

## Welcome to ParentPay

### Activating your account

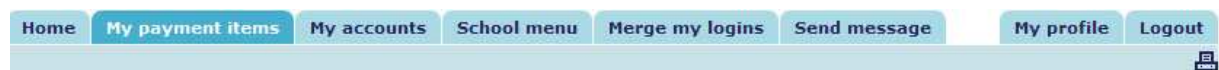
You need to follow each of the following steps in order to activate your ParentPay account.

1. Go to [www.parentpay.com](http://www.parentpay.com) and click on the **Login** tab in the top right corner of the page
2. Type in the **username and password** that you received in your letter from school, be careful when typing in UPPER and lower case letters, 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). **NB these user details are for one-time use only and will become invalid after account activation**
3. Read the on-screen instructions to successfully activate your account and click **Continue**
4. Read the ParentPay terms and conditions and 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. This will enable school 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

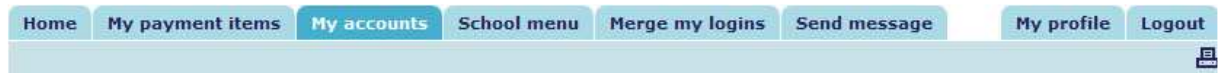
Click on the **My payment items** tab.



1. Put a tick in the box to the left of each item you wish to pay for
2. If required, type the amount and/or quantity you wish to pay for in the **Amount** column
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 card details in the appropriate fields
7. Click **Make payment**

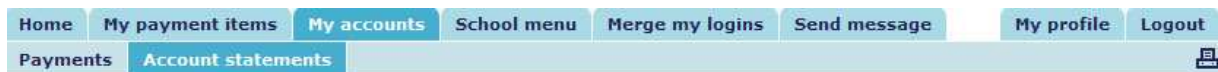
## Checking payments/accounts

Click on the **My accounts** tab.



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



Select the service that you would like a statement for using the drop down menu, choose the month that you would like to view and click **Search**.

## Viewing your school's menu

Click on the **School menu** tab.



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

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. Click on **School menu**, click on **Menu choices**.



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

## Merging Accounts

If you have more than one child at the same school you will have received a separate username and password for each child. You can merge all the accounts together so that you will only have to use one username and password to make payments for all your children.



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



1. Type in the **username and password** for the child that you wish to merge with this account and click **Search**
2. If the displayed details of the child are correct click on **Merge pupils to my account**

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

#### School ParentPay Contact

If you have problems activating your account or you require a password reset, please contact the school's systems manager at:

paul.vant@redbridge.gov.uk

and remember to include your ParentPay username and the name of the child (children) to whom the account refers.

#### Email Communications from the School

As part of our contract with ParentPay, we use the ParentPay Communications utilities to inform parents about important events such as parents' evenings, early closures, cancelled activities etc.

In order to receive such emails, please ensure you register and verify a working email address for your ParentPay account.