



An introduction to our
online payment service

www.parentpay.com

What does ParentPay do?

- enables you to pay for and Choose School Meals and other items such as Trips
- offers a highly secure payment site
- gives you a history of all the payments you have made
- allows you to create a single account login across all your children that attend a ParentPay school
- shows you all items available for payment relevant to each of your children
- emails a receipt of your payment to the email address you register
- offers you the ability to set automated email/SMS payment reminders.

How does ParentPay help you?

- gives you the freedom to make payments to school whenever and wherever you like
- stops you having to write cheques or search for cash to send to school
- gives you peace of mind that your payment has been made safely and securely
- helps with budgeting; payments are immediate, there is no waiting for cheques to clear
- payments for many of the larger trips can be made by instalments up to the due date
- you will never need miss a payment, or have insufficient credit, with automated email/SMS alerts
- ParentPay is quick and easy to use.

How does ParentPay help your school?

- reduces the administrative time spent on banking procedures
- keeps accurate records of payments made to every service for every student
- payments do not bounce
- reduces paper 'waste'
- allows for easy and quick refunds to be made back to the payment card
- improves communication between the school and parents concerning payments
- offers a more efficient payment collection process, reducing the amount of money held on school premises
- helps us improve school-home communication with its integrated email/SMS messaging centre.

How do you get started?

We will send you an activation letter containing your activation details to enable you to set up your ParentPay account.

If you have more than one child at a ParentPay school/s you can add them to a single account, providing one login for all children at ParentPay schools.

NOTE: Free school meals (FSM) and Universal infant free school meals (UIFSM) are automatically calculated and will reduce the value of the payment due where appropriate.

In most cases this will be a zero cost.

Bookings must still be confirmed to ensure that they are registered on the school's system

Already have a ParentPay Account?

[Please skip to the next page](#)

Activate a new account

You will need your activation letter from school to get started. If you have lost this or not yet received it, contact the school.

You need a valid email address as a username and for account verification.

1. Navigate to **parentpay.com**
2. Select **Login** at the top right corner of the screen
3. Enter the **username** and **password** provided in your account activation letter and select **Activate**
4. Complete the activation as detailed on the screen (*log into your email and click on the verification link that has been emailed to you*).
5. That is it you're done!

The Activation code

If you have never held an account with ParentPay, you will need an account activation letter from your child's school.

The activation codes will always be **8 capital letters** for the username, the password begins with the letter '**a**' and is followed by numbers.

How to add more children to your account, or merge accounts together

One of the key features of ParentPay is the cross-school login functionality. This enables parents or carers that have children attending multiple ParentPay enabled schools to have a single account for up to 6 children.

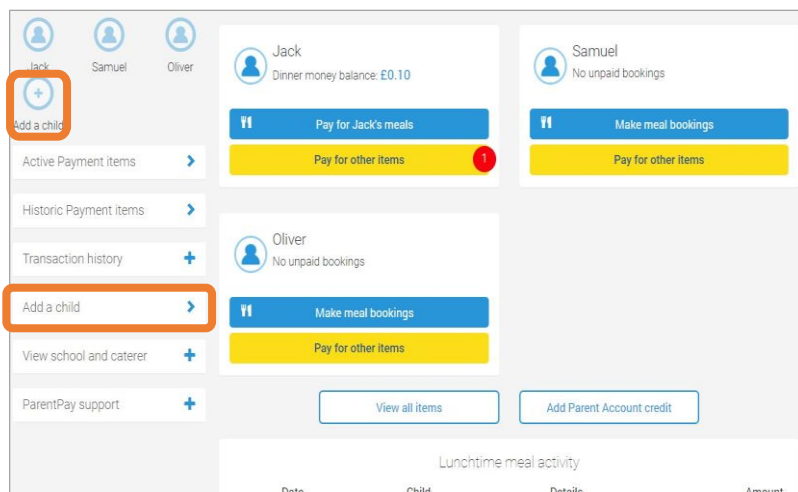
Adding a child to your account using activation codes provided by the school

You will need your activation letter from your school for each pupil containing unique activation codes.

If you have never used ParentPay previously, you will need to use the codes in **one** letter to activate your account.

You can then add other children to the same account by following the instructions below.

1. Navigate to www.parentpay.com and log into an existing activated account.
2. If using a computer, select the **Add a child** icon from the top left of the home page.



If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child**.

3. Enter the activation codes exactly as written on the activation letter and select **Search**.

4. Check the details of the child to be added to your account. If they are correct, select **Confirm**.
5. A confirmation message will be displayed. Select **Merge accounts**. You will then be able to make payments for the newly added child.

School	Pupil	Year	Reg. group
Green Meadows Academy	Ivy Cooper	3	Toads
Confirm Cancel			

Are you sure?

By choosing to merge your accounts you will no longer be able to view the Parent Account history of the added account. This will not affect any payments or balances that are currently present on the account.

Are you happy to continue?

[Merge accounts](#)
[Cancel](#)

NOTE: If the details for the child listed on the screen do not correspond with your child, select Cancel and inform the school immediately.

Success!
Accounts have been merged.

Jack

Oliver

Ivy

Add a child

Samuel

Active Payment items

Historic Payment items

Transaction history

Add a child

View school and caterer

ParentPay support

Jack

Dinner money balance: £0.10

Pay for Jack's meals

Pay for other items

Samuel

No unpaid bookings

Make meal bookings

Pay for other items

Ivy

No unpaid bookings

Make meal bookings

Pay for other items

Oliver

No unpaid bookings

Make meal bookings

Pay for other items

View all items

Add Parent Account credit

Merging two or more logins together

If you have more than one log in to payer accounts on ParentPay it is possible to merge them together providing the steps below are followed:

- Select which of the logins will be the primary account that the other(s) will be merged into.
- Ensure that the secondary account(s) have a Parent Account balance of £0.00. If there is a Parent Account balance, this must be withdrawn before the account is merged. If the balance is not zeroed before the merge is attempted, an error message will be displayed.

Warning...

The account you are merging needs to have a Parent Account balance of £0.00.

- Any payment history, transaction history, or Parent Account statements for the secondary account(s) cannot be accessed after the accounts have been merged. Print any reports or records that may be required for future use.

- Ensure that the total number of pupil/staff records that will be combined by merging the accounts will not exceed 6. A ParentPay parent account can currently only manage 6 pupils. If the combined total exceeds 6, an error will occur, and the merge will not complete.
- Ensure that only pupil or staff accounts will be merged. ParentPay manager accounts (used for administrating the ParentPay system) cannot be merged with pupil or staff accounts (used for making payments for meals or other items).

Once all of these points have been completed/confirmed, the accounts can then be merged.

1. Log out of all ParentPay accounts.
2. Log into the primary account that will become the master account once the merge has been completed.
3. If using a computer, select the **Add a child** icon from the top left of the home page.

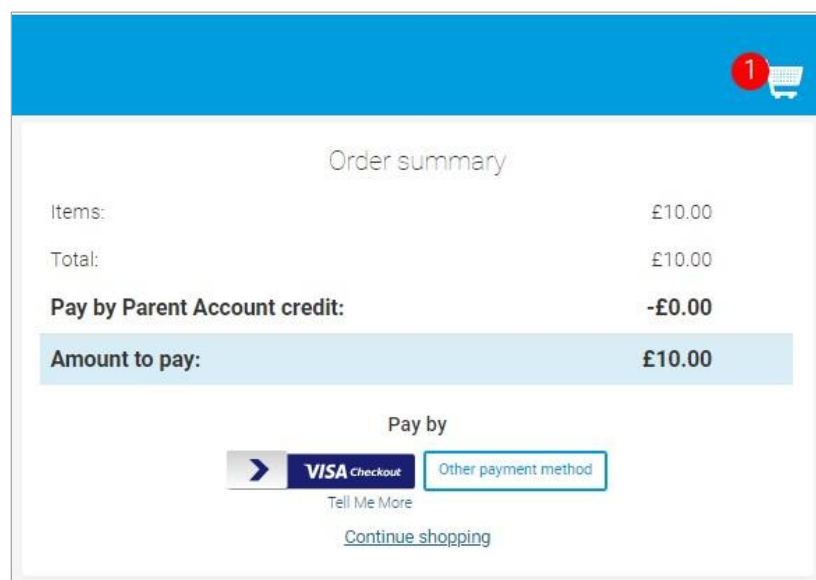
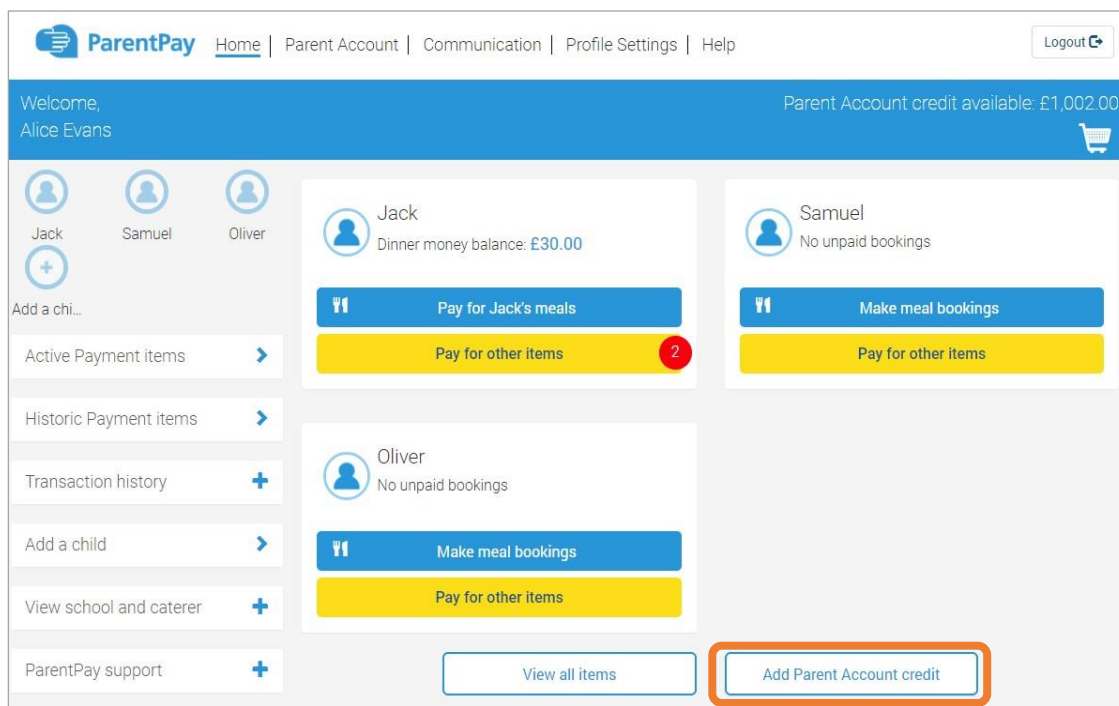
If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child**.
4. Enter the username and password of the secondary account that is to be merged into the master account.
5. Select **Search**.
6. Check the details of the account to be merged, and select **Confirm**.

All of the pupil/staff records from the secondary account(s) will then be transferred to the master account.

How to add and use Parent Account credit

To allow for faster payments towards trips, school meals, clubs, and anything else schools may collect money for, ParentPay provides access to the Parent Account. You can add any amount of money into your Parent Account and use it to quickly check out and pay for items added to the ParentPay system by the school. Adding credit to your Parent Account

1. Navigate to www.parentpay.com and log into your account
2. Select **Set up Parent Account** (If credit has been added to the Parent Account previously, this will read **Add Parent Account credit**)



3. Select one of the pre-set amounts, or manually enter the amount in the Other amount box to top up with

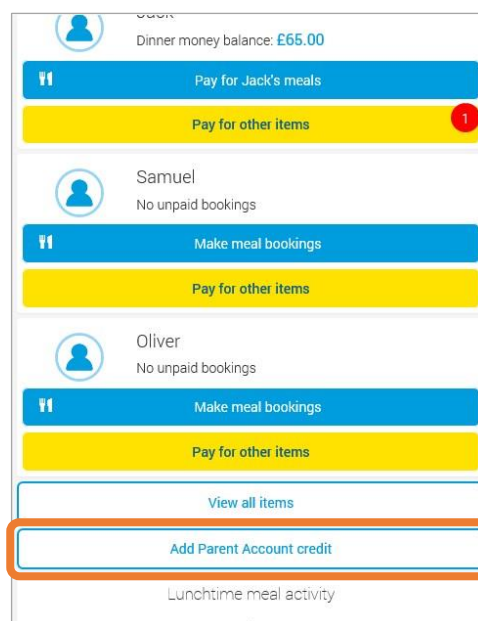
4. Choose how to pay by selecting Visa Checkout or Other payment method

5. A success notification will be displayed, and a receipt will be emailed to you

Making a payment using Parent Account credit

1. Navigate back to the homepage, and select one of the following:
 - a. **Pay for <child's name> meals** – located below the child's name in the pupil tiles in the centre of the page. This will only give the option to pay for school meals for a single child.
 - b. **Pay for other items** – located below the option to pay for meals in the pupil tiles in the centre of the page. This will only provide details of any items assigned this child.
 - c. **Active payment items** – on computers, this is located in the menu on the left side of the page. For mobile devices, this can be accessed by selecting the menu icon in the top left corner. This will list all items for payment assigned to any children or staff members linked to your payer account.
2. If required, select **View** against the item for payment
3. Enter the amount to pay, quantity required, or any other requested information
4. Select **Pay by Parent Account**

Note: If there is not enough credit in your Parent Account to cover the cost of the item, you will be prompted to add the item to your basket



5. A success notification will be displayed at the top of the screen containing your updated Parent Account balance, and a receipt will be emailed to you.



How to make a meal or event bookings

If your child's school makes use of the ParentPay booking service, you will be able to book your child's meals and/or event places in advance of the session. This helps the school minimise food waste, and reduce administrative burden on the school staff.

To check whether your child's school uses the booking feature, select the child you wish to view. The bookings option will be available in the left side menu (or in the menu drop down if using a mobile device).

Making bookings

1. Go to www.parentpay.co and log in
2. Select the child to make bookings for
3. Select **Bookings > Make or view bookings**
4. Select the time of day that you wish to make a booking for
5. Select the week to view
6. Select **Make or view bookings**

To book, please select from the options below and then select 'Make or view bookings':

Make bookings for:

Week commencing:

[Make or view bookings](#)

Home >

Child's page >

Child profile +

Bookings -

Make or view bookings >

Unpaid bookings >

View menus and choices >

You will then be presented with a booking screen. Schools can opt for varying functionality, so you will be see one of the following formats:

- Booking with menu to view: Book a meal or event. Menu shown, but choices cannot be selected

Lunch time selection

PLEASE NOTE: When confirming your booking, if the **Payment due** value is not £0.00, you will need to credit the account within 2 hours. Failure to do so will result in your booking being cancelled. This will in no way affect free school meal bookings as these are always considered as zero cost.

Previous week **Week commencing 18th Jan 2016** Next week

Mon 18 Jan	Tue 19 Jan	Wed 20 Jan	Thu 21 Jan	Fri 22 Jan
Book a meal	Book a meal	Book a meal	Book a meal	Book a meal
Macaroni Cheese	Chicken Pie served with Gravy & Mashed Potato	Roast Gammon served with Boiled Potatoes	Homemade Beef Burger served with Potato Wedges	Fish Fingers served with Chips
Homemade Cheese Potato & Onion pasty served with crushed potato	Vegetable Casserole served with New Potatoes	Vegetarian Sausage served with Mashed Potato & Gravy	Sweet & Sour Vegetables served with Rice	Creamy Leek & Cheese Potato Boats
Jacket Potato with choice of Beans, Cheese or Coleslaw	Jacket Potato with choice of Beans, Cheese or Coleslaw	Jacket Potato with choice of Beans, Cheese or Coleslaw	Jacket Potato with choice of Beans, Cheese or Coleslaw	Jacket Potato with choice of Beans, Cheese or Coleslaw
Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables
Australian Crunch	Eve's Pudding & Custard	Jelly & Pineapple	Parkin Cake	Orange Shortbread

[Clear day](#)

- Menu selections: Book a meal by selecting from the menu choices shown

Lunch time selection

PLEASE NOTE: When confirming your bookings, any **Payment due** must be paid within 2 hours. Failure to do so will result in unpaid bookings being cancelled. If your **Payment due** is zero (£0.00), simply confirm bookings and no further action is required.

Previous week **Week commencing 11th Jun 2018** Next week

Mon 11 Jun	Tue 12 Jun	Wed 13 Jun	Thu 14 Jun	Fri 15 Jun
Cottage Pie	Roast lamb and mint sauce	Lasagne	Sausage and mash	Pepperoni pizza and chips
Mushroom risotto	Cheese and tomato pasta bake	Red pepper quiche	Lentil, butternut squash, and spinach curry	Cheese and tomato pizza and chips
Jacket Potato with a choice of fillings	Jacket Potato with a choice of fillings	Jacket Potato with a choice of fillings	Jacket Potato with a choice of fillings	Jacket Potato with a choice of fillings
Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables
Salad Bar	Salad Bar	Salad Bar	Salad Bar	Salad Bar
Cherry flapjack	Jam sponge and custard	Iced gingerbread	Strawberry mousse	Chocolate chunk cookie
Fruit and yoghurt	Fruit and yoghurt	Fruit and yoghurt	Fruit and yoghurt	Fruit and yoghurt

[Clear day](#) [Clear day](#) [Clear day](#) [Clear day](#) [Clear day](#)

7. Make the required bookings
8. A summary will be displayed at the bottom of the page with any previous unpaid bookings shown in red

Oliver Hillier's Lunch time	
Bookings added	5
Bookings cancelled	0
Cost of new bookings	£10.50
Unpaid bookings	£0.20
Payment due	£10.70
Cancel	Confirm bookings

WARNING: Any bookings must be confirmed and (if required) paid for within 2 hours of selecting them. Failure to do so will result in the bookings being automatically cancelled.

9. Review the booking summary, and select **Confirm booking**.
10. Any credit in your Parent Account will be used to pay for the meals. Any remaining cost can be paid by card or Visa Checkout by selecting the appropriate option

Basket				Order summary	
Item	Total cost	Edit	Remove		
Oliver - School meal bookings - Green Meadows	£10.70			Items:	£10.70
				Total:	£10.70
				Pay by Parent Account credit:	-£0.00
				Amount to pay:	£10.70
Pay by					
					Other payment method
Tell Me More					
Continue shopping					

NOTE: Free school meals (FSM) and Universal infant free school meals (UIFSM) are automatically calculated and will reduce the value of the payment due where appropriate.

In most cases this will be a zero cost.

Bookings must still be confirmed to ensure that they are registered on the school's system

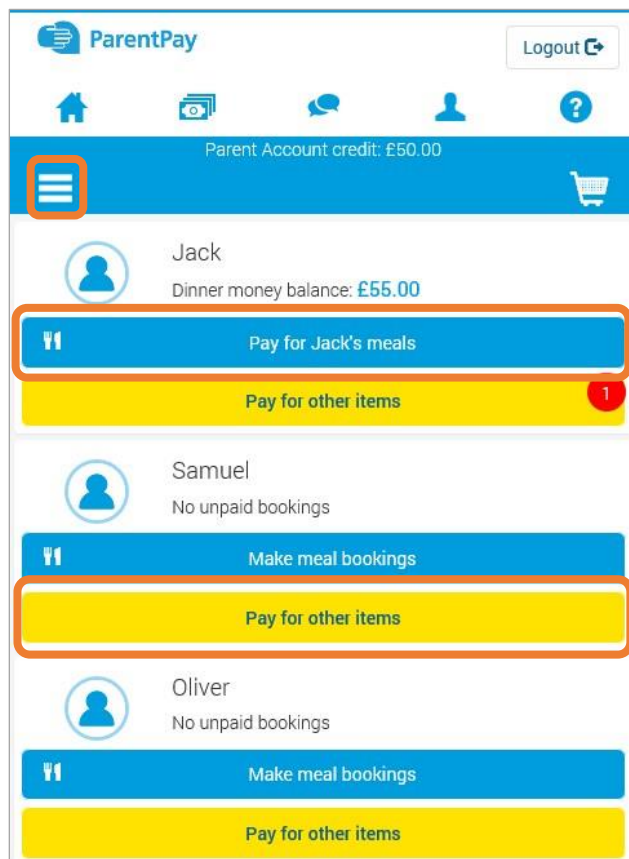
How to pay for items

Whenever a school creates an item to pay for (such as a trip, uniform, or a club) they select which pupils or staff members to assign to the item. This assignment allows parents or carers to log into the ParentPay system and make a payment.

To pay for items, please follow the steps below:

1. Navigate to www.parentpay.com and log into your payer account
2. Select one of the 3 options to view the items for payment
 - a. **Pay for <child's name> meals** – located below the child's name in the pupil tiles in the centre of the page. This will only give the option to pay for school meals for a single child.
 - b. **Pay for other items** – located below the option to pay for meals in the pupil tiles in the centre of the page. This will only provide details of any items assigned this child.
 - c. **Active payment items** – on computers, this is located in the menu on the left side of the page. For mobile devices, this can be accessed by selecting the menu icon in the top left corner. This will list all items for payment assigned to any children or staff members linked to your payer account.

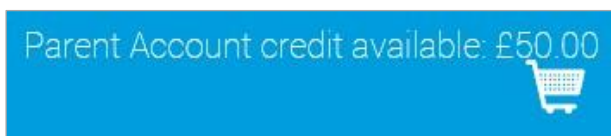
The screenshot displays the ParentPay user interface. At the top, the navigation bar includes the ParentPay logo, links for Home, Parent Account, Communication, Profile Settings, and Help, and a Logout button. A welcome message for Alice Evans is shown on the left, and the Parent Account credit available (£1,002.00) is on the right. Below the navigation bar, there are three child tiles for Jack, Samuel, and Oliver. Each tile shows the child's name, a profile icon, and a button to 'Pay for other items' (highlighted in yellow). Jack's tile also shows a 'Dinner money balance: £30.00' and a 'Pay for Jack's meals' button (highlighted in blue). Samuel's tile shows 'No unpaid bookings' and a 'Make meal bookings' button (highlighted in blue). Oliver's tile shows 'No unpaid bookings' and a 'Make meal bookings' button (highlighted in blue). On the left side, there is a menu with options: 'Add a child...', 'Active Payment items' (highlighted in orange), 'Historic Payment items', 'Transaction history', 'Add a child', 'View school and caterer', and 'ParentPay support'. At the bottom, there are two buttons: 'View all items' and 'Add Parent Account credit'.



3. Select view against the required item for payment
4. Enter the amount to pay, quantity required, or any other requested information

5. Select **Add to basket** to pay by card, or to pay for multiple items in one transaction
6. Alternatively, select **Pay by Parent Account** for instant payment

NOTE: Instant payment via Parent Account is only available if there is enough credit in the Parent Account to cover the cost. The available Parent Account credit can be viewed in the top right corner of the screen above the basket icon.



7. If items have been added to the basket, select the basket icon in the top right corner of the screen, or by selecting **View basket and pay** after adding an item to the basket
8. Review the payment, and select **Visa Checkout** or **Other payment method**

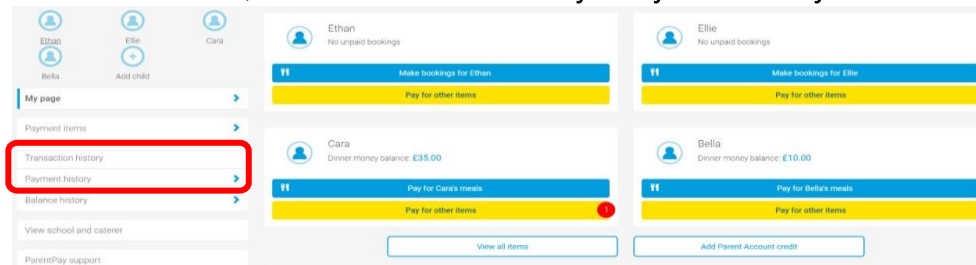
NOTE: If there is any credit in the Parent Account, this will be used to pay for the items. If the total of the items to pay for is greater than the Parent Account balance, the difference can be paid by other methods

9. Complete the payment process. Once the payment has been completed, a confirmation message will be displayed



How to view payment history

1. Navigate to www.parentpay.com and log in.
2. Navigate to your **Home** screen.
3. From the menu, select **Transaction history > Payment history**.



4. Select the name of the child, the payment item, and the date range you wish to view.
5. Select **Search**

Payment history

Please select the child, item(s) paid for and dates you would like to search.

Name:

Payment item:

Start date:



End date:



Search

You will see a full list of all the transactions carried out during the selected period.

07 Aug 2016 - 08 Aug 2016

Number of records: 6

Total: £547.50

Child	Payment item	Payment method	Amount	Date paid	Paid to	Notes
-	Text message alerts	ParentPay online	£2.50	08 Aug 16	ParentPay Limited	
Cara	School Meals for Oceania Primary School	ParentPay online	£10.00	08 Aug 16	Oceania Primary School	
Bella	School Meals for Oceania Primary School	ParentPay online	£10.00	08 Aug 16	Oceania Primary School	
Cara	School Meals for Oceania Primary School	ParentPay online	£25.00	08 Aug 16	Oceania Primary School	
Cara	Trip to Barcelona	ParentPay online	£250.00	08 Aug 16	Oceania Primary School	
Bella	Trip to Barcelona	ParentPay online	£250.00	08 Aug 16	Oceania Primary School	

How to make a withdrawal from your Payer Account

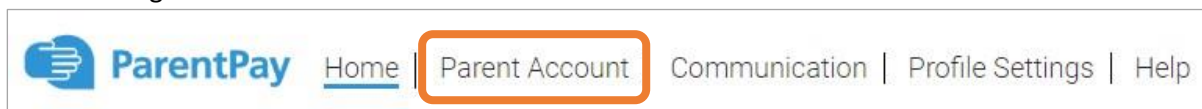
Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips.

There may be occasions where it is necessary to make a withdrawal from your Parent Account, such as when a high value school trip is refunded, or when you no longer have a child attending a ParentPay enabled school.

NOTE: This process only allows withdrawals of funds already in your Parent Account. Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

Making a withdrawal

1. Go to www.parentpay.com and log into your ParentPay account
2. Navigate to **Parent Account**



3. Your statement will then be displayed
4. Select **Withdraw** from beneath the statement

The image shows a screenshot of a ParentPay statement. It lists several transactions with dates, descriptions, and amounts. At the bottom of the statement, there is a 'Withdraw' button highlighted with an orange rectangular box.

May 21	Card payment - MasterCard ending 4415	+ £10.70	£10.70
May 16	Ivy - After School Club	- £30.00	£0.00
May 16	Card payment - Visa Debit ending 1112	+ £30.00	£30.00
May 16	Oliver - After School Club	- £29.00	£0.00
May 16	Oliver - After School Club	- £30.00	£29.00

5. Enter the amount to be withdrawn. This can be a minimum of £2.00, and a maximum of the total amount in your Parent Account
6. Select **Make withdrawal**

You are limited to 3 withdrawals within a 3 month period.

Withdrawal amount

£ 100.00

Min £2.00 - Max £113.70

[Make withdrawal](#)

to the card/bank account that the original payment was taken from .

Your withdrawal of £100.00 is being processed.
Your Parent Account balance is now £13.70.

Withdrawal receipt

Withdrawals can take 5 working days and funds may be returned to more than one account.

Date	Amount	Returned to	Reference
30 May 2018	£100	VisaDebit ending in 1112	AA02-AUZJ-W7NJ-5A

7. Confirm the withdrawal
8. Confirmation of the withdrawal will be displayed.

The withdrawal may take up to 5 working days to be credited back

Things to be aware of

- If the withdrawal will result in amounts being credited to multiple cards/bank accounts, the confirm withdrawal notification will display what will be refunded to which cards. Select **Why is my withdrawal going to multiple cards?** for further advice.

Confirm withdrawal

Withdrawals can take 5 working days and will be refunded back to the original card(s) used.

Are you sure you want to withdraw the following:

- £20.00 to Amex ending in 1234
- £4.00 to Delta ending in 4321

[Why is my withdrawal going to multiple cards?](#)

[Yes](#) [No](#)

- If the withdrawal is declined, an error message will be displayed informing you that the system has been unable to process the withdrawal. You will be prompted to contact ParentPay Support.

Sorry, we are unable to process a withdrawal back to your card automatically. Please contact [ParentPay support](#).

- Only 3 withdrawals can be made against each Parent Account every 3 months.
- Withdrawn funds will always be credited back to the card/bank account the original payment was made from.
- Payments made via cash, cheque, PayPoint, or manual adjustments (such as childcare vouchers) cannot be refunded back to the Parent Account, and therefore cannot be withdrawn. The refund must be processed by the school.

How to update your username, password, and other profile settings

When creating your ParentPay account, it is a requirement to provide an email address which is used as your username. You will also have been required to set up your own password. It is important to keep your email address up to date so that you can continue to receive communications from your school(s) and organisations. The email address is also used if you need to change your password or log a support issue. Should your email provider ever change, it will be necessary to update your username.

NOTE: ParentPay advise that you should use a personal email address rather than a corporate email address to minimise the loss of account access when moving jobs.

How to change your username

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings**
> **Username**
3. Select **Change username email**

The screenshot shows the ParentPay website interface. At the top, there is a navigation bar with the ParentPay logo and links for Home, Parent Account, Communication, Profile Settings (highlighted with an orange box), Help, Cymraeg, and Logout. Below the navigation bar, a blue banner displays 'Welcome, Alice Evans' and 'Parent Account credit available: £ 59.00'. The main content area is titled 'Profile Settings'. On the left, there is a sidebar with links: Personal details, Email addresses, Telephone numbers, Username (highlighted with an orange box), Password, and Account recovery. The main content area shows the 'Current username' section. It displays 'Username email: alice.evans@email.com' and a 'Change username email' button (highlighted with an orange box). To the right of this, there is a yellow-bordered box with a person icon and text: 'We use your email as your username and to contact you with any important changes to your account. This information is visible to the school that your child attends.'

4. Enter the current **Password**, the new username email, and confirm the username email
5. Select **Send verification**

Welcome, Alice Evans Parent Account credit available: £ 59.00

Profile Settings

Personal details >

Email addresses >

Telephone numbers >

Username >

Password >

Account recovery >

Current username

Username email:
alice.evans@email.com
[Change username email](#)

Change username

All fields are mandatory unless otherwise stated.

Password:
.....

New username email:
alice_marie@email.com

Confirm username email:
alice_marie@email.com

[Send verification](#) [Cancel](#)

We use your email as your username and to contact you with any important changes to your account. This information is visible to the school that your child attends.

Click below to confirm you want to continue. We'll send you a verification link by email, and your username won't be changed until you click the link.

6. An email will then be sent to the new email address
7. Open the email and select the link to change the username.
8. Log into the ParentPay system with the new username

How to change your password

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Password**
3. Select **Edit password**
4. Enter the existing password, the new password, and confirm the new password
5. Select **Save changes**

ParentPay Home | Parent Account | Communication | **Profile Settings** | Help Cymraeg Logout

Welcome, Alice Evans Parent Account credit available: £ 59.00

Profile Settings

Current username

Username email: **alice_marie@email.com**

Password: ********* **Edit password**

Password

Account recovery

We store your password securely to allow you to access your account. We recommend choosing a password that is hard to guess, such as a combination of four or more words.

How to set an email address for account recovery

The account recovery email address is used to assist in the recovery of the account if the username is ever forgotten.

ParentPay Home | Parent Account | Communication | **Profile Settings** | Help Cymraeg Logout

Welcome, Alice Evans Parent Account credit available: £ 59.00

Profile Settings

Account recovery

Account recovery email: **Add account recovery email**

Mobile number: **Add mobile number**

Account recovery

We use your recovery email as part of allowing you to regain access to your account if you have forgotten your username.

We use your mobile number to inform you of balances and alerts on your account. We will also use it to help you regain access to your account if you have forgotten your username. This information is visible to the school that your child attends unless you indicate that we should not share it.

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Account recovery**
3. Select **Add account recovery email**
4. Enter the current password, the new account recovery email, and confirm the account recovery email


Add account recovery email

All fields are mandatory unless otherwise stated.

Password:

New account recovery email:

Confirm account recovery email:

 We use your recovery email as part of allowing you to regain access to your account if you have forgotten your username.

[Send verification](#) [Cancel](#)

5. Select **Send verification**
6. A verification email will then be sent to the email address entered
7. Open the email and select the link to verify the address

How to set a mobile phone number for account recovery

The account recovery mobile phone number is used to inform you of any balance alerts that you may choose to receive. It can also be used to help you regain access to your ParentPay account if the log in details are forgotten.

The mobile phone number is shared with the school(s) that your child(ren) attend unless otherwise indicated.

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Account recovery**
3. Select **Change account recovery number**
4. Enter the password, new account recovery number, and confirm account recovery number


Change mobile number

All fields are mandatory unless otherwise stated.

Password:

New mobile number:

Change mobile number:

 We use your mobile number to inform you of balances and alerts on your account. We will also use it to help you regain access to your account if you have forgotten your username. This information is visible to the school that your child attends unless you indicate that we should not share it.

[Send verification](#) [Cancel](#)

5. Select **Send verification**
6. A PIN will then be sent to the number that has been entered
7. Enter the PIN into the ParentPay site to verify the mobile number

Verification PIN

Enter the PIN number you received in your text.

Enter PIN:

Verify number

How to update your name and home address details

Your name and home address is shared with the school(s) that your child(ren) attend. This is used by them to address letters created within the ParentPay system. It is important, therefore, to update your ParentPay system if you move to a new house or change your name, as well as informing the school so that they can update their records.

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile Settings > Personal details**
3. Select **Edit details** to update your name, or **Edit address** to update your home address

Personal details

All fields are mandatory unless otherwise stated.

Edit details

Title:


First name:

25 characters remaining

Last name:

15 characters remaining

Save changes Cancel



We use your name and title to identify you on ParentPay. This information is visible to the school that your child attends.

4. Update the required information
5. Select **Save changes**

How to set up email and text alerts

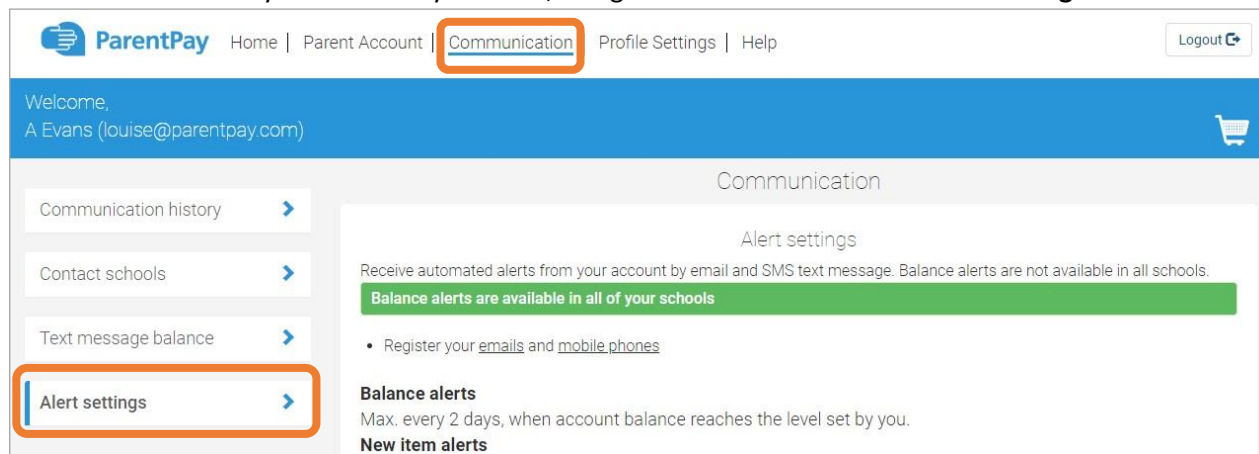
It can be difficult to keep track of balances and payments. ParentPay gives Payers the opportunity to set up email or text alerts.

Text message alerts can only be received if you have credit in your text message balance. Charges for text alerts are deducted from the text message balance each time a text is sent. Texts are charged at 6p each. There is no charge for email alerts.

NOTE: Text alerts will only be sent to verified mobile numbers. Email alerts will only be sent to the email address used as your username.

Setting up alerts

1. From within your ParentPay account, navigate to **Communication > Alert settings**



ParentPay Home | Parent Account **Communication** Profile Settings | Help Logout

Welcome,
A Evans (louise@parentpay.com)

Communication

Alert settings

Receive automated alerts from your account by email and SMS text message. Balance alerts are not available in all schools.

Balance alerts are available in all of your schools

- Register your [emails](#) and [mobile phones](#)

Balance alerts
Max. every 2 days, when account balance reaches the level set by you.

New item alerts

2. From the list of alerts that can be set up, select which alerts would like to be received, and whether you want to receive them by email or text message. (Text message alerts will be charged at 6p each.)

- **Balance alerts** – Most schools will allow payers to set a balance threshold to be set for balance associated items such as school meals, or after school clubs. You can then choose to receive email or text alerts once the balance falls below the selected threshold. The thresholds can be set for each balance associated item linked with each child attached to your ParentPay account.

Maximum of one alert per item and child every 2 days once the balance alert reaches the threshold.

Balance alerts				
Service	Child	Threshold	Email alert	Text alert
School meal bookings - Green Meadows	Jack	<input type="text" value="£0.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Oliver	<input type="text" value="£0.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Samuel	<input type="text" value="£0.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dinner Money payments - Apple Orchard Primary	Florence	<input type="text" value="£2.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- **New item alerts** – Select to receive alerts when your child is added to a new trip or item for payment. Alerts can be set individually for each child attached to your ParentPay account.

Maximum of one alert per child received per day.

New item alerts		
Child	Email alert	Text alert
Jack	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Oliver	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Samuel	<input type="checkbox"/>	<input type="checkbox"/>
Florence	<input type="checkbox"/>	<input type="checkbox"/>

- **Payment alerts – Cheques and cash** – Select to receive an alert each time the school records manual cheque or cash payments against your child.

Payment alerts - Cheques and cash		
Child	Email alert	Text alert
Jack	<input type="checkbox"/>	<input type="checkbox"/>
Oliver	<input type="checkbox"/>	<input type="checkbox"/>
Samuel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Florence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- **Payment alerts – PayPoint** – Select to receive an alert each time a PayPoint payment is recorded against your child's account.

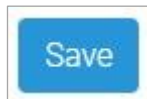
Payment alerts - PayPoint		
Child	Email alert	Text alert
Jack	<input type="checkbox"/>	<input type="checkbox"/>
Oliver	<input type="checkbox"/>	<input type="checkbox"/>
Samuel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Florence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- **Message alerts** – Select to receive a text message alert each time the school sends an email to you through the ParentPay system.

Message alerts

School	Text alert
Apple Orchard Primary	<input checked="" type="checkbox"/>
Green Meadows Academy	<input checked="" type="checkbox"/>

3. Select **Save**



NOTE: Balance alerts aren't available in all schools. If your school's ParentPay configuration does not support balance alerts, you won't be given the option to set them up. You will be notified whether you can set up balance alerts at the top of the **Alert settings** screen.

Balance alerts are not available in your schools

Balance alerts are available in all of your schools

Topping up your text alert balance

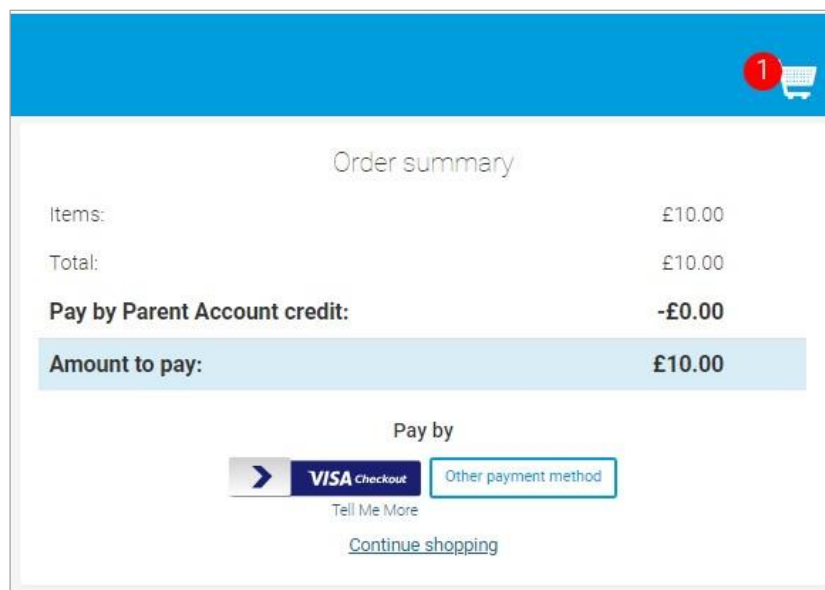
1. In your ParentPay account, navigate to **Communication > Text message balance**
2. Select **Add credit now**
3. Enter the amount to add to your balance (Min £2.40 / Max £9.00)
4. Select **Add to basket** to pay by card. Alternatively, select **Pay by Parent Account** for instant payment

NOTE: Instant payment via Parent Account is only available if there is enough credit in the Parent Account to cover the cost. The available Parent Account credit can be viewed in the top right corner of the screen above the basket icon.

Parent Account credit available: £50.00



5. If items have been added to the basket, select the basket icon in the top right corner of the screen, or by selecting **View basket and pay** after adding an item to the basket
6. Review the payment, and select **Visa Checkout** or **Other payment method**

A screenshot of the ParentPay 'Order summary' screen. At the top right, there is a red circle with the number '1' and a shopping cart icon. The main content area shows an 'Order summary' table with the following items: 'Items: £10.00', 'Total: £10.00', 'Pay by Parent Account credit: -£0.00', and 'Amount to pay: £10.00'. Below the table, there is a 'Pay by' section with a 'VISA checkout' button (which is highlighted in blue) and an 'Other payment method' button. Below these buttons are links for 'Tell Me More' and 'Continue shopping'.

NOTE: If there is any credit in the Parent Account, this will be used to pay for the items. If the total of the items to pay for is greater than the Parent Account balance, the difference can be paid by other methods

7. Complete the payment process. Once has been completed, a confirmation be displayed



the payment message will