

Dear Parent/Carer

## CASHLESS CANTEEN, PARENTPAY AND SETTING UP YOUR ACCOUNT

If you are finding it difficult to add funds to your ParentPay account to enable your child to purchase food and drink in our canteen, please see the frequently asked questions in this document.

Alternatively, follow the link below for more help and advice. If you are still unable to add credit to your account, please contact the school office who will try and help you.

<https://www.parentpay.com/parent-account-faqs/>

## Setting up your ParentPay account

### How do I activate my account?

To create a new account, you will need to have the account activation letter provided by your school to hand. 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.

If you have lost your activation letter or not yet received it, please contact your school.

Please note, if you have previously had a ParentPay account you should attempt to login to this account and follow the add a child process, rather than creating a new one.

1. Navigate to [parentpay.com](https://www.parentpay.com)
2. Select Login at the top right corner of the screen.
3. Enter the username and password (activation codes) provided in your account activation letter and select Login.
4. Complete the activation as detailed on the screen.

You can now log in to your account.

### How do I credit my child's school meal balance?

Navigate to [parentpay.com](https://www.parentpay.com) and log in.

Select the **Pay for <child's name> meals** button with the symbol to credit your child's school meal balance.

Complete the amount you wish to pay (within the minimum and maximum defined by your school).

Select **Add to basket**.

Select **View basket and pay**.

Review the order summary details and either:

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). Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.

OR

Select Pay using Parent Account (if you have sufficient funds in your Parent Account balance).

You will receive an onscreen notification when you have completed your payment


### 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 your child's school and they will be able to arrange the second payer setup.

## How do I pay for items?

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


### Paying with credit/debit card:

1. Log in to your ParentPay account
2. 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\*
3. Select either *View basket and pay* or *Continue shopping*.
4. 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).

*\*For quick meal payments, enter the amount you wish to credit your child's meal account with and **Add to basket** (please refer to the *How do I make bookings FAQ* if your child's meals need to be booked).*

*\*For other items select **View details and pay** against the item you wish to purchase and then **Add to basket**.*

### Paying with Parent Account credit:

1. Log in to your ParentPay account
2. 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\*
3. You will receive an onscreen notification when you have completed your transaction.

*\*For quick meal payments, enter the amount you wish to credit your child's meal account with and **Add to basket** (please refer to the *How do I make bookings FAQ* if your child's meals need to be booked).*

*\*For other items select **View details and pay** against the item you wish to purchase and then **Pay using Parent Account**. (please note that if you do not have sufficient funds for all items being purchased in your Parent Account, you will be prompted to pay the difference using a card payment by clicking **Pay now**).*

## Can I still add credit to my parent account?

Yes. If you wish to hold credit on your account to assist with monthly budgeting, you can select 'Add Parent Account Credit' from your home page.

## How can I see my current parent account balance?

Once you have set up **Parent Account** or if you have credit on your account due to a refund, you will see your current Parent Account balance at the top right hand corner of your home page.