

**NEW PARENTPAY**

## Username/email and password

I have forgotten my username and/or password. What do I do?



I have changed my email address. What should I do?



I have forgotten my username and/or password. What do I do?



### If you know your username and have registered an email address with ParentPay:

[Click here](#) and follow the on-screen instructions.

You will then be emailed a link to reset your password (if this link is not clicked within 7 days it will expire and you will need to use the forgotten password link again).

### Can't remember your username or haven't registered an email address with ParentPay?

If you cannot remember your **username** (usually your email address), please contact the school directly who will be able to verify the email address linked to your account. You can then use the forgotten password feature on the login page to reset your password.

For more information on how to change your username or password [view the guide here](#).

I have changed my email address. What should I do?



If you know your **username** and **password**, you should log in to your **ParentPay account** and select **Profile Settings** then **Email Addresses**

Select to **Change username** and follow the on-screen guidance.

When you have saved your details, you will be emailed a link to verify your email address.

If you don't know your username and password, please contact your child's school and advise them of your new email address. They will then verify your identity and send a request to the **ParentPay support team** to change the details for you.

## Making payments and requesting refunds

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### How to make a withdrawal from your Parent Account

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. [Find out how here.](#)

### I have funds in dinner money, can I move this to another child?

The funds in dinner money can be refunded by the school or caterer, once the money is credited to the Parent Account, you can withdraw to your debit, or credit card, or use the funds to pay for other items in schools.

### How do I pay for items?



#### Bank Transfer and Auto Top-up


You can pay for items directly from your bank without having to use a debit or credit card and when your dinner money balance is running low you can also opt to have it topped-up automatically from your bank – so your child never misses out.

For instructions on how to pay for items using Bank Transfer [view the FAQ here.](#)



You can now pay for items using either card, or Parent Account funds, or a combination of both.


#### Paying with credit/debit card:

1. Log in to your ParentPay account
2. Select the button with the  symbol to quickly pay for meal, or the *Pay for other items* for a full list of this child's items for payment\*
3. Select either *View basket and pay* or *Continue shopping*.
4. Once you have selected all your items, your basket and order summary will be displayed. Review the details and select *Pay now* (please note that the amount you are required to pay will be reduced by any credit you have in your Parent Account balance).

*\*For quick meal payments, enter the amount you wish to credit your child's meal account with and **Add to basket** (please refer to the *How do I make bookings FAQ* if your child's meals need to be booked).*

*\*For other items select **View details and pay** against the item you wish to purchase and then **Add to basket**.*

#### Paying with Parent Account credit:

1. Log in to your ParentPay account
2. Select the button with the  symbol to quickly pay for meal, or the *Pay for other items* for a full list of this child's items for payment\*
3. You will receive an onscreen notification when you have completed your transaction.

*\*For quick meal payments, enter the amount you wish to credit your child's meal account with and **Add to basket** (please refer to the *How do I make bookings FAQ* if your child's meals need to be booked).*

*\*For other items select **View details and pay** against the item you wish to purchase and then **Pay using Parent Account**. (please note that if you do not have sufficient funds for all items being purchased in your Parent Account, you will be prompted to pay the difference using a card payment by clicking **Pay now**).*

#### I've paid for the wrong item. Can I get a refund?

For most payments, you simply need to contact the school office and arrange a refund back to your Parent Account balance where they will become immediately available. Please note, if the payment was to a third party through the school, such as a catering provider for meals, you may be directed to that provider to arrange the refund.

Where you have made a cash/cheque/voucher/PayPoint payment, your school will need to process the request manually as it will not have been originally processed on the ParentPay system as an online transaction.

If you require an SMS refund for the ParentPay SMS text service, please email [parent-support@parentpay.com](mailto:parent-support@parentpay.com)

#### Can I make a payment with child care vouchers?

It is not currently possible to make payments using child care vouchers within ParentPay. However, if your school accepts this form of payment, the school administration team can process the vouchers on your behalf.

#### My child has left the school. How can I obtain a refund?

You will need to contact the school to arrange a refund into your *Parent Account* balance, whereupon you can withdraw the balance. If you wish to withdraw money from your *Parent Account*, [please use this FAQ](#)

#### My child has left the school and I can no longer see their details. How can I pay what I owe?

If you are unable to see your child's details on your account you will need to contact the school to arrange any outstanding payments.

#### How to view payment history

If you ever need to view your payment history simply follow the steps in this [guide](#).

## Parent Account Credit

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How can I see my current parent account balance?	▼
Do I have to have parent account credit?	▼
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How do I credit my child's school meal balance?	▼
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## Setting up your ParentPay account

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I have received an activation letter, however my email address has already been used on ParentPay. What should I do?	▼
Why have I not received my verification email	▼
How to set alerts	▼

How do I change my stored payment card?	^
If you click on <b>Profile &gt; Stored Cards</b> you'll be able to delete your stored cards. You can change the bank card details during the payment process. When you get to the Secure Checkout, select Edit card / Use a different card.	

How can I see my current parent account balance?	^
Once you have set up <b>Parent Account</b> or if you have credit on your account due to a refund, you will see your current Parent Account balance at the top right hand corner of your home page.	

Do I have to have parent account credit?	^
No. Parent Account credit is optional, you can still pay for items using credit or debit cards.	

Can I still add credit to my parent account?	^
Yes. If you wish to hold credit on your account to assist with monthly budgeting, you can select 'Add Parent Account Credit' from your home page. For info on how to add and use Parent Account Credit <a href="#">view here</a> .	



## How do I credit my child's school meal balance?

Navigate to [parentpay.com](https://parentpay.com) and log in.

Select the **Pay for <child's name> meals** button with the symbol to credit your child's school meal balance.

Complete the amount you wish to pay (within the minimum and maximum defined by your school).

Select **Add to basket**.

Select **View basket and pay**.

Review the order summary details and either:

Select **Pay** now (please note that the amount you are required to pay will be reduced by any credit you have in your Parent Account balance). Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.

OR

Select Pay using Parent Account (if you have sufficient funds in your Parent Account balance).

You will receive an onscreen notification when you have completed your payment

## How to make 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.  
[Find out how to make meal or event bookings here.](#)

## How do I activate my account?



To create a new account, you will need to have the account activation letter provided by your school to hand. You will also need to be able to access your email as your email address will become your new username and is used for the verification process.

If you have lost your activation letter or not yet received it, please contact your school.

Please note, if you have previously had a ParentPay account you should attempt to login to this account and follow the add a child process, rather than creating a new one.

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 (activation codes) provided in your account activation letter and select Login.
4. Complete the activation as detailed on the screen.

You can now log in to your account.

For further info on activating your account [view here](#).

### I have received an activation letter, however my email address has already been used on ParentPay. What should I do?

If the email has already been used it is likely that this is an historical account. Assuming you still have access to the email address you wish to use, you can either log in if you remember your old password or use the **Forgotten password** link on the login page in order to reset it.

1. Navigate to [parentpay.com](https://parentpay.com)
2. Select **Login** at the top right hand corner of the screen
3. Log in to your existing account using your email address (if you cannot remember the password, select the forgotten password link and follow the instructions)

If you wish to add a child to this account using the information from an activation letter you can now do so:

1. From the top right hand corner select **Add a Child** (this will re-activate an account if it has been archived)
2. Enter the **username** and **password** issued by the new school in the activation letter provided. This will add your child to this account.

### Why have I not received my verification email

Some email providers may move ParentPay password verification emails to a spam or junk folder. If you have requested password verification and the email has not arrived please check those folders.

Gmail account holders, please also check the 'All' and 'Promotions' inboxes.

If you still have not received the verification email please contact us.

### How to set alerts



1. Login
2. Go to Communications
3. Go to Alert Settings
4. Select the type of Alert (low balance and/or new item) and select how you want to receive alerts, email and/or SMS Text.

**Email alerts are free of charge.** If you opt for SMS text alerts there is a small charge per text.

For more information on setting alerts, [view our guide on how to set up email or text alerts.](#)

# Bank Transfer and Auto top-up

Auto Top-Up is temporarily suspended due to school closures

What are Bank Transfer and Auto top-up?



What are Bank Transfer and Auto top-up?



Bank Transfer and Auto top-up are new payment features with a selection of parents & schools. If these features are currently available to you and you require support please look at our [Bank Transfer Help Page](#) or request help after login.



## Account management and security

My child is moving schools, what should I do?	▼
Adding more children to your account	▼
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## PayPoint

How do I obtain a PayPoint card for meal payments?	▼
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### My child is moving schools, what should I do?

As your child leaves their old school you should aim to clear any debt or request refunds for any outstanding balances still owed to you.

Money already paid to a school is no longer within ParentPay and must be refunded by the school in order for you to use it elsewhere within your ParentPay account or arrange a withdrawal.

Once the old school complete their new year processes (usually at the start of a new academic year), your child will be archived from your account and will no longer be visible.

If your child's new school is using ParentPay, this school will send out activation codes in order for you to [add your child](#) to your ParentPay account.

Please note: There may be a short period where you have both schools set up for the same child on your account. If this occurs then the school name will be appended to your child's name so that you can differentiate between them. Once the old account is archived the school name will once again be removed as it will be unnecessary.

### Adding more children to your account

Please follow these steps:

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into an existing activated account
2. If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child** (If using a computer, select the **Add a child** icon from the top left of the home page or from the menu on the left)
3. Enter the activation codes exactly as written on the activation letter and select **Continue**
4. Enter the date of birth for the child you wish to add and click **Confirm**

Repeat this process for any other children you wish to add to your account – up to a maximum of 6 active children per account.

**Please note:** Please ensure that when adding a new child using an activation letter you have received, that you add them to your existing account where one exists.

You are able to add up to six active children to a single ParentPay account, even if the children attend different schools.

#### My child is moving schools. Can I still use my existing account?

You can retain your existing account when your child moves to another school that uses ParentPay. You will need the login details provided by the new school in order to transfer your account. If you do not have these please contact the school.

1. Log in to your **existing** account
2. Select **Add a Child** on the left hand side of the home page
3. Enter the **username** and **password** provided by the new school
4. Select **Search**
5. **Select Add a Child to confirm.**

You will now see two tabs for the child, one for each school.

#### My child is moving schools. Can I transfer the balance to the new school?

No, funds cannot be transferred from one school account to another as they will have already been settled to the first school's bank account. Please contact your existing school to determine if a refund can be made or to transfer the balance to a sibling account at the school if appropriate.

#### Can another payer, such as a partner or ex-partner, make payments for my child?

Additional payers can be set up with their own login in order to make payments. Please contact your child's school and they will be able to arrange the second payer setup.

#### How do I merge two existing accounts?



In order to merge two existing accounts, please follow these steps:

- Log in to the account you want to use as your main account (this will become the only account you use in future).
- Select the *Add a child* tab on the home page.
- Enter the username and password of the account you wish to add to your username.
- Select *Search*. Your child's name will be listed on the screen.
- Select *Add to my account*.

Please note you will lose all transaction history from the account that you are adding to your current username

If you need further information about merging accounts [view the following guide](#).

#### How to add mobile numbers to your Parent Account

Adding a mobile number to your Parent Account is simple, [just follow this guide](#).

#### How do I obtain a PayPoint card for meal payments?

If you would like to pay for your child's school meals via PayPoint, please contact your school. They will order you a PayPoint card and while you wait for this card to arrive, provide you with a barcoded letter to enable you to make meal payments. If you have more than one child at the school you will need a PayPoint card for each child.

**OLD PARENTPAY**

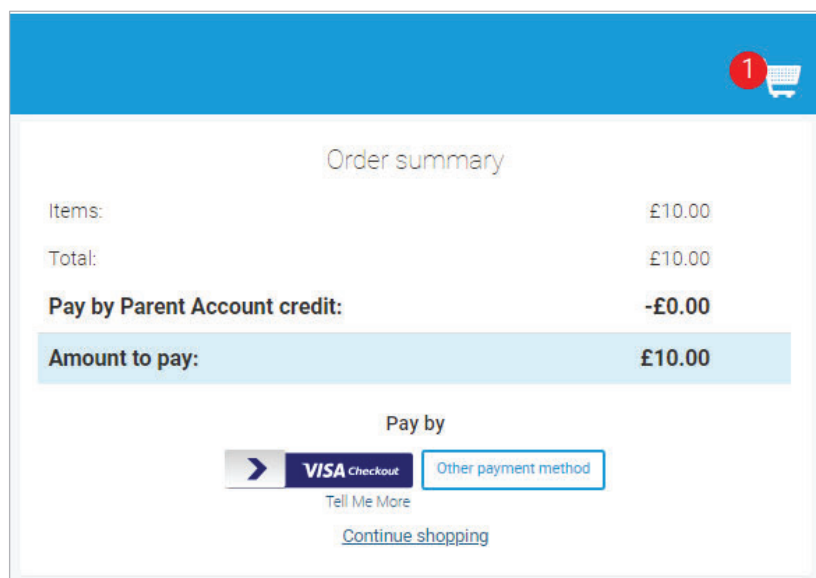
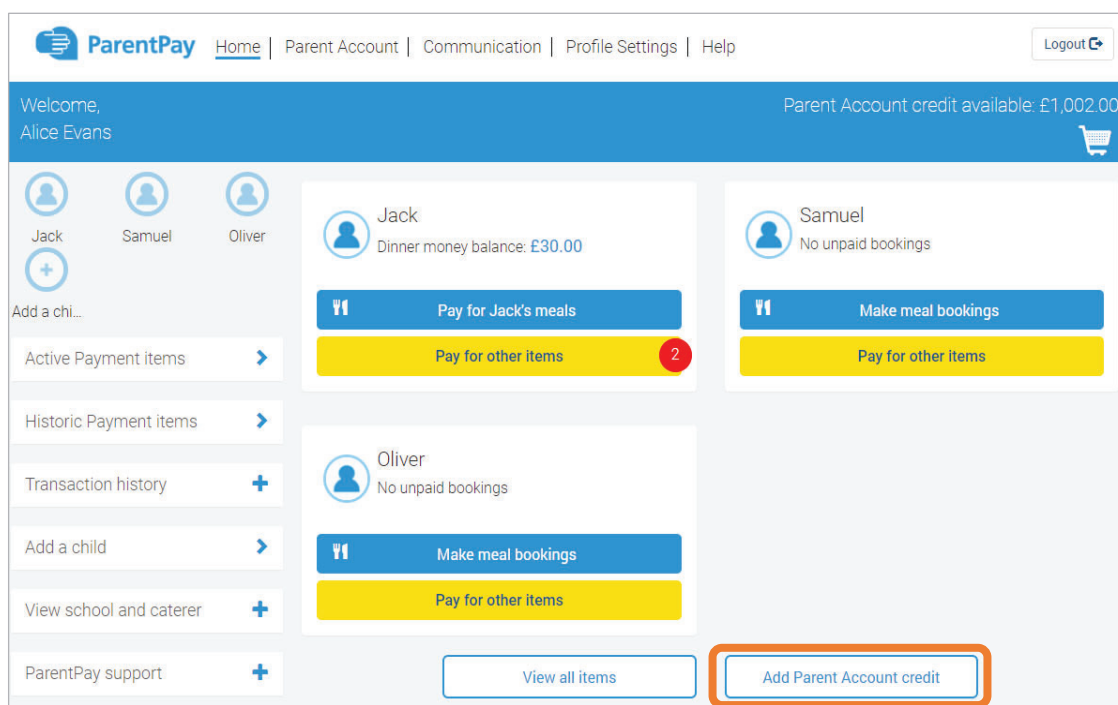
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## How to add and use Parent Account credit

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

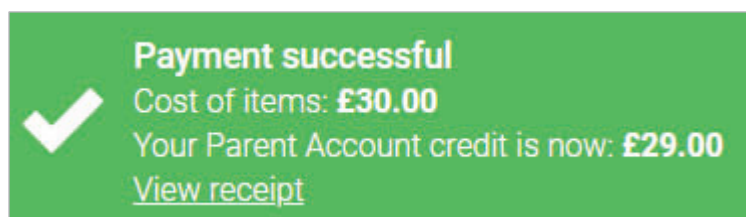
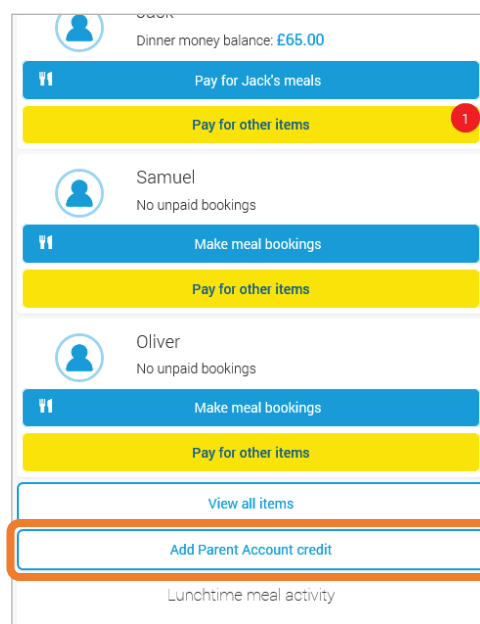
4. Choose how to pay by selecting **Visa Checkout** or **Other payment method**

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.





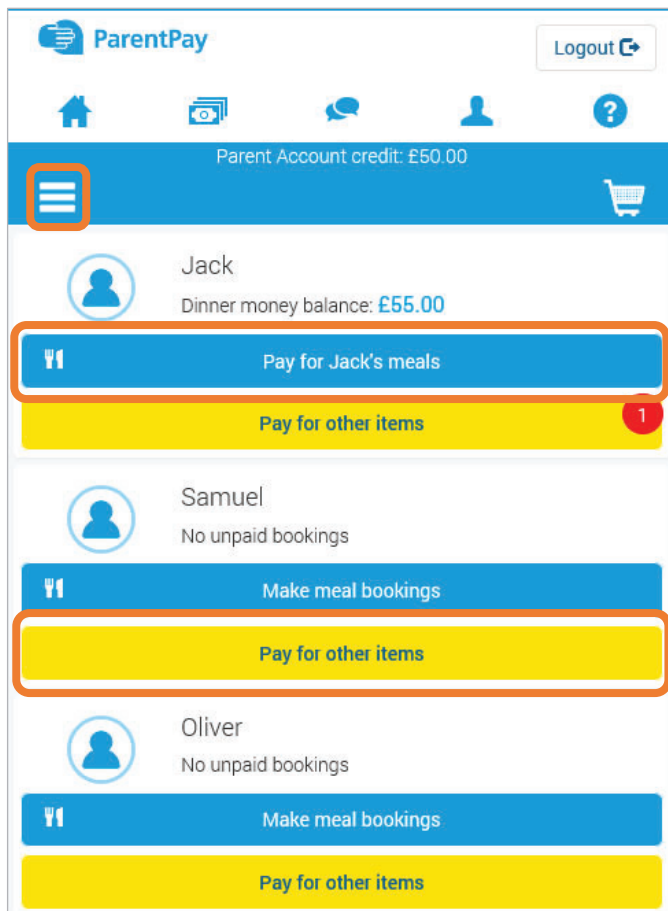
## How to pay for items

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](http://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. Jack's tile shows a dinner money balance of £30.00 and two buttons: 'Pay for Jack's meals' (blue) and 'Pay for other items' (yellow with a red '2' badge). Samuel's tile shows 'No unpaid bookings' and two buttons: 'Make meal bookings' (blue) and 'Pay for other items' (yellow). Oliver's tile also shows 'No unpaid bookings' and two buttons: 'Make meal bookings' (blue) and 'Pay for other items' (yellow). On the left side, there is a menu with 'Active Payment Items' highlighted in an orange box. Other menu items include '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

Payment

Choose payment amount

£ 30.00

Min - £6.00 / Max - £250.00 (set by school)

[Pay by Parent Account](#) [What is this?](#)

[Add to basket](#) [Cancel](#)

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.

Parent Account credit available: £50.00

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**

Order summary

Items:	£10.00
Total:	£10.00
Pay by Parent Account credit:	-£0.00
<b>Amount to pay:</b>	<b>£10.00</b>

Pay by

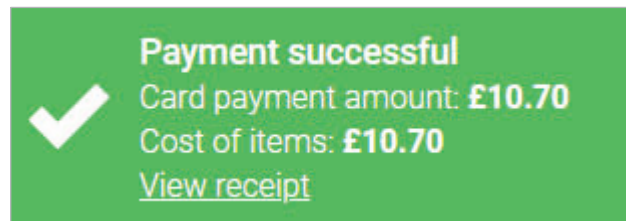
[VISA Checkout](#) [Other payment method](#)

[Tell Me More](#)

[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

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



# How to add a child 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.

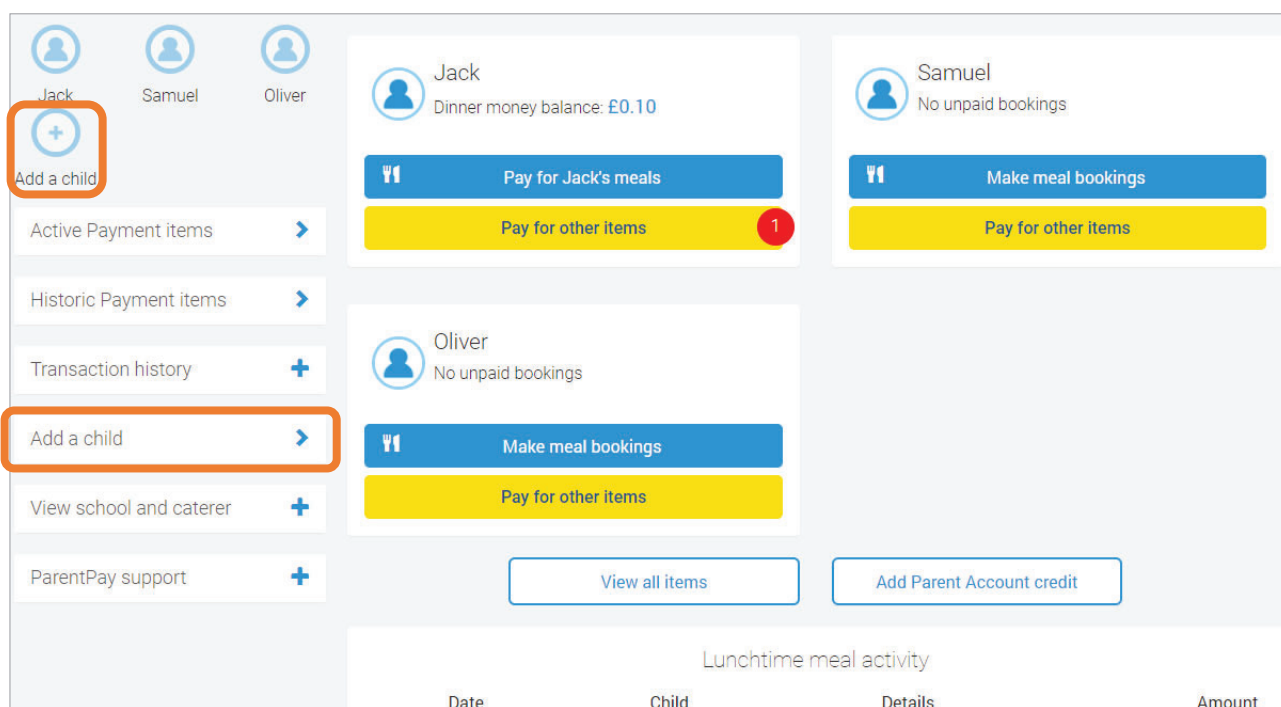
## Adding a child to your account using activation codes provided by the school

Whenever a school launches ParentPay for the first time, or a child starts at a school that is -already using ParentPay, each pupil will be issued an activation letter 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.

The activation codes in any subsequent letters can then be used to add a child to the original account.

1. Navigate to [www.parentpay.com](http://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**.

The screenshot shows the 'Add a child to your account' interface. On the left is a sidebar with user avatars for Jack, Samuel, and Oliver, and a menu with options: 'Add a child' (selected), 'Active Payment items', 'Historic Payment items', 'Transaction history', 'View school and caterer', and 'ParentPay support'. The main content area is titled 'Add a child to your account' and includes instructions: 'You can add another child to this account by merging your login details below.' It features an 'IMPORTANT' section with three steps: 1. Log out of all accounts and log back in to the account you wish to continue using. 2. Enter Username and Password or Account activation codes. 3. Click 'Add to my account' to confirm. Below the instructions are two input fields: 'Activation code 1 / Username:' (containing 'ABCDEFGH') and 'Activation code 2 / Password:' (containing '\*\*\*\*\*'). A 'Search' button is located below these fields. At the bottom, another 'IMPORTANT' note states: 'Please do not log into your other account whilst merging your logins; you will be logged out of the system and will need to start again.'

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.

The screenshot displays the ParentPay user interface after a successful account merge. On the left, a sidebar lists navigation options: 'Active Payment items', 'Historic Payment items', 'Transaction history', 'Add a child', 'View school and caterer', and 'ParentPay support'. The main area shows four child profiles in a 2x2 grid. Each profile includes a name, a status (e.g., 'Dinner money balance: £0.10' for Jack, 'No unpaid bookings' for others), and two action buttons: 'Pay for Jack's meals' (or 'Make meal bookings') and 'Pay for other items'. At the bottom right, there are two buttons: 'View all items' and '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.

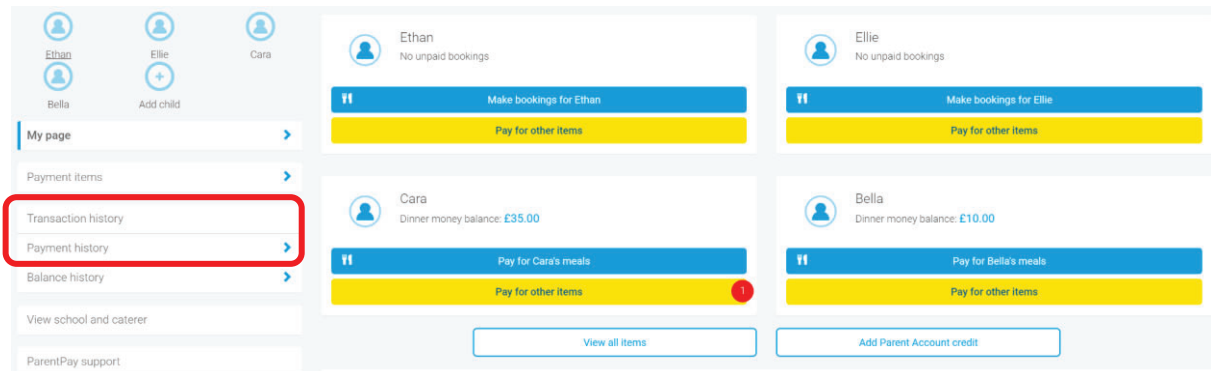
If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child**.

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 view payment history

1. Navigate to [www.parentpay.com](http://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 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.com](http://www.parentpay.com) 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: Lunch time ▾

Week commencing: 4 Jun 2018 ▾

[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 only:** Book a meal or event for a specific day. No menu shown.

### 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](#)[Next week](#)

**Week commencing 18th Jan 2016**

Mon 18 Jan	Tue 19 Jan	Wed 20 Jan	Thu 21 Jan	Fri 22 Jan
<a href="#">Book a meal</a>	<a href="#">Book a meal</a>	<a href="#">Book a meal</a>	<a href="#">Book a meal</a>	<a href="#">Book a meal</a>
<a href="#">Clear day</a>				



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

Lunch time selection				
<b>PLEASE NOTE:</b> When confirming your booking, if the <b>Payment due</b> 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. <b>This will in no way affect free school meal bookings as these are always considered as zero cost.</b>				
<a href="#">Previous week</a> <b>Week commencing 18th Jan 2016</b> <a href="#">Next week</a>				
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
<a href="#">Clear day</a>				

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




Lunch time selection				
<b>PLEASE NOTE:</b> When confirming your bookings, any <b>Payment due</b> must be paid within 2 hours. Failure to do so will result in unpaid bookings being cancelled. <b>If your <b>Payment due</b> is zero (£0.00), simply confirm bookings and no further action is required.</b>				
<a href="#">Previous week</a> <b>Week commencing 11th Jun 2018</b> <a href="#">Next week</a>				
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
<a href="#">Clear day</a>	<a href="#">Clear day</a>	<a href="#">Clear day</a>	<a href="#">Clear day</a>	<a href="#">Clear day</a>

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	Items:	£10.70
Oliver - School meal bookings - Green Meadows	£10.70			Total:	£10.70
				Pay by Parent Account credit:	-£0.00
				Amount to pay:	£10.70
				Pay by	
					Other payment method
				<a href="#">Tell Me More</a>	
				<a href="#">Continue shopping</a>	

**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 make a withdrawal from your Payer Account

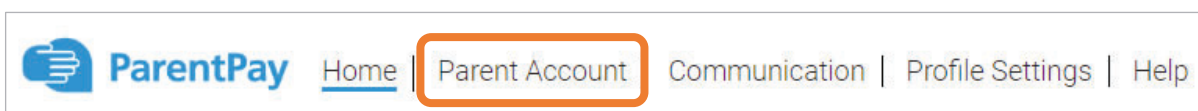
Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips.

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.

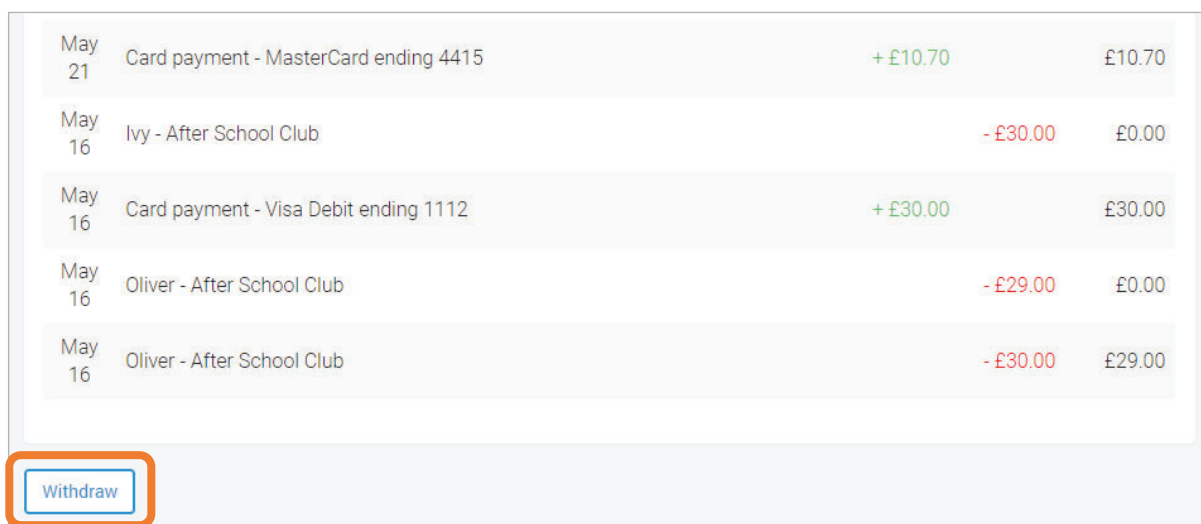
**NOTE:** This process only allows withdrawals of funds already in your Parent Account. Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

### Making a withdrawal

1. Go to [www.parentpay.com](http://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



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

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

Withdrawal amount

£ 100.00

Min £2.00 - Max £113.70

**Make withdrawal**

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

## 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.



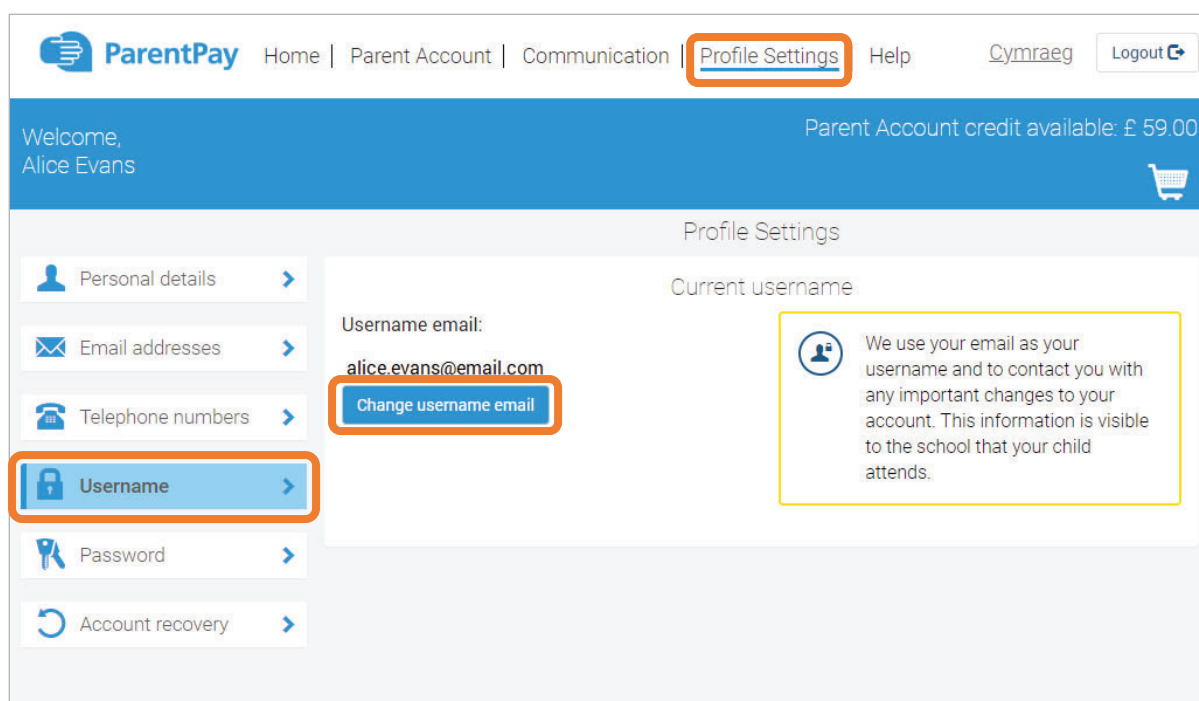
# How to update your username, password, and other profile settings

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](http://www.parentpay.com) and log into your account
2. Select **Profile settings > Username**
3. Select **Change username email**



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:  
[password field]

New username email:  
alice\_marie@email.com

Confirm username email:  
alice\_marie@email.com

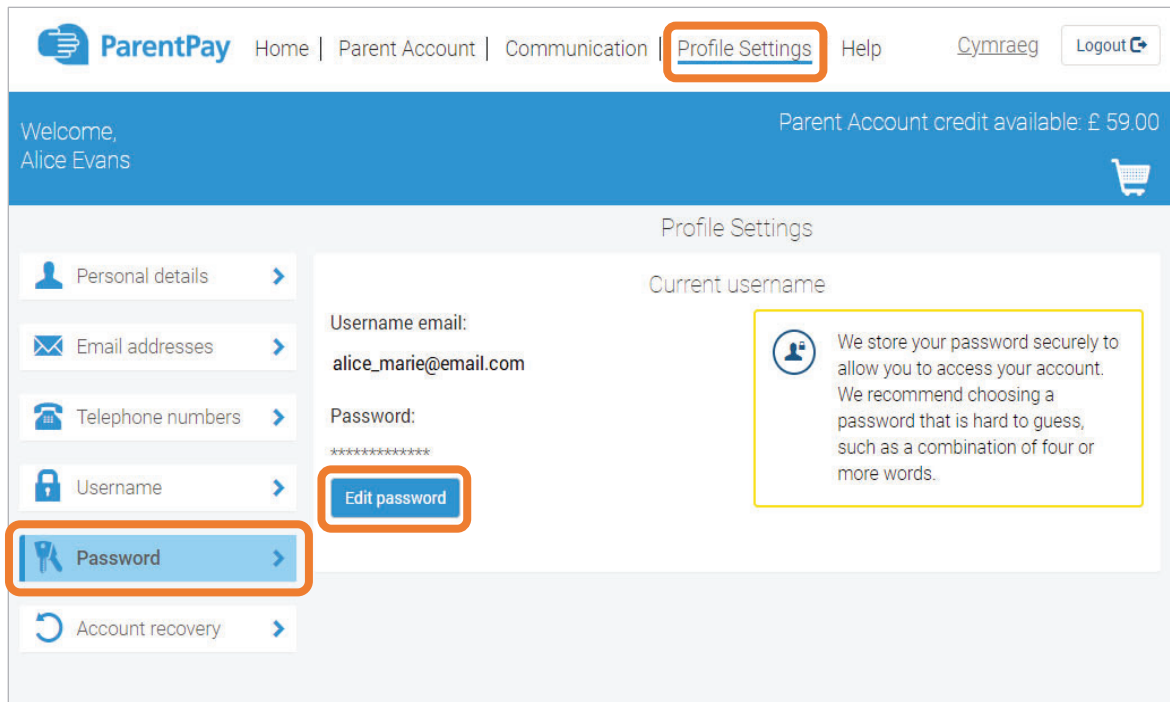
[Send verification](#) [Cancel](#)

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.

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

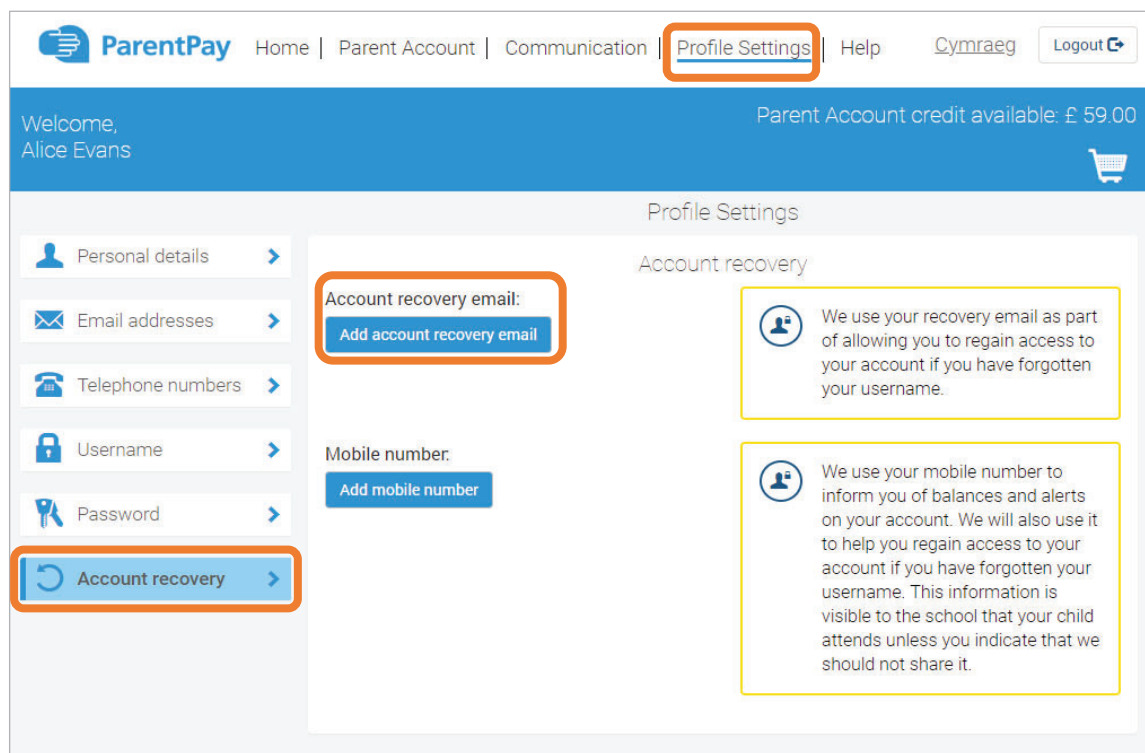
## How to change your password

1. Navigate to [www.parentpay.com](http://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**



## 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.



1. Navigate to [www.parentpay.com](http://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.

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](http://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:

Send verification

Cancel



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.

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](http://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**

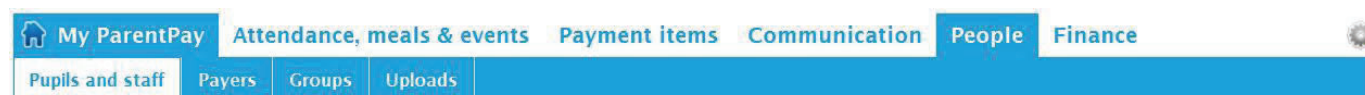


# Creating a Secondary Payer Account

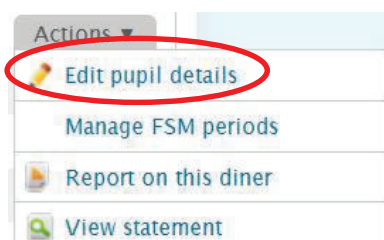
Recognising that families can change, ParentPay gives schools the ability to create secondary payer accounts for a child.

Both/all parents/carers are then able to make payments for the child if they request to.

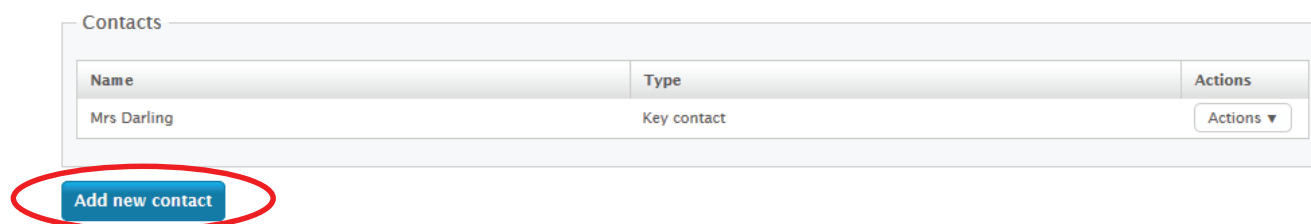
To create a Secondary Payer Account go to **People > Pupils and staff**



- **Group 1:** Select pupil
- **Group 2:** Use the drop down to select the year group/class to find the relevant pupil
- Click **Search**
- Locate the pupil and go to **Actions > Edit pupil details**



- Scroll down to the Contacts section and click on **Add new contact**



- You will need to Complete the **Title**, **Forename**, **Surname** and **Email address** fields in order to create a Secondary Payer Account

Profile data:	
Title	<input type="text" value="Mr"/>
Forename	<input type="text" value="B"/>
Surname	<input type="text" value="Darling"/>
Email	<input type="text" value="darlingmrb@emailprovider.com"/>
Sub-Dwelling (Apartment number)	<input type="text"/>

- You will also need to select a **Username** and a **Password** for the account. The user will be able to amend these once they activate their account.

Username	<input type="text" value="darling987654"/>
Change password:	
Old password	<input type="text"/>
New password	<input type="password" value="....."/>
Confirm password	<input type="password" value="....."/>
<input type="button" value="Cancel"/>	<input type="button" value="Save"/>

- Click **Save**
- Click **OK**

Your Secondary Payer will be displayed. You will need to provide the activation details to the Secondary Payer to ensure they can activate and access their account.

Contacts		
Name	Type	Actions
Mrs Darling	Key contact	Actions ▼
Mr Darling	Secondary	Actions ▼

## How to set up email and text alerts

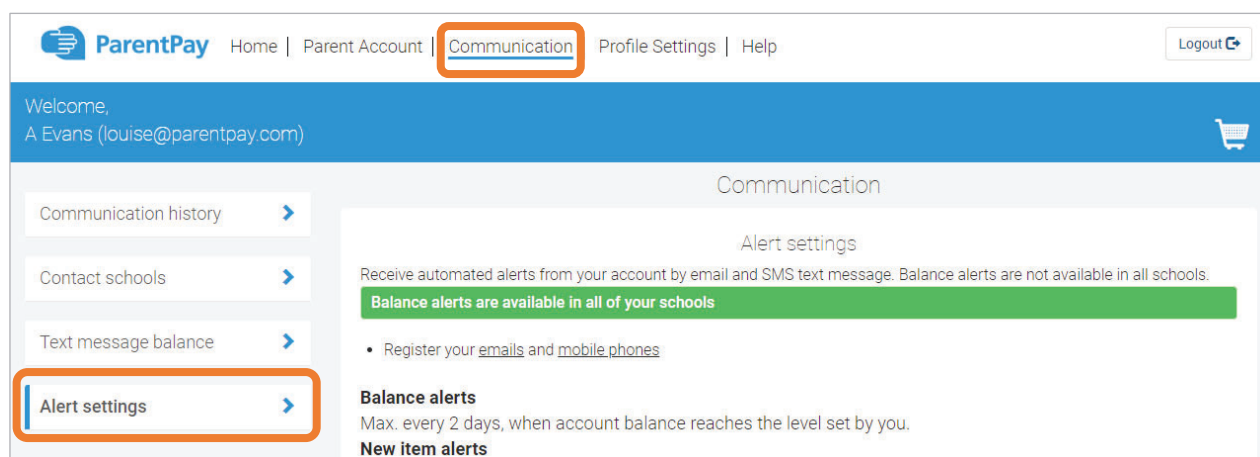
It can be difficult to keep track of balances and payments. ParentPay gives Payers the opportunity to set up email or text alerts.

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**



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"/>

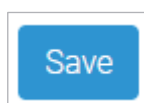
- **Payment alerts – PayPoint** – Select to receive an alert each time a PayPoint payment is recorded against your child’s account.

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

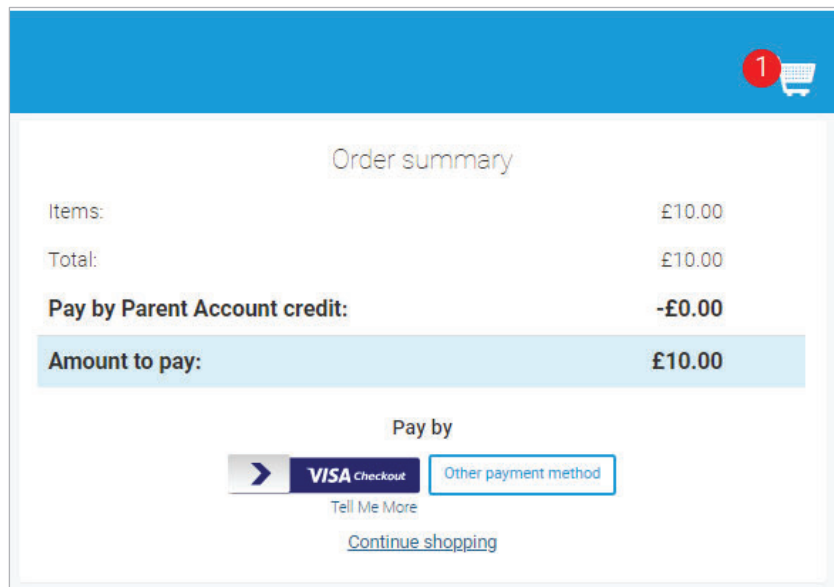
1. In your ParentPay account, navigate to **Communication > Text message balance**
2. Select **Add credit now**
3. Enter the amount to add to your balance (Min £2.40 / Max £9.00)
4. Select **Add to basket** to pay by card. Alternatively, select **Pay by Parent Account** for instant payment

**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**



Order summary	
Items:	£10.00
Total:	£10.00
Pay by Parent Account credit:	-£0.00
<b>Amount to pay:</b>	<b>£10.00</b>

Pay by

[VISA checkout](#) [Other payment method](#)

[Tell Me More](#)

[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 the payment has been completed, a confirmation message will be displayed

