

# Kellogg College

## uPay User Guide

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## LOG IN TO UPAY

You should receive an email from uPay containing a password to log into [upaychilli.com](http://upaychilli.com):

Dear Name,

This email has been sent on behalf of Kellogg College Oxford.

We'd like to thank you for registering and want to welcome you to UpayChilli located at [www.upaychilli.com](http://www.upaychilli.com).

UpayChilli is also available for iOS and Android and can be downloaded for free from their application stores. Please use these details to complete your Upay registration process, we suggest that you copy and paste your password to ensure it is entered correctly.

Username = [firstname.surname@kellogg.ox.ac.uk](mailto:firstname.surname@kellogg.ox.ac.uk) Password = \*\*\*\*\*

Should you have any questions with regard to your UpayChilli account please contact one of our customer advisors by email using [helpdesk@upay.co.uk](mailto:helpdesk@upay.co.uk).

Please ensure that you provide full details of your enquiry in order to ensure we can give you a speedy response to your query.

We have a feedback form on this site and welcome suggestions on how we can improve this service please feel free to let us know how we are doing and of any new features that you would like to see added to this service.

Many Thanks

The UpayChilli team

When logged in, you will meet the home screen: **Please go in to the 'Menu' by clicking on the three horizontal bars on the top right corner. Click on 'More' and then 'Settings'. When in Settings, click on 'change password' and change it to the one of your choice.**

The screenshot shows the UpayChilli home screen. At the top left is the Upay logo. At the top right are icons for QR code, promo, email, and a menu. The user's name 'HI JAMIE' is displayed. The main content area is titled 'HOME' and features three main sections: 'MY BALANCE' showing £0.00, 'MINI STATEMENT' with a table of recent transactions, and 'EVENTS LIST' with one event. There are also 'TOP-UP' and 'PROMOTIONS' buttons at the bottom. The background is a blurred image of a coffee cup on a wooden table.

MINI STATEMENT			
09:37 Wed 20 Jun		UPay.co.uk	
Revalue ...	£20.00	Balance	£0.00
09:24 Wed 20 Jun		Back office PC	
Revalue	£0.10	Balance	£20.00
09:22 Wed 20 Jun		UPay.co.uk	
Sale	£0.20	Balance	£19.90
09:22 Wed 20 Jun		UPay.co.uk	
Revalue	£20.00	Balance	£20.10
09:19 Wed 20 Jun		Back office PC	
Revalue	£0.10	Balance	£0.10

EVENTS LIST	
TEST156843	Guest Night Dinner 18/7/18

On the left is your current balance. The second box shows a summary of your recent transactions. On the right is a list of the events currently available for you to book on to.

## ADDING MONEY TO YOUR ACCOUNT

In order to pay for events, you need to load money onto your uPay account.

- Select the three bars in the top-right corner to open the drop-down menu
- Select *Top-up*

### *Pay as you go (one-time top-up)*

- Select *Pay as you go*
- Select the amount to top-up by. (Note: you cannot top up by less than £20.)
- Enter your card details to pay

You can save your card to your 'wallet' for future use, by ticking *Save to wallet*.

### *Auto top-up*

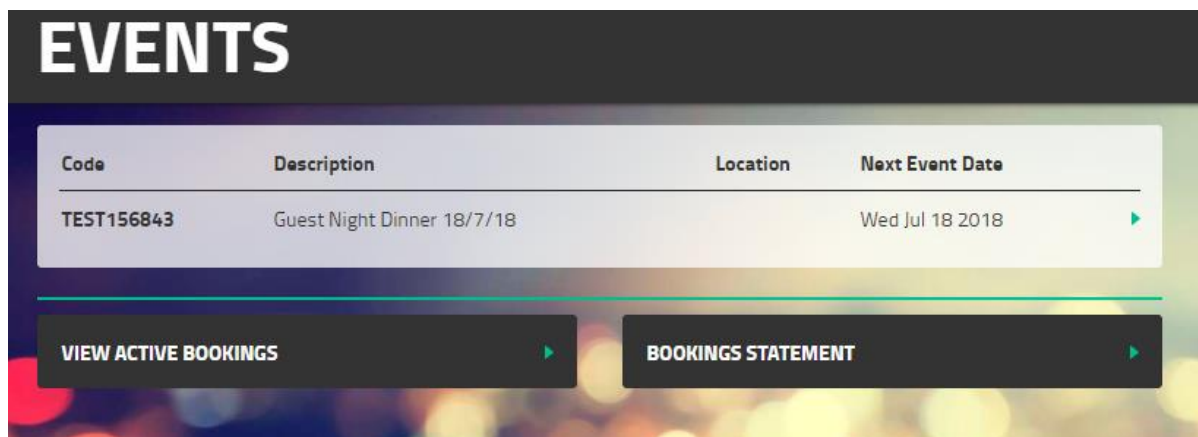
If turned on, auto top-up will credit your account with a specified amount every time your balance reaches a trigger amount. For instance, you could choose to automatically top up by £30 every time your balance reaches £4.

### *Quick top-up*

Similarly, when switched on, quick top-up will email you when your balance reaches a trigger amount, allowing you to top up easily and in time.

## BOOK ON TO AN EVENT

- Select the three bars in the top-right corner to open the drop-down menu
- Select *Events*

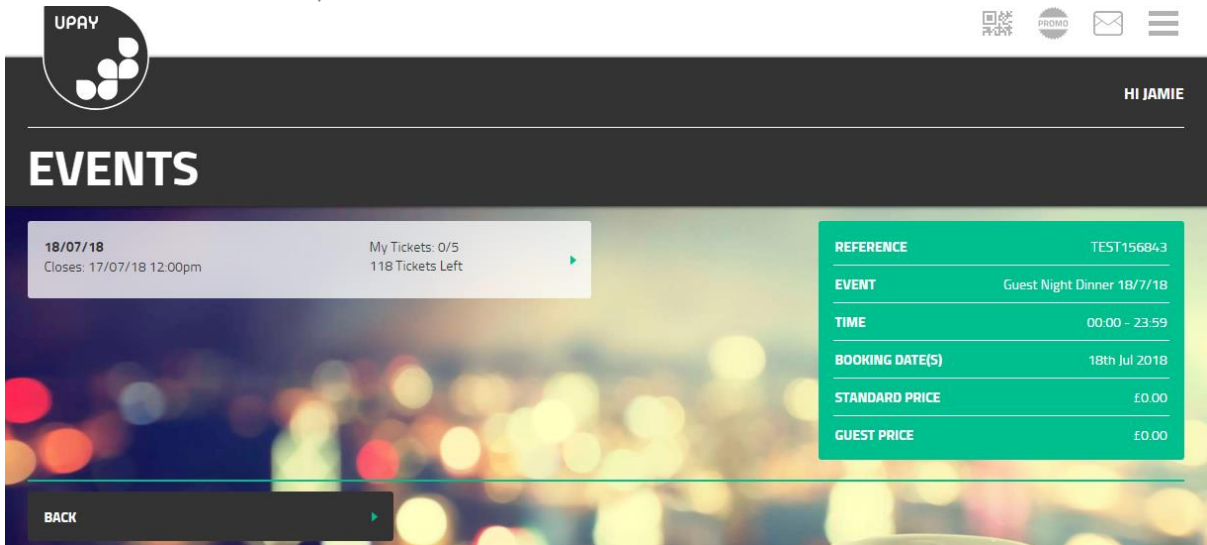


The screenshot displays the 'EVENTS' section of the uPay interface. It features a table with the following data:

Code	Description	Location	Next Event Date
TEST156843	Guest Night Dinner 18/7/18		Wed Jul 18 2018

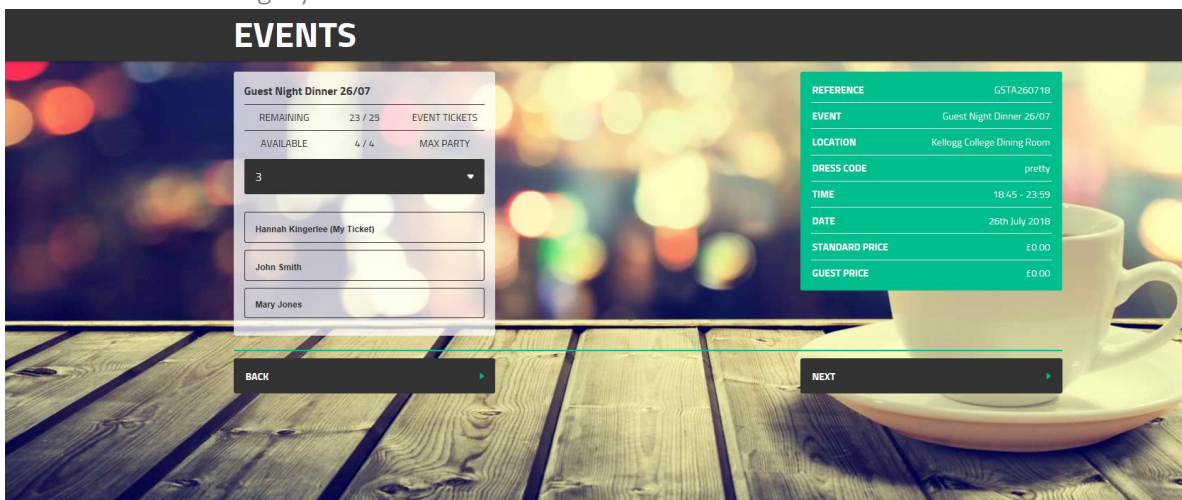
Below the table, there are two buttons: 'VIEW ACTIVE BOOKINGS' and 'BOOKINGS STATEMENT', both with right-pointing arrows.

- Select the event you wish to book on to

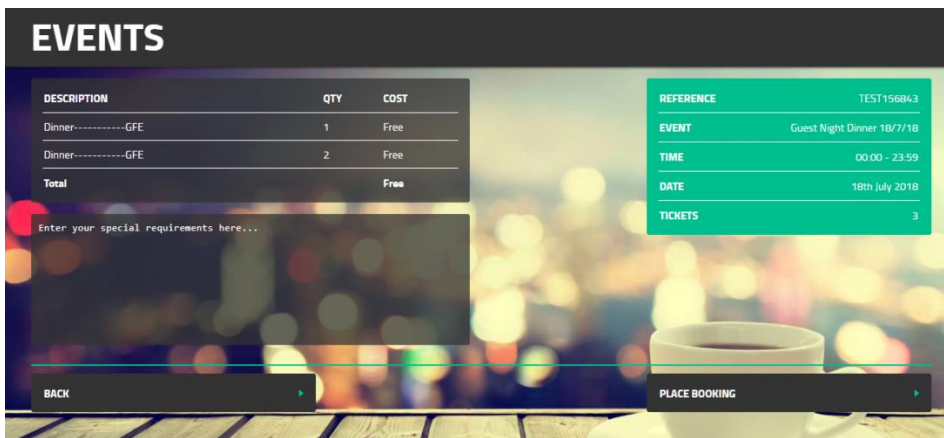


My tickets shows how many places you have booked, and how many you can book in total.

- Click on the grey box



- Select the number of tickets you wish to book, and the names of your guests.
- Click Next



- Enter any dietary or access requirements into the text-box

***Please specify which guests the requirements relate to, like this:***

DESCRIPTION	QTY	COST
Dinner	1	Free
Dinner	2	Free
<b>Total</b>		<b>Free</b>

me- allergic to Avocado  
John- Vegetarian, uses a wheelchair  
Mary- no requirements

- Click *Place booking*

ACCOUNT BALANCE £0.00

BACK CONTINUE

- Select the *Account balance* box and click *Continue*

## VIEWING YOUR BOOKINGS

- Select the three bars in the top-right corner to open the drop-down menu
- Select Events
- Select View active bookings

From here you can view the details of you bookings and view the guest lists for event where the list is visible. To cancel or amend a booking, contact the College Events Office at [bookings@kellogg.ox.ac.uk](mailto:bookings@kellogg.ox.ac.uk).

## ACCOUNT SETTINGS

- Select the three bars in the top-right corner to open the drop-down menu
- Select *More*
- Select *Settings*

From here you can change your email address and password and can close your account. You can also report a card as stolen and log out of uPay remotely if a device is stolen. You can also close your account, q.v. below.

## CLOSING ACCOUNT & REFUNDS

If you close your account with uPay you will be refunded any unused credit up to a value of £150. You can apply to close your account via your upaychilli account.

## LOG OUT

- Select the three bars in the top-right corner to open the drop-down menu
- Select *More*
- Select *Logout*