

Easy guide for parents/carers

Logging on

- Go to www.parentpay.com
- Enter the username and password you have received on your activation letter.
- Click activate
- Follow instructions to complete your information and create your new user name(email address) and password
- Click activate
- At present we will not be using the system to communicate via text message so you do not need to complete your mobile number.
- Click continue
- Check your emails as you should get an email from ParentPay to confirm your account.
- On your email click on the verify your email box.
- You will get a message on screen to say that you have activated your account.
- Click on go to Parentpay and it will prompt you to login in again using your new login info.

New parents/carers with multiple children

Parents/carers with more than one learner at our school can link the learners together so that you only have to remember one log on and password. To do this you follow the instructions as above for one of your pupils. The follow these instructions

- Click on Add a child
- Enter the user name and password for your other child
- Click search
- The school, pupil name, year group and class will show on the screen
- Click Add child to your account
- You can repeat the above process to add more children to your account.
- You will then be directed back to your home page which will have changed slightly

Parents/carers with learners at other schools who use Parent pay

If you already have login details as you have a child at another school which already use Parentpay you can link the accounts together.

IMPORTANT: YOU MUST LOG OUT OF ALL YOUR PARENTPAY ACCOUNTS BEFORE YOU START

- Choose one account to 'add' the rest of your accounts to. This will become your single account/login for all your children in the future.
- Go to www.parentpay.com and log into the account you wish to have as your future login for all children/schools
- Go to the adding children to your single account/login
- Enter the user name and password for your other child
- Click search
- The school, pupil name, year group and class will show on the screen

- Click Add child to your account
- You can repeat the above process to add more children to your account.
- You will then be directed back to your home page which will have changed slightly

Making a payment

You are able to pay for your child/children in one easy place with the quick add basket. The 'Overview tab' on your home page shows items due for payment, which for our school is only School Dinners.

- Click on add to basket
- Edit the amount to pay and add any notes e.g. wicked Wednesday 02/03/16 (date paid for)
- Click Add to basket and keep repeating the process until you are ready to checkout
- Click Checkout
- You will be able to review your purchases before making your payment
- Click Pay securely now

Viewing transaction history

The Recent payments area, towards the bottom of your home page, shows the most recent payments you have made. To view more transactions, click on the View payment history button.

If you have any issues please do not hesitate to contact school to make an appointment to come in with your account details, as we will not have access to this information at school.