

[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](#)

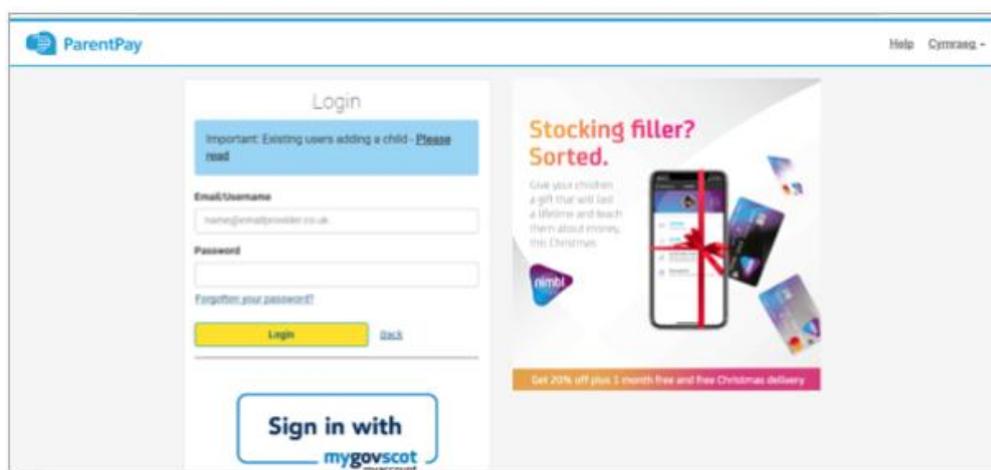
[How to view payment history](#)

[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 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).

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

Link person to your account

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

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

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](#)

 [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.

[\[Back to Quicklinks\]](#)

Payer guidance – How to pay for items

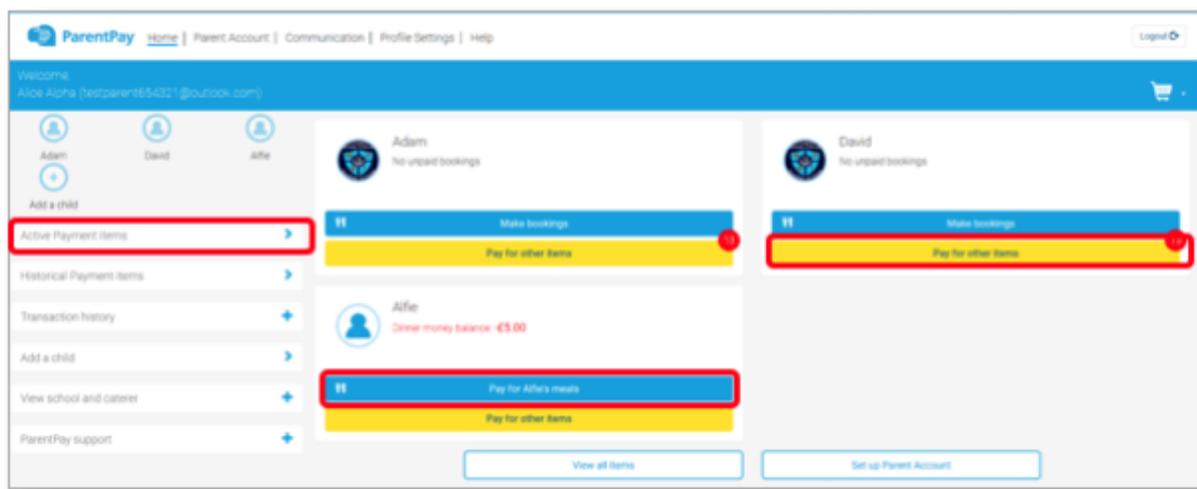
Whenever the school creates an item to pay for (such as a trip, uniform, or a club) they select which pupils or staff members to assign to the item. This assignment allows parents or carers to log into the ParentPay system and make a payment. To pay for items, please follow the steps below:

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

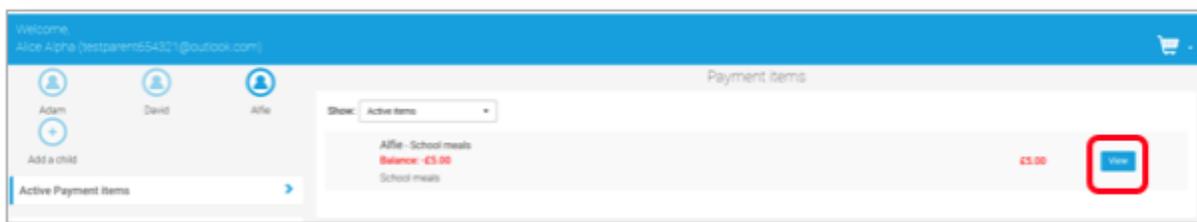
a. **Pay for <child's name=""> meals** – located below the child's name in the pupil tiles in the centre of the page. This will only give the option to pay for school meals for a single child.

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.

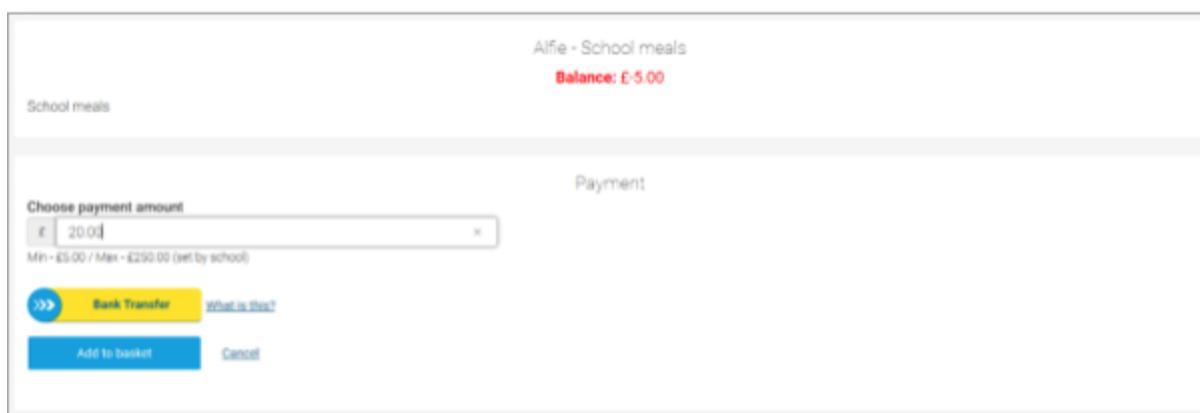


3. Select **View** against the required item for payment

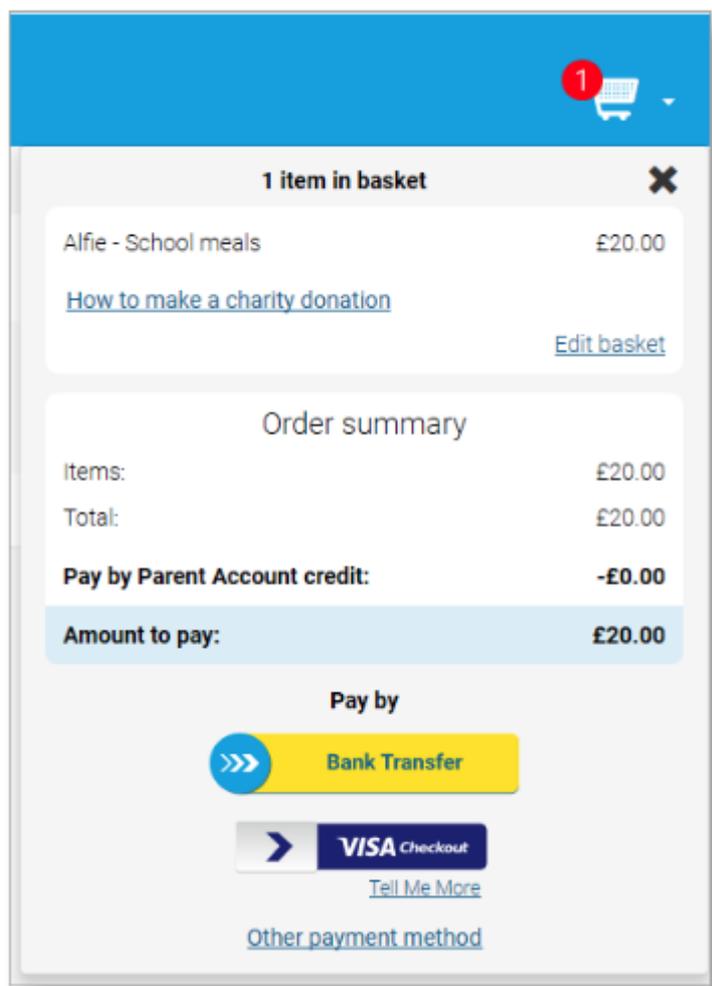


4. Enter the amount to pay, quantity required, or any other requested information.

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**.



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

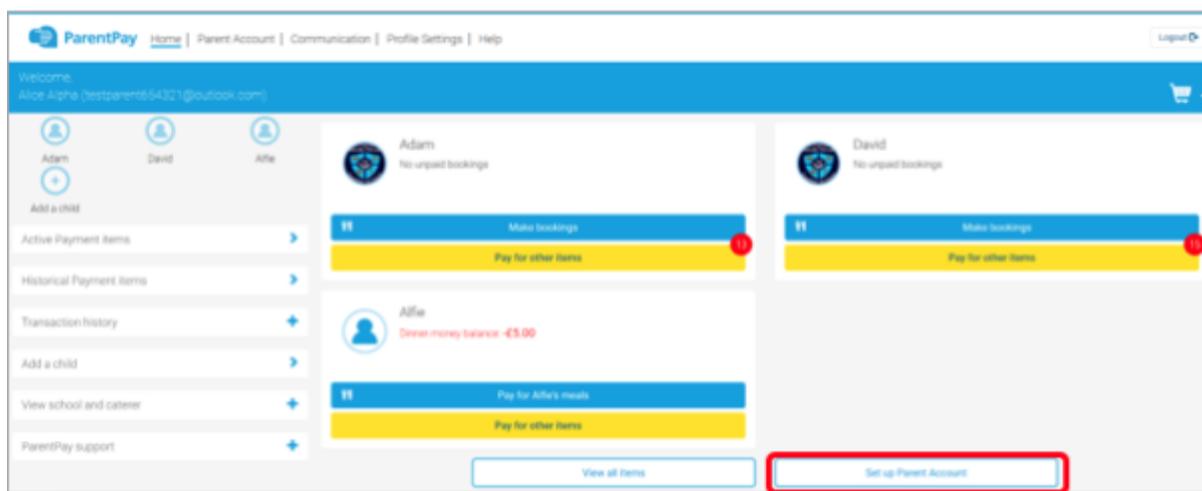
[\[Back to Quicklinks\]](#)

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 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 title is 'Set up Parent Account'. Below the title, there is explanatory text: '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.' The main section is titled 'Add credit to Parent Account' and contains three radio button options: '£25.00', '£50.00', and '£100.00'. The 'Other' option is selected, with a text input field containing '10.00'. Below the input field, it says 'Min - £1.00 / Max - £9999.99'. At the bottom, there is a 'Payment options' section with a 'VISA (checked)' button and a link for '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

[\[Back to Quicklinks\]](#)

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.

[\[Back to Quicklinks\]](#)

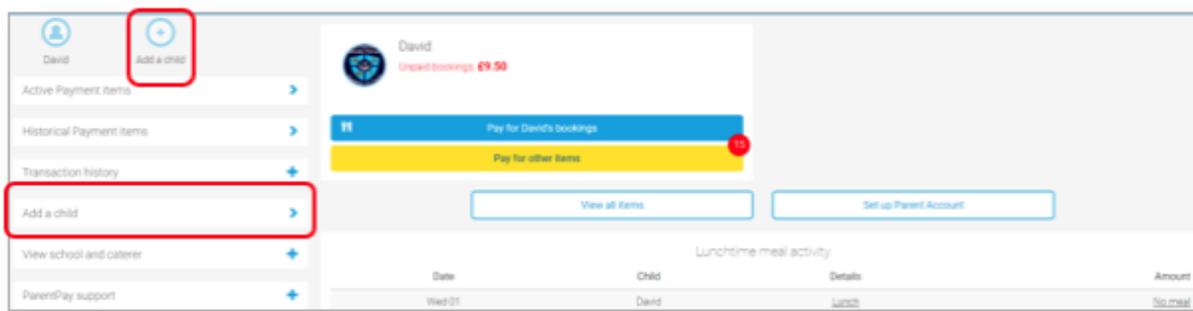
Payer guidance – How to add a child to your account or merge two accounts together

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.

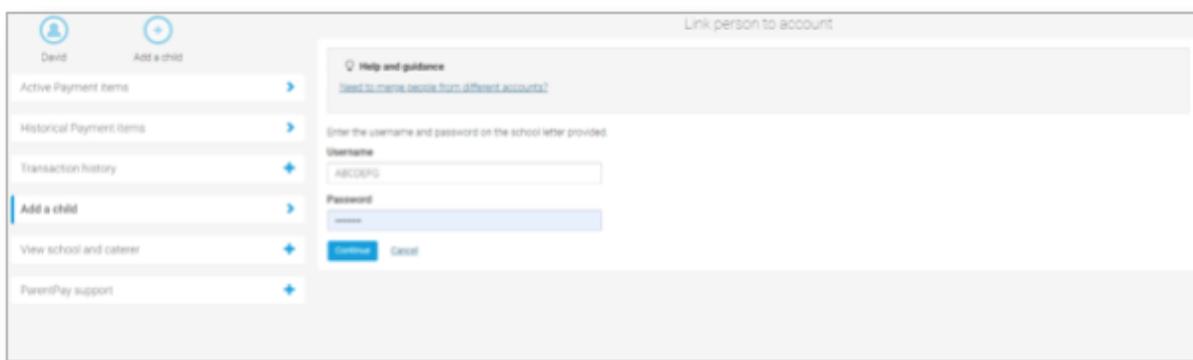
Adding a child to your account using activation codes provided by the school

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.

1. Navigate to www.parentpay.com and log into an existing activated account.
2. 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



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



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

Link person to your account

The following name has been associated with the details entered:

Mary Bravo

[Name not recognised?](#)

Enter the date of birth of the person named above to verify this account

02 Feb 2001

Confirm Cancel

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

Click **Confirm**



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

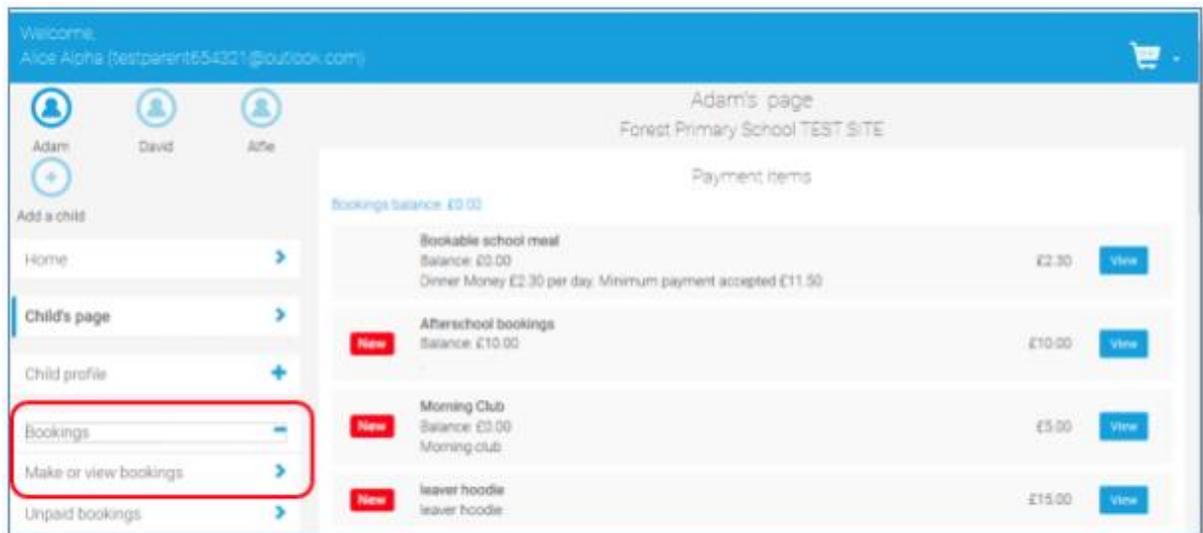
[\[Back to Quicklinks\]](#)

Payer guidance – How to make a meal or event booking

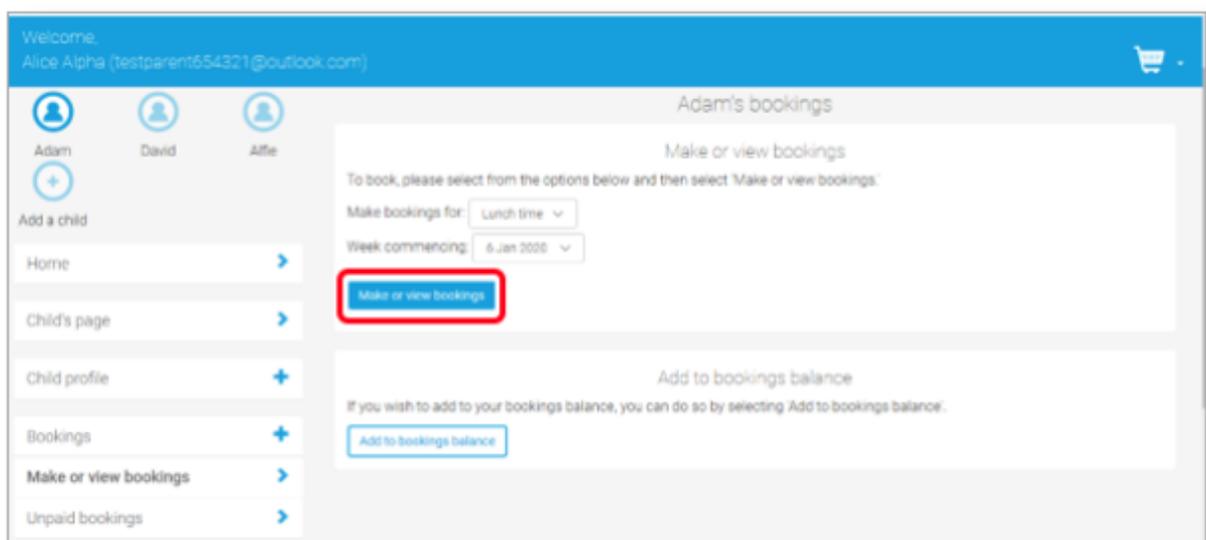
You will be able to book your child's meals and/or event places in advance of the session. This helps the school minimise food waste, and reduce administrative burden on the school staff.

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**



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**



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	Roast Gammon served with Boiled Potatoes	Homemade Beef Burger served with Potato Wedges	Fish Fingers served with Chips
Homemade Cheese Potato & Onion pastry served with crushed potato	Vegetable Casserole served with New Potatoes	Vegetarian Sausage served with Mashed Potato & Gravy	Sweet & Sour Vegetables served with Rice	Creamy Leek & Cheese Potato Boats
Jacket Potato with choice of Beans, Cheese or Coleslaw	Jacket Potato with choice of Beans, Cheese or Coleslaw	Jacket Potato with choice of Beans, Cheese or Coleslaw	Jacket Potato with choice of Beans, Cheese or Coleslaw	Jacket Potato with choice of Beans, Cheese or Coleslaw
Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables	Seasonal Vegetables
Australian Crunch	Eve's Pudding & Custard	Jelly & Pineapple	Parkin Cake	Orange Shortbread
Clear day				

8. Make the required bookings

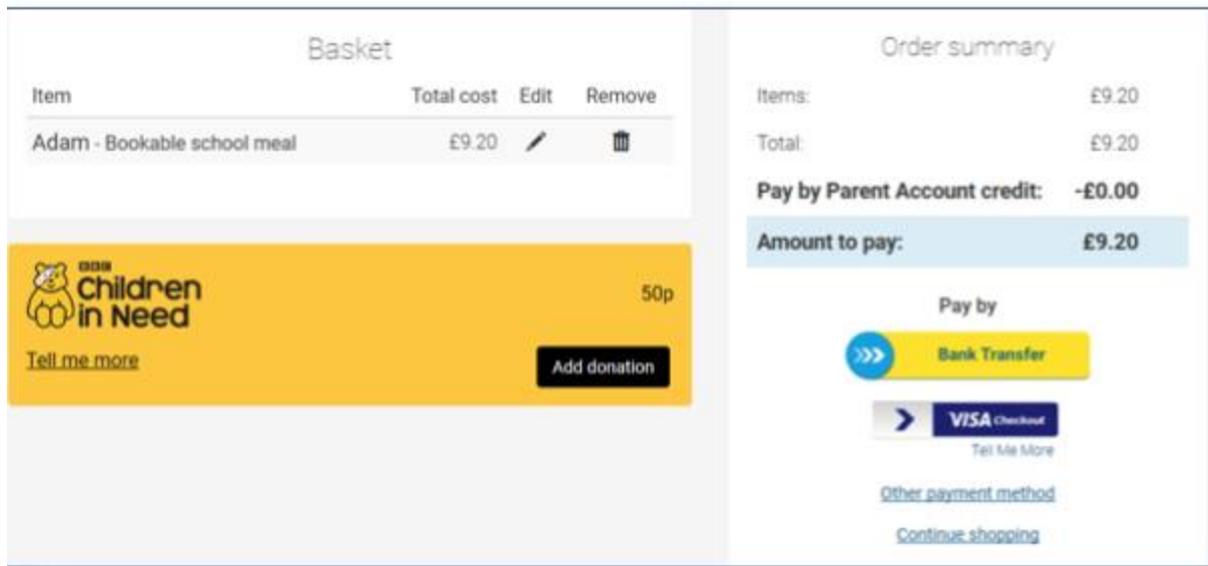
9. A summary will be displayed at the bottom of the page with any previous unpaid bookings shown in red

Booking summary	
Show symbols Help Hide info	
Adam Alpha'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



[\[Back to Quicklinks\]](#)

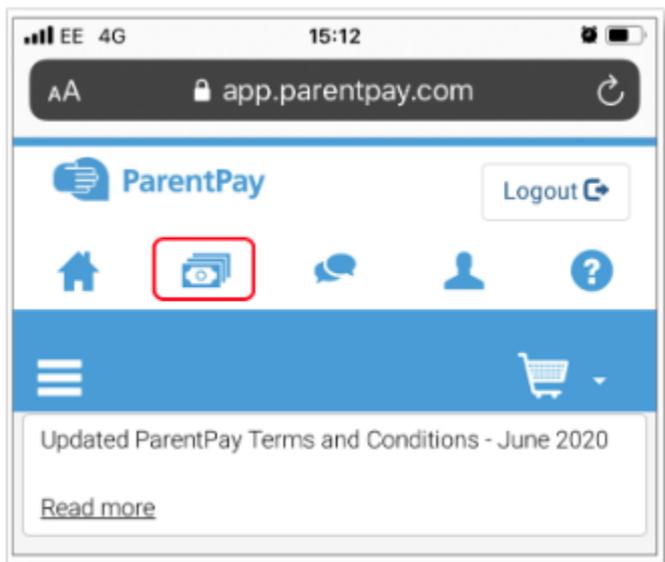
Payer guidance – How to make a withdrawal from your account

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.

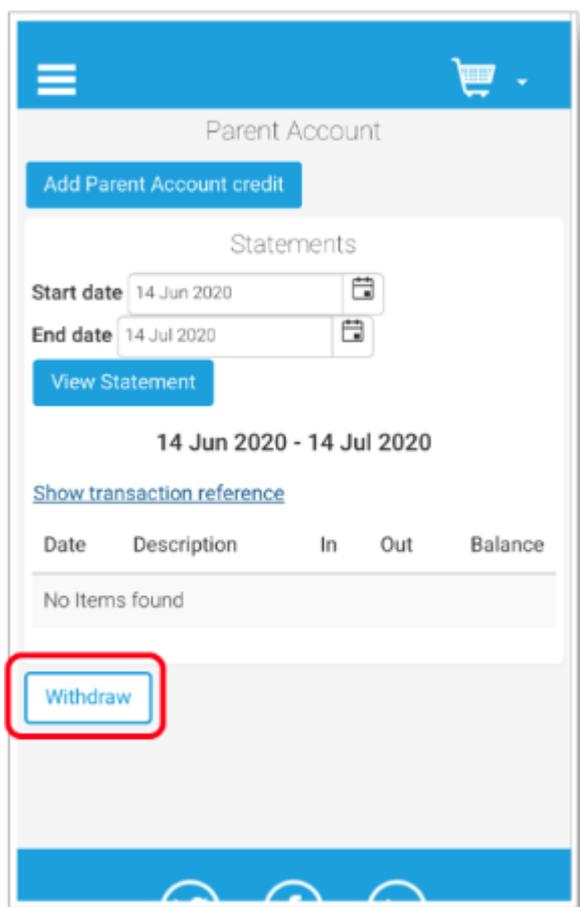
Please note: This process only allows withdrawals of funds already in your Parent Account. Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

To withdraw funds using a mobile device

1. Go to www.parentpay.com and log into your ParentPay account
2. Select the *bank notes* icon

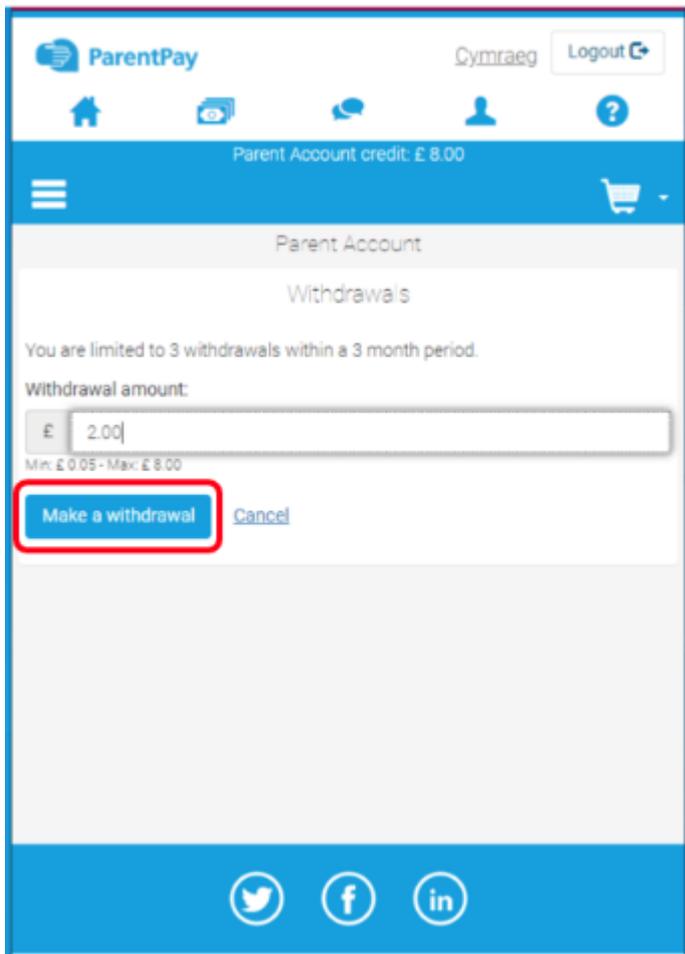


3. Select **Withdraw**

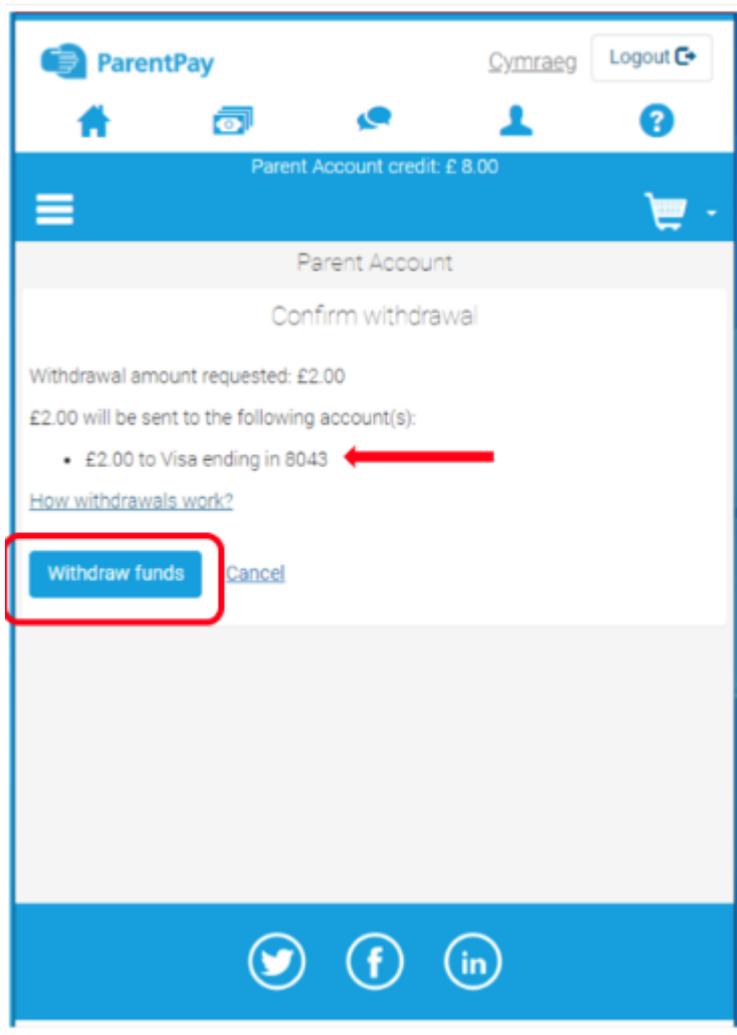


4. Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account.

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

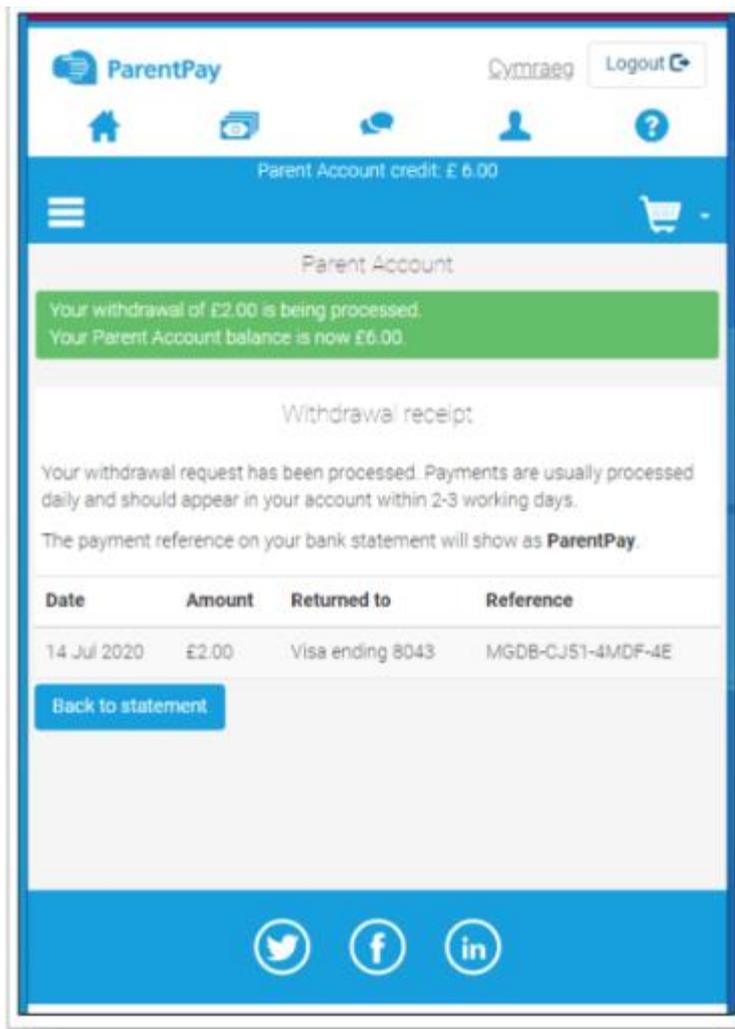


5. Select **Make a withdrawal**



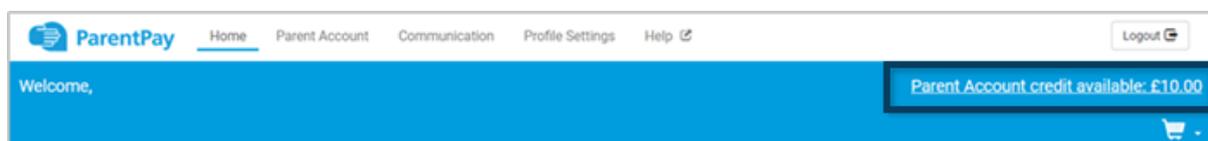
6. Confirm the details are correct and click **Withdraw funds**

7. Confirmation of the withdrawal will be displayed.



To withdraw funds using any other device

1. Go to www.parentpay.com 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

[Withdraw](#)

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.

You are limited to 3 withdrawals within a 3 month period.

Withdrawal amount

€ 100.00

Min £2.00 - Max £113.70

[Make withdrawal](#)

6. Select **Make withdrawal**

7. Confirm the withdrawal

8. Confirmation of the withdrawal will be displayed.

Your withdrawal of £100.00 is being processed.
Your Parent Account balance is now £13.70.

Withdrawal receipt

Withdrawals can take 5 working days and funds may be returned to more than one account.

Date	Amount	Returned to	Reference
30 May 2018	£100	VisaDebit ending in 1112	AA02-AUZJ-W7NJ-5A

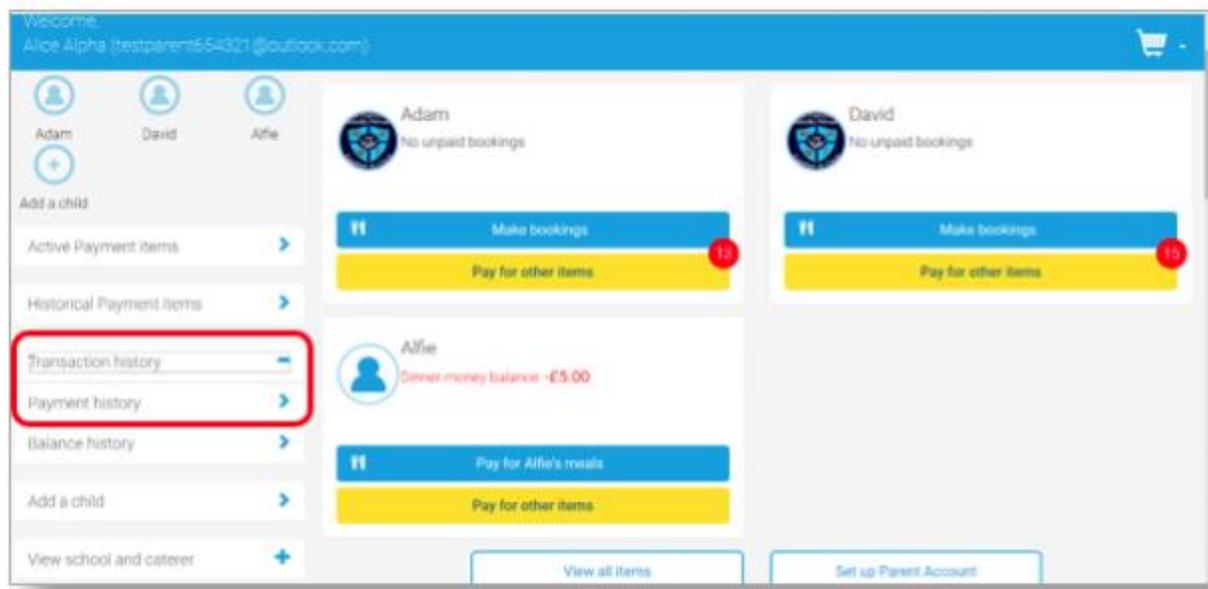
Please note: The withdrawal may take up to 5 working days to be credited back to the card/bank account detailed on the withdrawal screen

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.

[\[Back to Quicklinks\]](#)

Payer guidance – 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 history** > **Payment history**.



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

The screenshot shows a web interface for searching transaction history. At the top, it says "Transaction history" and "Payment history". Below that, it asks the user to "Please select the child, item(s) paid for and dates you would like to search." There are four input fields: "Name:" with a dropdown menu showing "Adam"; "Payment item:" with a dropdown menu showing "All services"; "Start date:" with a text box containing "01/01/2019" and a calendar icon; and "End date:" with a text box containing "03/01/2020" and a calendar icon. At the bottom left, there is a blue "Search" button.

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

[\[Back to Quicklinks\]](#)

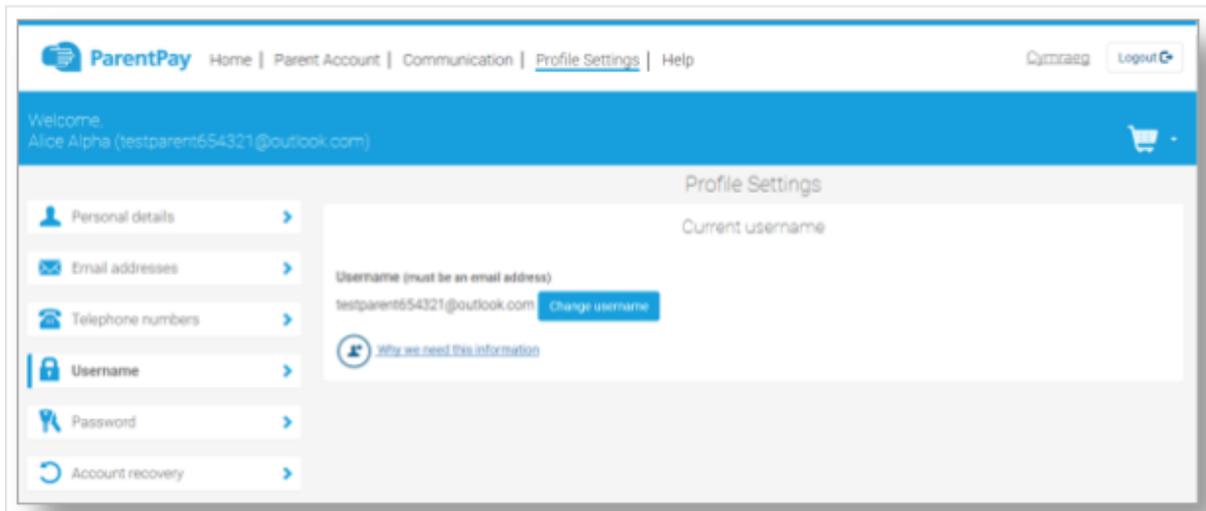
Payer guidance – How to update your username/email address or password

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 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

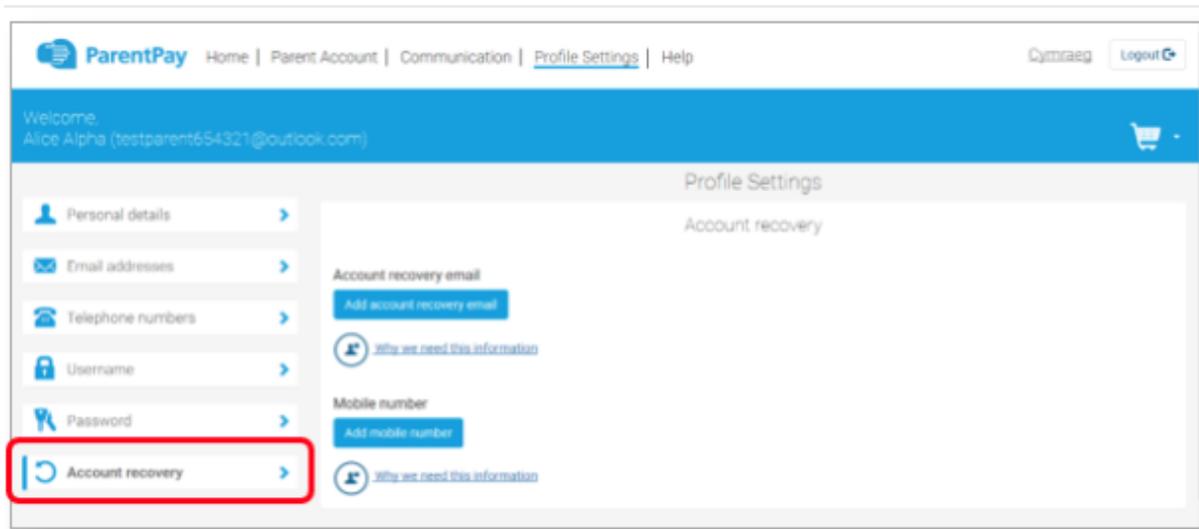
How to change your password

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 www.parentpay.com 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

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.

[\[Back to Quicklinks\]](#)

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 www.parentpay.com 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 mobile number

All fields are mandatory unless otherwise stated.

Password

New mobile number

Confirm new mobile number

 [Why we need this information](#)

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:

[\[Back to Quicklinks\]](#)