How parents activate their account

1. Go to www.parentpay.com
2. Type in the **username and password** received in the letter from school, be careful when typing in UPPER and lower case letters, also be sure not to confuse the letter l (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 the 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. They will see an overview of their activation onscreen and will receive an email confirming their account settings click **Continue**

The account is now activated and they are ready to start making payments.

In order to ensure they can receive password reset emails, payment receipts and any email/SMS alerts that they may wish to request please ask them to ensure they verify their email address by following the on screen prompts.

Cross-school login

In addition to a new look and feel one of the key features we have introduced is "cross-school login" enabling parents with children at different schools to add up to six children to their account regardless of which school their children attend, providing those schools subscribe to ParentPay.

Existing parent user – Add a child

IMPORTANT: the parent must log out of all their ParentPay accounts before proceeding.

They need to choose one account to 'add' the rest of their children to; the username and password for this account will become their 'main' account login details.

- Go to www.parentpay.com
- Login to the account they wish to have as their future login for all children/schools
- Click on the **Add a child** tab on their home page

- **Enter the username and password** for the child they wish to add.
- Click **Search**.
- The school, pupil name, year group and class will show on screen.

- Click **Add child to your account** to confirm this is the child they wish to add to their account

They can repeat the above process to add a maximum of six children to their account.

New parent user – Add a child

If they have more than one child at the same school or children at different schools that use ParentPay and have been provided with a username and password for those children they should choose one child's activation username and password to activate their account.

This account will then become their 'main' account (login) for all their children.
- Go to www.parentpay.com
- **Enter the username and password** they have received for one of their children in the Account login area
- Click **Activate**
- Click on the **Add a child** tab on their home page
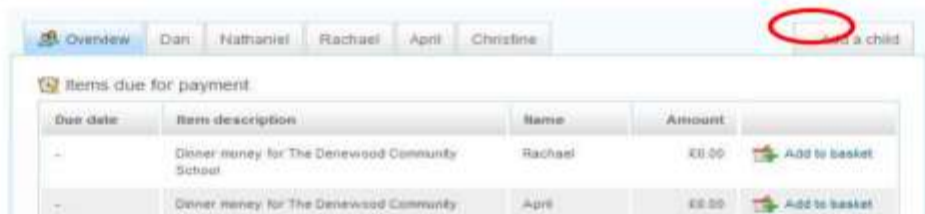
- **Enter the username and password** for the child they want to add
- Click **Search**
- The school, pupil name, year group and class will show on screen

- Click **Add child to your account** to confirm this is the child they wish to add to their account

They can repeat the above process to add more children to their account up to a maximum of six.

Changing their username and/or password

If at any time they want/need to change their username or password they can do so as follows:

Go to the **'I want to...'** area of their home page **View/edit profile>Your details**
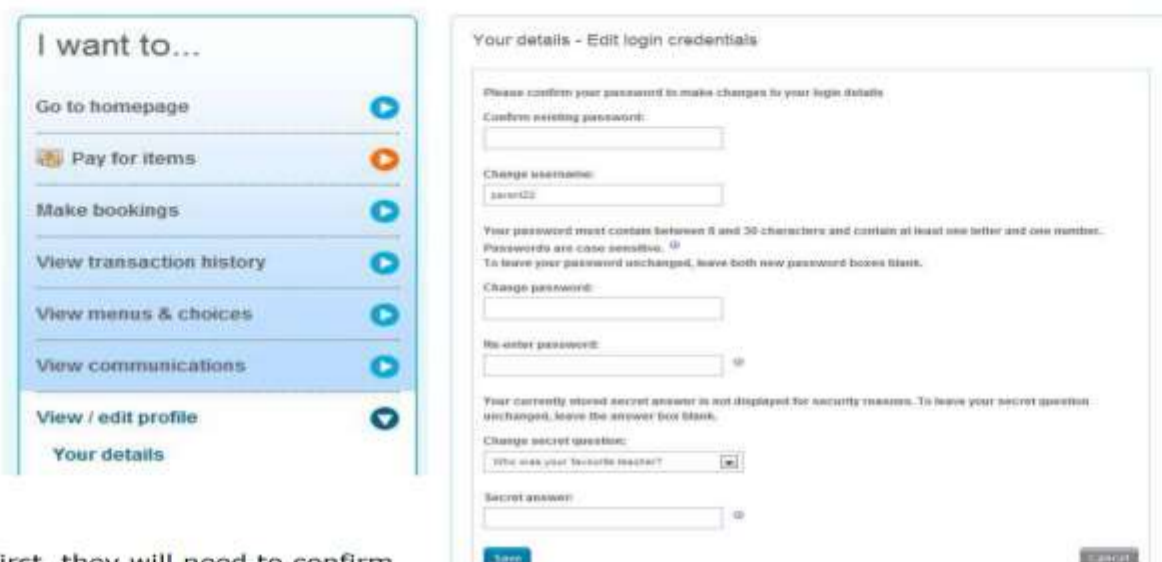
First, they will need to confirm their existing password – then they can make any changes required and click **Save**.

Managing phone numbers and email addresses

Providing their mobile number in ParentPay not only allows school/s to send them SMS text message communications but also allows them to opt in to receiving our automated SMS text alerts for items such as a low dinner money balance for their child/each of their children.

Automated text message alerts that they request are payable by them at 0.06p per message sent.

Text messages sent to them by their child's school are at NO charge to the parent.

Entering mobile numbers and email addresses

Go to the **'I want to…'** area of their home page **View/edit profile>Phones & Emails**

- **Phone number**: home, office or other number
- **Mobile numbers**: this area contains their **'main mobile number'** – this will be the number the school uses to send them SMS text messages and will also be the mobile number that any automated alerts they request are sent to.

When they provide their mobile number they will automatically receive a registration PIN in order to 'register' their mobile – If they do not 'register' their mobile they will be unable to receive automated SMS text alerts from ParentPay.

They do not need to 'register' their mobile number in order for their child/childrens school to send them SMS text messages.

Three easy steps to enable automated SMS text alerts

Step 1: Registering your mobile number
If they wish to subscribe to our automated SMS text alerts and have received their registration PIN, they must log back into their ParentPay account, go to the **'I want to…'** area **View/edit profile>Phones & emails** and click on the <u>Click here if you have received a mobile registration PIN</u> link to register their mobile. The registration PIN is valid for 7 days.

Step 2: Top up your SMS text balance
Automated SMS text alerts that they request are paid for by them at a charge of 0.06p per message sent – as such they must ensure that they maintain a SMS text balance of at least £2.40.

Topping up is easy, they simply go to **Pay for items** via **the 'I want to…'** area of their home page and click on the **'Other'** tab.

Step 3: Choosing the alerts you want to receive
Go to the **'I want to…'** area of the home page **View/edit profile>Alert settings**
Choose which alerts they wish to receive for their child/each of their children and set the threshold (balance) at which they wish to receive alerts. For more guidance please see our 'Alert settings' area later in this guide.
- **Additional mobile numbers**: parents are able to provide more than one mobile number to enable the school to send them text messages – schools can choose to 'send to all mobile numbers' in the event of an emergency.
- **Email addresses**: it is likely that they provided an email address and verified it during the activation of their ParentPay account and this will show as their 'main email address' – they are able to provide an alternative email address if they wish.
- **Preferred communication channel**: they can indicate which method they wish their school to use when contacting them for urgent and normal communications – the school can disregard these settings if they choose.

Alert settings

Go to the **'I want to…'** area of the home page **View/edit profile>Alert settings**
The 'Alert settings' screen will confirm if they are able to set 'balance' alerts for all of their children – this feature is not available to all schools and is dependent on the type of subscription they have with ParentPay. In the event that parents are not able to set automated low balance SMS alerts, a list of the children they are unable to do this for will show on screen.

Balance alerts: they simply choose the type of alert they wish to receive (Email or SMS text) and set the 'Threshold' for each child. We recommend that this is set to cover the cost of meals for 3 days in order that parents have time to top-up before their child may be refused a meal.
New item alerts: they can choose to receive an alert when their child's school sets up a new payment item for their child

Payment alerts – cheques and cash: parents can set up alerts to tell them when a cash/cheque payment has been recorded against their child's account in school ensuring they know the payment has been received safely.

Payment alerts – PayPoint: in the event that they are a cash based payer and are using either a PayPoint card for school meal top ups and/or barcoded letters to pay for trips , they are able to set alerts to notify them once the payment shows in their child's account in school.

Message alerts: a great way to know that their school has sent them a message in ParentPay.

Using their basket: quick add items

Parents can now pay for all their children in one easy place with our quick add basket! The **'Overview tab'** on their home page shows items due for payment across all of their children. Locate the item they'd like to pay for and click on **Add to basket.**

Edit the **'Amount'** to pay and provide any **'Notes'** if appropriate in the pop-up window.

Click **Add to basket** and keep repeating the process until they are ready to **'Checkout'**.

View and pay by child

Go to **Pay for items** in the **'I want to...'** area on the left of their screen. Click on the child's name tab.