COGNITA CONNECT

Payments - Frequently Asked Questions

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Frequently Asked Questions

Q1. How do I access my account?
Ans: You will see a simple Payments icon on your Cognita Connect App. Simply click this to open payments. You will not need to register again or activate any accounts.

Q2. I cannot see payments on my Cognita Connect app?
Ans: It may be that a permission has been removed by mistake. Please contact Peter Jeffery, Business Manager, on peter.jeffery@hydesville.com who can help.

Q3. How do I turn off an auto top up?
Ans: Please go to the settings area of your Cognita Payments on either the website or the Cognita Connect App, then select Stored Payment Cards. From here simply press the red X next to the card being used and this will cancel the auto top up on your account.

Q4. I have topped up my account, but the funds are not yet shown on the current balance.
Ans: It may be that your school is not currently connecting to sQuid (our Payments provider) and therefore the account cannot be updated. Please rest assured that an alert email is sent to the school to notify them when they are not connecting, and we work as quickly as possible to resolve connectivity issues. Once the school is connecting back to sQuid, your balance and transactions will be updated instantly.

Q5. How do I top up by Bank Transfer?
Ans: Please follow the steps set out on the 'Bank Transfer' page, which can be found by selecting the 'Top up' option in the pink navigation bar. Please remember to provide your unique 6-character purse reference to ensure your top up promptly reaches your purse. Please note, that it may take up to 4 working days for your top up to be credited to your purse.

Q6. I made a Bank Transfer last week, but the funds are not on my account.
Ans: It may be that a detail was missed when making the transfer leaving it in the system somewhere. If this is the case, please contact Peter Jeffery, Business Manager, on peter.jeffery@hydesville.com who can help.

Q7. The trip I am wanting to pay for is not listed on my account. How do I make a payment?
Ans: The availability of school trips and offers are managed by the school. Please contact the school office directly so they may ensure that your child's account has been linked to the desired trip or offer - so you may make the purchase.

Q8. I have money sitting in my wallet and I would like it back in my bank account. How do I do this?
Ans: We can refund the remaining money in your online account. Please contact us on info@hydesville.com There is an administration fee of £5.00 per user (*Currently reduced to £2.50 while Covid-19 impacts the UK). Refunds can take 10-14 days to be processed.

Q9. How do I know that my payment details will not be shared with anyone else?

Ans: Payment details are kept secure to adhere to both FCA and GDPR regulations. Even you as a parent will only be able to see the last 4 digits of your card number if you have chosen to save it in the system.

Q10. How can someone else, e.g. a grandparent top up the purse?

Ans: Each purse has a unique Reference ID, this can be given to Friends and Family to allow them to add funds from their own online banking service, or over the counter at their bank branch