



ParentPay and PayPoint FAQ Sheet

I don't have access to a computer, how can I pay for items? - Parents without the use of a computer can request on a permission slip, or via phone call/email, for a PayPoint enabled letter to be sent home. This letter will have a printed barcode, which the PayPoint centre will scan and you can pay the item via cash/debit card. Alternatively, please call the school to arrange a convenient time to use one of the school computers to top up and pay for items.

I need to top up school meals weekly, is there a way to do this frequently? – To save parents requesting PayPoint letters weekly for school meals, we can supply you with a PayPoint card. This card is directly linked to your child's dinner account, and can be topped up as many times as needed at your nearest PayPoint centre. The money takes 24-48 hours to appear in your child's dinner account, which they can then use as normal in the school restaurant.

I don't have access to my ParentPay account –ParentPay now asks that all accounts need to have a verified email as the username, and requests this information when you first log in. If you have an account that you previously used it will ask you to update your details when you login. If you're having trouble logging into ParentPay, or do not have your activation codes/username, please contact the school who can look into it further or contact ParentPay on your behalf.

I have two or more children, can I merge their accounts? – It is possible to add 2 or more students onto the same account, even if they go to different schools. This is advised as you may only have 1 email in use, and so won't be able to use it for different accounts. To merge an account:

- Log in to the account you want to use as the main account (this will become the only account you use in future)
- Select the 'Add a Child' tab on the home page
- Enter the username and password of the account you wish to add
- Select 'Search'. Your child's name will be listed on screen
- Select 'Add to my Account'

My child is moving/leaving school, what should I do? – As your child leaves their old school you should aim to clear any remaining debt on their dinner account and request to have any balance refunded. Money already paid to a school will not be carried over. You will need to request a refund from the existing school back into your parent account, which can then be paid into the dinner account at the new school. Once the school have completed their processes for the end of the academic year, the old account will be archived and no longer visible. There may be a short period where both accounts will be active, especially for New Year 7's who are activated as pre-admission's in June when still attending Primary School.

Can another payer, such as a partner or ex-partner, make payments for my child? – Additional payers can be set up with their own login in order to make payments. Please contact school who are able to set this up for you.