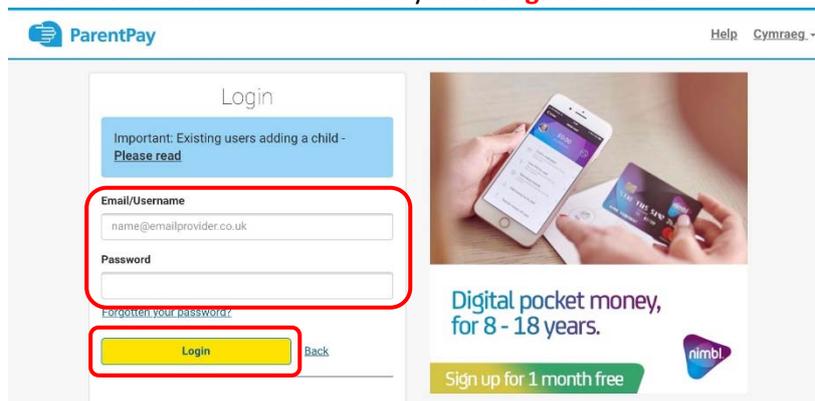


I am new to ParentPay. How do I activate my account?

To set up your account, you will need to provide a current email address.

This will become your username and will also be used for verification purposes. Please ensure you have access to your emails to complete the activation process.

1. Log into your **Schoolgateway** app, select your child in school and under the **Useful links** section there is a link to **ParentPay**. This will then open the ParentPay website in your default web browser.
2. Enter the **one-time activation username** and **password** provided in the activation letter (on the reverse page) into the relevant fields and select the yellow **Login** button.



3. Complete the steps as detailed on the screen.

4. ParentPay will send you an email with a validation link. Please go to your emails and click on this link to validate your account. Once validated you can make online payments straight away.

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 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 historic or current account. Assuming you still have access to the email address you wish to use you can log into this account and then follow the instructions below for adding a child.

If you need to reset your password please use the **Forgotten password** link on the login page.

How do I add a child to my account?

1. Navigate to **ParentPay** via your **Schoolgateway** app.
2. Log in to your current account using your email address (if you cannot remember the password, select the forgotten password link and follow the instructions)
3. From the top left hand corner select the **Add Child** icon (this will re-activate an account if it has been archived)
4. Enter the **one-time activation username** and **password** issued by the school in the activation letter provided (on the reverse page). This will add your child to this account.

Can I have a single account/log-in for all my children?

Yes, 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).

Can another payer such as a partner/ex-partner make payments for my child?

Yes, additional payers can be set up with their own login in order to make payments if requested. Please contact the school office to arrange this.

Please do not share your log-in details with anyone else. Once registered the account is unique to you and cannot be transferred to anyone else.

I'm concerned, does ParentPay share any of my personal information, and what information can another payer see about me and my child?

Your account information is only available to you, via your unique log-in details. ParentPay stores a very limited amount of information about you and your child solely for the purposes of administering your account. ParentPay do not share or give information to other organisations and they operate under strict guidelines as set out by GDPR and the Data Protection Act 1998, which ensures the protection and care of all personal information. This means that any information you have given ParentPay electronically will be used only for the purposes you intended.

Any other payer connected to your child can see the child's Forename, Surname, Year and Registration Group. They will be able to see the same payment items as the main account holder, but they will not be able to see the child's Address or any of your personal details.

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 **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 please contact the school office.

How do I know when new items have been added to my child's ParentPay?

Upon logging into your account any new payment items will be visually highlighted by a red circle like this.



You can also receive payment requests, balance reminders and other information by text or email. You choose what alerts you receive and by which method. You can choose to receive free emails or you can buy a text bundle to receive SMS alerts straight to your phone. To check or update your settings please select **Profile** from the top left-hand corner and then select **Alert Settings**.

I received an alert about a new payment item but it is not showing on my child's ParentPay?

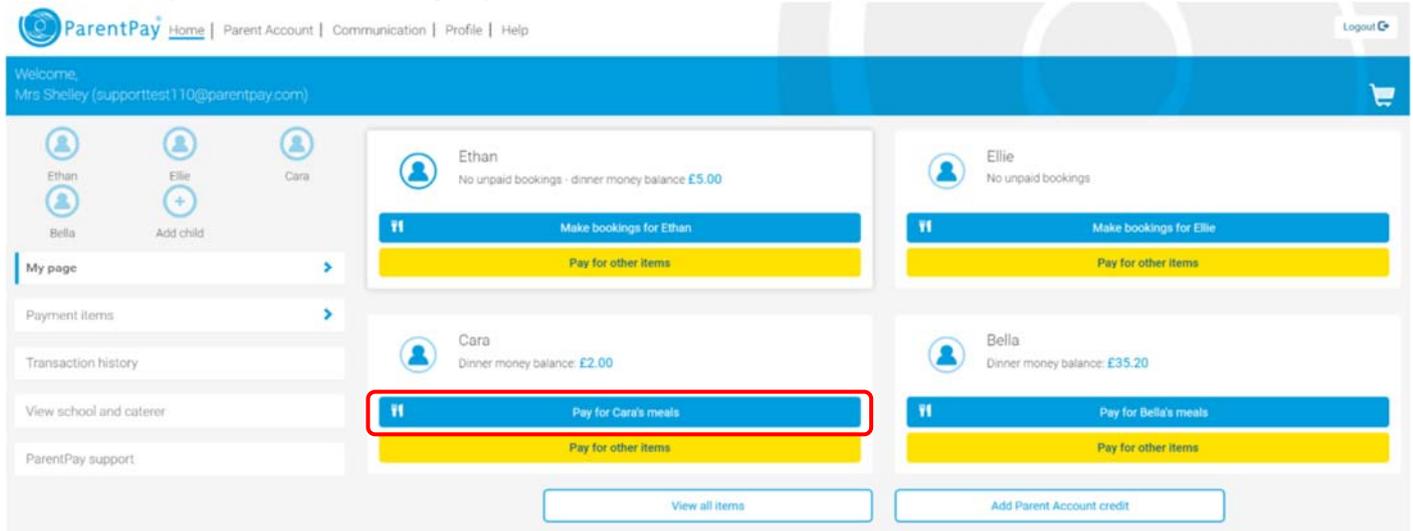
Certain items like Instrumental/Vocal lessons will only show on your ParentPay if your child takes these lessons. You will be advised by letter when payments are due and how much is owed.

Sometimes we run trips that have limited spaces available, and ParentPay is setup to remove the trip once those spaces are filled. Some trips are only eligible to students on certain courses or who have fulfilled the relevant criteria. *The majority of the time trips are accompanied by a letter. To avoid disappointment could you please check with your child they are eligible for a trip by having the relevant trip letter before paying.*

How do I pay for items on ParentPay?

1. Navigate to **ParentPay** via your **Schoolgateway** app.
2. For each child you have the option to either **Pay for other items** (*this is where you will find bus passes/tickets for the Huthwaite routes, Instrumental & Vocal lessons and any applicable trips etc*) or **Pay for meals**.

For this example we will be selecting Pay for meals.



3. **Enter the amount** you wish to pay (*between the minimum and maximum amount set by school*) and select **Add to Basket**.

Cara - School Meals for Oceania Primary School Balance: £2.00

The minimum payment for school meals is £10.00 [more...](#)

How much would you like to pay?

£ 10.00

Min - £10.00 / Max - £250.00 (set by school)

Add notes

Add notes here

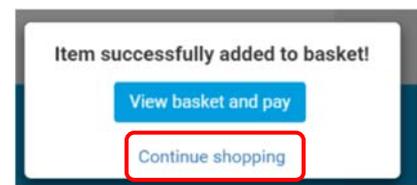
[Pay by Parent Account](#)

[What is this?](#)

[Add to basket](#)

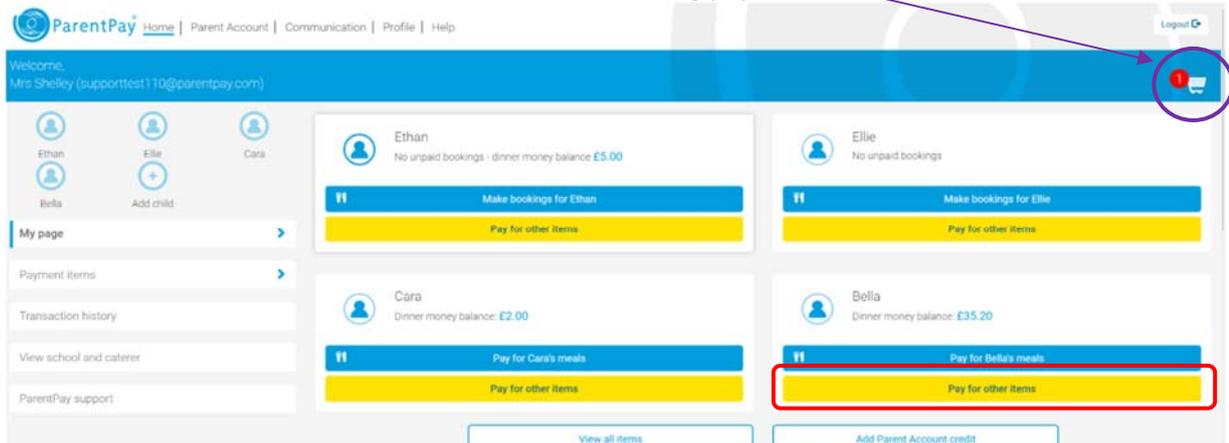
[Cancel](#)

4. You can either select **View basket and pay** (*then go to step 9*), or if you wish to pay for more items select **Continue Shopping**.



5. Select either **Pay for other items** or **Pay for meals** for the child you want to pay for.

Note: the basket will show that there is an item/s awaiting payment



By selecting **Pay for other items** you will see a list of items that are currently available for you to make a payment. *Note: This may differ between children and can change throughout the year.*

6. Select **View details and pay** for the item you require

Payment items

Filter: Bella Shelley

Bella Shelley - School Meals for Oceania Primary School The minimum payment for school meals is £10.00	£0.00	View details and pay
Bella Shelley - School Tie The cost of a school tie is £5.00.	£0.00	View details and pay
Bella Shelley - Tickets for Leavers Evening Tickets for leavers evening cost £5.00 each with all proceeds going to School Fund. Tickets are available on a first come first served basis. There are 100 seats and payers can purchase between one and three tickets.	£5.00	View details and pay
Bella Shelley - Trip to Barcelona Due date: 31 Dec 16 The trip to Barcelona will take place 1st - 8th April and will cost £750.00. Payment can either be made in full or in three instalments of £250.00 per month for the next three months.	£0.00	View details and pay

7. Note: You will see that this trip has a decreasing value, with the amount paid and amount outstanding clearly shown. This is primarily used for the more expensive foreign trips that allow payment in instalments.

Some trips may only accept full payment. This will be detailed in the notes of the item.

Enter the amount you wish to pay and select **Add to Basket**.

Bella - Trip to Barcelona

The trip to Barcelona will take place 1st - 8th April and will cost £750.00. [Payme...](#)

Amount paid: £500.00
Remaining to pay: £250.00

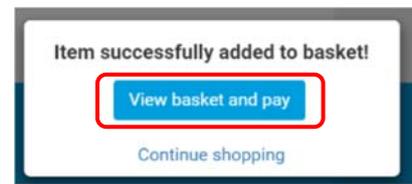
How much would you like to pay?

£ 250.00
 Min: £250.00 / Max: £250.00 (set by school)

Add notes
 Add notes here

[Add to basket](#) [Cancel](#)

8. Select **View basket and pay**, or if you wish to add more items select **Continue Shopping**.



9. Review your basket. *Any items added in error can be removed by clicking the dustbin icon next to the item.* You have the option to add further items by selecting **Continue Shopping** or if you are happy to proceed you can select **Pay now**.

ParentPay Home | Parent Account | Communication | Profile | Help

Welcome, Mrs Shelley (supporttest110@parentpay.com)

Basket		Total cost	Edit	Remove
Item				
Cara - School Meals for Oceania Primary School		£10.00	✎	🗑️
Bella - Trip to Barcelona		£250.00	✎	🗑️

Order summary	
Items:	£260.00
Total:	£260.00
Pay by Parent Account credit:	-£0.00
Pay by card:	£260.00

[Pay now](#) [Continue shopping](#)

[Add Parent Account credit](#)

10. If this is your first payment, have no stored cards on your account, or you wish to use a card not currently saved on your account, select **Edit card/Use different card**. You can now enter your card details into the secure payment page.

If you have a stored card(s) on your account you may select this card and continue by entering the **Security code/CVV**.

11. Select **Review Payment** and then **Make Payment** to complete the process. You will receive an email receipt to the address listed on your account.

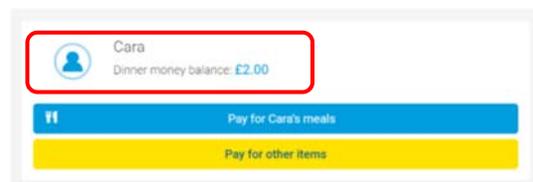
How do I change my stored card payment?

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**.

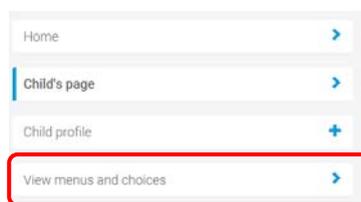
How do I check my child's school meal balance? And how do I know what they are spending?

Information on your child's meal balance can be found on your home page. Each child's school meal balance is shown under their name.

Note: this balance will only display any cash balances they have and will not show any Free School Meal allowance they are entitled to, but their daily allowance will show on the tills when they come to make purchases. Free School Meal allowances cannot be used before school starts.



To see more detail on what your child has spent, please **select the child** by clicking on the icon above their name on the left-hand side of the screen, and then select **View menus and choices**.



This will then bring up the current week's spending for that child. You can view past spending by clicking **View previous week**.

Caroline's menu for week beginning 25 Jun 2018

< View previous week View next week >

Mon 25 Jun	Tue 26 Jun	Wed 27 Jun	Thu 28 Jun	Fri 29 Jun
Lunch time	Lunch time	Lunch time	Lunch time	Lunch time
SAUSAGE ROLL 1.10	Bacon cob 95p	PIZZA SLICE £1.30	MEAL & DEAL £2.00	PASTA POT 1.50
LGE PANINI 1.50	chick baguette 1.50	SHORTBREAD 75p	AQUA JUICE 75p	CRISPY CAKE 75p
Viva Milkshake 0.70	FRUIT POT 80p			FLAVOURED WATER 80p
CHOC COOKIE .55	FLAVOURED WATER 80p			

Can I put a limit on how much my child can spend on School Meals each day?

Yes, please contact the school and we can arrange this for you.