ParentPay Knowledge Base is a great place to find answers to lots of common support questions with lots of 'How to...' videos and guides. We have collated some information from the Knowledge Base to help you to get started with ParentPay.



Quick Links

How to activate your account	How to pay for items
How to top up your account	How to add a child to your account
How to make a booking	How to withdraw funds
How to view payment history	How to update your details

Payer guidance - How to activate your account

Before you can activate a ParentPay account, you will need the activation letter which will be provided by the school. This will be sent home with children by Friday

There is currently no app available for making payments or booking through ParentPay. Go to <u>www.parentpay.com</u>

Login	
Important: Existing users adding a child-Plesae read	Stocking filler? Sorted.
Enalitivemene	Gree your environ
have genationality on all	A Process and Aller Alle
Forgetter your personnel?	
	Det 20% off plan. I month free and here Chintmas delivery

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

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

The following name has been associated with the details entered: Christopher Birch Name not recognised? Enter the date of birth of the person named above to verify this account. DD ~ MMM ~ YYYY ~		Link person to your account
Name not recognised? Enter the date of birth of the person named above to verify this account. DD MMM YYYYY	The following name has been associated	with the details entered:
Enter the date of birth of the person named above to verify this account.	Name not recognised?	
	Enter the date of birth of the person name	ed above to verify this account.
Confirm Cancel	Confirm	

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 v	
	First name:	
	Last name:	
	Email address	
	Username email:	
	Confirm users much	
	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 understand and array with the DecentDay terms and conditions and minany	
	 Commission was made read, understood and agree with the ParentPay terms and conditions and trubby notice 	
	Activate account	
	E 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 you. You will need to click on the link within the email to complete the process and access your account.

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Payer guidance – How to pay for items

Whenever the 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.

ParentPay Home Parent Account Comm	nurication Profile Settings Help	Logout
Welcome, Alice Alpha (testperent654321@outlook.com)		₩.
Adam David Affe	Adam No uppad bookings	David No urgani bookings
Active Payment items	11 Make bookings	11 Main Societyp
Historical Document Journa	Pay for other kerns	Pay for other lane
Transaction history	Alfe Dener mang balance: €5.00	
Add a child		
View school and caterer	Pay for Athe's meals	
Barert Bay to poort	Pay for other harrs	
	Vew all items	Set up Parent Account

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

Welcome, Alice Alpha (testpar				🗑 -
			Payment items	
Adam	David	Affe	Date: Active terms *	
Add a child			Alfe-School meals Bulance: +5.00 School meals	c1.00
Active Payment iter	ns	>	90-102 - 1884	<u> </u>

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

School meals	Alfie - School meals Balance: £-5.00
Choose payment amount it 20.03 x Min - ES.00 / Max - E250.03 (set by school) x it Bank Transfer wheel is the? Add to banket Cancel	Payment

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**.

	0_
1 item in basket	×
Alfie - School meals	£20.00
How to make a charity donation	
	Edit basket
Order summary	
Items:	£20.00
Total:	£20.00
Pay by Parent Account credit:	-£0.00
Amount to pay:	£20.00
Pay by	
Bank Transfer	
Tell Me More	
Other payment method	

Please 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

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Payer guidance – How to top up your account and then pay for items

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 <u>www.parentpay.com</u> 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**)

ParentPay Home Parent Account Communication Profile Settings Help		
Welcome, Alice Alpha (testparent654321@outlook.com)		🐂 -
Adam David After	Adam No unpart bookings	David No urpaid bookings
Active Payment Items	H Make bookings	11 Make bookings
	Pay for other lisens	Pay for other lands
Historical Payment Items		
Transaction history	Alfie Deven money balance -45.00	
Add a child		
View school and caterier	H Pay for Adhe's means	
	Pay for other items	
ParentPay support	View all bens	Set up Parent Account

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

Set up Parent Account	
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	
O £25.00	
O £50.00	
O £100.00	
* Other C 10.00 ×	
Payment options	
> WSA Charlow	
Tel Me Mure	
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

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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

Please 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.

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Payer guidance – How to add a child to your account or merge two accounts together

One of the key features of ParentPay is the cross-school login functionality. This enables parents or carers that have children attending multiple ParentPay enabled schools to have a single account for up to 15 children.

Adding a child to your account using activation codes provided by the school

Each pupil will be issued an activation letter containing unique activation codes. If you have never used ParentPay previously, you will need to use the codes in **one letter** to activate your account. The activation codes in any subsequent letters can then be used to add a child to this original account.

Navigate to <u>www.parentpay.com</u> and log into an existing activated account.
 If using a computer, select the **Add a child** icon from the top left of the home page or from the menu on the left

Clavid Active Payment items	•	David Unpair boskings £9.50			
Historical Payment items	>	H Pay for David	s bookings		
Transaction history		Pay for othe	r Rems		
Add a child	>		View all Rems	Set up Parent Account	
View school and caterer	+		Lunchtime	meal activity	
		Date	Child	Details	Amount
ParentPay support	+	Wed 01	David	Lunch	No meal

If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child**.

A O	Link person to account
David Add a child Active Payment items	Help and guidance Need to merce second form different accounts?
Historical Payment Items	Enter the username and password on the school letter provided.
Transaction history	ABCDPD
Add a child	Passend
View school and caterer	General General
ParentPay support	

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

		Link perso	n to your account
The following name has been as	sociated with the details entered		
Mary Bravo			
Name not recognised?			
Enter the date of birth of the pers	son named above to verify this as	count.	
02 • Fe	ф •	2001	
Confirm <u>Cancel</u>			

Enter the date of birth for the child you wish to add

Click Confirm

Success! Accounts have been merged.

You will see confirmation that the child has been added successfully and you will be able to make payments for the newly added child.

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Payer guidance – How to make a meal or event booking

You will be able to book your child's meals and/or event places in advance of the session. This helps the school minimise food waste, and reduce administrative burden on the school staff.

Making bookings

- 1. Go to www.parentpay.com and log in
- 2. Select the child to make bookings for
- 3. Select Bookings > Make or view bookings

Welcome. Alice Apha (testparent65	4321@dutod	x.com)		۰.
Adam David Affe		Adam's page Forest Primary School TEST SITE		
Add a child		Payment items to 00		
Home	>	Bookable school meal Batance: 20:00 Dinner Money £2:30 per day: Minimum payment accepted £11:50	£2.30	view
Child's page	*	Afterschool bookings Barance (10.00	£10.00	View
Child profile Bookings	+	Norming Club Balance C3.00 Moning club	65.00	View
Make or view bookings Unpaid bookings	>	New leaver hoodle leaver hoodle	£15.00	View

- 4. Select the time of day that you wish to make a booking for
- 5. Select the week to view
- 6. Select Make or view bookings

Welcome, Alice Alpha (testparent65-			۰ 🛒
		Adam's bookings	
Adam David	Affe	Make or view bookings To book, please select from the options below and then select 'Make or view bookings' Make bookings for:	
Home Child's page	> >	Week commencing: 6 Jan 2020 🗸	
Child profile	+	Add to bookings balance If you wish to add to your bookings balance, you can do so by selecting 'Add to bookings balance'.	
Bookings	+	Add to bookings belance	
Make or view bookings	>		
Unpaid bookings	>		

7. You will then be presented with a booking screen.

Booking with menu to view: Book a meal or event. Menu shown, but choices cannot be selected. You simply book to say that your child would like a meal on that day.

Mon 18 Jan	Tue 19 Jan	Wed 20 Jan	Thu 21 Jan	Fri 22 Jan
Book a meal	Book a meal	Book a meal	Book a meal	Book a meal
Macaroni Cheese	Chicken Pie served with Gravy & Mashed Potato	Reast Cammon served with Bolied Polatoes	Homemade Beef Burger served with Potato Wedges	Flah Fingers served with Chips
Homemade Cheese Potato & Onion pasty served with crushed potato	Vegetable Casserole served with New Potatoes	Vegetarian Sausage aerved with Maahed Potato & Gravy	Sweet & Sour Vepetables served with Rice	Cleanny Leek & Cheese Polato Boata
Jacket Polato with choice of Beans. Cheese or Colesiaw	Jacket Potats with shoice of Beans. Cheese or Colesiaw	Jacket Potato with choice of Beans, Cheese or Coleslaw	Jacket Polato with choice of Beans, Cheese of Colesiaw	Jacket Potato with choice of Beene, Cheese or Coleslaw
Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables	Stanonal Vegetables	Seasonal Vegetables
Australian Crunch	Evera Pudding & Custant	July & Pinesppie	Parkin Cake	
Siner dex				

8. Make the required bookings

9. A summary will be displayed at the bottom of the page with any previous unpaid bookings shown in red

Booking summary	
Show.symbols Help Hide info	
Adam Apiha's Lunch time	
Bookings added	3
Bookings cancelled	0
Cost of new bookings	£6.90
Unpaid bookings	£2.30
Payment due	£9.20
Cancel	Confirm bookings

WARNING: Any bookings must be confirmed and (if required) paid for within 2 hours of selecting them. Failure to do so will result in the bookings being automatically cancelled.

10. Review the booking summary, and select **Confirm booking.**

11. Any credit in your Parent Account will be used to pay for the meals. Any remaining cost can be paid by Bank Transfer (if enabled), Visa Checkout or Other payment method

Bas	ket			Order summary	
Item	Total cost E	dit	Remove	Items:	£9.20
Adam - Bookable school meal	£9.20	/	til i	Total	£9.20
				Pay by Parent Account credit:	-£0.00
			_	Amount to pay:	£9.20
Children in Need			50p	Pay by	
Tell me more		Ad	d donation	Bank Transfer	
				> VISA Checkenet	
				Other payment method	1
				Continue shopping	

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Payer guidance – How to make a withdrawal from your account

Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips. There may be occasions where it is necessary to make a withdrawal from your Parent Account, such as when a high-value school trip is refunded, or when you no longer have a child attending a ParentPay enabled school.

Please note: This process only allows withdrawals of funds already in your Parent Account. Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

To withdraw funds using a mobile device

- 1. Go to <u>www.parentpay.com</u> and log into your ParentPay account
- 2. Select the bank notes icon

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AА	🔒 app.	parentpa	y.com	୦
🔁 Pa	rentPay		Lo	gout 🗗
#		S	1	8
≡			٢	; -
Updated Pa	arentPay Ter	ms and Co	nditions - Ju	ne 2020
Read more				

3. Select Withdraw

≡ ` ∵ .
Parent Account
Add Parent Account credit
Statements
Start date 14 Jun 2020
End date 14 Jul 2020
View Statement
14 Jun 2020 - 14 Jul 2020
Show transaction reference
Date Description In Out Balance
No Items found
Withdraw

4.Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account.

Please note: The number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds.

ParentPay	<u>Cymraeg</u>	Logout C+
🛉 💿 🧟	1	•
Parent Account credit: £ 8	8.00	. چ
Parent Account		
Withdrawals		
You are limited to 3 withdrawals within a 3 month p Withdrawal amount: £ 2.00 Mr: £ 0.05 - Max: £ 8.00 Make a withdrawal Cancel	eriod.	
🕑 (f) (i	in	

5. Select Make a withdrawal

ParentPay 0	Cymraeg
💏 💿 💌	1 0
Parent Account credit: £ 8.00	- چ
Parent Account	
Confirm withdrawal	
Withdrawal amount requested: £2.00 £2.00 will be sent to the following account(s): • £2.00 to Visa ending in 8043 How withdrawals work2	
Withdraw funds	
🕑 (f) (in)

- 6. Confirm the details are correct and click **Withdraw funds**
- 7. Confirmation of the withdrawal will be displayed.

) Pares	ntPay	erent Account credit: £	Cymraeg Logout C•
=		Parent Account	- 🛒
Your withdrav Your Parent A	val of £2.00 s ccount balan	s being processed. Ice is now £6.00.	
Your withdraw daily and shou The payment r	al request ha Id appear in y eference on y	withdrawal receip s been processed. Pay your account within 2-3 your bank statement wi	ot ments are usually processed working days. Il show as ParentPay .
Date 14 Jul 2020	Amount £2.00	Returned to Visa ending 8043	Reference MGDB-CJ51-4MDF-4E
Back to state	ment		
	() (f) (in

To withdraw funds using any other device

- 1. Go to <u>www.parentpay.com</u> and log into your ParentPay account
- 2. Select Parent Account



- 3. Your statement will then be displayed
- 4. Select **Withdraw** from beneath the statement

May 21	Card payment - MasterCard ending 4415	+ £10.70	£10.70
May 16	Ivy - After School Club	- £30.00	£0.00
May 16	Card payment - Visa Debit ending 1112	+ £30.00	£30.00
May 16	Oliver - After School Club	- £29.00	£0.00
May 16	Oliver - After School Club	- £30.00	£29.00

5. Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account

Please note: The number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds.

With	drawal amount
£	100.00
Vin H	22 00 - Max £113.70

- 6. Select Make withdrawal
- 7. Confirm the withdrawal
- 8. Confirmation of the withdrawal will be displayed.

our Parent Account	balance is now £13.70.		
		Withdrawal receipt	
lithdrawale can tal	ke 5 workings days and f	funds may be returned to more than one account.	
intriurawais carrita			
Date	Amount	Returned to	Reference

Please note: The withdrawal may take up to 5 working days to be credited back to the card/bank account detailed on the withdrawal screen

Please note: If the withdrawal will result in amounts being credited to multiple cards/bank accounts, the confirm withdrawal notification will display what will be refunded to which cards.

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Payer guidance – How to view payment history

- 1. Navigate to <u>www.parentpay.com</u> and log in.
- 2. Navigate to your Home screen.
- 3. From the menu, select **Transaction history > Payment history**.

			💆 -
Adam David	Afe	Adam No unpast bookings	David No unpaid bookings
Artice Decreart items		11 Make bookings	H Make bookings :
Norte Pagriteri Attrice		Pay for other items	Pay for other Rems
Historical Payment items	>		
Transaction history	-	Alfree Disease money balance -65.00	
Payment history	>		
Balance history	>	H Pay for Alfie's musils	
Add a child	>	Pay for other itema	
View school and caterer		View all items	Set up Parent Account

4. Select the name of the child, the payment item, and the date range you wish to view.

5. Select **Search**

	Transaction history	
	Payment history	
Please select the child, item(s) paid for a	nd dates you would like to search.	
Name: Adam -		
Payment item:		
All services	~	
Start date:		
01/01/2019		
End date:		

6. You will see a full list of all the transactions carried out during the selected period.

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Payer guidance – How to update your username/email address or password

When creating your ParentPay account, it is a requirement to provide an email address which is used as your username. You will also have been required to set up your own password. It is important to keep your email address up to date so that you can continue to receive communications from your school(s) and organisations. The email address is also used if you need to change your password or log a support issue. Should your email provider ever change, it will be necessary to update your username.

Please note: ParentPay advise that you should use a personal email address rather than a corporate email address to minimise the loss of account access when moving jobs.

How to change your username

- 1. Navigate to <u>www.parentpay.com</u> and log into your account
- 2. Select Profile settings > Username
- 3. Select Change username

ParentPay Hor	ne Parent	Account Communication Profile Settings Help	Cymraeg Logout G
			ي ا
		Profile Settings	
💄 Personal details	•	Current username	
🐱 Email addresses	•	Username (must be an email address) testparent654321@outlook.com Change username	
Telephone numbers	•		
Username	•	And the set of the set	
R Password	•		
Account recovery	•		

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

5. Select **Send verification**

Change username		
All fields are mandatory unless otherwise stated.		
Password		
•••••		
New username		
Your username must be an email address		
testparent1234@hotmail.com		
Confirm username email		
testparent1234@hotmail.com ×		
Why we need this information		
Click below to confirm you want to continue. We'll send you a verification link by email, and your username won't be changed until you click the link.		
Send verification Cancel		

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

How to change your password

- 1. Navigate to www.parentpay.com and log into your account
- 2. Select Profile settings > Password
- 3. Select Change password

4. Enter the **Existing password**, the **New password**, and **Confirm new password**

5. Select Save changes

How to set an email address for account recovery

The account recovery email address is used to assist in the recovery of the account if the username is ever forgotten.

- 1. Navigate to <u>www.parentpay.com</u> and log into your account
- 2. Select Profile settings > Account recovery



3. Select Add account recovery email

4. Enter the current password, the new account recovery email, and confirm the account recovery email

Add accourt	nt recovery email
All fields are mandatory unless otherwise stated.	
Password	
New account recovery email	
parenttest@gmail.com	
Confirm account recovery email	_
parenttest@gmail.com ×]
Why we need this information	
Send verification Cancel	

5. Select Send verification

- 6. A verification email will then be sent to the email address entered
- 7. Open the email and select the link to verify the address.

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How to set a mobile phone number for account recovery

The account recovery mobile phone number is used to inform you of any balance alerts that you may choose to receive. It can also be used to help you regain access to your ParentPay account if the log in details are forgotten. The mobile phone number is shared with the school(s) that your child(ren) attend unless otherwise indicated.

1. Navigate to <u>www.parentpay.com</u> and log into your account

- 2. Select Profile settings > Account recovery
- 3. Select Add mobile number

4. Enter the password, new account recovery number, and confirm account recovery number

Add mo	bile number
All fields are mandatory unless otherwise stated. Password	
New mobile number	
Confirm new mobile number	
Why we need this information	
Send verification Gancel	

5. Select Send verification

- 6. A PIN will then be sent to the number that has been entered
- 7. Enter the PIN into the ParentPay site to verify the mobile number

	Verification PIN
Enter the PIN number you received in your text.	
Enter PIN:	
Verify number	

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