

Parentpay Q&A's

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 www.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.

How do I book meals for my child?

1. Navigate to www.parentpay.com and log in
2. Select the **Make bookings for...** button with the  symbol to book meals for your child (bookings must be enabled for this child)
3. Select **Make or View Bookings**
4. Use **Make bookings for...** to select the meal time e.g. Lunch time and the appropriate period and then select the **Make or view bookings** button
5. Make your choices from the menu
6. When you are finished your booking summary will be displayed. Select **Confirm bookings***
7. Review the order summary details and when ready select **Pay now**
8. Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.
9. You will receive an onscreen notification when you have completed your payment.

If **Payment due section displays £0.00 no further action is required you will receive an onscreen notification to confirm these bookings.*

If **Payment due value is greater than £0.00, you will be directed to the order summary page to complete your payment. If payment is not made within 2 hours your bookings will be cancelled.*

How do I merge two accounts?

It is now possible to merge the accounts yourself.

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

5. Select **Add to my account**.

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

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** then **Phones and emails**.

Select to **Add or edit email address** then Edit the Main email address and follow the on screen guidance.

When you have saved your details, you will be emailed a link to verify your email address. When the email address has been verified, you can select **Profile** then **My details** to amend your username.

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.

NEW - How do I change my stored card payment?

If you click on **Profile > Stored Cards** 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 **Parent Account** 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.

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

1. Navigate to www.parentpay.com and log in.
2. Select the **Pay for <child's name> meals** button with the  symbol to credit your child's school meal balance.
3. Complete the amount you wish to pay (within the minimum and maximum defined by your school).
4. Select **Add to basket**.
5. Select **View basket and pay**.
6. 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).

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

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 www.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 do I pay for items?

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 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.

Can I have a single account/login for all my children?

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

Follow these steps:

1. Log in to the account you want to use as your main account (this will become the only account you use in future).
2. Select the **Add a child** tab on the home page.
3. Enter the username and password (activation codes) provided in your activation letter.
4. Select **Search**. Your child's name will be listed on screen.
5. Select **Add to my account**.

On your homepage you should now see an additional tab for the child you have added to the account.

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: It is not currently possible to combine accounts that have already been activated. You will need to manage two separate accounts. 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.

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.

You first need to create the new parent/carer as a Second Payer.

*Go to **People > Pupils and staff***

Using the search options, find the pupil associated with this payer.

*Using the **Actions** drop down box select **Edit pupil details**.*

*Under the **Contacts** section, select **Add new contact**.*

Enter the Forename, Surname and Email Address fields and enter the email address as the Username - If the email address has previously been used, or is currently in use as a username in ParentPay, you can make up a username and then advise the parent to merge the account (Log in to their existing account, click to ADD A CHILD then enter the codes from the activation letter you will provide them with)

*Once the account has been created, an activation letter will need to be sent to the new account holder. Go to **Communication > Create Letter***

*From the Message / Template type drop down box, select **ParentPay: Consumer Repeater Activation Letter** and then proceed as normal, sending the communication out to the new payer to enable them to activate their account.*

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.

New - How can I see my current Parent Account balance?

Once you have set up **Parent Account** 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.