

# Parents Quick Guide to ParentPay

www.parentpay.com



## Getting started

- **Login** with **Username and Password** supplied
- Click on **Information**
- **Change your password** (and username if you wish)
- **Register** your email address to receive payment receipts and alerts

## Online security

- Know who you're dealing with online. ParentPay will **NEVER** email or call you for passwords or other personal details.
- Use strong passwords and change them regularly.
- Keep anti-virus software, firewalls, and anti-spyware software up to date.
- Only enter personal and payment data into a secure website (look for https:// and the closed padlock sign in your browser).

## Making a payment

### Step 1

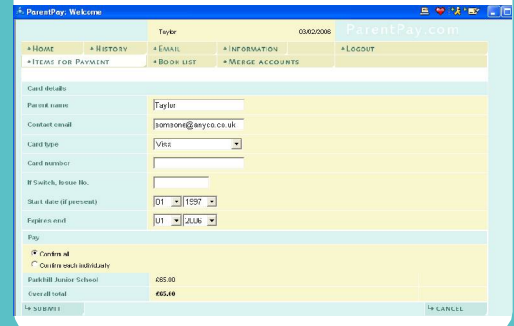
- Click on **Items for payment**
- **Select** items that you wish to pay by ticking the box to the left of the item
- **Enter** amount to pay and additional information if necessary
- Click **Pay now**

### Step 2

- Check that you have selected the correct items
- Click **Next** to proceed with the payment or **Back** to return to the items for payment page

### Step 3

- **Enter** your card details
- Click **Submit** - please be patient while your transaction is being processed
- Do not press any buttons until you receive transaction confirmation or otherwise
- A receipt will be sent to you by email



## Home page Guide

### Home

Contains information about the ParentPay payment portal and highlights new payments that you need to make on the right side of the screen.

### History

Click on **History** to view previous payments. You can find amounts paid and authorisation codes.

### Email

If you are experiencing problems with your account click **Email** to send a message to the ParentPay Manager at your school.

### Information

Click on **Information** to enable you to change your password and username to something you can easily remember. The best passwords contain characters and numbers and mix lower and upper case. Never use your name or something else as simple to guess. Your school will not be able to read your password once changed but you can click on **Forgot Password** if you forget it.

### Items for payment

Click on **Items for payment** to see requests for payments. For some items you will need to enter the amount to pay and any additional information in the relevant text box.

### Book list

Click on **Book list** to view books recommended as additional resources by your school that you may wish to purchase.

### Merge Accounts

If you have been given a separate username and password for one of your children you may wish to merge the accounts. Click **Merge accounts** and enter the **Username and Password** of the account you want to merge.

## Trouble Shooting

### Forgot username/password

Click **Forgot Password** on home page of [www.parentpay.com](http://www.parentpay.com), or contact your school. ParentPay support will not be able to help you as we have no access to your details. If necessary, the ParentPay Manager at your school can reset your username and password.

### Username/password doesn't work

These are case sensitive. Be careful with o and 0 (letter o and number zero), l and 1 ((letter l and number one)).

### You think you have paid but there's no record in your ParentPay account

Contact the ParentPay Manager at your School immediately.