Parent Pay FAQ

How do I book meals for my child?

- Navigate to www.parentpay.com and log in

   Select the *Make bookings for...* button with the symbol to book meals for your child (bookings must be enabled for this child)
- Select Make or View Bookings
- Use *Make bookings for...* to select the meal time e.g. Lunch time and the appropriate period and then select the Make or view bookings button
- Make your choices from the menu
- When you are finished your booking summary will be displayed. Select Confirm bookings*
- Review the order summary details and when ready select Pay now
- Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.
- You will receive an onscreen notification when you have completed your payment.

*If Payment due section displays £0.00 no further action is required you will receive an onscreen notification to confirm these bookings.   *If Payment due value is greater than £0.00, you will be directed to the order summary page to complete your payment. If payment is not made within 2 hours your bookings will be cancelled.*

How do I merge two accounts?
It is now possible to merge the accounts yourself.

- Log in to the account you want to use as your main account (this will become the only account you use in future).
- Select the *Add a child* tab on the home page.
- Enter the username and password of the account you wish to add to your username.
- Select *Search*. Your child's name will be listed on screen.
- Select *Add to my account*.

Please note you will lose all transaction history from the account from the account that you are adding to your current username.

I have forgotten my username and/or password. What do I do?
If you know your username and have registered an email address with ParentPay:

- [Click here and follow the on-screen instructions](#)

You will then be emailed a link to reset your password (if this link is not clicked within 7 days it will expire and you will need to use the forgotten password link again).

Can't remember your username or haven't registered an email address with ParentPay?
If you cannot remember your username (usually your email address), please contact the school directly who will be able to verify the email address linked to your account. You can then use the forgotten password feature on the login page to reset your password.

I have changed my email address. What should I do?
If you know your username and password, you should log in to your ParentPay account and select Profile then Phones and emails.

Select to Add or edit email address then Edit the Main email address and follow the on screen guidance.

When you have saved your details, you will be emailed a link to verify your email address. When the email address has been verified, you can select Profile then My details to amend your username.

If you don't know your username and password, please contact your child's school and advise them of your new email address. They will then verify your identity and send a request to the ParentPay support team to change the details for you.

NEW - How do I change my stored card payment?
If you click on Profile > Stored Cards you'll be able to delete your stored cards. You can change the bank card details during the payment process. When you get to the Secure Checkout, select Edit card / Use a different card.

How can I see my current Parent Account balance?
Once you have set up *Parent Account* or if you have credit on your account due to a refund, you will see your current Parent Account balance at the top right hand corner of your home page.

Do I have to have Parent Account credit?
No. Parent Account credit is optional, you can still pay for items using credit or debit cards.

Can I still add credit to my Parent Account?
Yes. If you wish to hold credit on your account to assist with monthly budgeting, you can select 'Add Parent Account Credit' from your home page.

How do I credit my child's school meal balance?

- Navigate to www.parentpay.com and log in.

- Select the *Pay for <child's name> meals* button with the   symbol to credit your child's school meal balance.
- Complete the amount you wish to pay (within the minimum and maximum defined by your school).
- Select *Add to basket.*
- Select *View basket and pay.*
- Review the order summary details and either:

Select *Pay now* (please note that the amount you are required to pay will be reduced by any credit you have in your Parent Account balance). Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.

OR

- Select *Pay using Parent Account* (if you have sufficient funds in your Parent Account balance).

You will receive an onscreen notification when you have completed your payment

How do I activate my account?

To create a new account, you will need to have the account activation letter provided by your school to hand. You will also need to be able to access your email as your email address will become your new username and is used for the verification process.

If you have lost your activation letter or not yet received it, please contact your school.

Please note, if you have previously had a ParentPay account you should attempt to login to this account and follow the add a child process, rather than creating a new one.

- Navigate to www.parentpay.com
- Select Login at the top right corner of the screen
- Enter the username and password (activation codes) provided in your account activation letter and select *Login*
- Complete the activation as detailed on the screen.

You can now log in to your account.

I have received an activation letter, however my email address has already been used on ParentPay. What should I do?

If the email has already been used it is likely that this is an historical account. Assuming you still have access to the email address you wish to use, you can either log in if you remember your old password or use the Forgotten password link on the login page in order to reset it.

- Navigate to www.parentpay.com

- Select Login at the top right hand corner of the screen
- Log in to your existing account using your email address (if you cannot remember the password, select the forgotten password link and follow the instructions)

If you wish to add a child to this account using the information from an activation letter you can now do so:

- From the top right hand corner select Add a Child (this will re-activate an account if it has been archived)
- Enter the username and password issued by the new school in the activation letter provided. This will add your child to this account.

Why have I not received my verification email?
Some email providers may move ParentPay password verification emails to a spam or junk folder. If you have requested password verification and the email has not arrived please check those folders.
Gmail account holders, please also check the 'All' and 'Promotions' inboxes.
If you still have not received the verification email please contact us.

 I have funds in dinner money, can I move this to another child?
The funds in dinner money can be refunded by the school or caterer, once the money is credited to the Parent Account, you can withdraw to your debit, or credit card, or use the funds to pay for other items in schools.

How do I pay for items?
You can now pay for items using either card, or Parent Account funds, or a combination of both.

Paying with credit/debit card:

- Log in to your ParentPay account

- Select the button with the symbol to quickly pay for meal, or the *Pay for other items* for a full list of this child's items for payment*

- Select either *View basket and pay* or *Continue shopping*.

- Once you have selected all your items, your basket and order summary will be displayed. Review the details and select *Pay now* (please note that the amount you are required to pay will be reduced by any credit you have in your Parent Account balance).

*For quick meal payments, enter the amount you wish to credit your child's meal account with and Add to basket (please refer to the How do I make bookings FAQ if your child's meals need to be booked).   *For other items select View details and pay against the item you wish to purchase and then Add to basket.*

Paying with Parent Account credit:

- Log in to your ParentPay account

- Select the button with the symbol to quickly pay for meal, or the *Pay for other items* for a full list of this child's items for payment*
- You will receive an onscreen notification when you have completed your transaction.

*For quick meal payments, enter the amount you wish to credit your child's meal account with and Add to basket (please refer to the How do I make bookings FAQ if your child's meals need to be booked).   *For other items select View details and pay against the item you wish to purchase and then Pay using Parent Account. (please note that if you do not have sufficient funds for all items being purchased in your Parent Account, you will be prompted to pay the difference using a card payment by clicking Pay now).*

I've paid for the wrong item. Can I get a refund?
For most payments, you simply need to contact the school office and arrange a refund back to your Parent Account balance where they will become immediately available. Please note, if the payment was to a third party through the school, such as a catering provider for meals, you may be directed to that provider to arrange the refund.

Where you have made a cash/cheque/voucher/PayPoint payment, your school will need to process the request manually as it will not have been originally processed on the ParentPay system as an online transaction.

If you require a refund for the ParentPay SMS text service, please email support@parentpay.com to request a refund, or alternatively, submit an online support request.

Can I make a payment with child care vouchers?
It is not currently possible to make payments using child care vouchers within ParentPay. However, if your school accepts this form of payment, the school administration team can process the vouchers on your behalf.

My child has left the school. How can I obtain a refund?
You will need to contact the school to arrange a refund into your *My Account* balance, whereupon you can withdraw the balance. If you wish to withdraw money from your *My Account*, please use this FAQ

My child has left the school and I can no longer see their details. How can I pay what I owe?
If you are unable to see your child's details on your account you will need to contact the school to arrange any outstanding payments.

My child is moving schools, what should I do?
As your child leaves their old school you should aim to clear any debt or request refunds for any outstanding balances still owed to you.

Money already paid to a school is no longer within ParentPay and must be refunded by the school in order for you to use it elsewhere within your ParentPay account or arrange a withdrawal.

Once the old school complete their new year processes (usually at the start of a new academic year), your child will be archived from your account and will no longer be visible.

If your child's new school is using ParentPay, this school will send out activation codes in order for you to add your child to your ParentPay account.

Please note: There may be a short period where you have both schools set up for the same child on your account. If this occurs then the school name will be appended to your childs name so that you can differentiate between them. Once the old account is archived the school name will once again be removed as it will be unnecessary.

Can I have a single account/login for all my children?
You are able to add up to six active children to a single ParentPay account, even if the children attend different schools (schools must use the ParentPay service).

Follow these steps:

- Log in to the account you want to use as your main account (this will become the only account you use in future).
- Select the *Add a child* tab on the home page.
- Enter the username and password (activation codes) provided in your activation letter.
- Select *Search*. Your child's name will be listed on screen.
- Select *Add to my account*.

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 active children per account.

Please note: It is not currently possible to combine accounts that have already been activated. You will need to manage two separate accounts. Please ensure that when adding a new child using an activation letter you have received, that you add them to your existing account where one exists.

My child is moving schools. Can I still use my existing account?
You can retain your existing account when your child moves to another school that uses ParentPay. You will need the login details provided by the new school in order to transfer your account. If you do not have these please contact the school.

- Log in to your existing account
- Select Add a Child on the right hand side of the home page
- Enter the username and password provided by the new school
- Select Search
- Select Add a Child to confirm.

You will now see two tabs for the child, one for each school.

My child is moving schools. Can I transfer the balance to the new school?
No, funds cannot be transferred from one school account to another as they will have already been settled to the first school's bank account. Please contact your existing school to determine if a refund can be made or to transfer the balance to a sibling account at the school if appropriate.

Can another payer, such as a partner or ex-partner, make payments for my child?
Additional payers can be set up with their own login in order to make payments. Please contact your child's school and they will be able to arrange the second payer setup.

How do I obtain a PayPoint card for meal payments?
If you would like to pay for your child's school meals via PayPoint, please contact your school. They will order you a PayPoint card and while you wait for this card to arrive, provide you with a barcoded letter to enable you to make meal payments. If you have more than one child at the school you will need a PayPoint card for each child.

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