

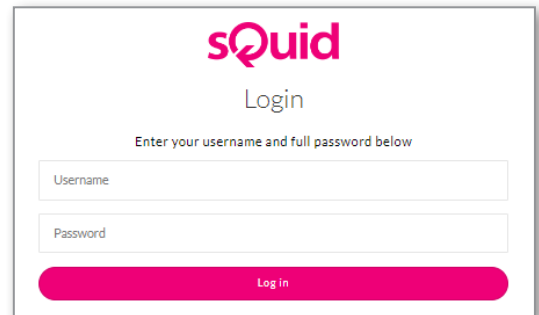
# How to withdraw funds from your sQuid account

## A guide for parents/carers

Whether you want to withdraw all or part of your sQuid purse balance, follow the steps below to submit your request to the sQuid Support team.

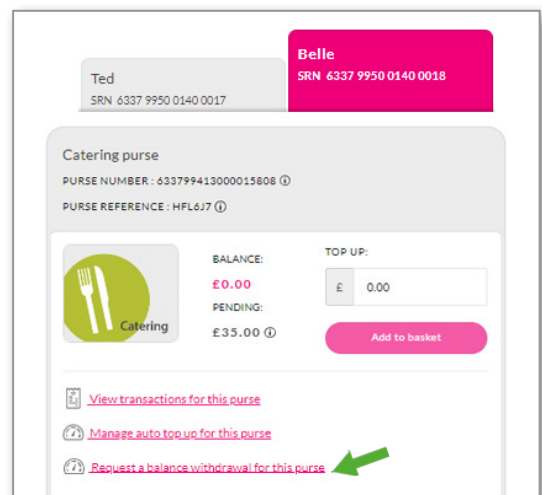
### 01 Getting started

Enter your **username** and **password** to log into your sQuid account.



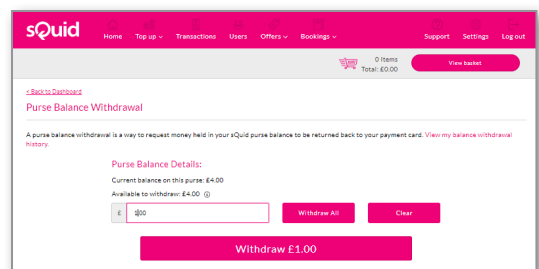
### 02 Select the user

Select the **user** you want to withdraw funds from and within their purse click on the **Request a balance withdrawal for this purse** link.



### 03 Enter amount to be withdrawn from the purse

The **available balance** on the purse will be displayed. Simply enter the amount you wish to withdraw and then click the **Withdraw** button, or click the **Withdraw all** button to withdraw the entire balance.



### 04 Await confirmation

A message will be displayed on-screen to confirm that **your balance withdrawal request has been submitted for review and processing by the sQuid Support team.**

To view your balance withdrawal requests, go to **Top up** in the main menu bar and then click **View refunds and withdrawals.**

Please note that you can only submit a further balance withdrawal request once an earlier request has been processed.

