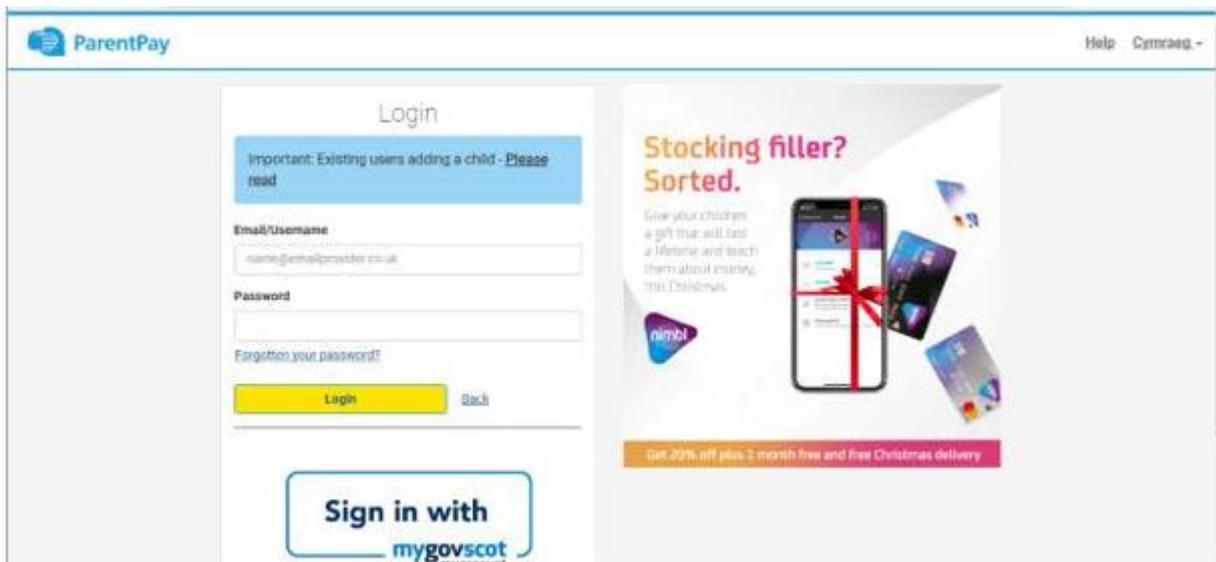**ParentPay**
COUNT ON US

Parent's guide to Parent Pay

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 parentpay.com

1. Select Login at the top right corner of the screen.
2. Enter the username and password (activation codes) provided in your account activation letter and select Login. ***Please note:*** The user details are case sensitive and for one-time use only. They will become invalid after account activation
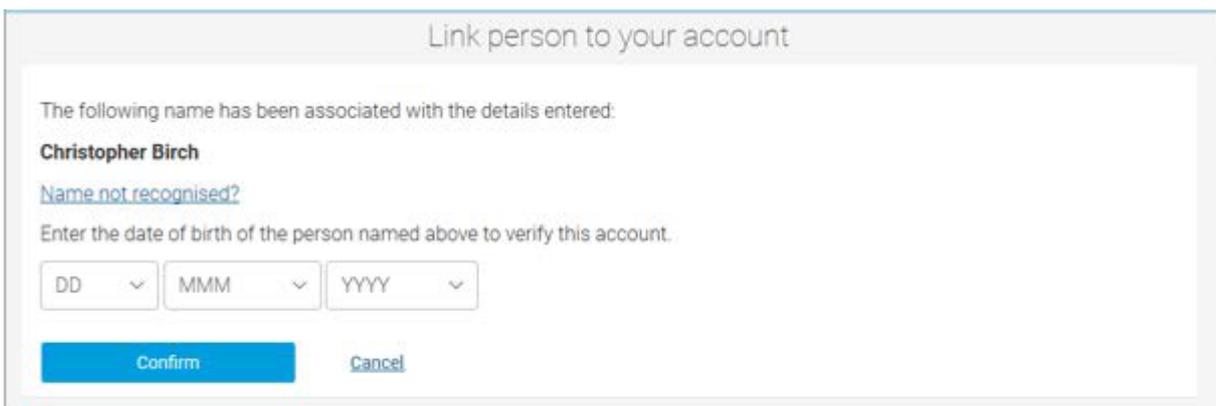
1. Confirm the details are correct and enter the date of birth for your child and click Confirm
2. Complete the activation as detailed on the screen.
3. Follow the on-screen instructions to successfully activate the account. You will need to enter in their name, an email address and select a password for the account (your email address will become your username). Read the ParentPay terms and conditions and click in the box to accept at the bottom of the page then click Activate account.
4. A verification email will be sent to you. You will need to click on the link within the email to complete the process and access their account.

Paying for School Dinners / Payment Items

To make a purchase:

1. Log in to your ParentPay account
2. Choose one of the following:
   - **To quickly pay for meals or add credit to a meal balance** (*)
     - Select the button with the knife and fork symbol.
     - Enter the amount you wish to credit the child's meal balance with.
   - **To view and pay for any other payment items**
     - Select *Pay for other items*.
     - Select **View** against the item you wish to pay for.
     - Enter the amount and complete any other requested information.
3. Select **Add to basket**.
4. When all items have been added, select the *basket* icon from the top right corner of the screen.
5. The *Order summary* section will show a breakdown of any credits used and the amount left to pay.
6. If there is an *Amount to pay* select one of the card payment options:
   1. VISA SRC - to change details in this service you will need to log in to your VISA SRC account and make the alterations from within there.

   2. ParentPay Stored Cards - you can change your stored cards as follows:
      1. Login to your ParentPay account.
      2. Select **Parent Account > Stored cards**.

      3. Delete the card you no longer wish to store.
      4. During your next payment, when selecting **Other payment method** you will be asked to enter your new card details and will have the option to store the card for future payments (see article How to pay with credit or debit card).
7. You will receive an onscreen notification when you have completed your transaction.