

Frequently Asked Questions

Terms and Conditions

We ask that you read and accept our Terms and Conditions before submitting your order. This safeguards both of us and ensures a smooth and trouble free experience.

General

What goods and services are on offering via the online payment platform?

Students, their parent(s)/carer(s) and staff will be able to pay for the following goods and services:

Tuition Fees
Book Deposit
Catering top up
Educational trips
Student kits/uniforms
Replacement IDs
Exams resit fees
Library fees
Locker deposit
DBS fee

(This list is not exhaustive)

Do I have to be a Croydon College student, parent/carers or staff member to use the online payment platform?

No, the online platform is available to everyone. However there may be certain products that are restricted to students or staff. These products will be clearly marked and will require a valid student or staff number.

The online platform is intended to be available to you whenever you want to access it. Croydon College accepts no liability for periods when the store is unavailable or you are unable to access it for whatever reason. Browsing the store requires no registration but you will need to register to make your first purchase.

Can I purchase from the online platform if I do not have access to a computer?

The online payment platform is available as an online service, but even if you have no computer of your own, you can visit the payment platform at many locations with computers, mobile phones, tablets and Internet access, such as the College Learning Resources Centre (LRC) and most public libraries. You will need an email address and either a credit or debit card to complete your purchase.

Is it possible to just browse the system?

Yes, whenever you wish, we are open 24 hours a day, 7 days a week. However, if you wish to buy, you must register with us, using your e-mail address and choosing your own exclusive password. Once this is done, you can revisit or buy whenever you wish.

Who do I contact if I have a specific question relating to specific online platform pages?

(will add new email address once created)

Croydon College
Finance Department
IPay- Online payment platform
College Road
CR9 1DX

How do I register?

Registration is a straightforward process using your email address and a password of your choosing. Once registered you can revisit and make purchases without the need to register again.

Registration details

As part of the registration process you must enter personal details such as address and contact details. It is your responsibility to make sure that these are correct and to subsequently update them when necessary.

How we use your data and for length of time it is kept is covered in our data protection policy attached http://mimas/sorce/docs/dt60170v/5197_0/Data%20protection%20at%20Croydon%20College%20Overview%20Guide%202018.pdf

What if I can't remember my password?

At each login stage, you will see a forgotten password button, here you can enter your e-mail address, a reminder of your password is then sent to you, by e-mail, almost immediately.

Am I able to change my password?

You can change your password by logging on using your existing password and update your password.

What do you do with my card details?

All payment details which are entered through this payment gateway are encrypted when the user enters them. When you use the web site, you will see the Thawte Trusted Site Seal, which confirms to you that you are using a site with the highest level of authentication and verification on each and every visit.

Is the site secure?

Authentic sites use Thawte SSL web server certification to offer secure communications by encrypting all data to and from the site. By clicking on the Thawte Trusted Site Seal, you will get real-time confirmation of the validity of the certificate and be able to view the site SSL Certificate, confirming the site's validity.

If I buy, how will I get confirmation of my order?

When you purchase goods or services from our online platform, you will automatically receive confirmation by e-mail to the address you gave in your registration, showing what items you have ordered and paid for.

How long will I have to wait for my goods?

Some of the services available from the online platform may not involve delivery and some of the goods are sold on the basis that they are collected from College locations. The email confirmation of your purchase will explain exactly how these should be collected.

Is there a limit to what I can buy?

Limitations only extend to the availability of stock or services offered. In certain cases, there may be limits per customer, but in these situations, messages will appear when choosing your goods.

When I'm buying, can I change my mind as I go?

Yes, you can keep building your shopping basket, adding and deleting as you go, but once you submit from

the payment details screen, your order will be fulfilled.

What can I do if I have made a mistake, but have completed the transaction?

Should you have a problem after completing a purchase, you would need to contact the relevant department, details of which are printed on the email confirmation.

What happens if my payment is unsuccessful?

When you entered your customer details did you fill in your billing address as the address the credit card you are using is registered to, as this is checked as part of the authentication process

How can I check if I've entered the wrong details in the billing address?

On the left hand side of the screen under My Account click on My Details and this will take you back to your customer details.

What cards are accepted?

Payment can be made by credit or debit card issued by Visa, Delta, Mastercard, Solo, Maestro (if issued in the UK), Visa Electron and JCB. We are unable to accept Amex or GE Capital for online payments.

I have attempted to pay online but have received the message 'Authorisation has failed'. Why is this?

There are several reasons why this may have happened:

- You may have made a mistake entering the card number.
- Your credit limit may have been exceeded. In addition to an overall credit limit, some card issuers may impose daily limits and limits on the size of individual transactions.
- The post code you entered is different from the post code held by the card issuing company.
- Not all cards are eligible for online payments - please refer to the previous question.
- The server used by the Croydon's Payment Service Provider is offline. This is unlikely as the service is available 24 hours per day 365 days per year but there are occasional 'outages' for maintenance which usually last no more than 30 seconds.

If your card has been declined you may try again but, please be aware that most card issuers allow only three consecutive attempts before the card is blocked for the rest of the day. In order to protect your confidentiality, the card issuing company will not tell Croydon College why the transaction has been declined and you will need to contact them directly to ascertain the reason.

How will I know that my payment has been successfully processed?

Within a very short time you will receive an email confirming your order and quoting the unique order number.

