How do I activate my account?

You will be given an Activation letter from the school. Before you begin to activate your account you will need **an active email address -** this will be used for account verification and login purposes. Please then follow these steps:

1. Go to 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 (activation codes) provided in your account activation letter and click **'Activate'**
4. On the next screen follow the on-screen instructions to activate your account

Your account will then be activated and you can pay for your school dinners online.

Why does ParentPay need my email address?

ParentPay needs your email address:

- For account activation and verification purposes
- For use when logging in alongside your password
- In order to email you a receipt for payments made
- To enable you to receive low balance alerts or new item alerts

How do I select and pay for the school meals online?

You will see the items in your shopping basket as soon as you have logged in, under the **'Items due for payment'** section. Please follow these steps:

1. **Once logged into your account, you will see the item for payment**
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'**
8. Online payments to the ParentPay website are normally credited to the account within one hour.

Which credit / debit cards can I use?

Visa - Visa branded credit cards; MasterCard - MasterCard branded credit cards; Visa Debit - Visa Debit or Visa Delta branded debit cards; Visa Electron - Visa Electron branded debit cards; Maestro; Solo

Is it safe to make payments on the internet?

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details. ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account however; ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

How can I find out if my payment was successful?

1. If you have reached the ParentPay payment receipt page, then yes, your payment should have been successful. If you are in any doubt please follow these steps:
2. Login to ParentPay and go to the **'I want to…'** menu. Click on **'View transaction history'.** You will be able to see details of any recent payments you have made or search for older transactions
3. You will receive receipt information on screen once your payment has been successfully processed. You are able to print a copy of the receipt by clicking the Print icon underneath the Logout tab. Providing you have verified your email address a copy of the receipt will be emailed to your registered email address. It is also possible to set up email/text alerts for cash, cheque receipts.

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

There is a reset facility on the ParentPay website: http://www.parentpay.com/ParentPay/Forgotten-Password/