



## **Parent Pay - FAQs**

### **How do I activate my account?**

#### **Answer**

Firstly make sure you have the Account activation letter from your school. If you have lost this or haven't received it please contact your school for a copy - **then follow these steps:**

1. Go to [www.parentpay.com](http://www.parentpay.com)
2. Go to the Account Login box in the top right corner of the screen
3. Add in the username and password provided in your account activation letter and click '**Activate**'
4. On the next screen you can choose to change your username and / or password to something more memorable
5. Add your email address
6. Add a security question and answer
7. Add any other information requested on the screen
8. Then click '**Continue**'

Your account will now be activated and you can pay your school for items listed on ParentPay.

### **How do I select and pay for an item on ParentPay?**

#### **Answer**

You can see recent items for payment, a short summary and add items to your shopping basket as soon as you have logged in, under the '**Items due for payment**' section. Please follow these steps:

1. To see all payment items with more detail, click on '**Pay for more items**'
2. If you want to see child specific items click on the tab with the name of the child
3. Add any items by clicking '**Add to basket**'
4. You can now add the amount you want to pay and then click '**Add to Basket**'
5. Click '**Checkout**' – you can remove any items you have added by mistake or edit the amounts you want to pay by clicking '**Remove**' or '**Edit**'
6. When ready to pay click '**Pay securely now**'
7. Enter your credit / debit card details and click '**Make payment**'

### **I have more than one child to activate – can I have a single account/login?**

#### **Answer**

You will be able to create a single account which you can add all your children to – even if your children attend different schools (as long as they subscribe to ParentPay).

#### **Follow these steps:**

1. Activate and login to the account you want to add your other children to, this will become the only account you use in future; click on the '**Add a child**' tab on the home page
2. Enter the username and password provided in any other activation letter (or existing username / password if already activated)
3. Then click '**Search**'. Your child's name will be listed on screen - click '**Add to my account**'
4. 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 children in a single account.

### **Who do I contact with queries relating to my ParentPay account?**

#### **Answer**

Due to child and data protection directives we are unable to answer parent's queries directly. We would not be able to confirm your identity over the telephone. School staff have been trained to deal with any ParentPay issues or problems their parents may have and will be able to verify you as the registered account holder.

We advise Parents to use our FAQs and contact school if the query requires further support.

### **I've forgotten my username and/or password – what do I do?**

#### **Answer**

If you are unable to access ParentPay, please use the username reminder/password reset link found on our login page; if you have previously registered an email address in ParentPay you will be emailed a copy of your password to that address.

If you no longer have access to this email address or have not previously registered an email address in ParentPay, you will not receive the password reset email so you will need to contact the school for a reminder of username and password.