Welcome to ParentPay

Activating your account

You need to follow each of the following steps in order to activate your ParentPay account.

1. Go to www.parentpay.com

2. Type in the **username and password** that you received in your letter from school, be careful when typing in UPPER and lower case letters, also be sure not to confuse the letter l (for lemon) with the number one (1) and the number 0 (zero) with the letter o (for orange). **NB these user details are for one-time use only and will become invalid after account activation**

3. Complete all the required information and set your new username and password

4. Read the ParentPay terms and conditions and tick the box to our **Accept terms and conditions** then click **Continue**

5. You'll see confirmation of your account activation and the username and password you have set, click **Continue**

Your account is now activated and you are ready to start making payments.

Making a payment

Click on the **My payment items** tab.

1. Put a tick in the box to the left of each item you wish to pay for

2. If required, type the amount you wish to pay in the **Amount** column – if the Amount field is greyed out this indicates that you are unable to change the payment amount for that item.

3. When paying for a school activity, school may require you to confirm your consent in which case you will need to tick the box in the **Consent** column in order to continue with your payment

4. Scroll down to the bottom of the page and click **Continue**

5. Check the details on the summary page are correct

6. Click **Continue**

7. Enter your card details in the appropriate fields

8. Click **Make payment**

Checking payments/accounts

Click on the **My accounts** tab.

1. Select the dates between which you wish to view your past payments

2. Click **Search**

3. You can sort the table by clicking on the title of a column

If your school is using ParentPay Dinner Money you may also check payments by account. Click **My accounts** then click on the **Account Statements** tab.

Select the service that you would like a statement for using the drop down menu, choose the month that you would like to view and click **Search**.

Viewing your school's menu

Click on the **School menu** tab. Please note that some schools are unable to use the menu tab to display menus and may post a link on the home page of your account in order that you can view them.

Select the week you wish to view menus for and click **Show menu**.

If you would also like to view the nutritional value of the food offered, select the week you wish to view and click **Show analysis**. This will only show if the school caterer provided the nutritional values along with their menus.

If your school is using ParentPay Dinner Money you may also view your child's meal choices. Click on **School menu**, click on **Menu choices**.

Select the date you wish to view and click **Search**.

Merging Accounts

If you have more than one child at the same school you will have received a separate username and password for each child. You can merge all the accounts together so that you will only have to use one username and password to make payments for all your children.

Login to your ParentPay account using the username and password for your first child (these login details will become the login details for both/all children merged to your account). Go to the My profile tab and click on the **Merge my logins** sub tab.

1. Type in the **username and password** for the child that you wish to merge with this account and click **Search**

2. If the displayed details of the child are correct click on **Merge pupils to my account**

If you have more than two children at the school you need to carry out the above steps for each child.