



ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter with your initial login details you'll be able to activate your account and start making payments. This letter will be sent in the week commencing 18 May 2009.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

- **Is it safe to make payments on the Internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay or the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*; the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on the ParentPay login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. ParentPay does not share or give information to any other organisations. ParentPay operates under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact ParentPay immediately on 08700 420550.

- **I don't have a home PC so how can I use ParentPay?**

Why not visit your local library, Internet café or see if you can get access to a computer at work?

For more information please visit www.parentpay.com