



## **ParentPay - Frequently Asked Questions**

### **How do I activate my account?**

To create a new account, you will need to have the account activation letter provided when your child was initially registered for a place at the school. You will also need to be able to access your email as your email address will become your new username and is used for the verification process.

Once you have the details, go to [www.parentpay.com](http://www.parentpay.com). Select Login at the top right corner of the screen. Enter the username and password (activation codes) provided in your account activation letter and select Login. Complete the activation as detailed on the screen. You can now log in to your account.

### **How do I add money to my Parent account?**

Login to the ParentPay account, click on *Add Parent Account credit*, select one of the pre-set amounts or manually enter the amount in the Other amount box to top up with. Choose how to pay by selecting *Visa Checkout* or *Other payment method*. A success notification will be displayed and a receipt will be emailed to you.

### **How do I make a payment using my Parent Account credit?**

From the home screen select one of the following:

- Pay for 'child's name' meals - located below the child's name in the pupil tiles in the centre of the page. This will only give the option to pay for school meals for a single child.
- Pay for other items - located below the option to pay for meals in the pupil tiles in the centre of the page. This will only provide details of any items assigned to your child.
- Active payment items – on computers, this is located in the menu on the left side of the page. For mobile devices, this can be accessed by selecting the menu icon in the top left corner. This will list all items for payment assigned to any children or staff members linked to your payer account.

Once selected, enter the amount to pay, quantity required or any other requested information then select Pay by Parent Account. Please note, if there is not enough credit in your Parent Account to cover the cost of the item, you will be prompted to add the item to your basket

A success notification will be displayed at the top of the screen containing your updated Parent Account balance and a receipt will be emailed to you.

### **How do I set up alerts?**

Login into your ParentPay account, go to Communications, go to Alert Settings, select the type of Alert (e.g. low balance) and select how you want to receive alerts (e.g. email and/or SMS.) Email alerts are free of charge. If you opt for SMS text alerts there is a small charge per text.



### **How do I check my child's balance?**

Login to the ParentPay account, click on *Lunch Money* then you will be taken to a screen showing the balance.

### **Where can I get more help?**

If you have any queries, please go to [www.parentpay.com](http://www.parentpay.com) and check out the Parent FAQs section under Parent Support. If you still need help, please contact us at [parentpay@ashlawn.org.uk](mailto:parentpay@ashlawn.org.uk) and ensure you tell us your child's name and the nature of your query.