



## Terenure College

### Canteen point of sale system prepaid card set up step by step guide

Please take a picture of your card to record its unique number and write your name on the card in permanent marker as this helps if the card is lost and someone finds it and hands it in to the school office or canteen.

**Please do not make a hole in the card to attach a key ring as this will leave the card unusable. Cracked/broken cards will also not work.**

Once you have your son's card you will need to:

1. Register an account for your student with Touch Top Up website (*see instructions below*)
2. Link your son/sons new canteen card to your account
3. Top Up your son's account with a Credit or Debit Card.

Their card is now ready to use to purchase freshly prepared meals from our school Canteen

### How to set up your account. (Parent(s)/Guardian(s))

On your PC, laptop, smart phone or tablet, go to website <https://touchtopup.net>

1. Click **[sign Up]** - fill in Details

**TouchTopUp**

**Existing users Sign In**

Email:

Save passwords

tracy.warren@terenurecollege.ie

Manage passwords

Sign In

Forgot Your Password?

**New users Sign up**

Usually you will be registering because you have been given a TouchTopUp card for a business or service.

**Please Note:** If you already have a TouchTopUp account, you can link another card to the same login by entering the new account key on the Add a new account page.

Sign Up

**Welcome to TouchTopUp**

TouchTopUp Web provides you with secure access to all of your customer accounts with any business using iCRTouch's TouchTopUp pre-paid cashless card system. Manage and monitor your account, view balances and statements, review purchases and transactions, and top up your balances through our online payment system. TouchTopUp is used across the UK and Europe by businesses, schools, colleges, universities, in leisure centres, members clubs, selected retail outlets and more.

## 2. Fill in all your details and Click [\[Create Account\]](#)

### Sign up

**Login Details**

Email (this will become your username):

Choose a Password:  
  
Minimum of 8 characters, including at least 1 uppercase letter, 1 lowercase letter, and 1 number.

Confirm your password:

**About You**

Title:

First Name:

Surname:

House Number/Name:

Postcode:  
  
[Find Address](#)

Street:

Town:

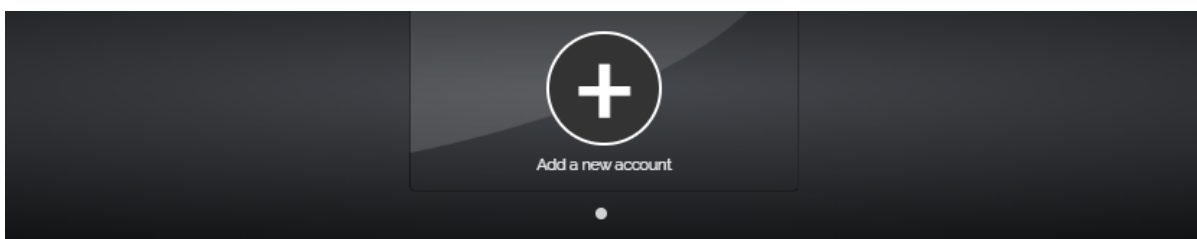
County:

Telephone:

[Create account](#)

## 3. Now add your son's account card by entering the **Account Key** – *the unique number printed on his card.*

If you have more than one son in the school select **Add a new account** for each and enter the **Account Key** from their new canteen card. **Each student has been given their own card.**



### Link an account

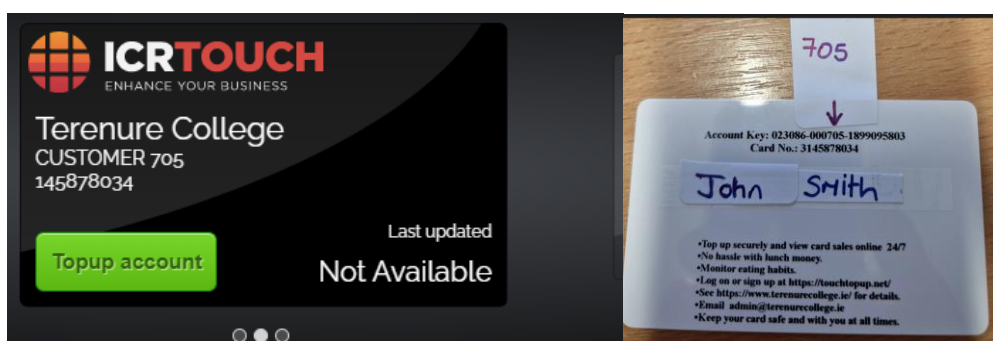
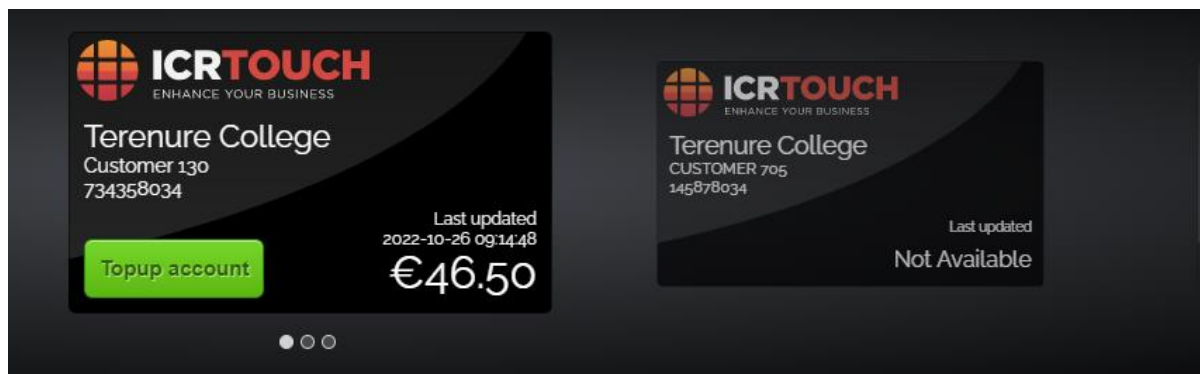
To link another account please enter the 'Account Key' supplied to you in the box below and press Continue

Account Key:

[Continue](#)

4. Click **[Continue]** after entering each of your son's cards

5. Each of your son's accounts will be visible on the top banner of the screen. To know which is which son's account look at the Customer number on the account on the screen and then at last three numbers of the middle number on your sons card. John Smiths number from the sample below is 705. Click **[Top up Account]**



6. Tick amount & **[Top Up Now]**

– follow instructions for entering payment card details – **Complete payment**

Using this system implies consent for the use of the data you supplied which will only be used in relation to providing a cashless card service to your school canteen.

We may use your email address to contact you regarding the status of your account e.g. your card is blocked, found or needs a top up etc.

***Your credit card details will not be stored or accessible by us.***

#### **Card & Set Up Fee for online top up**

Your students first card is provided free of charge

Replacement of a lost/stolen card is €5.00

Unused balances can be transferred from the old (lost) card to the new card on request.

## **STUDENT – Lost or stolen cards**

**What to do if your card is lost or stolen:**

**Your card should be treated like cash and kept safe, if someone else gets your card they can use it in the canteen until it is blocked.**

You should report a lost or stolen card to the school reception or your Year Head as soon as possible.  
They will organise to have the card blocked from being used.

**Make sure you have taken a photo of the ACCOUNT KEY number and have this number recorded in the school journal, so that you can give the number to enable blocking.**