

## **Online payments to school with ParentPay!**

In September 2012 we introduced a more convenient way to pay for school meals using a secure service called ParentPay.

The schools meal service will be working towards no longer accepting cash and cheque payments. Parents who need to continue making payments by cash or cheque may do so for now, please see below for information.

### **Making secure payments online using your credit or debit card**

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school or children at another ParentPay school, you can create one single account login for all your children regardless of which school they attend.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you've activated your account you can make online payments straight away.

For further information on ParentPay please see the FAQs or visit [www.parentpay.com](http://www.parentpay.com).

### **How do I get started?**

We will send you an activation letter containing your activation username and password to enable you to setup your ParentPay account. During the activation process you will be guided through changing your username and password to something more memorable; if you have more than one child at a ParentPay school/s you can also add children to a single account providing one login for all children at ParentPay schools.

## ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you'll be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*; the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged in to your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 0845 25 7 5540.

- **I don't have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work.

**For more information please visit [www.parentpay.com](http://www.parentpay.com)**

# ADD CHILD TO AN EXISTING ACCOUNT

Existing users please read below before you Add a child to your ParentPay account.

DO NOT activate the new account, please follow the steps below:

1. Log in to your existing ParentPay account
2. Select 'Add a child' on the home page
3. Enter the username and password (activation codes) from the letter
4. Your child's name will be listed, select Add to my account
5. All done! You should now see your child's name on your homepage.

**Please note:** Currently it is NOT possible to merge two accounts that have already been activated.

You can add up to six children at different schools to one ParentPay account.

*Already have a ParentPay Account?*

[Important: Read this before you Add a Child to an existing account](#)

## Activate a new account

You'll need an 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](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.
5. That's 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.