



## Frequently asked questions

### What is Biometric?

Biometric is simply a method of identifying an individual person. We will be using an algorithm-based scan, which reads between 50 and 130 points on the finger/thumb. It is not a fingerprint and is of use only in the cashless system.

### How does a Biometric System work?

The information of a student or staff member who has been biometrically registered is stored on a secure Biometric Controller within the school, which only our provider can access. Once an account is credited, the students or staff member places their finger/thumb on the terminal, which looks up their account details and allows them to purchase items using only this method of identification.

### How does my child register on the Biometric System?

Registration takes place at the start of the new academic year and throughout the year when required. Students are required to place their finger/thumb on a biometric sensor twice to obtain a matching template, which only takes a few seconds.

### What methods of payment can be used to credit an account?

Funds can be credited to an account as follows:

- **Online Payments.** To make a payment online please go to <https://www.scopay.com/login.html> to make an electronic payment. *NB: You will be given a unique student code to register for our online payments once your child has officially started at the school*
- **Cash at the top-up units in canteen.** These units can be used to top up accounts by students/staff placing their finger/thumb on the sensor followed by inserting the accepted tender below: £20, £10, £5 notes, £2, £1, 50p, 20p, 10p coins

Once an account has been credited, the money cannot be withdrawn and must be spent on school meal/break services.

### How can I check the credit on an account?

This can be done by the account holder placing their finger/thumb on to the 'Top up' machine; The current balance will then be displayed. Alternatively, parents/carers can check balances by accessing the online payment system (see above).

### Can I change the daily 'Spend Limit'?

Yes – The daily 'Spend Limit' has a default of £4.00, but this may be changed by written request to the finance team: [finance@henrycort.org](mailto:finance@henrycort.org)

**How do 'free meal' entitlements work?**

All free meal entitlements will be entered on to the system electronically. The cashless catering system will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts, £2.75 per day from January 2026. Students with Free Meal Entitlements remain anonymous at all times as all account types are accessed in the exact same manner regardless whether it is paid for or not. *NB. Any monies not spent from the daily free meal allocation will not be carried over to the next day.*

**Can I request a printed report of my child's meal intake?**

Yes – The Cashless Catering System allows numerous reporting facilities, which includes dietary habits. In addition, parents/carers can view using the online payment system.