

## Parent Pay FAQ

*Learning and Growing Together*

### 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.

1. Navigate to [www.parentpay.com](http://www.parentpay.com)
2. Select **Login** at the top right corner of the screen
3. Enter the **username** and **password** (activation codes) provided in your account activation letter and select **Login**
4. Complete the activation as detailed on the screen.

You can now log in to your account.

### 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:**

1. Log in to your ParentPay account
2. 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\*
3. Select either **View basket and pay** or **Continue shopping**.
4. 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).

*Safeguarding children is everyone's responsibility. If you have any concerns about a child, please telephone 01302 737777*



*\*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:**

1. Log in to your ParentPay account
2. 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\*
3. 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 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.

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