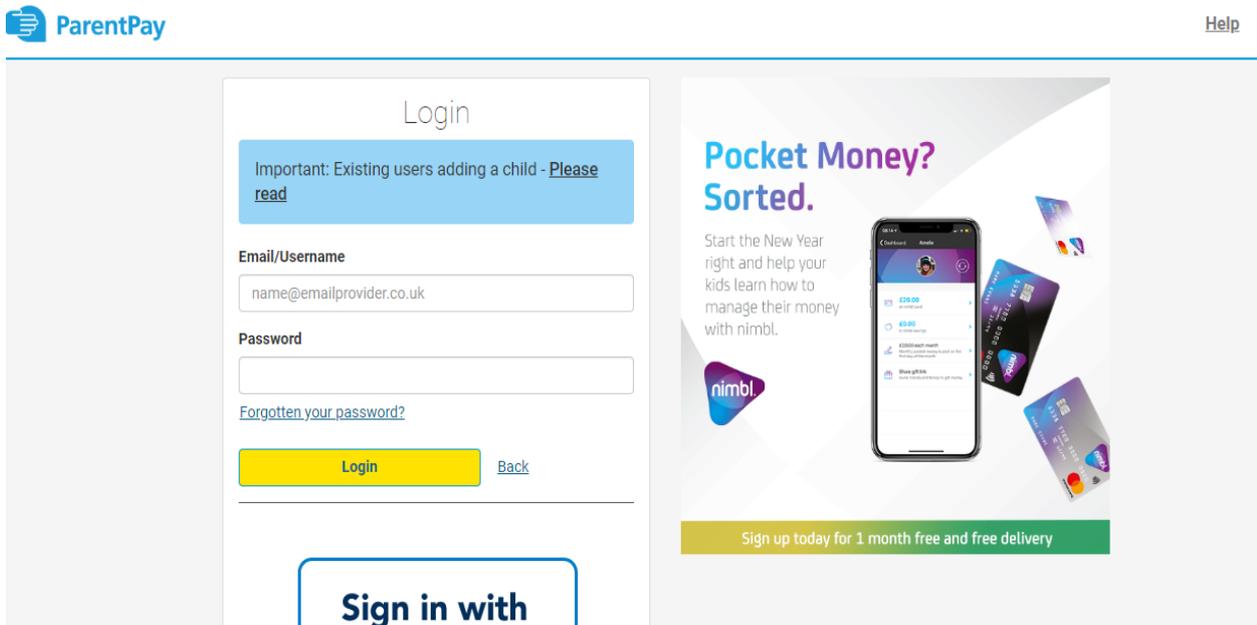


1. ParentPay – How to activate your child’s account.

1. Activate your child’s ParentPay Account

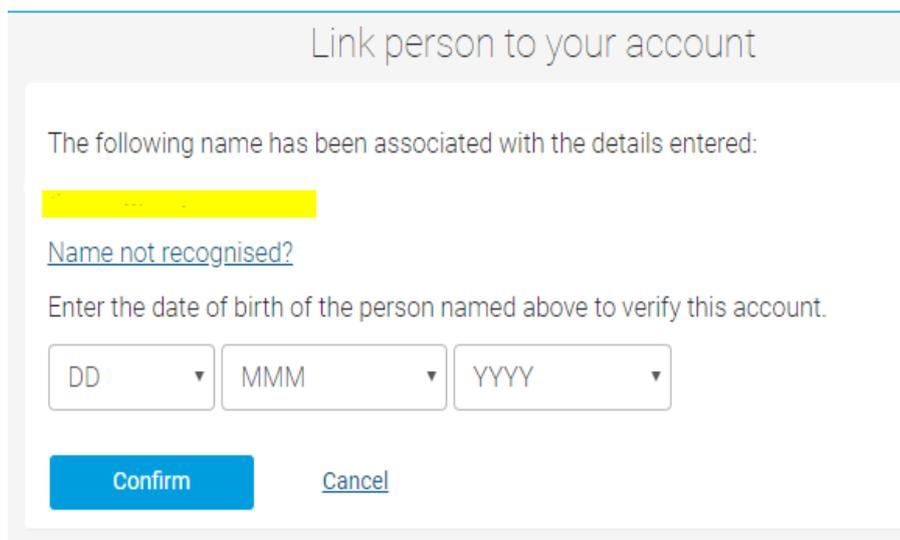
You should have received an activation letter from the school office. In this letter you will have been provided with a user name and password.

On your internet browser page search www.parentpay.com. You can save this page to your home screen for easy access from now on. The page you see should look like this;



Now, you need to enter the username and password that is in your activation letter. This will be a set of random letters and numbers. e.g. User name: XKYZWZIS Password: a10532746

Once you have done this, you will be taken to this screen;



You should see the above screen and your child's name should appear where the highlighted yellow line is in the above picture. You then need to enter your child's date of birth in the drop-down boxes as seen above.

Next, you will be asked to enter your details, Your title, first name and surname.

All fields are mandatory unless otherwise stated

Personal details

Title
Please choose a title ▾

First name:
[text input]

Last name:
[text input]

Email address

You will then be asked to enter your email Address into the username email box

Username email:

[text input]

And confirm this again here.

Confirm username email:

[text input]

You must then choose a password for your Account, this needs to be something you Will remember, it would be a good idea to Save this on your phone if you are using a Smart phone. You must confirm the same Password again in the confirm password Box.

Password

Password:

[text input]

Passwords must contain between 6 and 20 characters, at least one letter and one number and are case sensitive

Confirm password:

[text input]

I confirm that I have read, understood and agree with the ParentPay [terms and conditions](#) and [privacy notice](#)

Once this is all completed correctly, you

Need to confirm that you have read the terms and conditions. You can read these by clicking on the terms and conditions words highlighted in on this page. You can confirm this by ticking the box. A red arrow is pointing to this to show you where to do this.

Once you have submitted this page, a box will appear saying that a email has been sent to the email address that you entered above.

Now you need to go to your own email mail box and find the email from ParentPay. If you cannot see this in your mailbox, please check your junk mail. Open this email, read and then click the link in the email. This will confirm that you are the parent of the child and your account will now be active.

You can now log onto your account using your own email address and the password you chose during set up.

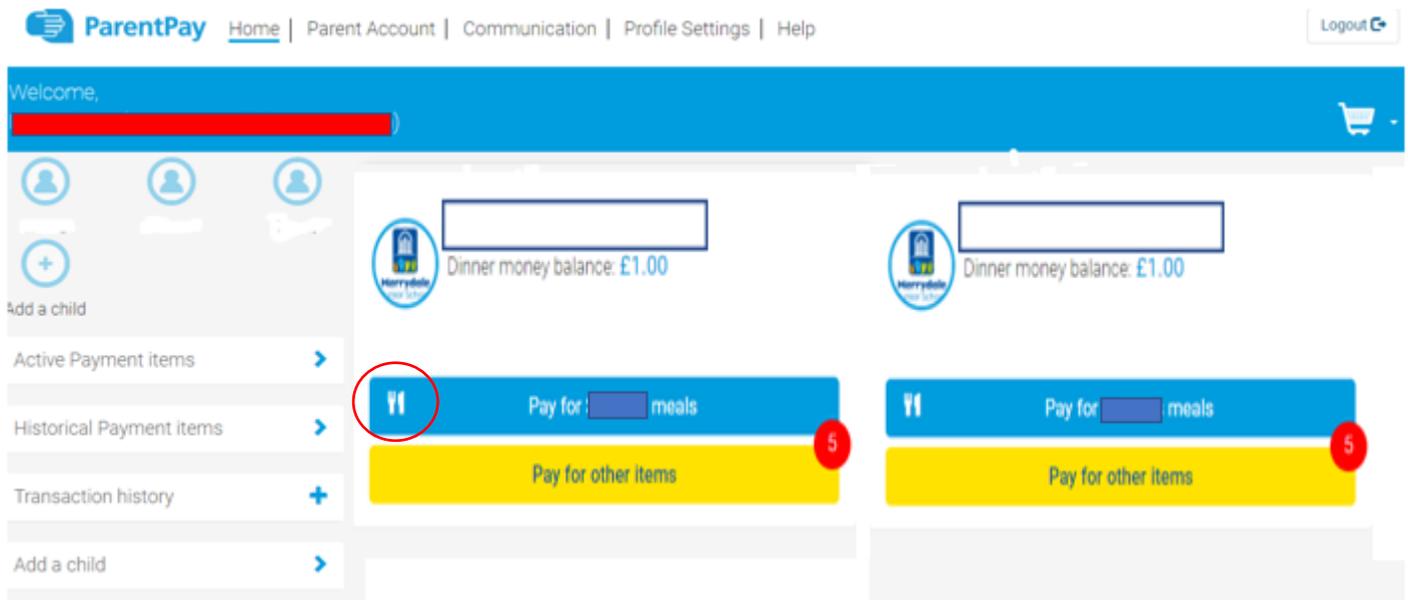
2. ParentPay – How to add money to your child’s account/pay for items.

Log in to your ParentPay account, using your email and password.

The page, pictured below will come onto your screen.

Your name and email address should appear where the RED rectangle is show below.

Your child’s name will be shown in the BLUE rectangle below.



You can now pay for items using either card, or Parent Account funds, or a combination of both.

Paying with credit/debit card:

Select the button with the  symbol to quickly pay for meal, or the Pay for other items for a full list of this child’s items for payment*

Select either View basket and pay or Continue shopping.

Once you have selected all your items, your basket and order summary will be displayed. Review the details and select Pay now (please note that the amount you are required to pay will be reduced by any credit you have in your Parent Account balance).

Paying with Parent Account credit:

Select the button with the  symbol to quickly pay for meal, or the Pay for other items for a full list of this child’s items for payment*

You will receive an onscreen notification when you have completed your transaction.

If you are having problems paying for items, please visit <https://www.parentpay.com/parent-account-faqs/> watch a step by step video on how to do this, under the ‘How do I pay for items?’ section of the page.

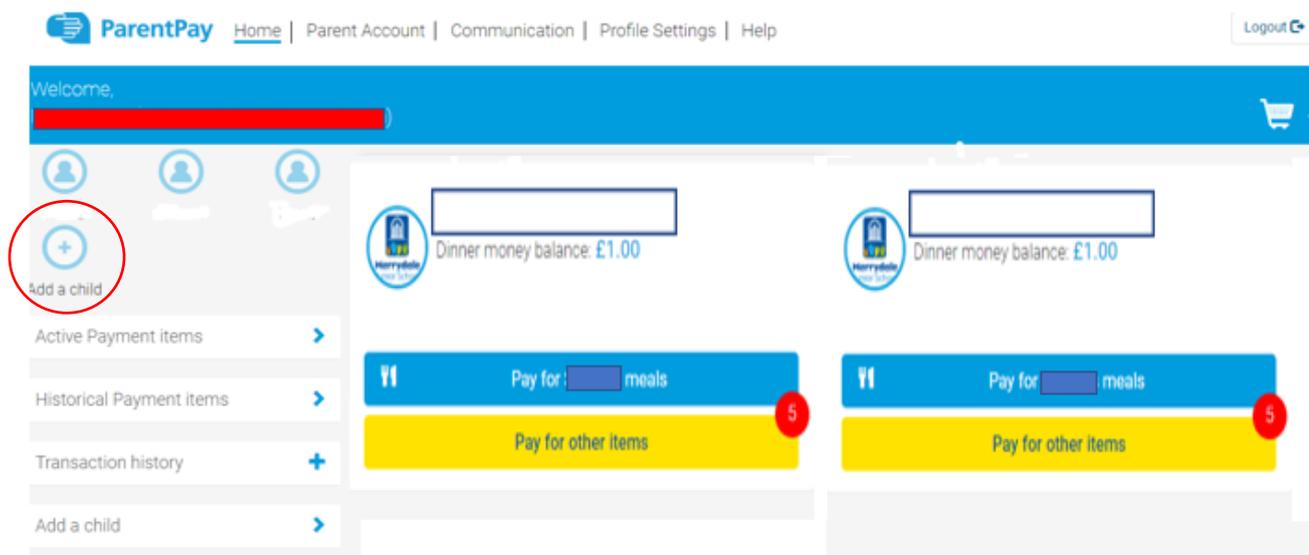
3. ParentPay – How to add another child to the same account.

If you already have a ParentPay account for another child, please read below to add another child to this account.

You are able to add up to six active children to a single ParentPay account, even if the children attend different schools (schools must use the ParentPay service).

Follow these steps:

Log in to the account you want to use as your main account (this will become the only account you use in future).



Select the Add a child tab on the home page. (On the left hand side of the page, circled in red above)

Enter the username and password (activation codes) provided in your activation letter.

Select Search. Your child's name will be listed on screen.

Select Add to my account.

On your homepage you should now see an additional tab for the child you have added to the account.

Repeat this process for any other children you wish to add to your account – up to a maximum of 6 active children per account.

We hope the information provided in this document is useful to you, if you are having trouble with anything else on ParentPay, they do have a Parent Support page with FAQs and instructions how to do lots of different things at; <https://www.parentpay.com/parent-account-faqs/>. Or alternatively, you can contact the Merrydale Junior School Office Team on 0116 276 7708, who will be happy to help you.