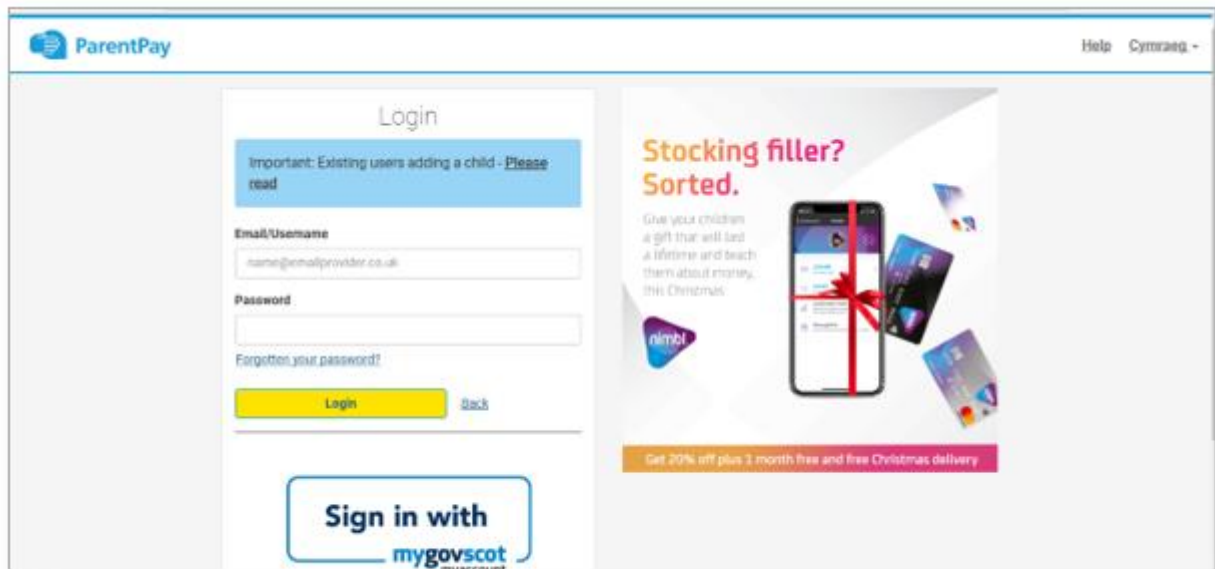


# How to activate your account

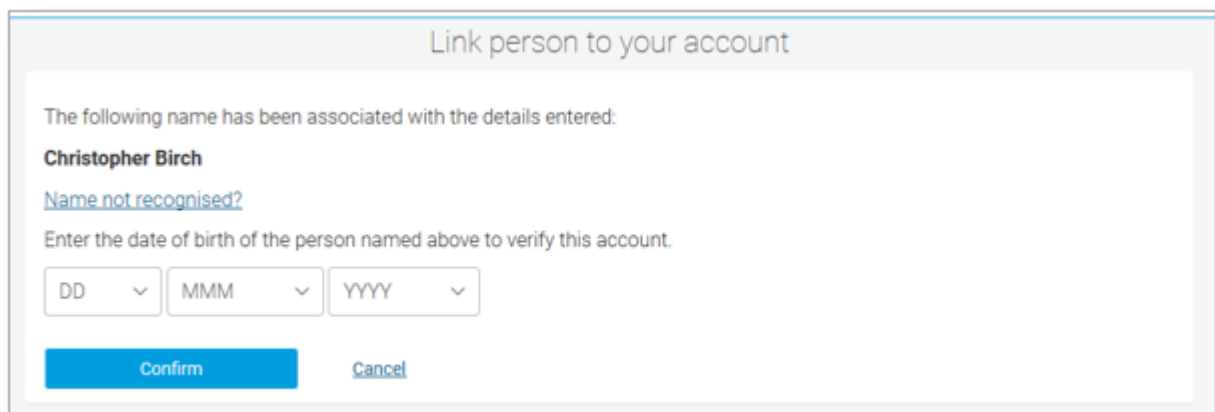
Before you can activate a ParentPay account, you will need the activation letter which is provided by your child's school. If you don't have this, please contact the school directly to request a copy.

1. Go to [www.parentpay.com](http://www.parentpay.com)



2. Type in the username and password provided in the activation letter from school, be sure not to confuse the letter l (for lima) with the number one (1) and the number 0 (zero) with the letter o (for oscar).

NB The user details are case sensitive and for one-time use only. They will become invalid after account activation



3. Confirm the details are correct and enter the date of birth for your child and click *Confirm*

**IMPORTANT: Existing users adding a child - DO NOT CONTINUE** [Please read](#)

All fields are mandatory unless otherwise stated

### Personal details

**Title**  
Please choose a title

**First name:**

**Last name:**

### Email address

**Username email:**

**Confirm username email:**

### Password


**Password:**

Passwords must contain between 6 and 20 characters, at least one letter and one number and are case sensitive

**Confirm password:**

I confirm that I have read, understood and agree with the ParentPay [terms and conditions](#) and [privacy notice](#)

[Activate account](#)

 [Why we need this information](#)

4. Follow the on-screen instructions to successfully activate the account. You will need to enter in their name, an email address and select a password for the account (your email address will become your username)  
Read the ParentPay terms and conditions and click in the box to accept at the bottom of the page then click *Activate account*.
5. A verification email will be sent to the user. They will need to click on the link within the email to complete the process and access their account.

# How to pay for items

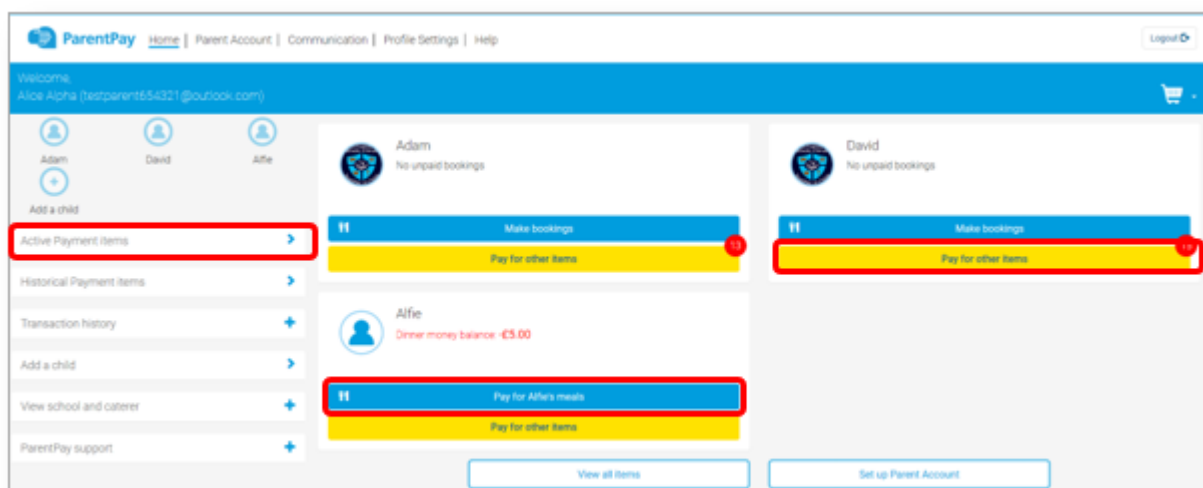
Whenever a school creates an item to pay for (such as a trip, uniform, or a club) they select which pupils or staff members to assign to the item. This assignment allows parents or carers to log into the ParentPay system and make a payment. To pay for items, please follow the steps below:

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

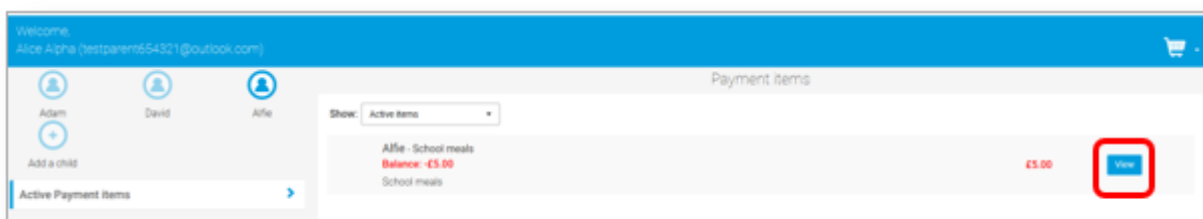
a. **Pay for <child's name="> meals** – located below the child's name in the pupil tiles in the centre of the page. This will only give the option to pay for school meals for a single child.

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.

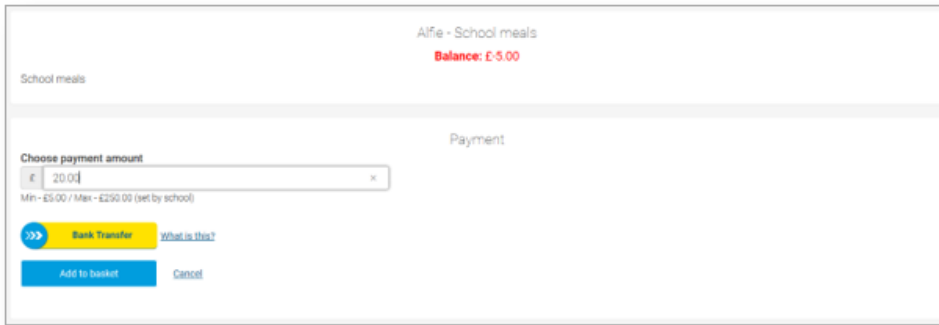


3. Select **View** against the required item for payment

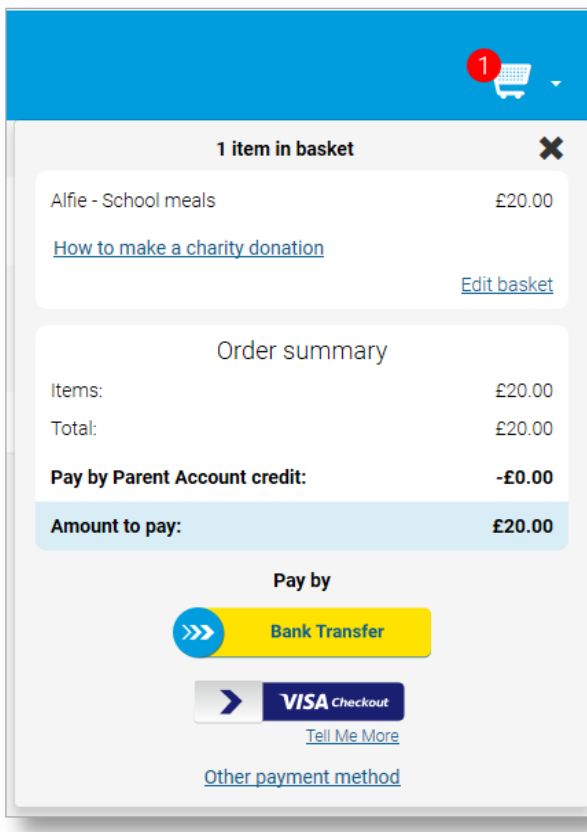


4. Enter the amount to pay, quantity required, or any other requested information.

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**.



NOTE: If there is any credit in the Parent Account, this will be used to pay for the items. If the total of the items to pay for is greater than the Parent Account balance, the difference can be paid by other methods

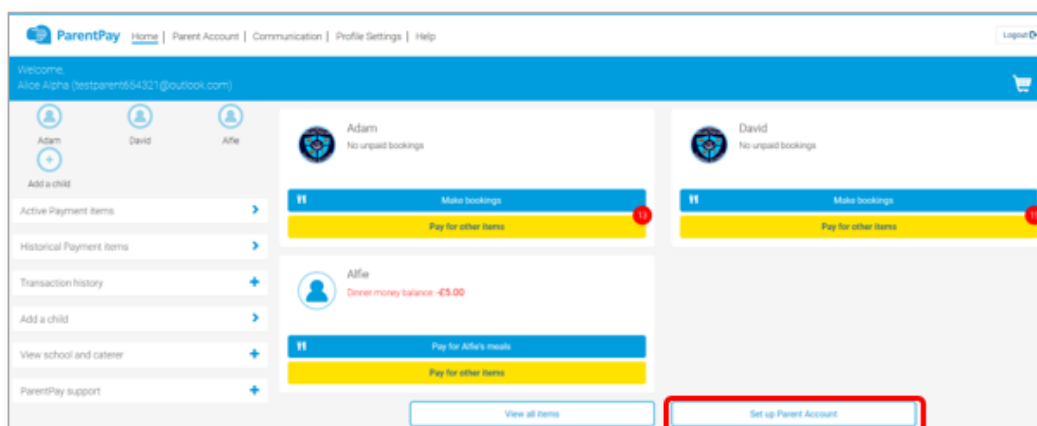
7. Complete the payment process. Once the payment has been completed, a confirmation message will be displayed

# How to add and use Parent Account credit

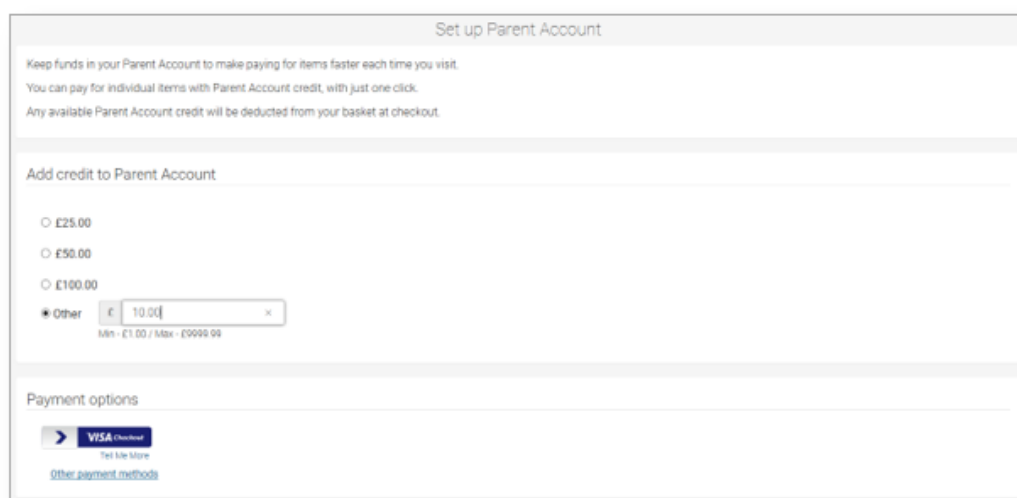
To allow for faster payments towards trips, school meals, clubs, and anything else schools may collect money for, ParentPay provides access to the Parent Account. You can add any amount of money into your Parent Account and use it to quickly check out and pay for items added to the ParentPay system by the school.

## Adding credit to your Parent Account

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into your account
2. Select **Set up Parent Account** (If credit has been added to the Parent Account previously, this will read **Add Parent Account credit**)



3. Select one of the pre-set amounts, or manually enter the amount in the Other amount box to top up with

A screenshot of the 'Set up Parent Account' form. The form is titled 'Set up Parent Account' and contains the following sections: 'Keep funds in your Parent Account to make paying for items faster each time you visit. You can pay for individual items with Parent Account credit, with just one click. Any available Parent Account credit will be deducted from your basket at checkout.' 'Add credit to Parent Account' section with radio buttons for £25.00, £50.00, and £100.00, and an 'Other' option with a text input field containing '10.00'. Below the input field, it says 'Min - £1.00 / Max - £9999.99'. 'Payment options' section with a 'VISA Checkout' button and a link to 'Other payment methods'.

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

### Making a payment using Parent Account credit

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

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.

2. Select **View** against the item for payment

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

4. Select Pay by Parent Account

Note: If there is not enough credit in your Parent Account to cover the cost of the item, you will be prompted to add the item to your basket

5. A success notification will be displayed at the top of the screen containing your updated Parent Account balance, and a receipt will be emailed to you.