



19 May 2017

Dear Parent/Carer

Online payments to school with ParentPay!

We are pleased to inform you that our school is about to launch the new online payments system, ParentPay.

ParentPay offers a more convenient way to pay for school meals, milk, breakfast club fees, trips, and much more online. The system also enables parents, including parents of children entitled to free school meals, to choose school meals online.

You will receive your unique ParentPay Account activation details and full step-by-step instructions on how to log in to the system shortly.

When the system is launched we will be encouraging parents to no longer pay by cash or cheque, with the aim of making the school a cash-free environment. Parents, who need to continue making payments by cash or cheque can do so, please see below for information.

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school or children at another ParentPay school, you can create one single account login for all your children regardless of which school they attend.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you have activated your account you can use the system straight away.

Making payment by cash or cheque

Cash and cheque payments are also recorded in your ParentPay online account, giving you a record of all payments you have made to school regardless of which method you use.

We hope you will support us in achieving our goal to become a cashless school. Your support in using ParentPay will help the school enormously, thank you.

For further information on ParentPay please see the Introduction leaflet with this letter or visit www.parentpay.com.

Yours faithfully

Ruth McKay

Head Teacher

ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa, American Express credit cards, Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*: the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account however; ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 02476 994 820.

- **I do not have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work. You can also access ParentPay from a tablet or smart phone.

- **Are there any charges for using ParentPay?**

There is a small administration charge of 1.275% plus VAT (approx 1.53%) for all school fund transactions whether using the ParentPay online payment or paying for items with cash. This however does not apply to payments for school meals milk or any breakfast club charges or additional hours fees in early years establishments.

**For more information please visit
www.parentpay.com**