



CRBCunninghams

education solutions



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www.crbcunninghams.co.uk



Fusion Online

Management — Last update: 13 June 2023

CRBCunninghams

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Introduction

Access to the management of Fusion Online is accessed via iPayimpact, which is our online payment platform. Schools that do not use iPayimpact for payments, will only have access to the relevant Fusion Online functionality whereas those that use iPayimpact for payments, will be able to access all functionality within iPayimpact using the same login.

Please note

If you are not sure about the operation of any part of the system, please get in touch with our support team and we will be happy to help. Details on how to contact our support team can be found [here](#).

Please be aware, enquiries directly from parents **CANNOT** be taken by CRB Cunninghams due to Data Protection Guidelines. Parents must contact their School in the first instance if they have any queries regarding the online payment system. Schools can then contact our HelpDesk, ensuring that they have the following details:

- Parent Email address & Parent Username
- Pupil Name
- School
- Year/Class
- Nature of the issue/concern

Terms and Conditions

View our [Parental Terms & Conditions](#)

Privacy Statement

View our [Privacy Statement](#)

To view the above documents, you must have [Adobe Acrobat](#) installed.

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Getting started

The Fusion Online functionality is part of our iPayimpact system, which is available from any computer with an internet connection. To get started:

1. Open your web browser (*Internet Explorer, Edge, Chrome, Safari etc.*) and use the address:
www.ipayimpact.co.uk

iPayimpact
ONLINE PAYMENT PROVIDER

Sign in to your account

Username* Recover Your Username
FusionOnline

Password* Reset Your Password

Log On

Or

Register

Need more help? Read our FAQs

or login via

mygovscot
myaccount

The option used by many councils in Scotland. What is mygovscot myaccount?

Welcome to iPayimpact

iPayimpact is the trusted online payments platform for UK schools and parents.

Schools - Learn More

Leader in cashless payments for schools
Payments regulated by the Financial Conduct Authority
Pay for all school purchases online

Accessibility Cookies Privacy Statement Terms & Conditions PCI DSS Compliance Allergy Advice Status

i The 'mygovscot' option is for parental login only.

2. Enter your username and password. Then click **Log On**

i If you can't remember your username or your password, read the section 'Resetting your password & recovering your Username' for more information.

3. You are now logged into iPayimpact and will be presented with your home screen.

iPayimpact
ONLINE PAYMENT PROVIDER

« Establishment Admin Home (Fusion Online)

Home
Fusion Online
Help New

CRBCunninghams
education solutions

CRB Cunningham Secondary

FO

Accessibility Cookies Privacy Statement Sitemap PCI DSS Compliance Allergy Advice Status What's New

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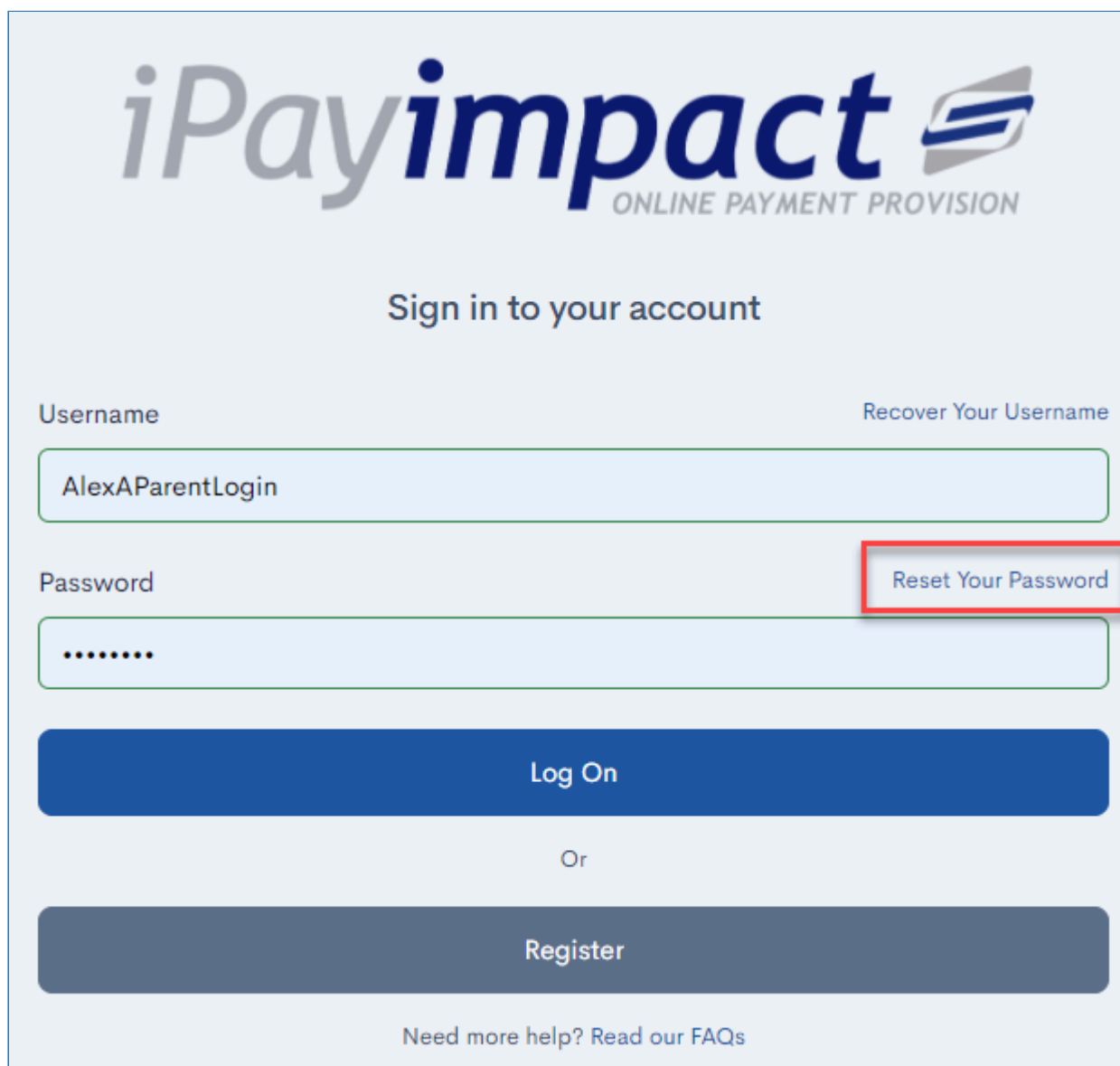
Last modified: 13 June 2023

Resetting your password & recovering your Username

Forgotten password

If you know your Username but can no longer remember your password, you will need to reset it.

1. On the login screen, press the **Reset Your Password** button



The image shows the iPayimpact login screen. At the top is the iPayimpact logo with the tagline 'ONLINE PAYMENT PROVISION'. Below the logo is the text 'Sign in to your account'. There are two input fields: 'Username' and 'Password'. The 'Username' field contains the text 'AlexAParentLogin'. To the right of the 'Username' field is a link 'Recover Your Username'. To the right of the 'Password' field is a button labeled 'Reset Your Password', which is highlighted with a red rectangular border. Below the password field is a blue 'Log On' button. Below the 'Log On' button is the text 'Or'. Below 'Or' is a grey 'Register' button. At the bottom of the screen is a link 'Need more help? Read our FAQs'.

2. On the next screen, enter your username and email address then press **Reset Password**

Reset Password

To reset your password enter your Username and email address below for confirmation. An email will be sent to your address with instructions on how to reset your password.

Username

Email Address

Reset Password

Return to Log In



If you do not know your Username, skip ahead to the section below and then return to this point when you know it.

3. If the username and email address you entered are correct, an email will be sent to you. Open your email and click on the link provided



Please click on the link below to reset your password for iPayimpact.

<http://www.ipayimpact.co.uk/Account/ResetPassword?activationKey=js6yWhCUcfyow5Eg>

If you cannot click on the link above, copy and paste it into the address bar of your web browser.

4. A new webpage will be opened. Enter a new password and confirm it. Press **Change Password** to complete the process.

Change Password

New passwords are required to be a minimum of 6 and a maximum of 15 characters in length.

New Password*

.....

Strong password!

Confirm New Password*

.....

Change Password

Return to Log In

5. If successful, your password will be changed. Press **Login** and complete the login process detailed in the '[Getting started](#)' section.

Change Password

Your password has been changed successfully.

Click the 'Log In' button to continue.

Log In

Forgotten username

If you do not know your username, you will need to complete the recovery process. If successful, this process will email your username to you.

1. On the login screen, press the **Recover Your Username** button.
2. On the next screen, enter the email address that is registered with iPay.

Recover Username Request

To recover your Username details please enter your email address below.

Email Address


Recover Username

[Return to Log In](#)



If you cannot remember which email address you used or you are no longer able to access that email, speak to your system administrator.

3. Open your email, your username(s) will be listed.



Your Username(s) for iPayimpact are as follows :

CRB Cunninghams Primary School - CarlPrimary

CRB Cunninghams High School - CarlHigh



You may have multiple usernames if you are also a parent of a student that attends a school that uses iPayimpact.

4. Press **Home** to return to the login screen and complete the login process detailed in the '[Getting started](#)' section.

Change Password

Your password has been changed successfully.

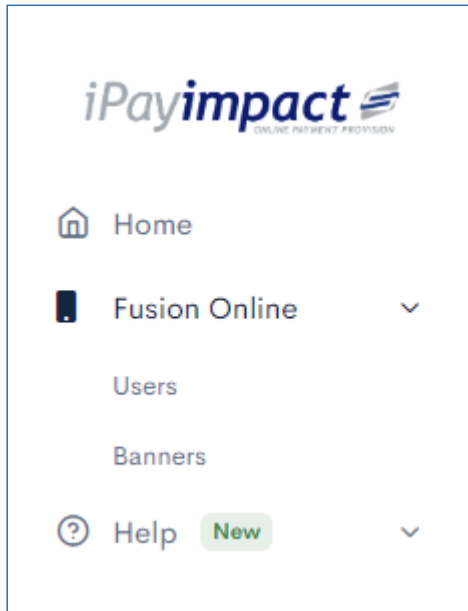
Click the 'Log In' button to continue.

Log In

Last modified: 5 October 2021

Managing users

The most common reason to access the Fusion Online portal is to manage your user's accounts. The Users functionality is accessed via **Fusion Online > Users** from the navigation menu. The number of items available to you in the menu will vary depending on your login type and which iPayimpact features are enabled for your school.



From within here, you can Export user details (including the onboarding keys), manually activate/de-activate accounts, change a user's email address, and sign them out of the app in scenarios where they have lost their mobile or had it stolen.



Please note: All user accounts and account details are fed directly from the cashless system. This poll happens automatically every hour.

Overview

When accessing the Users screen, you will be presented with a list of all of your preorder user accounts

Fusion Online Users

Registration Status: Year: [Update](#) [Need to send onboarding letters?](#)

Show 100 entries Search [Export](#) [Print](#)

MIS ID	FORENAME	SURNAME	YEAR / CLASS	ONBOARDING CODE	REGISTRATION STATUS	EMAIL ADDRESS	
	Test	Test	0 / None	2D25B44B- F1C1D6A448F0	Registered	@gmail.com	Details
	User	Test	0 / None	755B9173- 909106386529	Unregistered		Details
			0 / STAFF	0A478FAB- FF20C8399A98	Unregistered		Details
					Unregistered		Details
					Unregistered		Details
					Unregistered		Details
					Unregistered		Details
					Unregistered		Details
					Unregistered		Details

The list contains the following information:

Column	Description
MIS ID	The unique MIS ID of the user account from the cashless system.
Forename	The user's first name on their cashless catering account.
Surname	The user's last name on their cashless catering account.
Year / Class	The current year / class of the user.
Onboarding Code	This is the unique code that a student will use to sign up to the app.
Registration status	The current status for the user account. There are three possible statuses; Unregistered = Users that have not yet registered for the app, Pending = Users that have registered but not used the activation link in the email sent to their registered email address, Registered = Users that are fully registered and can now use the app.
Email Address	The email address that the user has registered with.

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Filtering the users list

When accessing the Users screen, by default, all users within the system are presented in the table. To make the management of users easier, a filter can be applied to only display the users that meet the specified criteria.


The screenshot shows the 'Fusion Online Users' screen. At the top, there is a header with a back arrow and the title. Below the header, there is a filter section with two dropdown menus: 'Registration Status' set to 'All' and 'Year' set to 'All Years'. To the right of these dropdowns is an 'Update' button with a refresh icon. Further right is a link that says 'Need to send onboarding letters?'.

A filter is made up of two criteria:

Criteria	Description
Registration Status	Select users based on their current registration status. (Unregistered, Registered, Pending)
Year	Select users based on their Year. (The years are uploaded by the cashless catering system)

Applying a filter

- Select the desired criteria using the dropdown menus.
 - You are able to select multiple values from each filter. For example, you may wish to see all users in year 7 and year 8 at the same time.

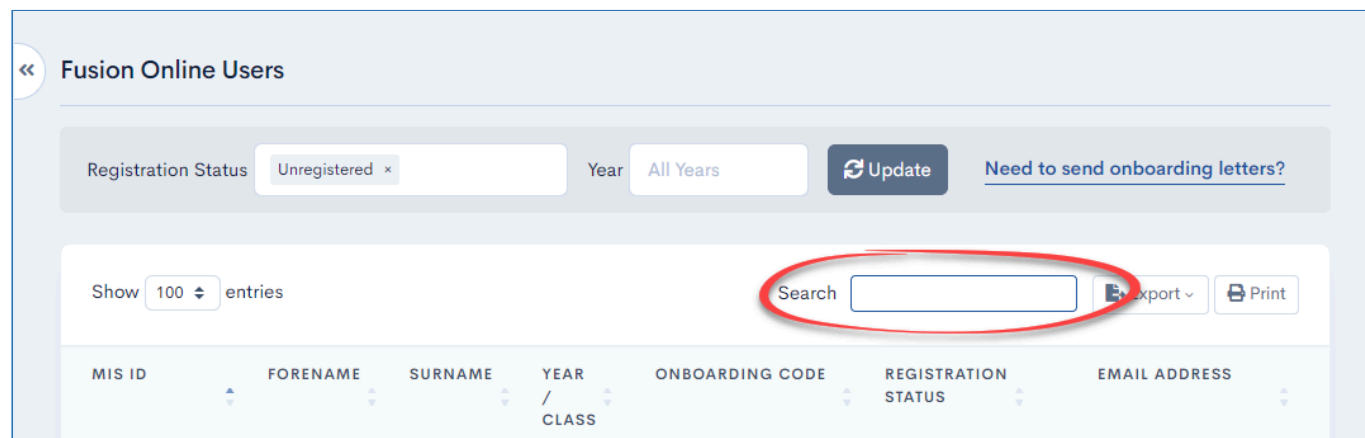
 Values can be removed from the filter by clicking on the small x

- Press the **Update** button.

The screenshot shows the 'Fusion Online Users' screen with filters applied. The 'Registration Status' dropdown is set to 'Unregistered' with a small 'x' icon to remove the selection. The 'Year' dropdown is open, showing a list of years: 0, 10, 11, 12, 7, and 8. The 'Update' button is circled in red. Below the filter section, there is a 'Show 100 entries' control and a table with columns 'MIS ID', 'FORENAME', and 'YEAR / CLASS'. The first row of the table shows 'Test' in the 'MIS ID' column and 'test' in the 'FORENAME' column.

Searching for a user

Additionally to applying filters, you can also search by entering text into the search field. This search will then search for any users within the applied filter that have this text in any of the fields in the table, not just their name. This means that you can also search by MIS ID, onboarding code, or email address.

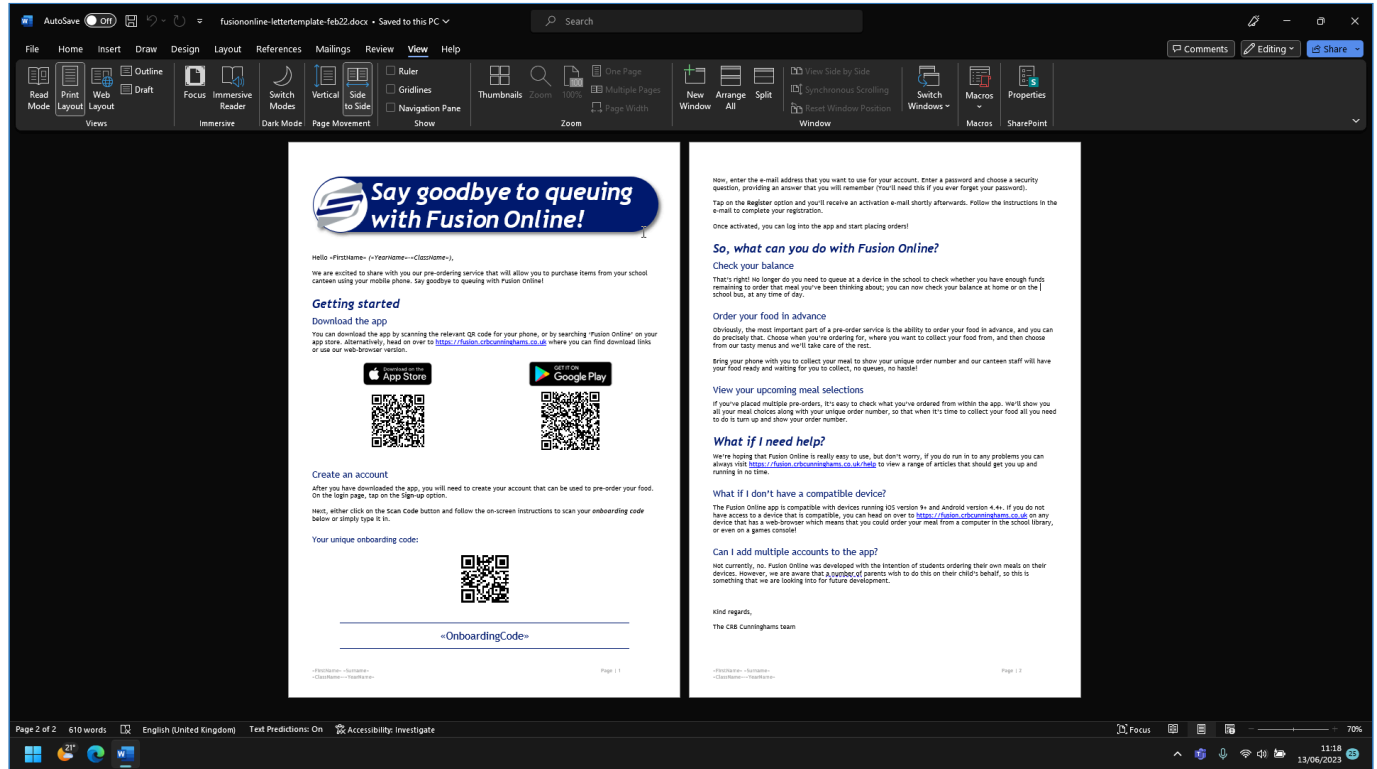


The screenshot shows the 'Fusion Online Users' management interface. At the top, there's a header with a back arrow and the title 'Fusion Online Users'. Below this, there's a filter section with 'Registration Status' set to 'Unregistered' and 'Year' set to 'All Years'. There's an 'Update' button and a link 'Need to send onboarding letters?'. Below the filters, there's a table with columns: MIS ID, FORENAME, SURNAME, YEAR / CLASS, ONBOARDING CODE, REGISTRATION STATUS, and EMAIL ADDRESS. Above the table, there's a 'Show 100 entries' dropdown and a 'Search' field, which is highlighted with a red circle. To the right of the search field are 'Export' and 'Print' buttons.

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Onboarding letters

Before a user can use the Fusion Mobile app or website, they need to create an account and in order to create an account, they need their unique onboarding code. This code can be distributed as you see fit, but to assist in the distribution of this code and other relevant information which the user may find useful, you are able to export the user information as a .csv from the user's screen and then mail merge it with a Microsoft Word (.docx) document.



CRB Cunninghams provide a template that you can use. This template can be edited as required. The latest template file can be downloaded by clicking on the following link: [Download Onboarding Letter Template](#)



If you edit the template, be careful to not edit the merge fields (Example: << FirstName >>).

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Exporting user data

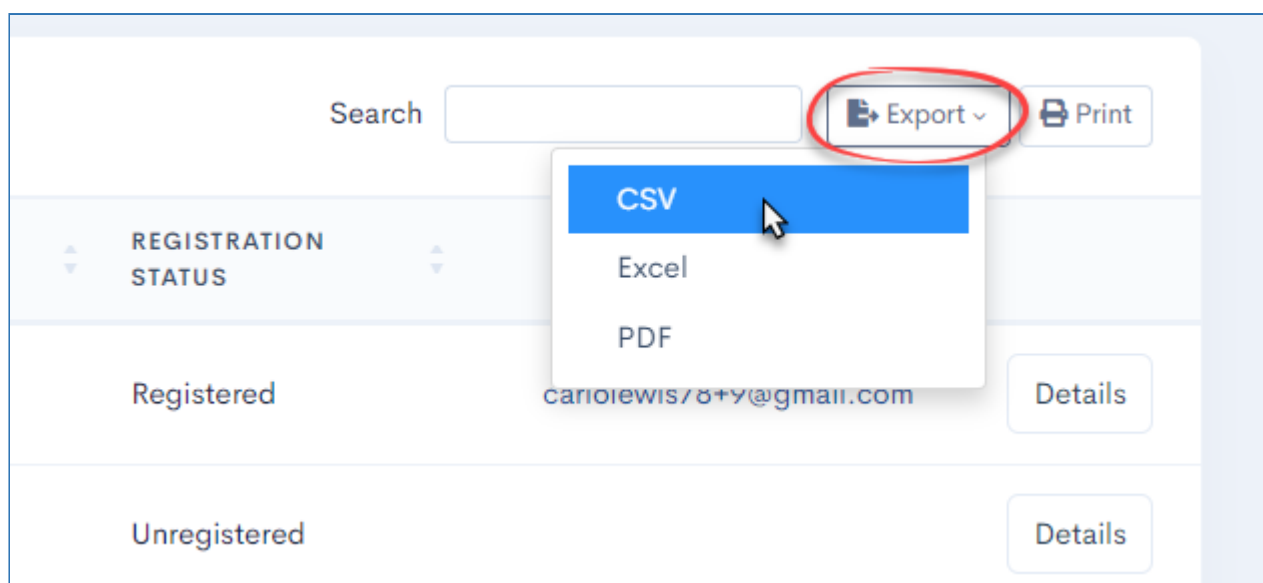
Before you can create the letters you will need to export the user data from Fusion Online as a .csv file. This file is used to create a mail merge with the template document provided. Additionally, you can download the data as a excel file (or even a .pdf) and use as required.



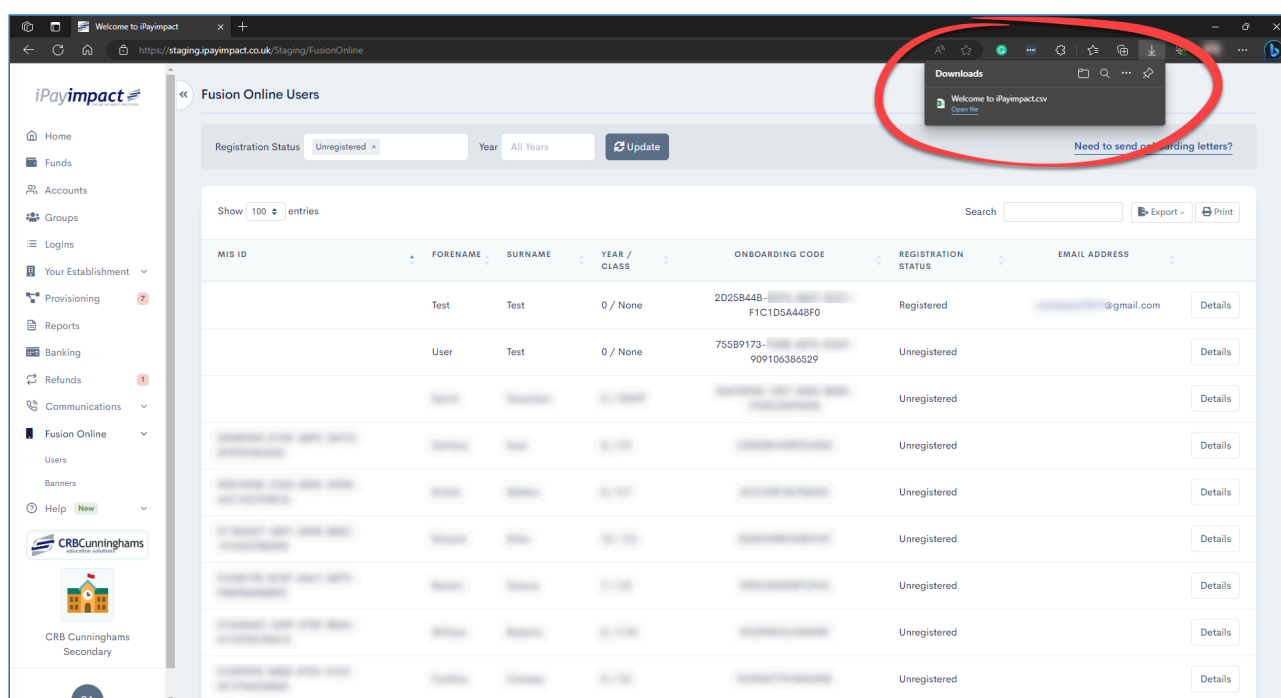
Once downloaded, the data can be edited within Microsoft Excel if required, but be careful not to edit or delete the column headers.

To download this data:

1. If required, apply a filter, for example, you'll likely only want users that are currently unregistered (See the '[Filtering the users list](#)' section for information on creating filters if required.).
2. Press the **Export** button and select the **CSV** option.



3. The file will be downloaded with a filename of 'Welcome to iPayimpact.csv'.



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Creating onboarding letters

After the required data has been downloaded, this can be easily merged with the letter template to create the onboarding letters which can be handed to the users.

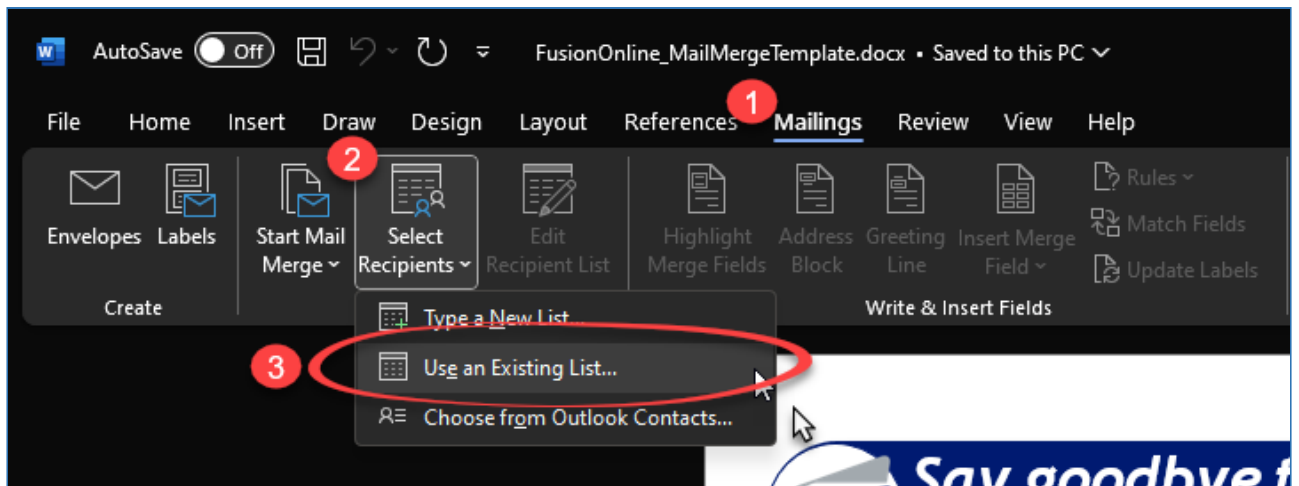


CRB Cunninghamams provide a template that you can use. This template can be edited as required. The latest template file can be downloading by clicking on the following link: [Download Onboarding Letter Template](#)

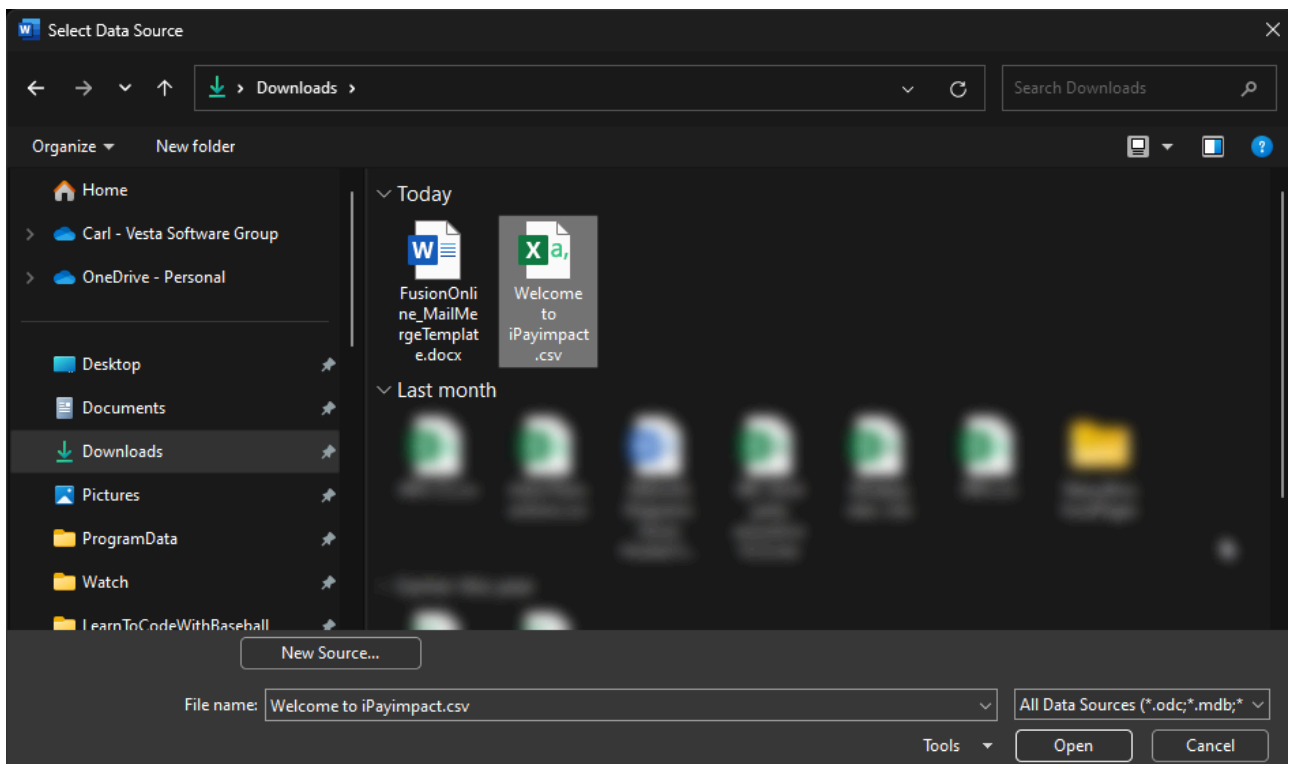


If you edit the template, be careful to not edit the merge fields (Example:<< FirstName >>).

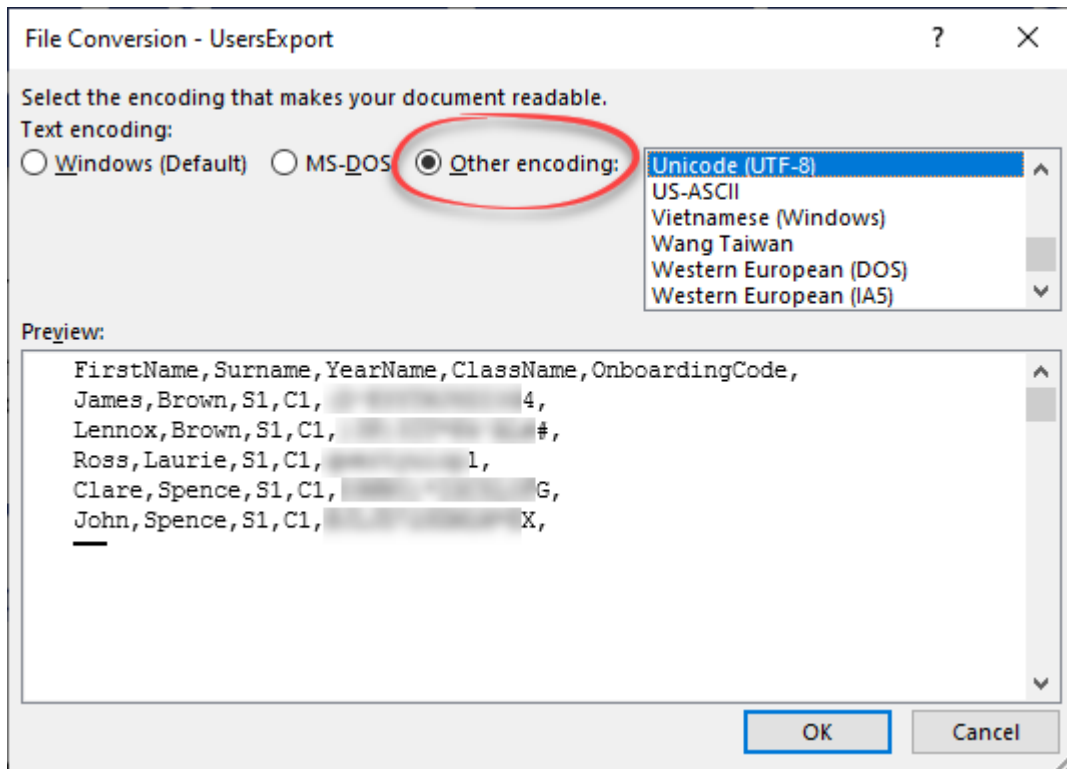
1. Open the letter template in Microsoft Word.
2. Select the 'Mailings' tab and press **Select Recipients > Use an Existing List...**



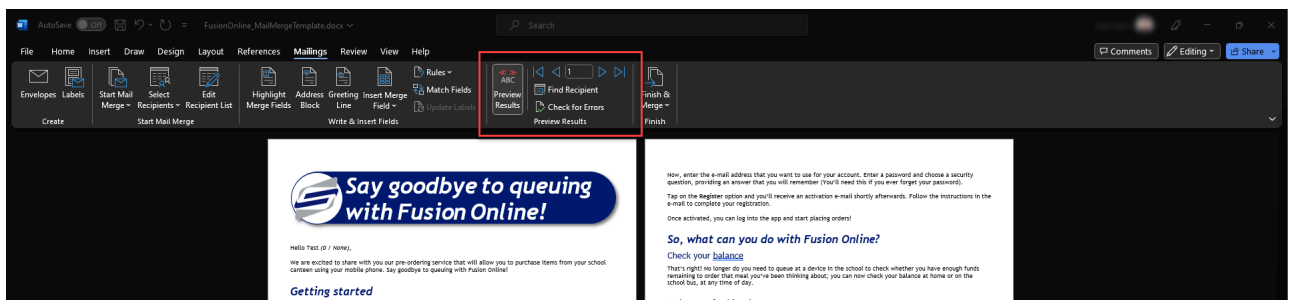
3. Browse and select the download UsersExport file (created in the previous section)



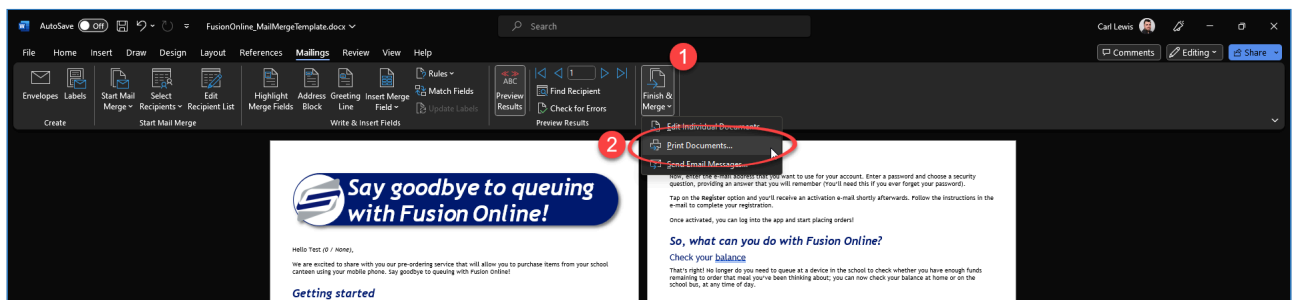
- a. If asked, ensure that 'Other encoding' and 'Unicode (UTF-8)' is selected and press **OK**.



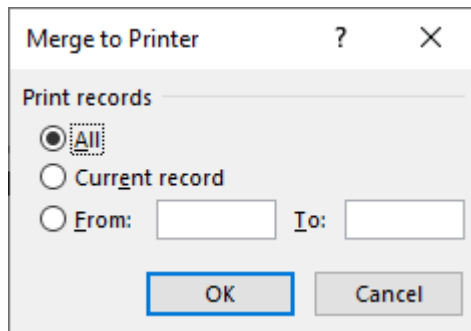
4. At this point, the merge should be complete. You can preview the letters by toggling the **Preview Results** option to on and then using the forwards/backwards arrows to flick through the letters. You should notice the relevant details changing as you navigate.



5. To print the documents, within the 'Mailings' tab, press **Finish & Merge > Print Documents...**



6. If you wish to print all the letters, leave 'All' selected to print all letters and press **OK**. Additionally, you may wish to print a few letters at a time, you can achieve this by just printing the current record, or entering values in the 'From' and 'To' sections.



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Changing a users email address

Users that have created an account with Fusion Online, may have used an email address that they can no longer access. As a school administrator, you can change the email address for a user so that they can regain control of their account.



Only accounts that have started the registration process (Status of 'Pending' or 'Registered') can have their email address changed.

1. From within the 'Users' screen, locate the account from the list and press the **Details** button.

Registration Status	Registered	Year	All	Apply Filter	Clear Filter	Export Users
MIS ID	ACCOUNT NAME	YEAR / CLASS	ONBOARDING CODE	REGISTRATION STATUS	EMAIL ADDRESS	
237FB94A-A2B8-44C9-AB77-C3D6C78E675F	Jennie Allan	0 / None	PYA9N5TP3AF4X3A	Registered		Details
5616C236-B7A0-4B04-9603-37ADF1FCA134	Lara Allan	0 / None	MT1M882R4GXCCPG	Registered		Details
TEST02	Carl Lewis	0 / None	Y6J8PVHTI9C8IY	Registered		Details
	Test Test	0 / None	2D25B44B-EDF4-4B47-8C21-F1C1D5A448F0	Registered		Details
802ED288-E495-4569-A3A9-0DDFBC705BC2	Leah Allen	7 / C1	XXNJ55A1QSW0E7A	Registered		Details



You can apply a filter to make locating the account easier.

2. From within the User Details screen for the user, press the **Change Email Address** button.

Account Name	Jennie Allan	Onboarding Code	PYA9N5TP3/
Year / Class	0	Email Address	
Registration Status	Registered	MISID	237FB94A-A2B8-44C9-AB77-C3D6C78E675F

Change Email Address
Deactivate
Force Signout
Back

3. Enter and confirm the new email address to be used and press **Change Email Address** once done.

Change Email Address

New Email Address*

Confirm New Email Address*

Change Email Address

Back

Last modified: 5 October 2021

Activating / Deactivating a user account

After creating an account with Fusion Online, a user is sent an activation email to the email address that they registered. Occasionally the email may not make it to the users inbox (Junk filters etc.) or may have been accidentally deleted. In these scenarios, you may want to activate the account for the user.

Alternatively, you may want to deactivate an account. Deactivating an account will remove the details associated with it and the user will need to start the registration process again from the beginning. The users onboarding key will not change.

Activating an account



Only accounts that have a Registration Status of 'Pending' can be activated. These are accounts where a user has registered their email address and set a password, but have not clicked the link in the activation email.

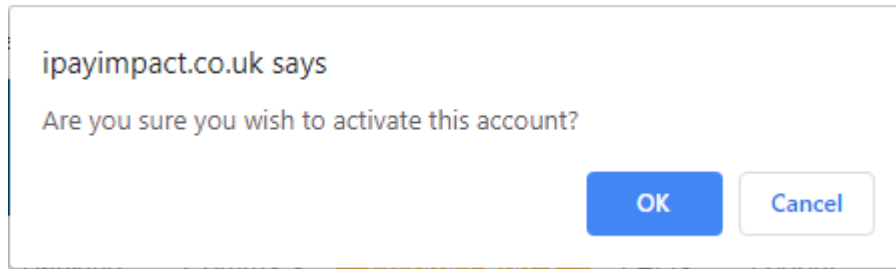
1. From within the 'Users' screen, locate the account from the list and press the **Details** button.

Registration Status	Registered	Year	All	Apply Filter	Clear Filter	Export Users
MIS ID	ACCOUNT NAME	YEAR / CLASS	ONBOARDING CODE	REGISTRATION STATUS	EMAIL ADDRESS	
237FB94A-A2B8-44C9-AB77-C3D6C78E675F	Jennie Allan	0 / None	PYA9N5TP3AF4X3A	Registered		Details
5616C236-B7A0-4B04-9603-37ADF1FCA134	Lara Allan	0 / None	MT1M882R4GXCCPG	Registered		Details
TEST02	Carl Lewis	0 / None	Y6J8PVHTIJ9C8IY	Registered		Details
	Test Test	0 / None	2D25B44B-EDF4-4B47-8C21-F1C1D5A448F0	Registered		Details
802ED288-E495-4569-A3A9-0DDFBC705BC2	Leah Allen	7 / C1	XXNJ55A1QSW0E7A	Registered		Details

2. From within the User Details screen for the user, press the **Activate User** button.

Account Name	Alex Ashley	Onboarding Code	HDE6H26IC18M61I
Year / Class	0	Email Address	alexashley118@hotmail.com
Registration Status	Pending	MISID	TEST01
<div> Activate User Back </div>			

3. A prompt will be displayed asking you to confirm that you wish to activate this account. Press **OK**.



- The account will be activated and the user can now use the Fusion Mobile app.

Deactivating an account



Only accounts that have a Registration Status of 'Registered' can be deactivated. These are accounts where a user has completed the registration process including clicking the link in the activation email.

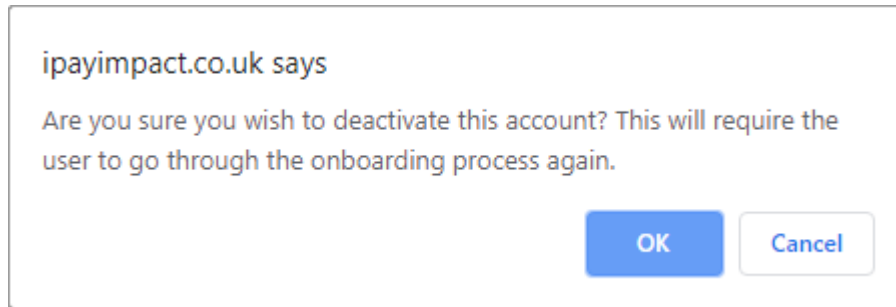
- From within the 'Users' screen, locate the account from the list and press the **Details** button.

Registration Status	Registered	Year	All	Apply Filter	Clear Filter	Export Users
MIS ID	ACCOUNT NAME	YEAR / CLASS	ONBOARDING CODE	REGISTRATION STATUS	EMAIL ADDRESS	
237FB94A-A2B8-44C9-AB77-C3D6C78E675F	Jennie Allan	0 / None	PYA9N5TP3AF4X3A	Registered		Details
5616C236-B7A0-4B04-9603-37ADF1FCA134	Lara Allan	0 / None	MT1M882R4GXCCPG	Registered		Details
TEST02	Carl Lewis	0 / None	Y6J8PVHTIJ9C8IY	Registered		Details
	Test Test	0 / None	2D25B44B-EDF4-4B47-8C21-F1C1D5A448F0	Registered		Details
802ED288-E495-4569-A3A9-0DDFBC705BC2	Leah Allen	7 / C1	XXNJ55A1QSW0E7A	Registered		Details

- From within the User Details screen for the user, press the **Activate User** button.

Account Name	Jennie Allan	Onboarding Code	PYA9N5TP3AF4X3A
Year / Class	0	Email Address	carl Lewis78+8@gmail.com
Registration Status	Registered	MISID	237FB94A-A2B8-44C9-AB77-C3D6C78E675F
Change Email Address Deactivate Force Signout Back			

- A prompt will be displayed asking you to confirm that you wish to deactivate this account. Press **OK**.



4. The account will be deactivated and the user will need to re-register before they can use the Fusion Mobile app.

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Forcing a user signout

In cases where a user has had a phone lost or stolen, we can force a signout on all devices where the account is currently signed in. This will stop any unauthorised orders from being placed.



Only accounts that have a Registration Status of 'Registered' can be signed out.

- From within the 'Users' screen, locate the account from the list and press the **Details** button.

Preorder App Users					
Registration Status		Registered	Year	All	Apply Filter Clear Filter Export Users
MIS ID	ACCOUNT NAME	YEAR / CLASS	ONBOARDING CODE	REGISTRATION STATUS	EMAIL ADDRESS
237FB94A-A2B8-44C9-AB77-C3D6C78E675F	Jennie Allan	0 / None	PYA9N5TP3AF4X3A	Registered	Details
5616C236-B7A0-4B04-9603-37ADF1FCA134	Lara Allan	0 / None	MT1M882R4GXCCPG	Registered	Details
TEST02	Carl Lewis	0 / None	Y6J8PVHTIJ9C8IY	Registered	Details
	Test Test	0 / None	2D25B44B-EDF4-4B47-8C21-F1C1D5A448F0	Registered	Details
802ED288-E495-4569-A3A9-0DDFBC705BC2	Leah Allen	7 / C1	XXNJ55A1QSW0E7A	Registered	Details

- From within the User Details screen for the user, press the **Force Signout** button.

User Details - Jennie Allan			
Account Name	Jennie Allan	Onboarding Code	PYA9N5TP3AF4X3A
Year / Class	0	Email Address	carlislewis78+8@gmail.com
Registration Status	Registered	MISID	237FB94A-A2B8-44C9-AB77-C3D6C78E675F
Change Email Address Deactivate Force Signout Back			

- A prompt will be displayed asking you to confirm that you wish to force a signout on this account. Press **OK**.

ipayimpact.co.uk says

Are you sure you wish to force signout this account?

[OK](#)
[Cancel](#)

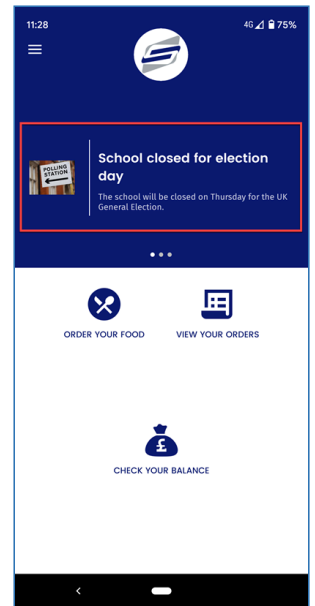
- The account will be signed out of the Fusion Mobile app when it is next used.

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Banners

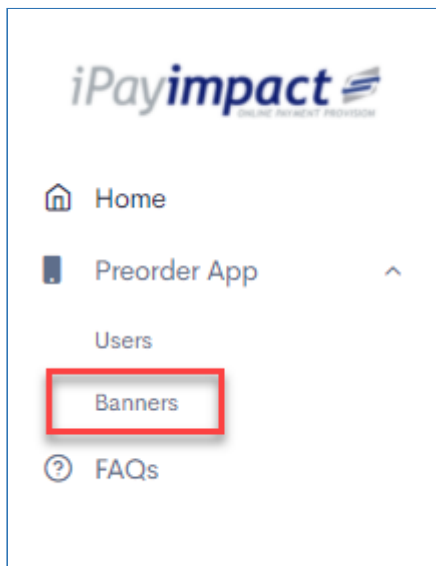
Banners are displayed to logged in users within the Fusion Mobile app. These banners are designed to convey messages to the app users. For example, a banner can be created to highlight a promotion or to remind users about upcoming school events.

When a banner is pressed, this can take the user to a specified web page for further information.



Occasionally, CRB Cunninghams may also create banners which are displayed within the app. These will be used to notify users of any service issues and will be displayed before any school created banners.

The Banners functionality is accessed via **Preorder App** > **Banners** from the navigation menu towards the top of the screen.



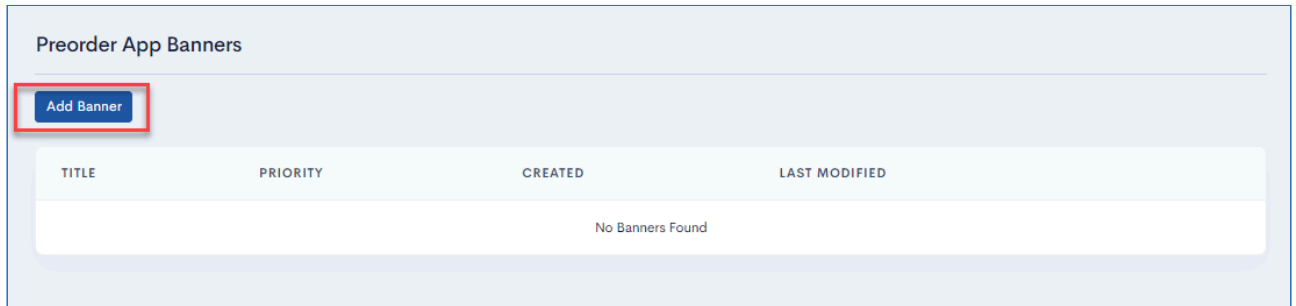
Last modified: 5 October 2021

Creating a new banner

New banners can be created at any time. These will be displayed within the Fusion Mobile app the next time it is launched.

To create a new banner:

1. From within the Banners section, press the **Add Banner** button.



2. Enter the details for the banner.

Edit Banner

Title*


Text*

Priority

Action URL

Image URL

Image Preview



Field	Description
Title	(Required) The headline for the banner. This is displayed in large text at the top of the banner.
Text	(Required) The message that is displayed below the title.
Priority	(Required) The order in which the banner is displayed when multiple banners exist.
Action URL	(Optional) When the banner is pressed, a browser will be opened taking the user to this URL.
Image URL	(Optional) The image to be displayed alongside the banner. Note: This must be a URL to a hosted image.

Image Preview (Non-editable) Provides a preview for the image.

3. Press **Save** to finalise. The banner will be created and you will be taken back to the list of banners.

Preorder App Banners

Add Banner

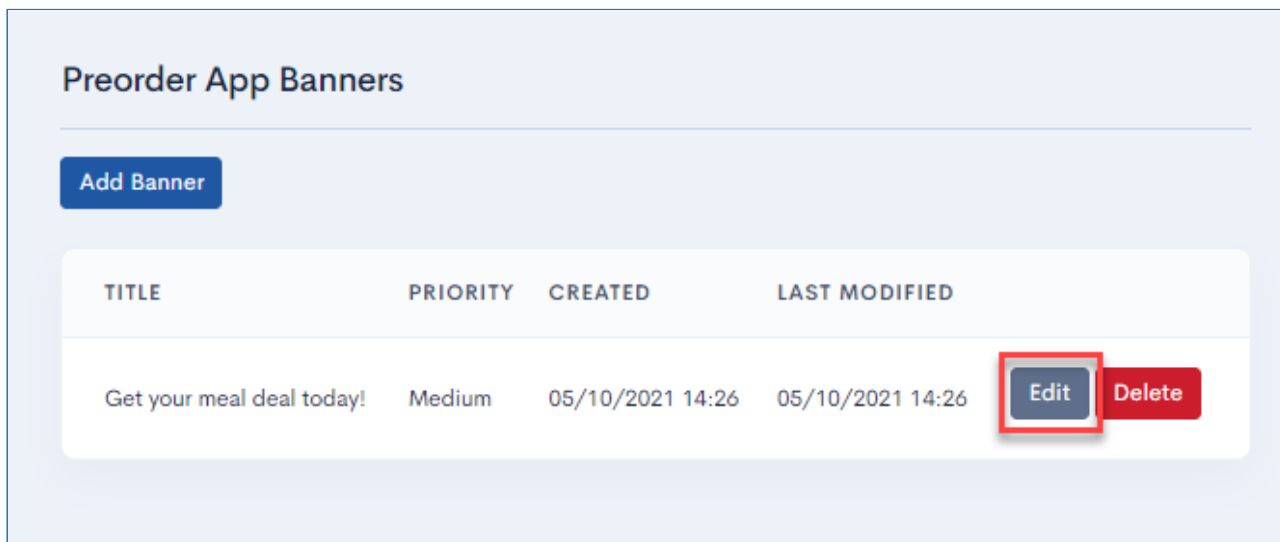
TITLE	PRIORITY	CREATED	LAST MODIFIED	
Get your meal deal today!	Medium	05/10/2021 14:26	05/10/2021 14:26	<div>EditDelete</div>

Last modified: 5 October 2021

Editing an existing banner

Occasionally, you may want to change what is displayed within an existing banner, To do this:

1. Locate the desired banner and press the **Edit** button next to it.



Preorder App Banners

Add Banner

TITLE	PRIORITY	CREATED	LAST MODIFIED	
Get your meal deal today!	Medium	05/10/2021 14:26	05/10/2021 14:26	Edit Delete

2. Edit the banners details. See the section on '[Creating a new banner](#)' for more information if required.
3. Press **Save** to finalise the changes.

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Deleting a banner

Once a banner is no longer relevant, it can be easily deleted.



Deleting a banner is final and cannot be undone. If you delete a banner accidentally, you will need to recreate it.

To delete a banner:

1. Locate the desired banner and press the **Delete** button next to it.

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[Add Banner](#)

TITLE	PRIORITY	CREATED	LAST MODIFIED	
Get your meal deal today!	Medium	05/10/2021 14:26	05/10/2021 14:26	Edit Delete

2. A prompt will be displayed asking you to confirm that you wish to delete this banner. Press **OK**.

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Are you sure you wish to delete this banner? This cannot be undone.

[OK](#) [Cancel](#)

3. The banner will be deleted.

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