



## Quick guide for parents

Welcome to ParentPay's *Quick guide for parents*. In this guide you'll find simple step-by-step instructions on:

- Activating your account
- Making a payment
- Checking payments and your account
- Viewing your school's menu
- Merging your account logins

### Activating your account

Follow each of these simple steps to activate your ParentPay account:

1. Go to [www.parentpay.com](http://www.parentpay.com) and click on the **Login** tab found in the top right corner of the page
2. Type in your **Username** and **Password** as received in your letter from school; these details are case sensitive so pay attention to UPPER and lower case and 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).

These user details will only be used for activating your account – being replaced by your own Username and Password as created during the account activation process.

3. Read the on-screen instructions to successfully activate your account; click **Continue**
4. Read the ParentPay **Terms and conditions**; click in the radial button next to **Accept terms and conditions** at the bottom of the page and click **Continue**
5. Type in your **email address**; school will be able to send you payment notifications, Password reminders and information. If you do not have an email address click on No email address and follow the on-screen instructions; otherwise click **Continue**
6. Your email address is automatically set as your new Username; we recommend this. Please retype your Username in the Confirm Username box and click **Continue**
7. Type in a Password of your choice in the **New password** box, retype it in the **Re-enter new Password** box. Passwords must be a minimum of six characters long and include at least one letter and one number; click **Finish**

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

## Making a payment

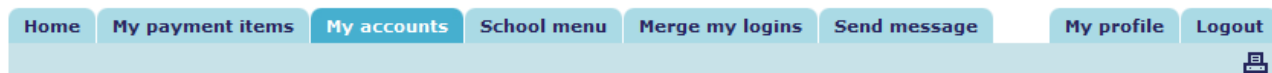
Click on the **My payment items** tab:



1. Put a tick in the box to the left of each item you wish to purchase
2. If required, type in the **Amount** and/or the **Quantity**
3. Scroll down to the bottom of the page and click **Continue**
4. Check the details on the summary page are correct
5. Click **Continue**
6. Enter your payment details in the appropriate fields
7. Click **Make payment**

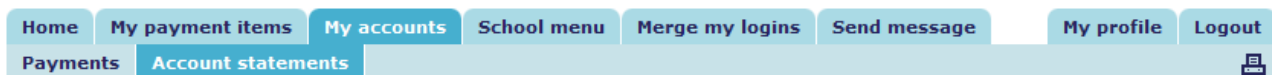
## Checking payments and your account

Click on the **My accounts** tab:



1. Select the dates between which you wish to view 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** and then the **Account Statements** tab.



Using the drop down list select the service that you would like to view a statement for, choose a month and click **Search**.

## Viewing your school's menu

Click on the **School menu** tab:



1. Select the week you wish to view menus for and click **Show menu**
2. 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**

If your school is using *ParentPay Dinner Money* you may also view your child's meal choices:

1. Click on **School menu** and then on **Menu choices**



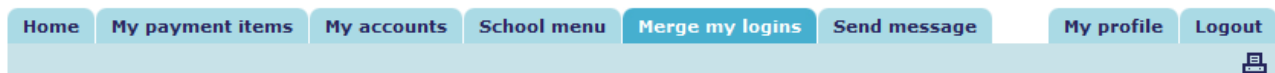
2. Select the date you wish to view and click **Search**

## Merging your account logins

If you have more than one child at the same school you will have received separate Account activation Username and Password details for each child.

You can merge all these logins together giving access to all your accounts using a single Username and Password.

**Login** to your activated ParentPay account using the Username and Password for your first child (these will become the login details for both/all children merged to the account) and click on the **Merge my logins** tab:



1. Type in the **Username** and **Password** for the child you wish to merge into this account and click **Search**
2. Check that the details are correct and click on **Merge pupils to my account**

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

We hope that you've found ParentPay's *Quick guide for parents* useful. Further support can be found at [www.parentpay.com](http://www.parentpay.com) by clicking on the *Parents* tab. If you have any queries, please contact your school for further information.