

## **PARENTPAY FAQ**

### **1. How do I activate a new account?**

You'll need an activation letter from school to get started.

Activation letters will be sent out during the Summer holiday period ready for September 2020. If you misplace your activation letter please contact the school at the start of the new term for a replacement letter.

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

1. Navigate to [parentpay.com](https://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.

### **2. Why do I need to use Parent Pay?**

Due to the Corona Virus outbreak the school will have a **NO CASH** policy from September 2020. There is no greater time than now to implement the launch of ParentPay which will prevent the risk of the virus spreading via cash/cheque handling to and from the school. **The online payment system will replace all types of cash/cheque payments being made into the school for items like school meals, uniform, clubs, trips etc.** It is very important that you activate your account before the start of September to enable you to pay for school meals initially and clubs, trips as and when these can be reinstated.

### **3. How secure is Parent Pay?**

Parent Pay is a secure website used by many schools across the country. It is an efficient and effective way to pay for school items at the comfort of your own home, workplace or wherever you are. The technology used is of the highest internet security available ensuring that your money will reach the school safely – offering you peace of mind.

### **4. How do I pay for an item?**

Whenever a new item has been created on ParentPay for example a trip, uniform, or a club, the school will select which pupils or year group to assign them to. This assignment allows you 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](https://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.

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.

Please visit the school website with a screen shot guide of how to pay for an item.

#### **5. I don't feel comfortable making payments online so how can I purchase such items?**

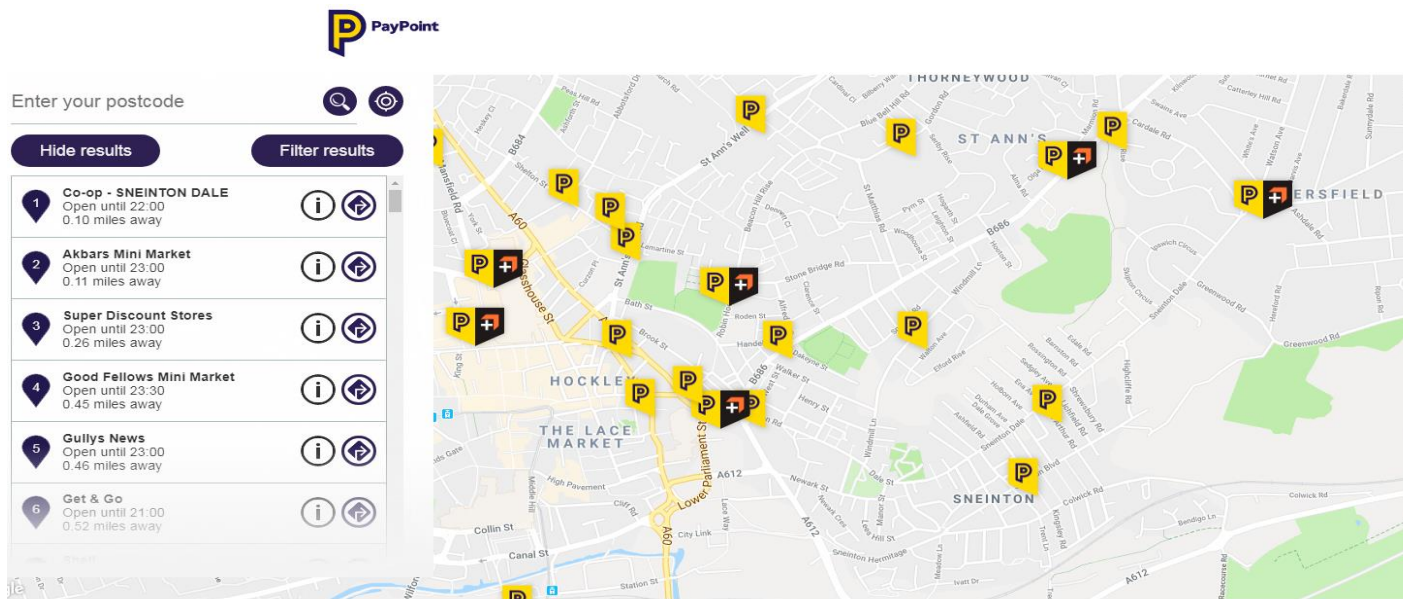
Do not worry, the school completely understands that some parents may not feel comfortable using their bank account details online to purchase school items. Another option to load money on to your child's account is to pay at any PayPoint store. When you receive your initial activation letter you will be provided with a barcode at the bottom of the letter. This barcode is unique to you and can be taken to any PayPoint store and will enable you to load cash on to your ParentPay account for **school meals**.

If you make regular payments for school meals using PayPoint then you can order a PayPoint barcode card for easier use, please contact the school at the start of the new term about ordering one. Please note that there is a small fee applicable for the card.

A separate barcode will be generated for any trips or other online payment items.

Please see below a map of your local shops that accept Pay Point payments. You can also search by your home post code to see which shops are closer to you for your added convenience -

<https://consumer.paypoint.com/>



<https://consumer.paypoint.com/>

Here is a map of local shops that accept PayPoint payments for items for the school.

## 6. Can two parents pay separately for school meals etc?

Yes, for separated or blended families ParentPay gives you the option to set up secondary payer accounts. This allows pupils to have 2 or more payers on the ParentPay system. Each payer would have their own unique log in and would be able to make payments for any items or trip their child or children are assigned to. Primary and secondary payers would not be able to access any of each other's personal information but would be able to see what had already been paid for, to prevent duplicate payments.

## 7. How would I know when to pay for a school trip?

Parents can set up free of charge email alerts or can choose to pay for text alerts notifying them if their balances are running low, or if a new item or trip is available for payment. You can also set alerts for when cash and cheque payments are credited to your account, meaning that parents who choose not to make payments online (using cash at a PayPoint instead) can still manage their ParentPay account online.

## 8. How would I know what my child's school meal balance is?

ParentPay enables parents to see meal balance immediately rather than having to contact the school. You can log in to your account and view what your child has spent at any time.

