Co-op Academy
Priesthorpe

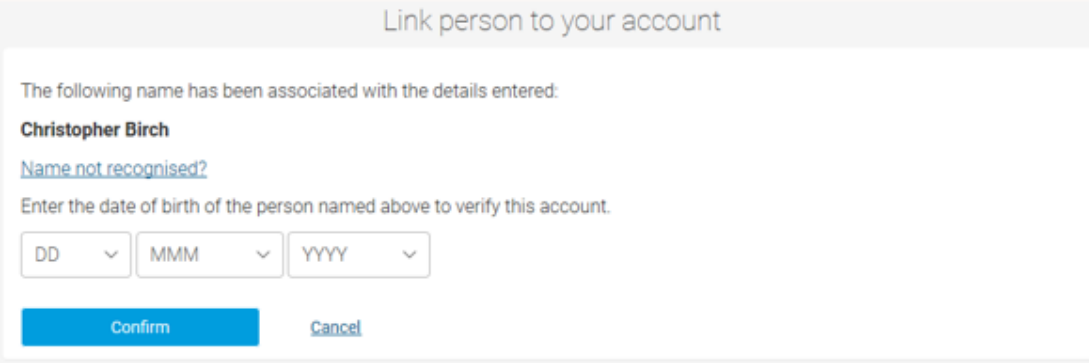
ParentPay User Guide

How to activate your account

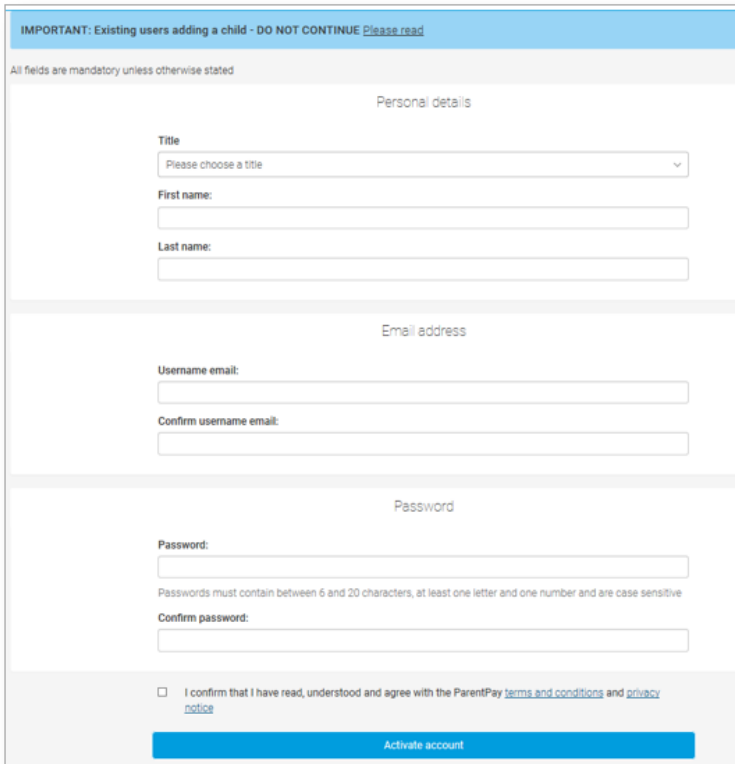
Before you can activate a ParentPay account, you will need the activation letter which is provided by Priesthorpe.

1. Go to **www.parentpay.com.**

2. Type in the username and password provided in the activation letter from school. The user details are case sensitive and for one-time use only. They will become invalid after account activation.



3. Confirm the details are correct and enter the date of birth for your child and click **Confirm**



4. Follow the on-screen instructions to successfully activate the account. You will need to enter in their name, an email address and select a password for the account (your email address will become your username) Click in the box to accept at the bottom of the page then click Activate account. A verification email will be sent to the user. They will need to click on the link within the email to complete the process and access their account.

How to pay for items

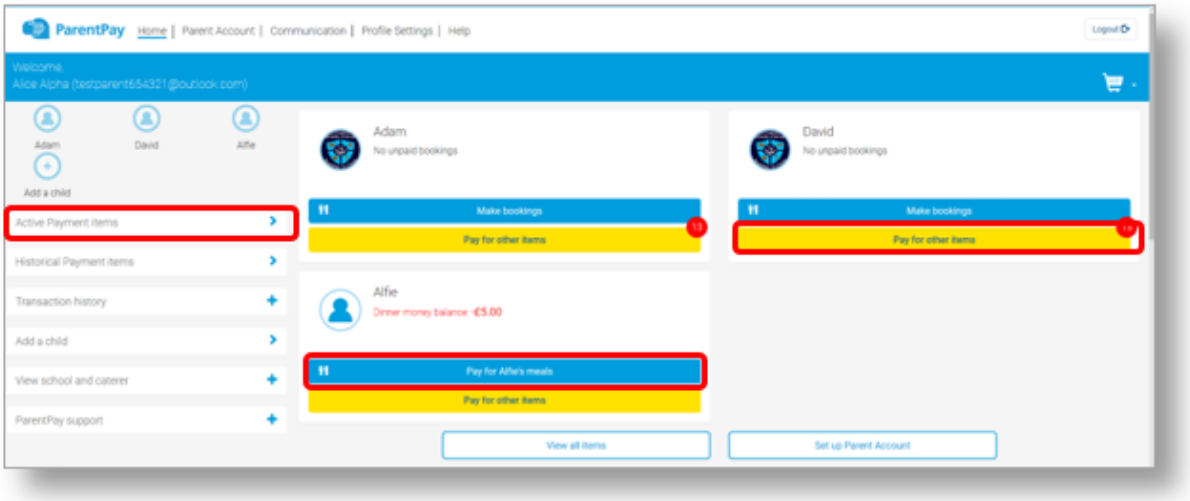
When school creates an item to pay for (such as a residential or tie) they select which pupils or staff members to assign to the item. This assignment allows parents or carers to log into ParentPay and make a payment. To pay for items, please follow the steps below:

1. Log into your account
2. Select one of the 3 options to view the items for payment

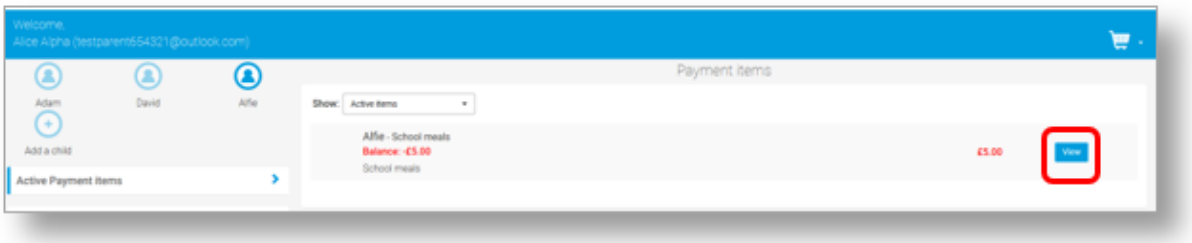
a. **Pay for ''child's name'' meals** – located below the child's name in the pupil tiles in the centre of the page. This will only give the option to pay for school meals for a single child.

b. **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 this child.

c. **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.

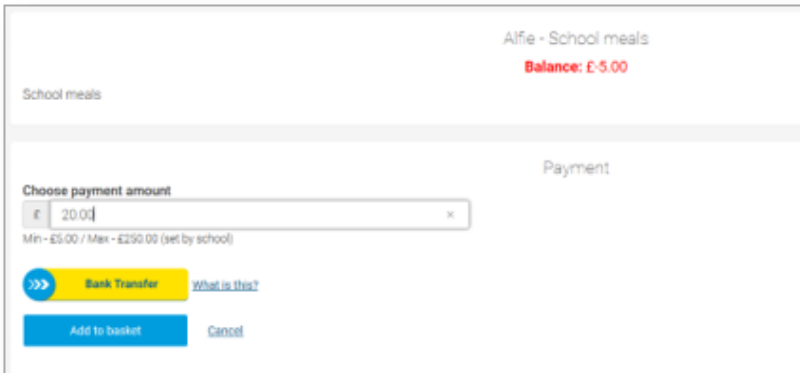


3. Select **View** against the required item for payment



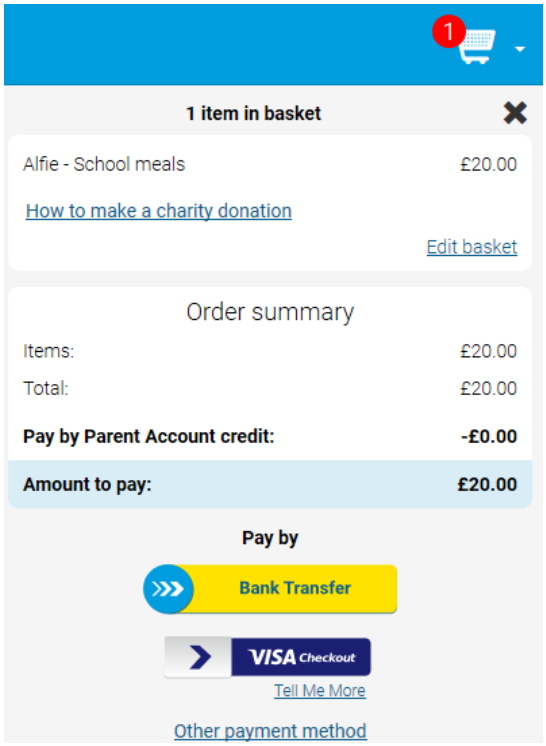
4. Enter the amount to pay, quantity required, or any other requested information.

5. You can either select **Add to basket** or you can pay via **Bank Transfer** if you have enabled this feature



4. If you have selected **Add to basket**, select the basket icon in the top right corner of the screen to review the payment. You will then have the option to pay via **Parent Account credit**, **Bank Transfer**, **Visa Checkout** or **Other payment method**.

   If there is any credit in the Parent Account, this will be used to pay for the items. If the total of the items to pay for is greater than the Parent Account balance, the difference can be paid by other methods



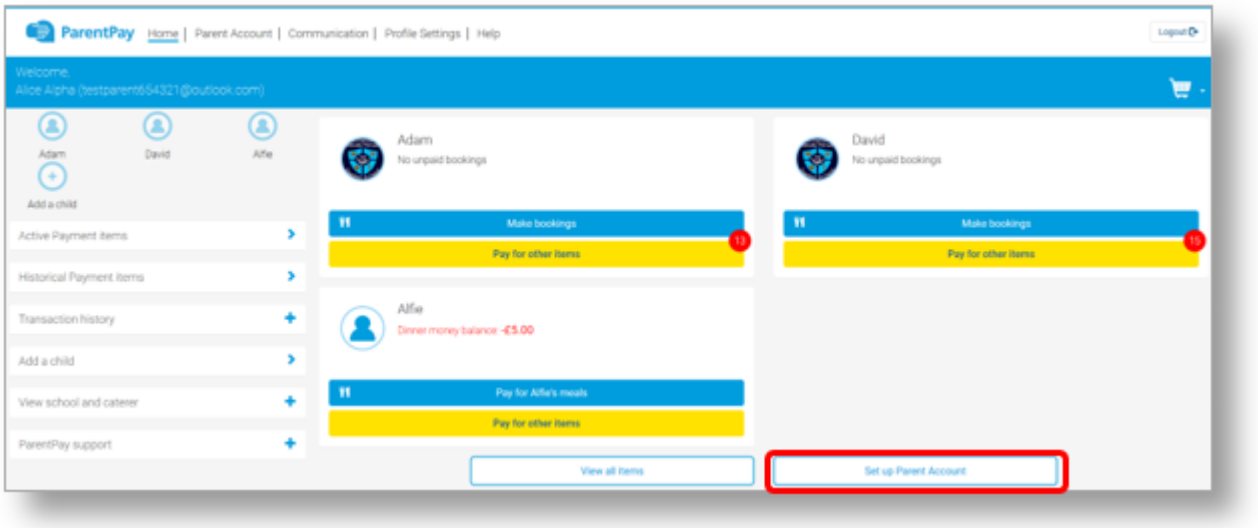
5. Complete the payment process. Once the payment has been completed, a confirmation message will be displayed.

How to add and use Parent Account credit

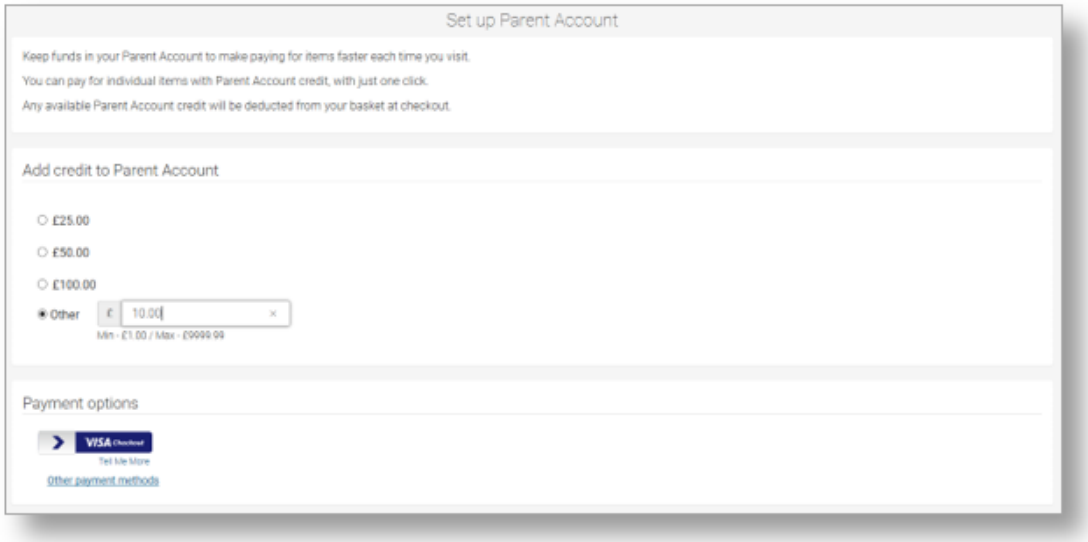
To allow for faster payments towards trips, school meals, clubs, etc., ParentPay provides access to the Parent Account. You can add any amount of money into your Parent Account and use it to quickly check out and pay for items added to the ParentPay system by the school.

Adding credit to your Parent Account

1. Log into your account
2. Select **Set up Parent Account** (If credit has been added to the Parent Account previously, this will read **Add Parent Account credit**)



3. Select one of the pre-set amounts, or manually enter the amount in the **Other** amount box to top up with.



4. Choose how to pay by selecting **Visa Checkout** or **Other payment method**. A success notification will then be displayed, and a receipt will be emailed to you.

Making a payment using Parent Account credit

1. Navigate back to the homepage, and select one of the following:

a. **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.

b. **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 this child.

c. **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.

2. Select **View** against the item for payment.

3. Enter the amount to pay, quantity required, or any other requested information.

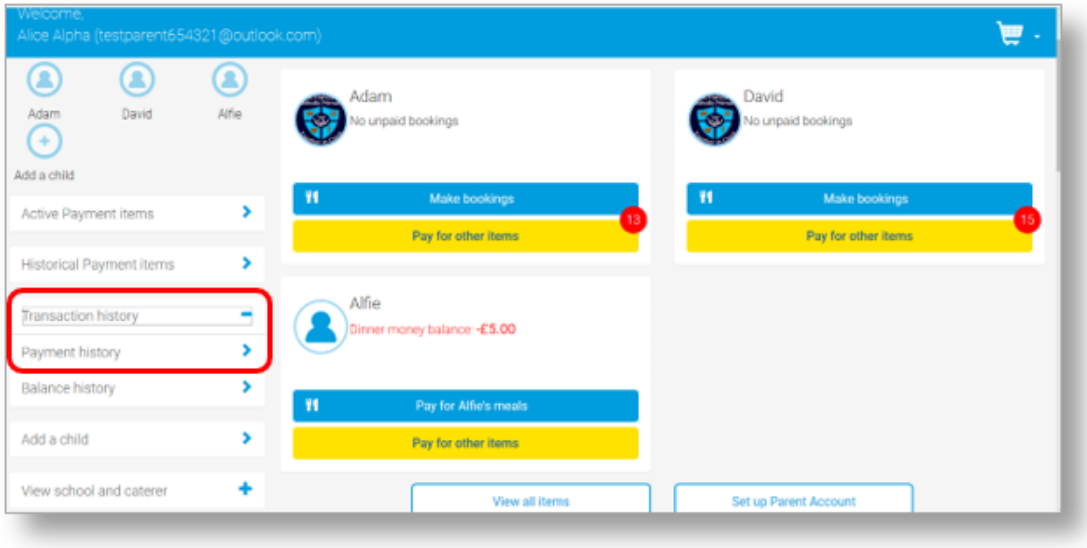
4. Select **Pay by Parent Account**.

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

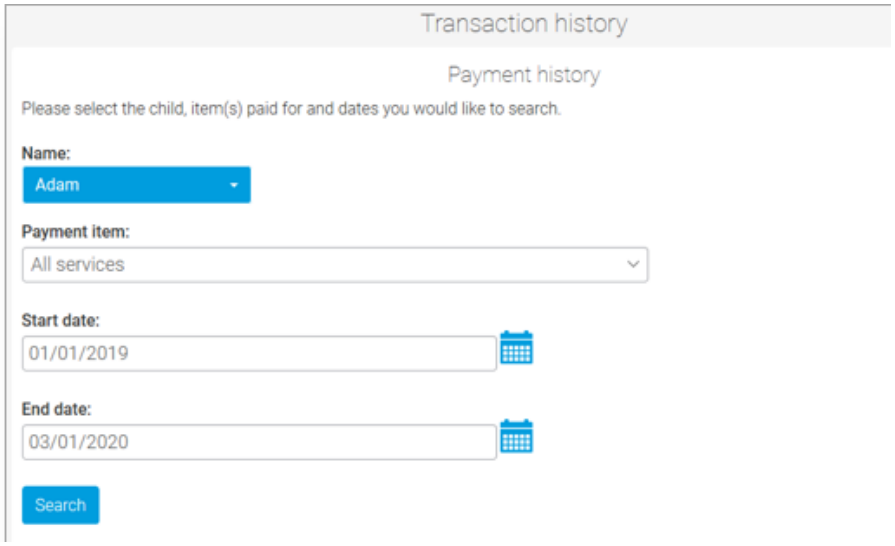
5. A success notification will be displayed at the top of the screen containing your balance, and a receipt will then be emailed to you.

How to view Payment History

1. Log in to your account.
2. Navigate to the Home screen.
3. From the menu, select **Transaction history > Payment history**.



4. Select the name of the child, the payment item, and the date range you wish to view.
5. Select **Search**



How to add a child to your account or merge accounts together

One of the key features of ParentPay is the cross-school login functionality. This enables parents or carers that have children attending multiple ParentPay enabled schools to have a single account for multiple children.

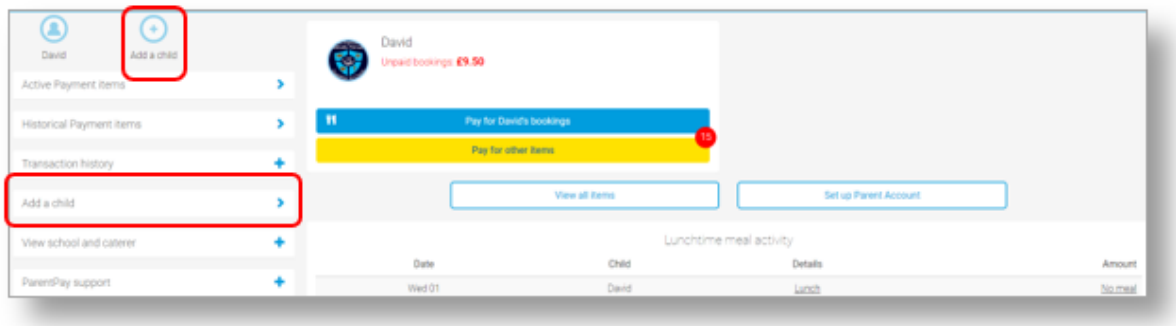
Adding a child to your account using activation codes provided by the school

When a child starts at a school, each pupil will be issued an activation letter containing unique activation codes.

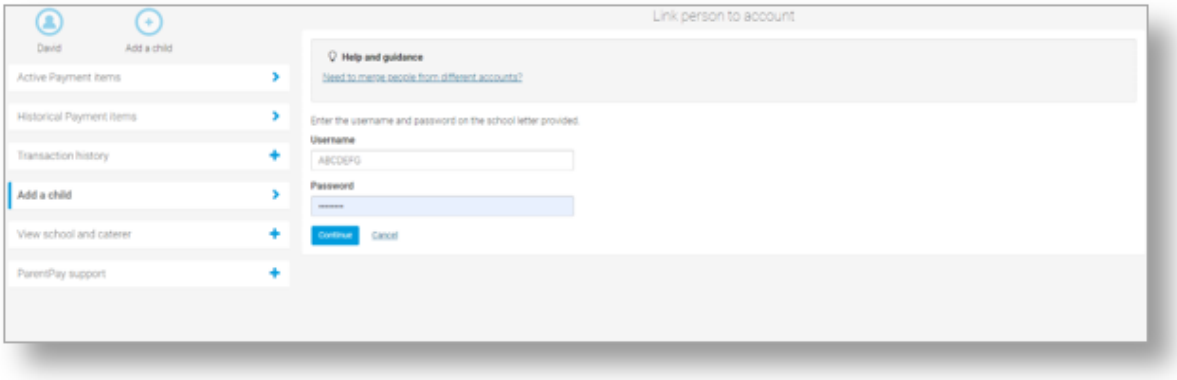
The activation codes in any subsequent letters can then be used to add a child to the original account.

1. Log in to your account.

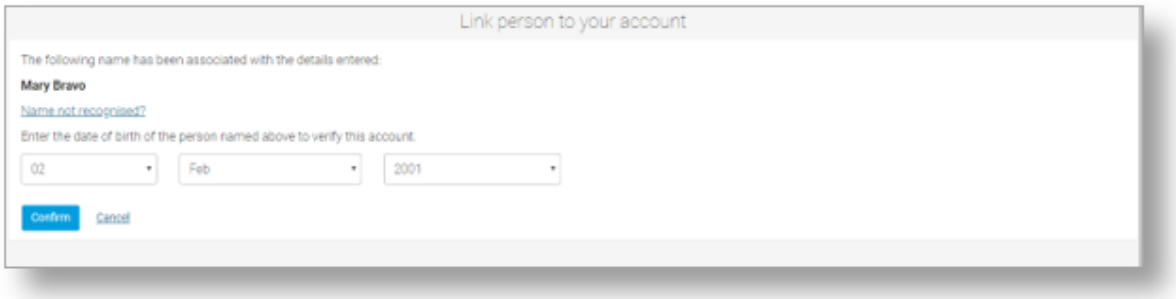
2. If using a computer, select the **Add a child** icon from the top left of the home page or from the menu on the left



If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child**.



Enter the activation codes exactly as written on the activation letter and select **Continue**.



Enter the date of birth for the child you wish to add

Click **Confirm**

You will see confirmation that the child has been added successfully and you will be able to make payments for the newly added child.

Merging two or more logins together

If you have more than one log in to payer accounts on ParentPay it is possible to merge those together providing the steps below are followed:

• Select which of the logins will be the primary account that the other(s) will be merged into.

• Ensure that the secondary account(s) have a Parent Account balance of £0.00. If there is a Parent Account balance, this must be withdrawn before the account is merged. If the balance is not zeroed before the merge is attempted, an error message will be displayed.

• Ensure that only pupil or staff accounts will be merged. ParentPay manager accounts (used for administrating the ParentPay system) cannot be merged with pupil or staff accounts (used for making payments for meals or other items).

Once all of these points have been completed/confirmed, the accounts can then be merged

1. Log out of all ParentPay accounts.
2. Log into the primary account that will become the master account once the merge has been completed.
3. If using a computer, select the Add a child icon from the top left of the home page.
If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child**.
4. Enter the username and password of the secondary account that is to be merged into the master account.
5. Select **Continue**.
6. Check the details of the account to be merged, and select Confirm.

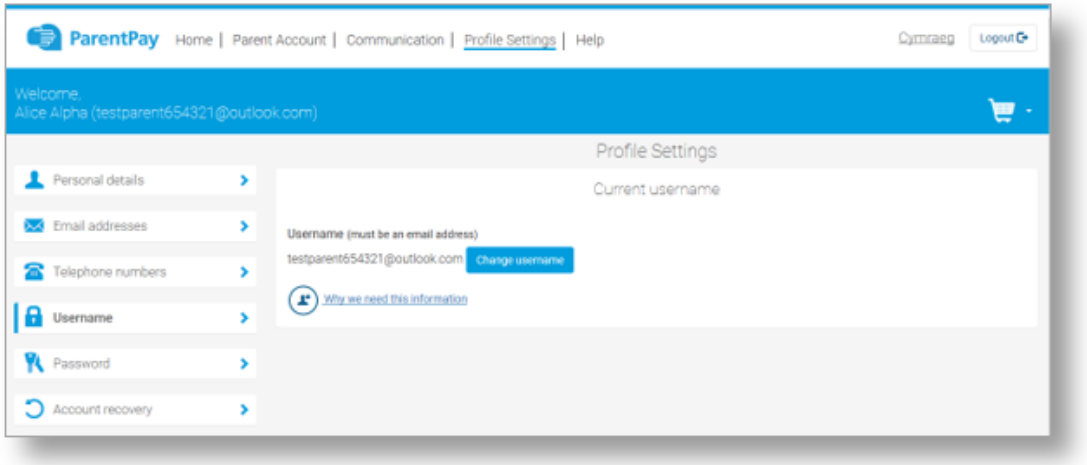
All of the pupil/staff records from the secondary account(s) will then be transferred to the master account. You will see a full list of all the transactions carried out during the selected period.

How to change your username or password (and other profile settings)

When creating your ParentPay account, it is a requirement to provide an email address which is used as your username. You will also have been required to set up your own password. It is important to keep your email address up to date so that you can continue to receive communications from school. The email address is also used if you need to change your password or log a support issue. Should your email provider ever change, it will be necessary to update your username.

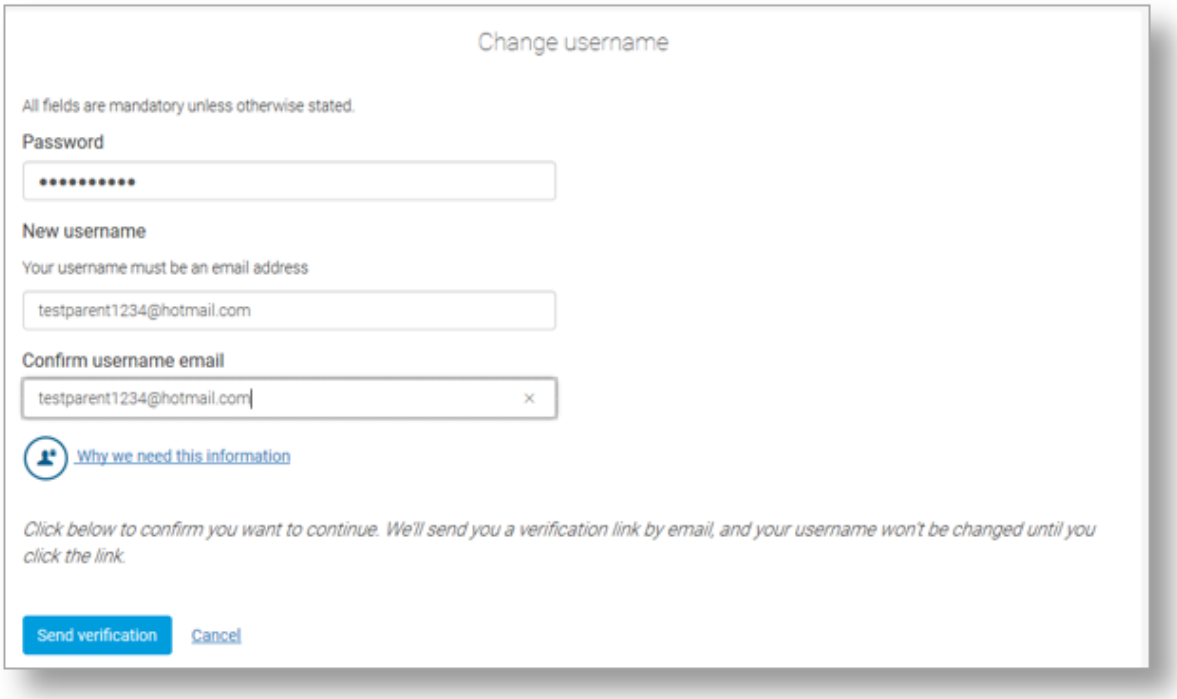
How to change your username

1. Log into your account.
2. Select **Profile settings > Username**
3. Select **Change username**



4. Enter the current Password, the new username email, and confirm the username email

5. Select **Send verification**



6. An email will be sent to the new email address
7. Open the email and click on the link to verify the email address and change the username.
8. Log into ParentPay with the new username

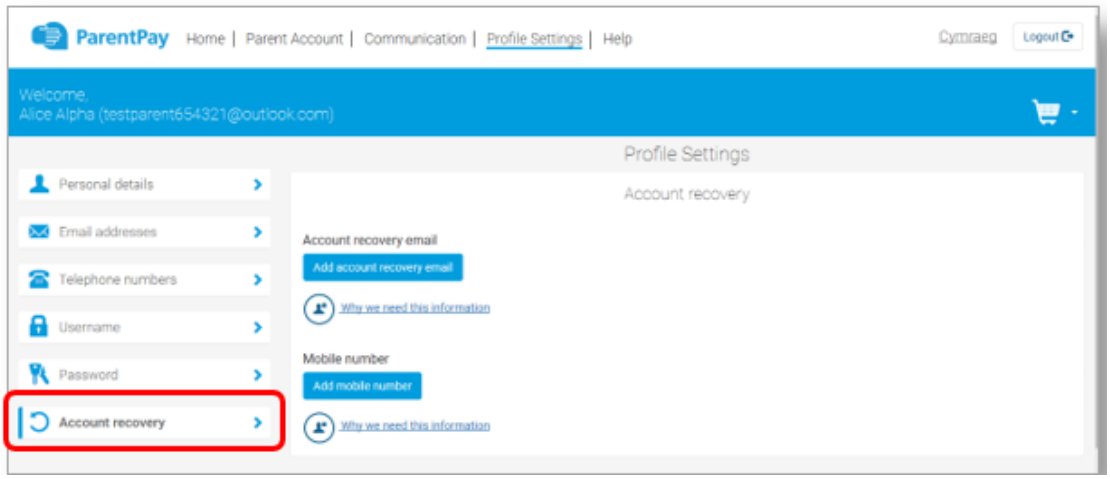
How to change your password

1. Log into your account.
2. Select **Profile settings > Password**
3. Select **Change password**
4. Enter the Existing password**, the** new password**,** and **Confirm new password**
5. Select **Save changes**

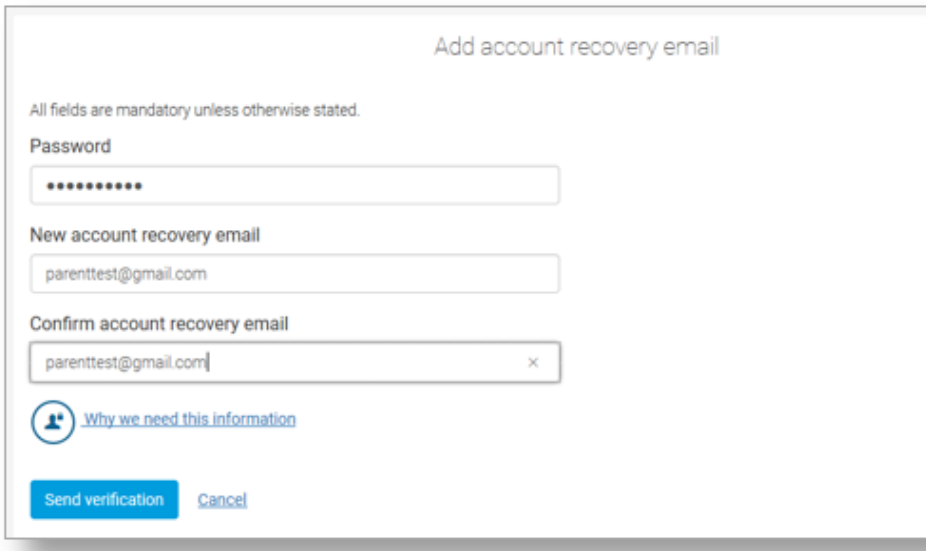
How to set an email address for account recovery

The account recovery email address is used to assist in the recovery of the account if the username is ever forgotten.

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Account recovery**



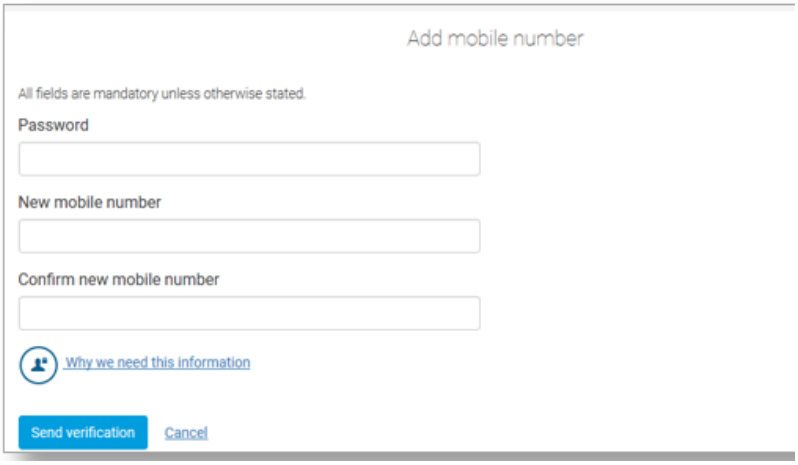
3. Select **Add account recovery email**
4. Enter the current password, the new account recovery email, and confirm the account recovery email.



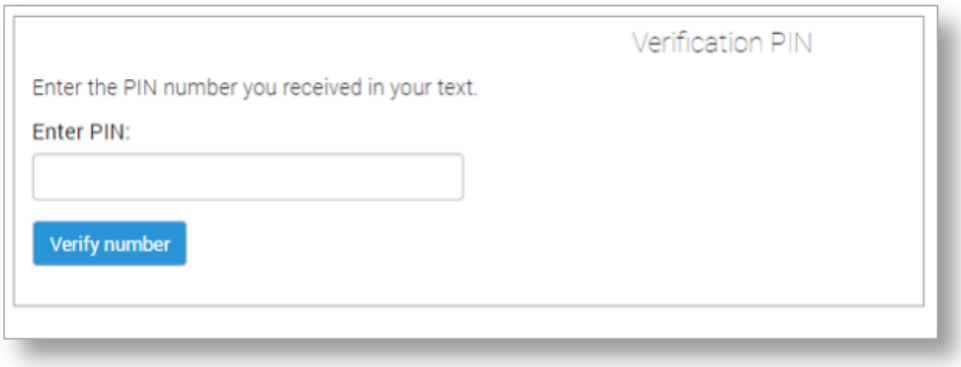
5. Select **Send verification**
6. A verification email will then be sent to the email address entered
7. Open the email and select the link to verify the address

How to set a mobile phone number for account recovery

The account recovery mobile phone number is used to inform you of any balance alerts that you may choose to receive. It can also be used to help you regain access to your ParentPay account if the log in details are forgotten.
The mobile phone number is shared with the school(s) that your child(ren) attend unless otherwise indicated.
1. Log into your account.
2. Select **Profile settings > Account recovery**
3. Select **Add mobile number**
4. Enter the password, new account recovery number, and confirm account recovery number



5. Select **Send verification**
6. A PIN will then be sent to the number that has been entered
7. Enter the PIN into the ParentPay site to verify the mobile number



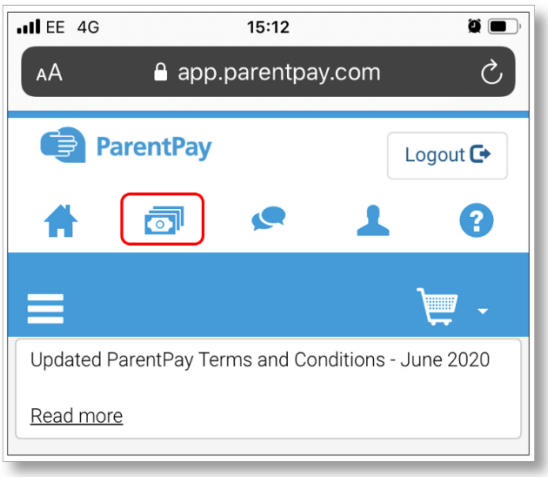
How to make a withdrawal from your Parent Account

Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips.
There may be occasions where it is necessary to make a withdrawal from your Parent Account, such as when a high-value school trip is refunded, or when you no longer have a child attending a ParentPay enabled school.

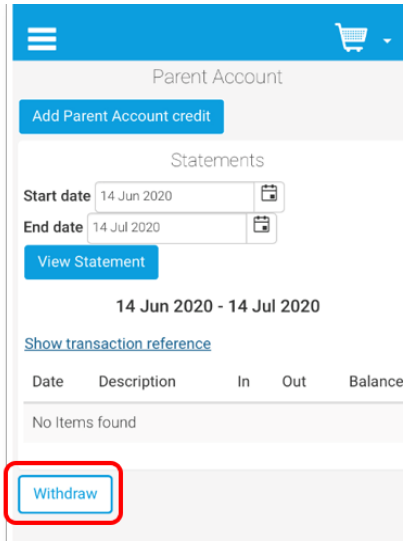
NOTE: This process only allows withdrawals of funds already in your Parent Account. Dinner payments or trip payments need to be refunded to your Parent Account by the school before it can be withdrawn.

To withdraw funds using a mobile device

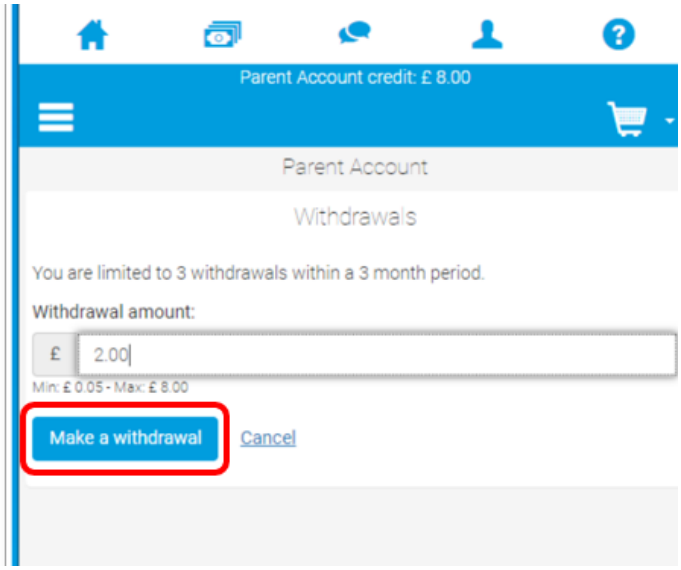
1. Log into your account.
2. Select the **bank notes** icon



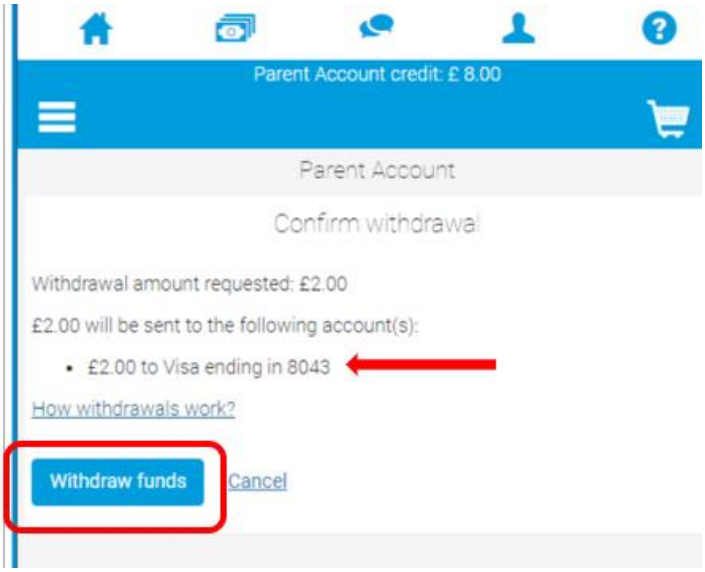
3. Select **Withdraw**



4.Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account. Please note, the number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds.

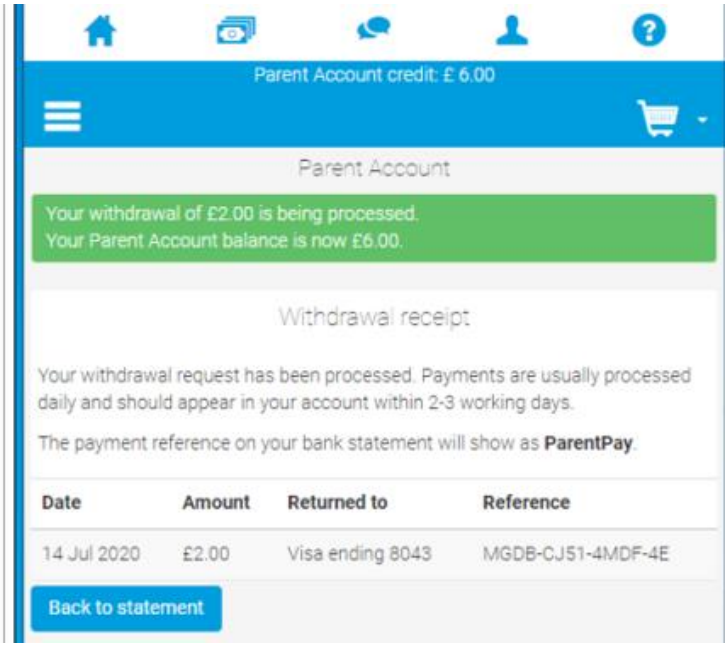


5. Select **Make a withdrawal**



6. Confirm the details are correct and click **Withdraw funds**

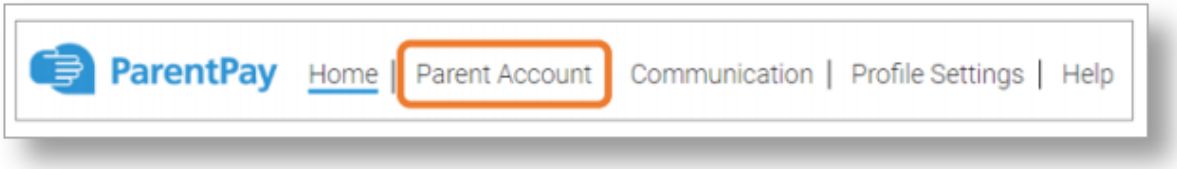
7. Confirmation of the withdrawal will be displayed.



To withdraw funds using any other device

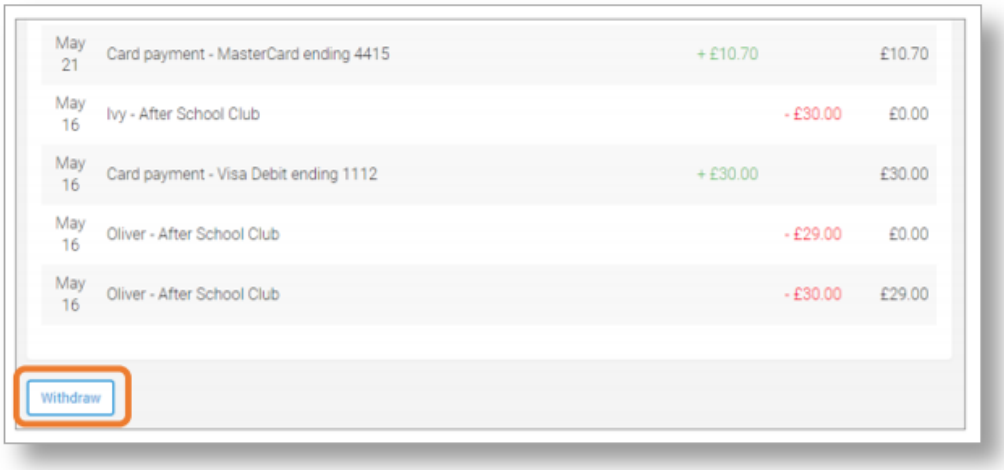
1. Log into your account.

2. Navigate to **Parent Account**

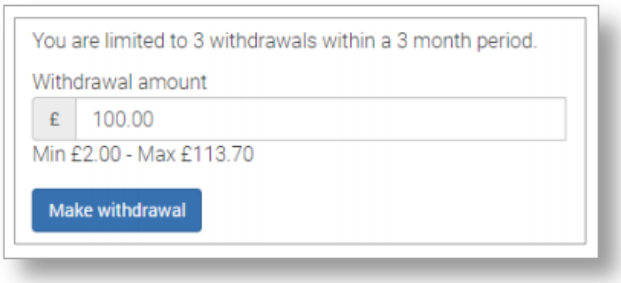


2. Your statement will then be displayed

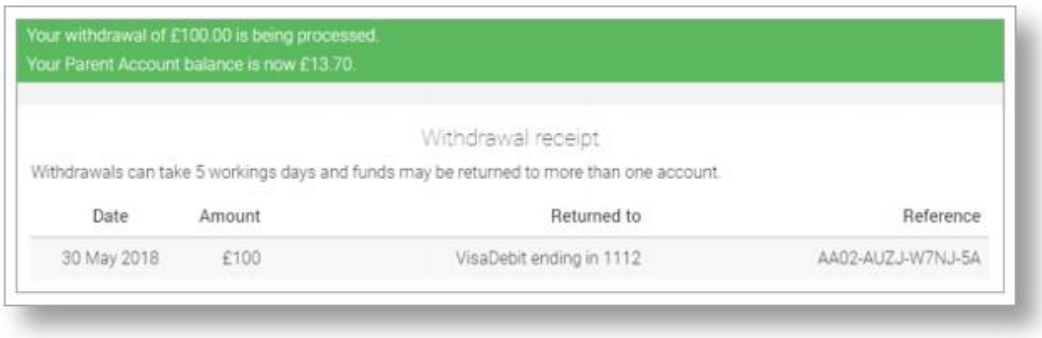
4. Select **Withdraw** from beneath the statement



5. Enter the amount to be withdrawn. This can be a minimum of 5p, and a maximum of the total amount in your Parent Account



6. Select **Make withdrawal**
7. Confirm the withdrawal
8. Confirmation of the withdrawal will be displayed.



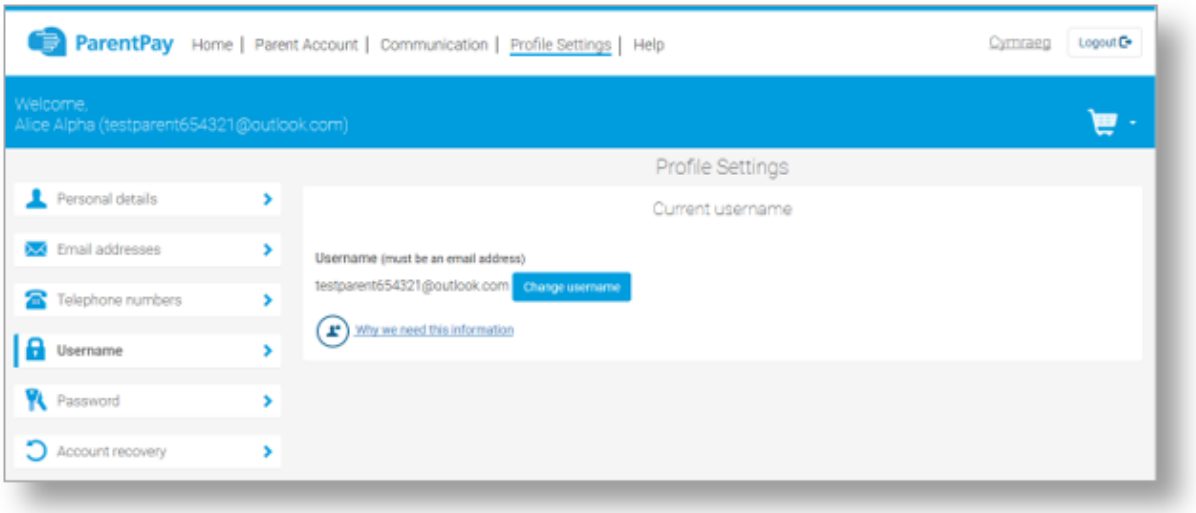
The withdrawal may take up to 5 working days to be credited back to the card/bank account detailed on the withdrawal screen. If the withdrawal will result in amounts being credited to multiple cards/bank accounts, the confirm withdrawal notification will display what will be refunded to which cards.

How to change your username or password (and other profile settings)

When creating your ParentPay account, it is a requirement to provide an email address which is used as your username. You will also have been required to set up your own password. It is important to keep your email address up to date so that you can continue to receive communications from your school(s) and organisations. The email address is also used if you need to change your password or log a support issue. Should your email provider ever change, it will be necessary to update your username.

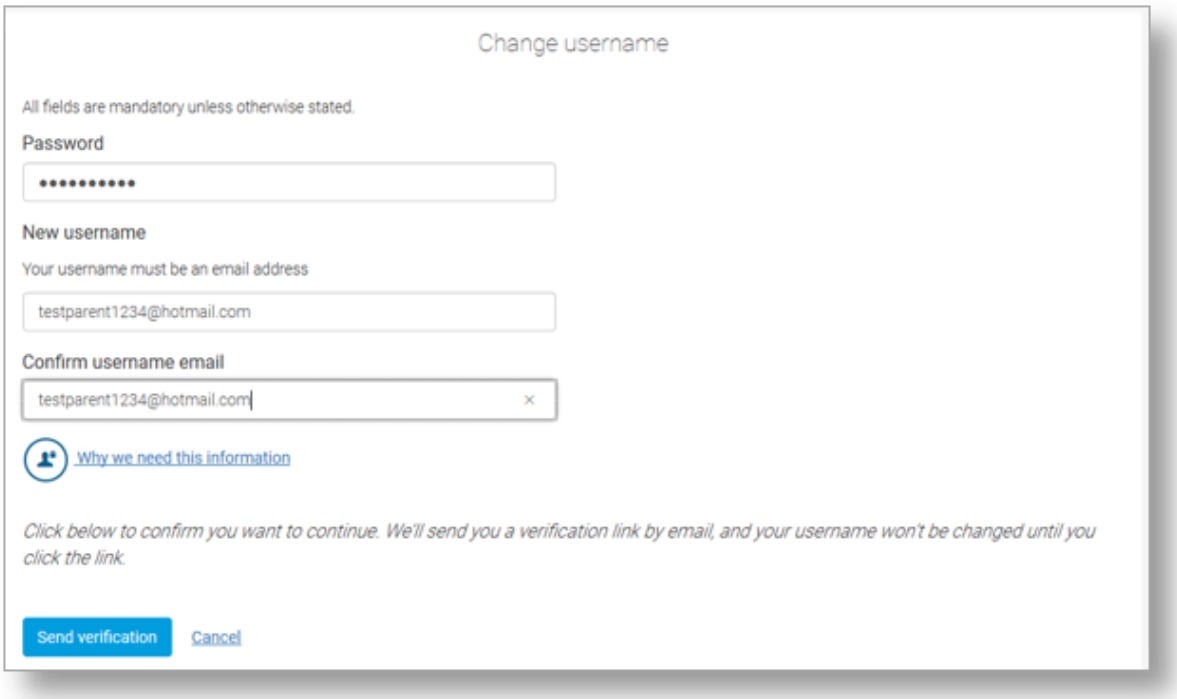
How to change your username

1. Log into your account.
2. Select **Profile settings > Username**
3. Select **Change username**



4. Enter the current Password, the new username email, and confirm the username email

5. Select **Send verification**



6. An email will be sent to the new email address
7. Open the email and click on the link to verify the email address and change the username.
8. Log into ParentPay with the new username

How to change your password

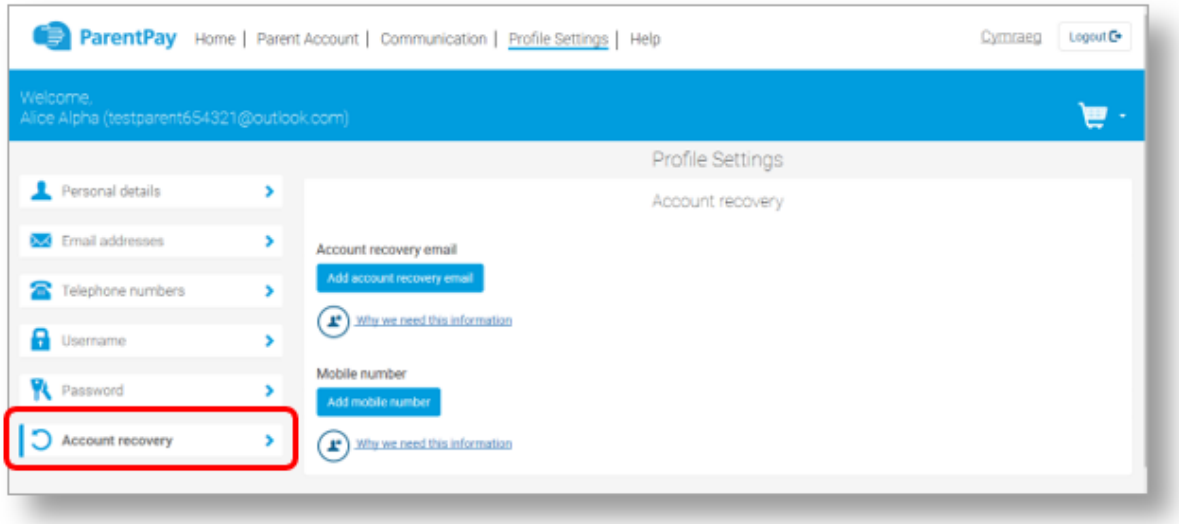
1. Log into your account
2. Select **Profile settings > Password**
3. Select **Change password**
4. Enter the **Existing password**, the **New password**, and **Confirm new password**
5. Select Save changes

How to set an email address for account recovery

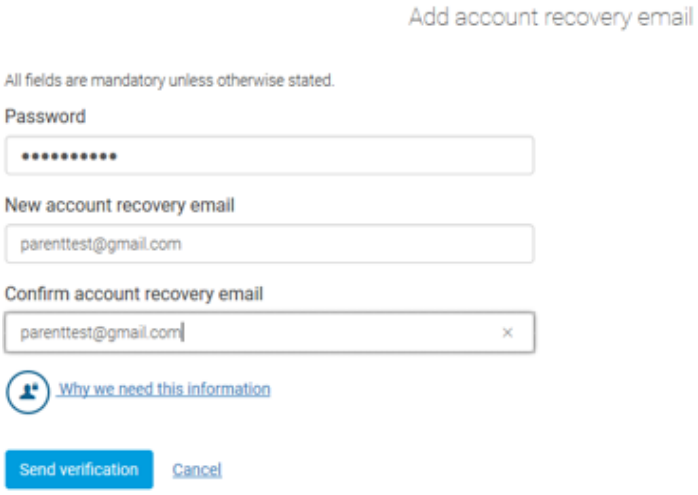
The account recovery email address is used to assist in the recovery of the account if the username is ever forgotten.

1. Log into your account

2. Select **Profile settings > Account recovery**



3. Select **Add account recovery email**
4. Enter the current password, the new account recovery email, and confirm the account recovery email

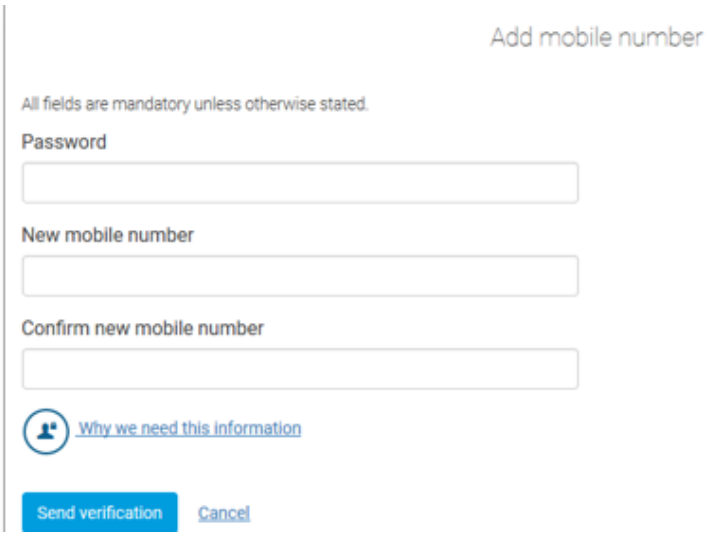
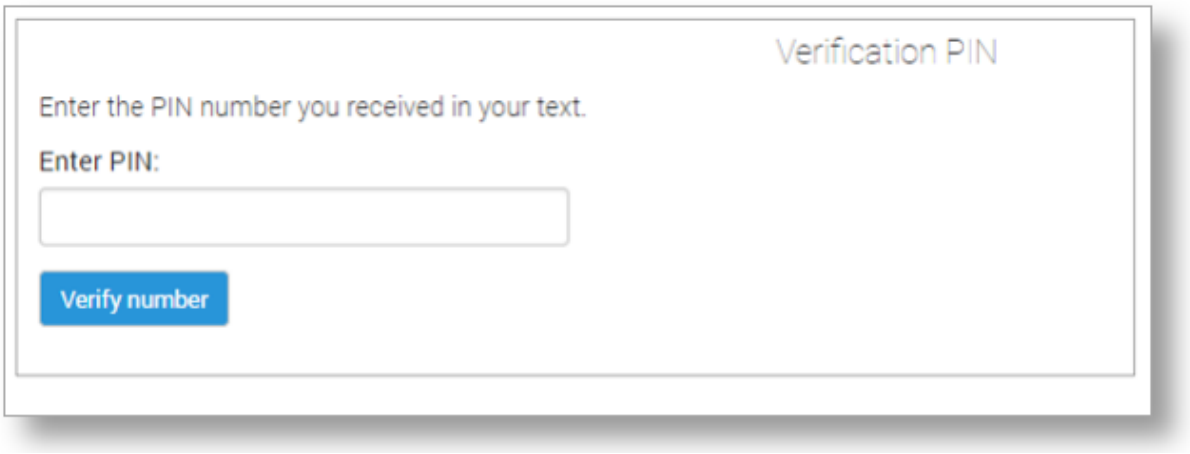


5. Select **Send verification**
6. A verification email will then be sent to the email address entered
7. Open the email and select the link to verify the address

How to set a mobile phone number for account recovery

The account recovery mobile phone number is used to inform you of any balance alerts that you may choose to receive. It can also be used to help you regain access to your ParentPay account if the log in details are forgotten.

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Account recovery**
3. Select **Add mobile number**
4. Enter the password, new account recovery number, and confirm account recovery number



5. Select **Send verification**
6. A PIN will then be sent to the number that has been entered
7. Enter the PIN into the ParentPay site to verify the mobile number