

Frequently Asked Questions & Further Information from Parent Pay

How do I use ParentPay?

Your child's school will issue you with a unique username and password. Just go to www.parentpay.com and login with these details. Go to 'Profile' and change your password and username to something memorable. Also, register your e-mail address here so we can send receipts of payments and the school can notify you easily when payments need to be made. That's it, now you can start making hassle free, secure payments to your child's school whenever you like.

What cards can I use?

ParentPay accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

Is it safe to make payments on the internet?

YES. In fact, it's as safe to pay online with ParentPay as it is to use your credit card in a shop or over the phone! ParentPay uses leading technology to process your credit/debit card transactions securely. All communication with the bank is encrypted (jumbled up so no one else can read it). Neither ParentPay nor the school have access to your card details and your card details are never kept by ParentPay or the school.

How can I check that it's secure?

Standard website addresses begin with 'http' whereas the address for a secure site will always begin with 'https'. You will also see a 'padlock' at the bottom right of the screen. Never enter your card details or personal data on any web page whose address does not start with 'https'.

What about our personal information?

ParentPay uses a very limited amount of information about you and your child solely for the purpose of administering your account; we do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998, which ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose that you intended.

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 us immediately on 08700 420550.

I don't have a home PC so I can't use ParentPay.

Actually you can. Try visiting your local library, internet café, see if you can get access to a computer at work or ask if you can use your schools computers. Many schools have computers available for parents and will even be happy to show you how to use them. You

can also try 'over the counter' payments as outlined in the attached information. A list of the nearest PayPoint stores is overleaf

Cash Payments at your local PayPoint Store

If you do not have internet access or would prefer not to make online payments via credit or debit card you can make payments at local PayPoint stores.

To pay for your child's school meals using this method you will need to get a pre-payment card. Your first pre payment card will be issued free of charge by the school and can be obtained by completing the enclosed slip.

If your child is eligible for free school meals you will not require a pre-payment card

You can pre load your card by making a cash payment at any local PayPoint store. For all other payments due to the school you will be issued with a letter from us for each item with a unique barcode. This letter can be taken to your local PayPoint store and cash payment made