare vouchers?

A: if you want to pay with childcare vouchers, please trigger your voucher payment the usual way and then email Payments@hatchrideasc.co.uk with details of the payment and the reference. Once this payment hits our accounts, then we can update the online booking system with receipt of the voucher payment and you will see your balance owed reduce. This could take up to a week to be reflected in the system.

Q: Im not sure my starting balance is correct – who can I go to for help?

A: Please email payments@hatchrideasc.co.uk with your query and investigation can be made.

Q:I have accidentally topped up dinner money instead of ASC/BC what do I do?

A:IMPORTANT: It IS NOT within our power to provide refunds if they have been made to caterlink (Dinner Money) as they are a separate business. However, we can help you with what you need to ask Caterlink to do, please email onlinesupport@hatchrideasc.co.uk and we will do what we can to help.

Q:Do I really need to select one child , make my bookings and then select the others?

A:Yes, the system is designed with the child at the centre – this is core to the system functionality and we are not able to alter it.

Q:Can you change the layout of the system and show balances by Breakfast Club and by Afterschool Club?

A:No, the system is not designed to be client configurable so we are not able to make tweaks like that, however nice that would be.

Q: Why did you select this system, other systems for holiday clubs etc are a little slicker for booking?

A: This system has only cost us £500 to implement. We are a non profit making club, run to try to keep costs down for everyone, so we selected a tool which meets the needs without having any un-necessary features or costs. This is also the same system as the dinner money system school already use, which means that parents of juniors which pay for school dinners are familiar with it and don't have additional log in details to remember.

Q: Im having a problem with my booking online, can I go to chat to the school office?

A: Please don't go to the school office for support. They don't have the resources or information on this module. We are aiming for our use of this tool to be provided with no impact to the team at school, so it does not distract them from the work they are already busily doing to help and educate our children.

There are a lot of resources on the www.hatchrideasc.co.uk website and if you still struggle , or want to suggest a new help document be added – please email

onlinesupport@hatchrideasc.co.uk where the parent supporting the system will do their best to assist you as soon as possible.