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Ta l o ont nts

How to add a child to your account or merge accounts together

Enter the activation codes exactly as written on the activation letter and select **Continue**.

3. If using a computer, select the Add a child icon from the top left of the home page.
If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child**.
4. Enter the username and password of the secondary account that is to be merged into the master account.
5. Select **Continue**.
6. Check the details of the account to be merged, and select Confirm.
All of the pupil/staff records from the secondary account(s) will then be transferred to the master account.

How to pay for items

Whenever a school creates an item to pay for (such as a trip, uniform, or a club) they select which pupils or staff members to assign to the item. This assignment allows parents or carers to log into the ParentPay system and make a payment. To pay for items, please follow the steps below:

1. Navigate to **www.parentpay.com** and log into your payer account
2. Select one of the 3 options to view the items for payment

a. **Pay for <child's name=""> meals** – located below the child's name in the pupil tiles in the centre of the page. This will only give the option to pay for school meals for a single child.

b. **Pay for other items** – located below the option to pay for meals in the pupil tiles in the centre of the page. This will only provide details of any items assigned this child.

c. **Active payment items** – on computers, this is located in the menu on the left side of the page. For mobile devices, this can be accessed by selecting the menu icon in the top left corner. This will list all items for payment assigned to any children or staff members linked to your payer account.
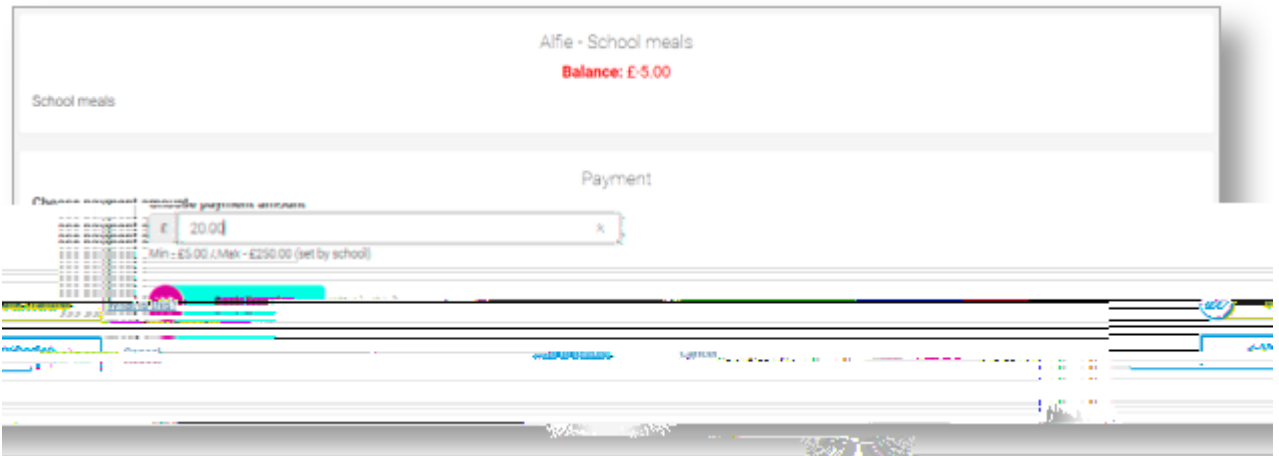

3. Select **View** against the required item for payment

4. Enter the amount to pay, quantity required, or any other requested information.

5. You can either select **Add to basket** or you can pay via **Bank Transfer** if you have enabled this feature

6. If you have selected Add to basket, select the basket icon in the top right corner of the screen to review the payment. You will then have the option to pay via **Parent Account credit**, **Bank Transfer**, **Visa Checkout** or **Other payment method**.
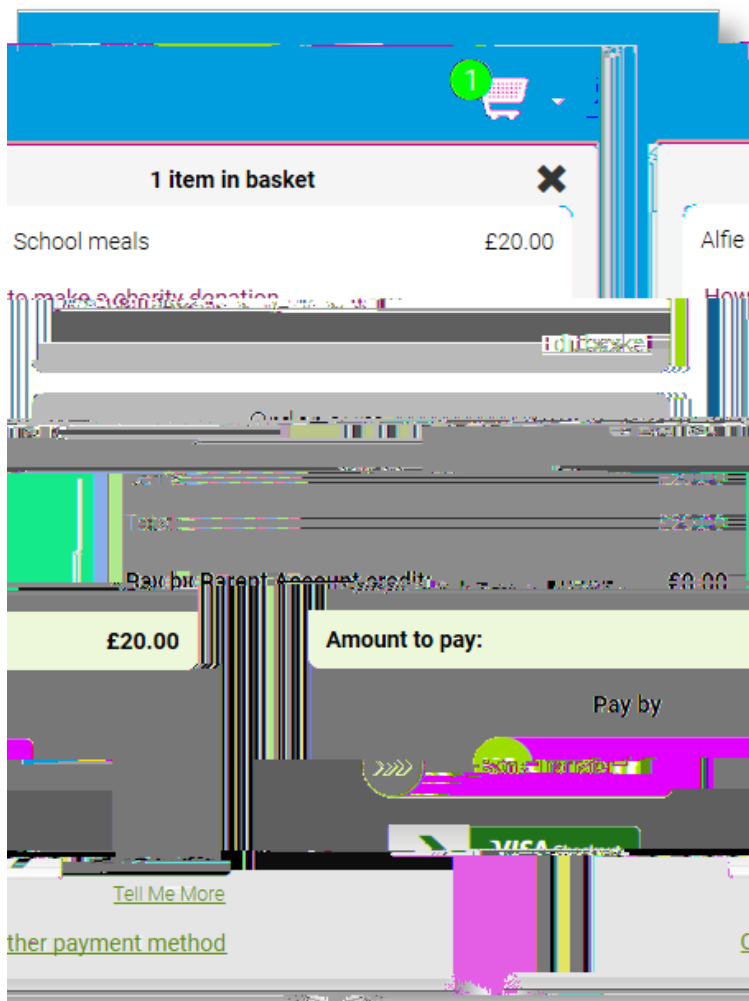
4. Choose how to pay by selecting **Visa Checkout** or **Other payment method**

5. A success notification will be displayed, and a receipt will be emailed to you

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1. Navigate back to the homepage, and select one of the following:

How to set up email or text alerts

It can be difficult to keep track of balances and payments. ParentPay gives Payers the opportunity to set up email or text alerts.
Text message alerts can only be received if you have credit in your text message balance. Charges for text alerts are deducted from the text message balance each time a text is sent. Texts are charged at 6p each. There is no charge for email alerts.

```
NOTE: Text alerts will only be sent to verified mobile numbers. Email alerts
will only be sent to the email address used as your username.
```

Payer guidance -How parents add mobile numbers to their account

When payers provide mobile telephone numbers within their ParentPay accounts this not only allows school/s to send them SMS text message communications, but also allows them to opt in to receiving automated SMS text alerts for items such as a low dinner money balance for their child/children.

```
Please note: Automated text message alerts are payable by parents at 0.06p per
message sent.

Text messages sent to a payer by the school, via the Communication Centre, are
payable by the school and schools will be invoiced for their text message
usage.
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1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Username**
3. Select **Change username**

4. Enter the current Password, the new username email, and confirm the username email

5. Select **Send verification**

6. An email will be sent to the new email address
7. Open the email and click on the link to verify the email address and change the username.
8. Log into ParentPay with the new username

5. Select **Send verification**
6. A PIN will then be sent to the number that has been entered
7. Ent

How to view Payment History

1. Navigate to www.parentpay.com and log in.
2. Navigate to your Home screen.
3. From the menu, select **Transaction historyBTSCt ShetorbisTrmTascti**

How to make a withdrawal from your Parent Account