ParentPay
COUNT ON US

Before you can activate a ParentPay account, you will need the activation letter which is provided by your child's school. If you don't have this, please contact the school to request a copy.

1. 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
3. Confirm the details are correct and enter the date of birth for your child and click Confirm
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)
5. Read the ParentPay terms and conditions and click in the box to accept at the bottom of the page then click Activate account.
6. A verification email will be sent to the user. They will need to click on the link within the email
7. to complete the process and access their account.

One of the key features of ParentPay is that this enables parents or carers to add other children with the school and other school on to one single account ParentPay for up to 15 children.

1. 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.
2. Navigate to www.parentpay.com and log into an existing activated account.
3. 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 and if using a smart phone, or other mobile device, select the menu icon from the top of the page, and select Add a child.
4. Enter the activation codes exactly as written on the activation letter and select Continue.
5. Enter the date of birth for the child you wish to add, Click Confirm

How to pay for items

Whenever the school creates an item to pay for such as a trip, uniform, or a club, we will assign pupils 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. 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 - This will only give the option to pay for school meals for a single child.
   b. Pay for other items – This will only provide details of any items assigned this child.
   c. Active payment items – This will list all items for payment assigned to any children 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