Missing iPay account reference

Rhys Lyford - 2024-04-05 - Software

User is not showing in iPayimpact or account reference is missing.

iPay accounts are created by syncing data from your cashless system.

The cashless system pulls user information from your MIS SIMs overnight.

The most common causes for users not appearing or missing an account reference number in iPay :

Students: Users in SIMS haven't been allocated with exam & UCI numbers.

Staff: Users in SIMS haven't been allocated with a valid start date or employment record.

Users sync to iPay overnight if the above has been confirmed and the reference number is still missing after a 24hr period contact IT Support.

Parents can register for an iPay account once an account reference has been provided by visiting Register for iPay Impact

For all other support queries relating to iPay please contact CRB Cunninghams iPay Support