

Welcome to ParentPay

Activating your account

You need to follow each of the following steps in order to activate your ParentPay account.

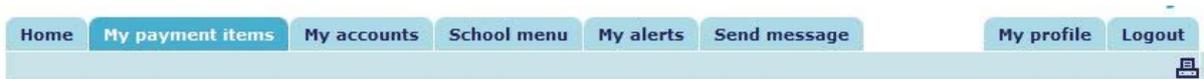
1. Go to www.parentpay.com and click on the **Login** tab in the top right corner of the page
2. Type in the **username and password** that you received in your letter from school, be careful when typing in UPPER and lower case letters, also be sure not to confuse the letter I (for lemon) with the number one (1) and the number 0 (zero) with the letter o (for orange). **NB these user details are for one-time use only and will become invalid after account activation**
3. Follow the on-screen instructions to successfully activate your account
4. Read the ParentPay terms and conditions and click in the box next to **Accept terms and conditions** at the bottom of the page and click **Continue**
5. You'll see an overview of your activation onscreen and will receive an email confirming your account settings click **Continue**

Your account is now activated and you are ready to start making payments.

In order to ensure you can receive password reset emails, payment receipts and any email alerts that you may wish to request please ensure you verify your email address.

Making a payment

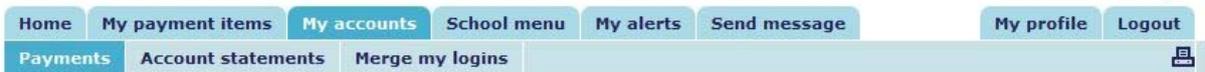
Click on the **My payment items** tab.



1. Put a tick in the box to the left of each item you wish to pay for
2. If required, type the amount and/or quantity you wish to pay for in the **Amount** column
3. Scroll down to the bottom of the page and click **Continue**
4. Check the details on the summary page are correct
5. Click **Continue**
6. Enter your card details in the appropriate fields
7. Click **Make payment**

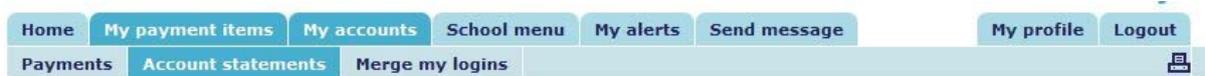
Checking payments/accounts

Click on the **My accounts** tab.



1. Select the dates between which you wish to view your past payments
2. Click **Search**
3. You can sort the table by clicking on the title of a column

If your school is using ParentPay Dinner Money you may also check payments by account. Click **My accounts** then click on the **Account Statements** tab.



Select the service that you would like a statement for using the drop down menu, choose the month that you would like to view and click **Search**.

If your school is using our data capture module in conjunction with a cashless catering till system in school, you will be able to view what your child has purchased and click through to view associated nutritional information.

Viewing your school's menu

Click on the **School menu** tab.



Select the week you wish to view menus for and click **Show menu**.

If you would also like to view the nutritional value of the food offered, select the week you wish to view and click **Show analysis**.

If your school is using ParentPay Dinner Money you may also view your child's meal choices. Click on **School menu**, click on **Menu choices**.



Select the date you wish to view and click **Search**.

Merging Accounts

If you have more than one child at the same school you will have received a separate username and password for each child. You can merge all the accounts together so that you will only have to use one username and password to make payments for all your children.

Login to your ParentPay account using the username and password for your first child (these login details will become the login details for both/all children merged to your account) and click on the **Merge my logins** tab.



1. Type in the **username and password** for the child that you wish to merge with this account and click **Search**
2. Your child's details will appear on screen, click on **Merge pupils to my account**

If you have more than two children at the school you need to carry out the above steps for each child.

My alerts

ParentPay is constantly endeavouring to help schools reduce costs and administration burdens, whilst enhancing the quality and frequency of communication with parents. Parents can now receive automated text message alerts for dinner money and other items.

If you are already a user of ParentPay you may have used MY ALERTS and received emails to alert you when your child's catering balance was low, or when a new item was available for payment, now you can set up automated alerts by email or SMS Text for balance warnings, new payment items, confirmation of payments received by school (including PayPoint) and even when school has sent you an important email!

In order to receive text updates regarding your school ParentPay account you first need to pre-purchase a text balance. Each text you opt to receive will cost 6p.

We recommend that you keep a minimum balance of 50p to enable any urgent messages to be processed. Minimum Text credits purchased must be £2.40.

GET STARTED NOW!

Add credit to your ParentPay Text Balance

- **Login to your ParentPay account** in the normal way
- Click on the **My payment items** tab and make your payment in the normal way with other payments due to the school



ParentPay

| | | | | | | |
|-------------------------------------|--|--------------------------------|-------------------|---|-------|-------------------------------------|
| <input type="checkbox"/> | Painting apron Plastic painting aprons with the child's name written in multicoloured letters on the front. Take a look at one: www.parentpaydc.co.uk/Docs/apron.jpg | Forest Glades Community School | Christopher Clark | 1 | £5.00 | |
| <input checked="" type="checkbox"/> | ParentPay Text Balance Top-up your text balance to receive automated SMS text alerts from ParentPay. Text credits cost 6p each, minimum top-up £2.40. SMS Terms and Conditions | ParentPay Limited | Susan Clark | 1 | £0.00 | <input checked="" type="checkbox"/> |

Cancel Back Continue

You'll need to:

- **Tick the box** to the left of the **ParentPay Text Balance** payment item
- **Tick the Consent Box** and then enter the amount you wish to be credited to your Text Account
- Click **Continue** to be taken to the payment page and complete your payment as usual

Register your mobile phone/s and email/s

Click on the **My profile** tab and you will see a secondary row of tabs appear

Click on the **Profile** tab on the second row of tabs

Here you can edit all your personal details, change your username and password etc.



Home My payment items My accounts School menu My alerts Send message My profile Logout

Profile Phones and emails Child contact details Merge my logins

> My profile > Profile

| | |
|--------------------------|--|
| Name and address | |
| Name: | Susan Clark |
| Address: | 558 Tumble Downs Road South Greenham FB8 5TT <input type="button" value="Edit"/> |
| Login credentials | |
| Username: | bettparent1 |
| Password: | OK |
| Secret question: | Not supplied |
| Secret answer: | Not supplied <input type="button" value="Edit"/> |
| Other details | |
| Date of birth: | Not supplied <input type="button" value="Edit"/> |

Click on the **Phones and emails** tab

This screen will display details of your registered/verified phone numbers and email addresses. You can manage your preferences via this screen.



ParentPay®

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Profile Phones and emails Child contact details Merge my logins

> My profile > **Phones and emails**

Phone number

Phone: Not supplied

Mobile numbers

These are the mobile numbers in your account.

Main mobile phone: Not supplied

Additional mobile numbers: No additional mobile numbers stored

Only your main mobile number is used for your automated text alerts using My Alerts.

All mobile numbers are visible to the school manager. They may send you texts using the ParentPay Communication Centre™. These texts are NOT charged to your account – they are paid for by the school.

Actions

[Add or edit mobile numbers](#)

[Click here if you have received a mobile registration PIN](#)

[View a statement of your ParentPay text balance](#)

Email addresses

These are the email addresses in your account.

Main email address: (Verified)

Additional email addresses: No additional emails stored

All email addresses are visible to the school manager. They may send you emails using the ParentPay Communication Centre™.

Actions

[Add or edit email addresses](#)

[Click here to change My alerts to use all verified email addresses](#)

https://www.parentpay.com/PRI/Consumer/MS_PhonesEmails.aspx Internet | Protected N

Make sure all your contact details are up-to-date at all times by using this screen to add and edit email addresses and mobile phone numbers. When adding or editing telephone numbers, these should be entered in full, starting with 0 (Zero) and including any dialling code but without any spaces.

You can add and change your mobile numbers, and select which is your main mobile number to be used for SMS Text Messages.

Remember to click SAVE after you make any changes.

When registering a new mobile number you will receive a four digit verification PIN number via SMS from ParentPay. Once you have received the PIN you need to login to your ParentPay account and go to the **Phones and emails** tab via the **My Profile** tab of your account and click on the link to enter your PIN and register your phone.



Home My payment items My accounts School menu My alerts Send message My profile Logout

Profile Phones and emails Child contact details Merge my logins

> My profile > Profile > Add new mobile

Enter mobile registration PIN

Registration PIN:

Enter the Mobile Registration PIN from the text and click Register.

PIN only valid for 7 days. If expired, return to list of numbers and request a new Mobile Registration PIN.

Click Cancel to return to your profile without registering.

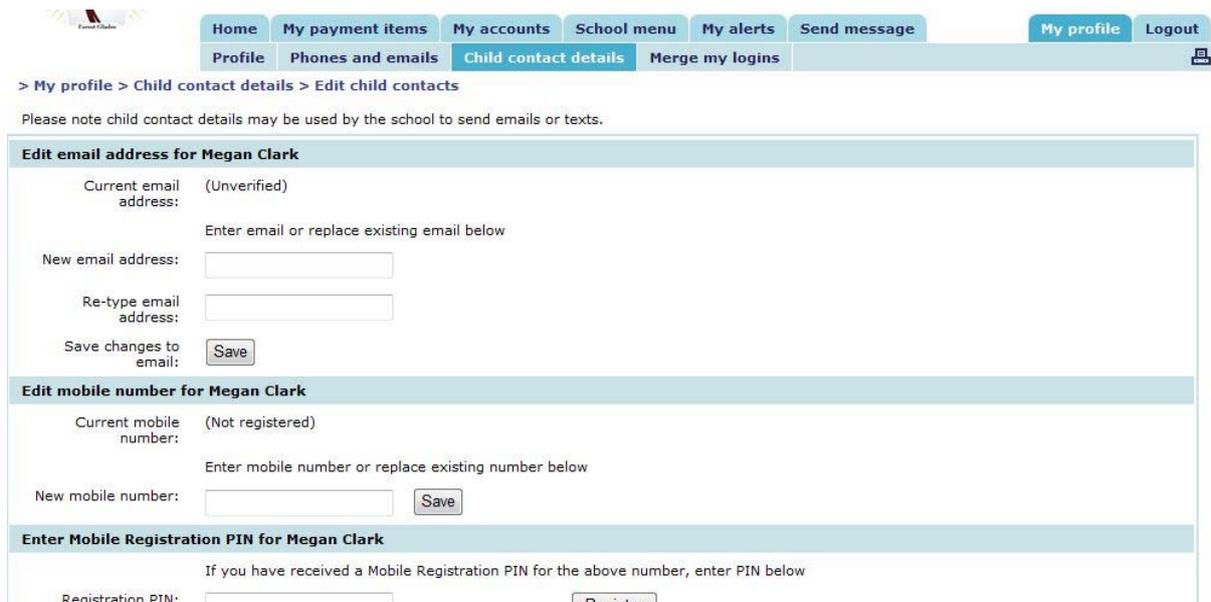
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You should receive your Registration PIN via text message within a couple of minutes.

Would you like your school to be able to contact your child directly?

This will enable teachers to remind pupils about assignments and course work deadlines, special events in school or resources needed for lessons, etc.

Click on the **Child contact details** tab in the second row of tabs



The screenshot shows the ParentPay interface for editing child contact details. At the top, there is a navigation bar with tabs: Home, My payment items, My accounts, School menu, My alerts, Send message, My profile, and Logout. Below this is a secondary row of tabs: Profile, Phones and emails, Child contact details (highlighted), and Merge my logins. The breadcrumb trail reads: > My profile > Child contact details > Edit child contacts. A note states: "Please note child contact details may be used by the school to send emails or texts." The main content area is divided into three sections:

- Edit email address for Megan Clark**: Shows "Current email address: (Unverified)". Below it is the instruction "Enter email or replace existing email below". There are input fields for "New email address:" and "Re-type email address:". A "Save" button is located below the "Save changes to email:" label.
- Edit mobile number for Megan Clark**: Shows "Current mobile number: (Not registered)". Below it is the instruction "Enter mobile number or replace existing number below". There is an input field for "New mobile number:" and a "Save" button.
- Enter Mobile Registration PIN for Megan Clark**: Shows the instruction "If you have received a Mobile Registration PIN for the above number, enter PIN below". There is an input field for "Registration PIN:" and a "Register" button.

Here you can edit and manage your child's mobile and email addresses that the school can use.

PLEASE NOTE THAT OTHER FAMILY MEMBERS WHO HAVE BEEN GIVEN LINKED PAYMENT ACCOUNTS TO THE SAME CHILD WILL BE ABLE TO SEE ANY EMAIL OR MOBILE NUMBERS RECORDED HERE.

Manage your My alerts preferences

Click on the **My alerts tab**

You can set 4 types of alert:

- **Balance alerts** – sent no more than once every 3 days, when your child’s account balance reaches the level set by you.
- **New item alerts** – sent no more than once a day, when the school creates a new payment item for your children.
- **Payment alerts** – sent when your school receives a cheque, cash or PayPoint payment for your child.
- **Message alerts** – sent as a text, to inform you when your school sends you an email through the ParentPay Communication Centre™.

| Balance alerts | | | | |
|---|-------------------|-----------|-------------------------------------|-------------------------------------|
| Service | Child | Threshold | Email alert | Text alert |
| Forest Glades Community School Dinner Money | Chloe Clark | £5.00 | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Forest Glades Community School Dinner Money | Christopher Clark | £5.00 | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Forest Glades Community School Dinner Money | Megan Clark | £5.00 | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| New item alerts | | | | |
| | Child | | Email alert | Text alert |
| | Chloe Clark | | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Christopher Clark | | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Megan Clark | | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Payment alerts - Cheques and cash | | | | |
| | Child | | Email alert | Text alert |
| | Chloe Clark | | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Christopher Clark | | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Megan Clark | | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Payment alerts - PayPoint | | | | |
| | Child | | Email alert | Text alert |

NB: your child’s school has the ability to switch off alerts if they believe it necessary to do so, we advise schools to notify parents if they do this.

View number of messages received and balance

Click on the **My accounts tab** and select **Account statement** on the second row of tabs
Go to **CHOOSE SERVICE** drop down box select **PARENTPAY TEXT BALANCE** and the date option.

Click **Search**



FAQs

Why does the school use ParentPay Communication Centre?

- To provide a rapid communication tool between school and parents/pupils

Do I have to use the ParentPay Communication Centre?

- It's completely voluntary but the greater number of parents who use the service the greater the benefit to the school

Will I have to pay to use the ParentPay Communication Centre?

- Emails and texts sent by the school are free, automated texts requested by the parent are charged to a pre-paid account at 6p each.

How will I know that my data is safe once put into the system?

- The school manages all the data within their ParentPay service.

Are there any data protection issues – will my information be given to anyone else outside the school?

- No the school is registered as a Data Controller and does not release any student or parent data to unauthorised users.

Can I put someone else's email and mobile number into the system?

- Yes, but we recommend that you record your own personal data as the school may send sensitive information. Every email and mobile number will require verification before it can be used for alerts.

What happens if I am a parent at more than one ParentPay school?

- You can record the same numbers and emails for multiple accounts across multiple schools.

What happens if I change my email address or mobile number?

- Simply login to your ParentPay account and edit your details.

Will I receive two copies of every message if I have two children at school?

- Schools will choose to only send one copy per payer, or send one for each pupil or send to all contact on file.

Will I receive messages if I go abroad?

- Yes, emails and text messages will be sent automatically so if your mobile phone is activated to receive text message whilst abroad you will continue to receive them. You can change your preferences before you leave the country and reactivate your account on return.

Does it matter which mobile network I use?

- No

Can I receive text messages to my landline phone?

- Yes, texts will be converted by the landline service provider into voice messages. This may be useful for the visually impaired.

Can I send text messages or replies into school?

- Yes you can send a text from your registered mobile to ParentPay and we will forward it on to your school unless it contains a ParentPay command. However, if you have registered the same mobile in more than one school we cannot do this as ParentPay will not be able to identify the school to forward the text to.

Why am I not receiving messages from school?

- Check the numbers recorded and your preferences within your ParentPay account. If you continue not to receive requested messages please contact the administrator in school, who will contact ParentPay if appropriate.

I can't open the link to the letter attached to the email?

- Inform your school as the URL link may be broken.

How do I choose my preferred communication channel for messages from school?

- Go to My profile>Phones and emails within your ParentPay account - you can select/edit your preferences at any time.

How can I turn off text messages?

- Yes go to My profile>Phones and emails - you can delete your phone number or alter your preferences.

Why didn't I get a text message when my student ran out of catering funds?

- Balance alerts are sent out every three days. Therefore you may get a balance alert as soon as the balance reaches the minimum level set, but the student may continue to spend in the next two days if you have not topped up the account.

How do I check my Text Credit Balance?

- Go to My accounts>Account statements in your ParentPay account and select PARENTPAY TEXT BALANCE

Is there any charge for sending and receiving emails?

- Not by the school or ParentPay

What happens when my child leaves school?

- The students account will be closed. Any queries regarding catering balances or trips and events in school should be directed to the school.

Can I contact ParentPay direct?

- To ensure the safety of all children, ParentPay has agreed with schools that they will not engage with any parent, unless specifically requested to do so by the school.



Remember to keep your mobile and email information up-to-date.

This means the school will be able to simultaneously send email or text messages to mobiles or landlines of large groups of parents, students or staff, whether routine or emergency.

Messages may include, finance and payments, catering balances, absence, student's work, safety information, weather alerts, detention messages, clubs and events notice of training sessions, rehearsals and much more and at the same time provide rapid contact with parents in the event of an emergency and generally improve communication with parents and other stakeholders.

As more and more homes have mobile phones, email and home computing, electronic communications is the future of home/school relations. Having automated systems, and mail merge and multi destination emails and texts negates the need for school administrators to have to make calls manually, potentially showing substantial savings in phone bills. Schools can access the system 24/7 so can be in touch with large groups of parents at anytime in the event of an emergency.

ParentPay Communication Centre™ is a modern and simple way to improve communication between schools and parents. The more parents that activate their ParentPay Communication Centre™, the greater the benefit to the school.

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