



Hertfordshire  
Music Service

# Paying for your music lessons and ensembles via Hertfordshire County Council's online payment system.

Guidance

**Hertfordshire Music Service**  
[hertsmusicservice.org.uk](http://hertsmusicservice.org.uk)

Supported using public funding by



**ARTS COUNCIL  
ENGLAND**



# Welcome

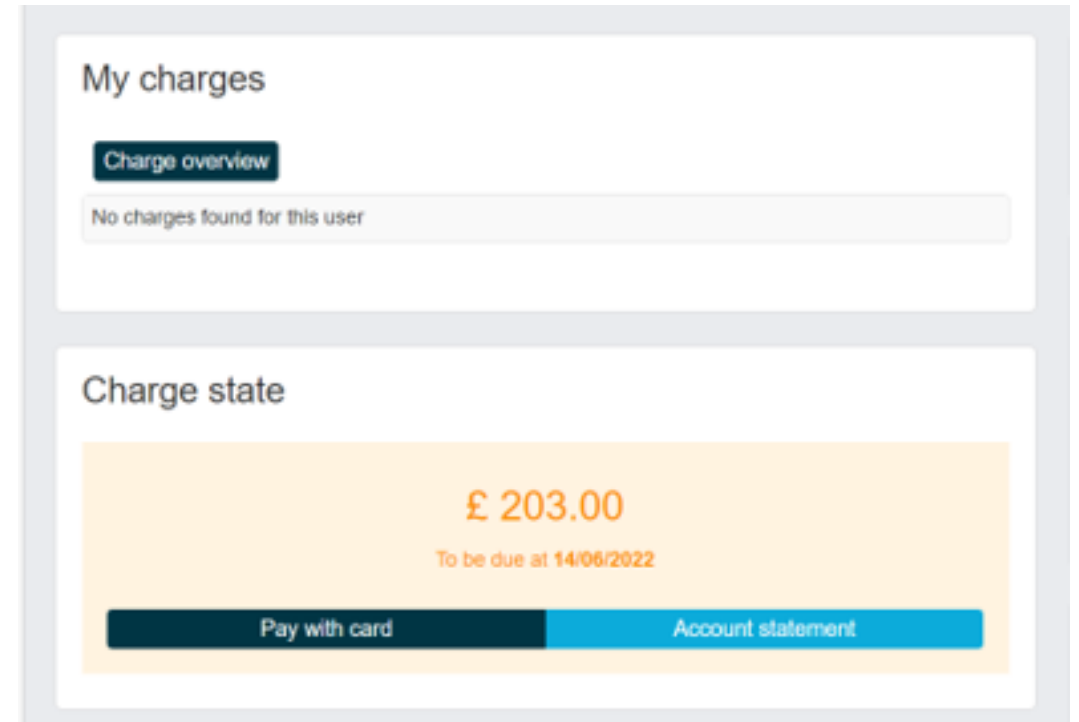
This guidance will give you an overview of the new payment portal and what you can expect when you receive your invoice.

# Accessing your invoice

There is a link to make payments on the Parent Portal start page and also in the invoice email that has been sent to you.

# Via Parent Portal

Click on 'Pay with card' from your Parent Portal home screen to take you to the secure payment website.



# Via email

You will receive an email with details on how to pay.

Dear Mr Green

Please see below a summary of your music tuition and/or ensemble charges as well as a link to your Hertfordshire Music Service Summer Term invoice which is due for payment **within 14 days**, by 1 July 2022.

**Mark Smith**

[Please click here to pay online](#)

Invoice #180 due 01/07/2022*	Fee
Chloe Smith - Piano - MC Individual 20 mins (£14 per lesson) - Summer Term Invoice	£154.00
<b>Invoices total</b>	<b>£154.00</b>

To pay the invoice online, please click on the link. To process the payment, you will be redirected to a Hertfordshire County Council secure payment webpage "CIVICA".

1. If you need guidance on how to pay, please [visit our FAQ page](#)
2. You will also find an explanation of your invoice on [our FAQ page](#)

Your Summer term invoice for individual tuition will be for 11 lessons. If your child started lessons this term your invoice will reflect a charge for the number of lessons we expect to schedule in their first term.

**Please note:** at the end of the academic year we will review the number of lessons scheduled against those invoiced and we will adjust your account accordingly.

If you have questions regarding your invoice, please [complete this short form](#) or email [hmscustomerinvoicequery@hertfordshire.gov.uk](mailto:hmscustomerinvoicequery@hertfordshire.gov.uk) to enable us to more easily respond to your query.

#### Parent Portal log in information

You should have received details on how to log in to your Parent Portal; if you have not received the information and logged in please see below for your details:

**Name:** Mark Smith (Guardian)

**Username:** email@test.gmail.com

**I know my password, take me to the login page:** [Click here](#)

**I would like to create a new password:** [Click here](#)

The link to create a new password, is active for 7 days only

Kind regards,

Hertfordshire Music Service | Childrens Services | Hertfordshire County Council  
Central Office, Mid Herts Centre for Music & Arts, Birchwood Avenue, Hatfield, AL10 0PS  
W: [www.hertsmusicservice.org.uk](http://www.hertsmusicservice.org.uk) | [@HertsMusic](#)

Link to payment website

Invoice overview

Help documents

Contact details

Parent portal log in

# Payment details

## Payment details



\* indicates a required field

### Card details

Enter your information as it appears on your card  
An asterisk (\*) denotes a mandatory field


Name on card \*

Card number \*

Expiry date \*

CVC number \*

### Order summary

 Music Services-72400028404

Quantity	1
Total	857.50
Total price	857.50

Fill in your details

# Payment details

 Hertfordshire Hertfordshire County Council

 Log in / register

County

Country

Email address


Mobile number

Click 'Continue to checkout summary' at the bottom of the page

# Payment summary



Hertfordshire County Council

 Log in / register

## Payment Summary

### Payment method

Delta ending in 1019  
[Edit payment method](#)

### Billing information

[Edit billing information](#)  
Mark Test  
HMS  
Mid Herts Music  
Birchwood Avenue  
Hatfield  
Hertfordshire  
England

123456789

[ask.hms@hertfordshire.gov.uk](mailto:ask.hms@hertfordshire.gov.uk)

If you need to make a change use the blue links.




# Payment confirmation

Hertfordshire Hertfordshire County Council

123456789

email@test.gmail.com

**Review items**

	Music Services-7240028404	
	Quantity	1
	Total price	857.50

Order total  
857.50

Confirm payment

Scroll down and confirm payment

Log in / register

# Payment processing

You see this screen while your payment is being processed.

Please do not close your browser while your payment is being processed.



## Authorising your payment

### Please wait

We are processing your payment. Please do not refresh or close this page.



# Payment processing


Please note that there may be a delay between the payment processing screen and the re-direct to your Parent Portal account view.

This delay could be up to 30 seconds.

**Do not** close down or re-fresh your browser while it is re-directing.

# Parent Portal view

Your payment confirmation will be available through your Parent Portal.

  
Charge transaction successful

No pending charges  
Nothing to pay

(£ 857.50)  
balance

Date:	#:	Text:	Due:	Total:
24/03/2022	O -24	Invoice	31/03/2022	£ 28.00
24/03/2022	P -16	Payment, Online payment		(£ 28.00)
24/03/2022	P -17	Payment, Online payment		(£ 28.00)
12/04/2022	O -134	Invoice	19/04/2022	£ 35.00
12/04/2022	P -111	Payment, provider '1210' is missing translation		(£ 35.00)
09/06/2022	P -143	Payment, Online payment		(£ 857.50)
<b>Current balance:</b>				<b>(£ 857.50)</b>
<i>Upcoming</i>				
07/06/2022	O-153	Invoice	14/06/2022	£ 231.00
09/06/2022	O-166	Invoice	16/06/2022	£ 423.50
09/06/2022	O-187	Invoice	23/06/2022	£ 231.00
<b>Upcoming balance:</b>				<b>(£ 857.50)</b>

# Parent Portal view

To view your account statement from the portal home page click the light blue 'Account statement' button.

Charge state

No pending charges

Nothing to pay

Pay with card

Account statement



**Hertfordshire  
Music Service**

# Thank you

If you have any further questions please check out our FAQs section online at [www.hertsmusicservice.org.uk/music-lessons-in-hertfordshire/speedadmin-welcome-and-faqs.aspx](http://www.hertsmusicservice.org.uk/music-lessons-in-hertfordshire/speedadmin-welcome-and-faqs.aspx)