

## INSTRUCTIONS FOR USE OF PARENTPAY

ParentPay now requires that all usernames are email addresses. You will only be able to use the chosen email address as a username for one child. If you have more than one child at St John's or you have a ParentPay account for a child at another school, you will need to link all children to the one account (unless you have more than one email address and want to keep the accounts separate). You must have activated one account before adding other children to it. Please see the instructions below for adding other children to an activated account.

ParentPay can be accessed through the St John's website, however it is quicker to go directly to the website at [www.parentpay.com](http://www.parentpay.com).

### NOT ALREADY ACTIVATED YOUR PARENTPAY ACCOUNT?

If you have not already activated your ParentPay account(s) you will be receiving a copy of your ParentPay login details shortly via your child's tutor tray, in case you have mislaid the original. You will not need to request these details unless you have not received them by the end of May. Once activated you will be able to pay for trips and other items via ParentPay, not just lunch money.

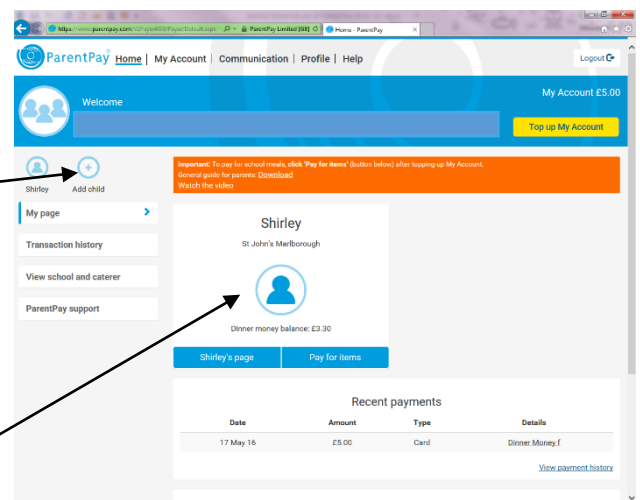
- ✓ At the ParentPay home page click on the yellow Login button in the top right corner of the screen.
- ✓ Type in the username and password supplied by St John's in the relevant boxes that appear.
- ✓ Click on the yellow login button.

You will be taken through the activation process, part of which will be to change the username supplied to your email address and provide memorable information. You will also be able to choose your own password. Follow the onscreen instructions. Once the account has been activated you will be taken to your child's ParentPay homepage.

### ADDING OTHER CHILDREN TO AN ACTIVATED ACCOUNT

ParentPay allows you to link children at other schools using ParentPay to your St John's child or vice versa. Once you have accessed an activated ParentPay account you will be on the relevant child's home page. Click on the 'Add a child' button.

Follow the instructions on the screen to add other children to the activated account, repeating the steps as necessary until all relevant children are linked. You will now use the one set of login details to access all the accounts with each child having their own named tab.

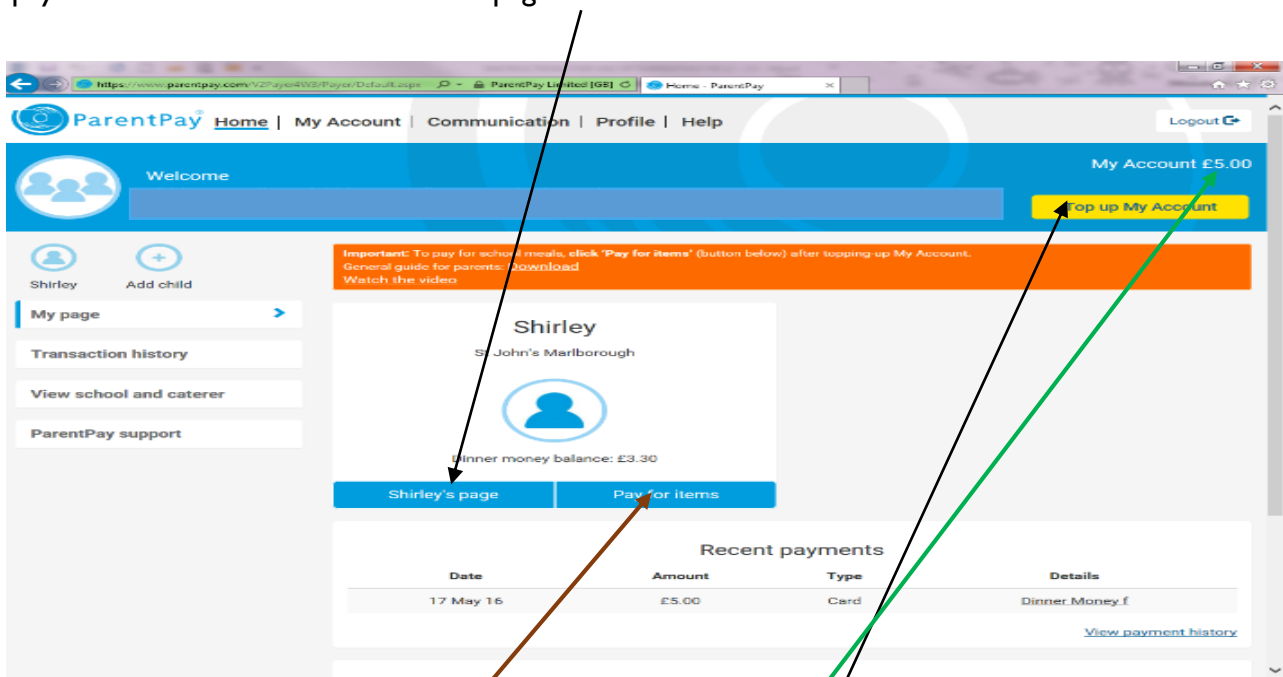


## I USED PARENTPAY AT A DIFFERENT SCHOOL BEFORE MY CHILD JOINED ST JOHN'S

If you try to access your account from a previous school it is likely to advise you that it has been archived. Due to ParentPay only allowing an email address to be linked to one account as a username, if you wish to use the same email address again for your username, you will have to link your St John's account to the archived account. This is done in the same way as adding another child to an activated account, but you access the archived account and link your child using the St John's login details. Your previously archived account will then be reactivated for use at St John's and you will have a tab for each school.

## PARENTPAY ACCOUNT ALREADY ACTIVATED

Each child linked to the account will have their own tab on the homepage. To view the items available for payment click on the relevant child's page button.



## MAKE A PAYMENT

It used to be that you would have to add each item you wished to pay for to your shopping basket and proceed to checkout as for any other online shopping site. ParentPay has recently introduced 'My account'. It is now necessary to load funds to your 'My Account' and then pay for items from those loaded funds. To load funds, click on the yellow 'Top up My Account' button. You will be asked to select the amount of funds you wish to load, there is a selection of amounts or you can choose your own amount by clicking against 'Other amount' and typing your chosen amount. Currently £200.00 is the maximum that can be loaded in any transaction. Click on continue and enter the card details on the next page, follow the on screen instructions to finalise the upload. You will receive email confirmation of the transaction. Once the payment has completed you will be taken back to the homepage and should see the balance in your 'My Account' displayed. To make a payment to an item click on the blue 'Pay for items' button, click on the 'View details and pay' button next to the relevant item. Edit the amount if

applicable, add any notes and click on the blue 'Pay now' button. You will be asked to confirm the payment and then the monies will be transferred to the chosen item. A successful payment message will appear in a green box across the screen. The lunch money amount will always be editable, however the minimum amount is set at £5.00.

**Don't forget to transfer monies as required once you have loaded funds to your 'My Account'.**

**PAYMENT ALERT**

You can set ParentPay to alert you at the point when your child's Lunch money balance goes below a set amount:

- ✓ Click on the Profile tab along the top of the homepage.
- ✓ A new selection of items will appear on the left of the screen, click on Alert settings.
- ✓ Scroll to Balance Alerts.
- ✓ Enter the amount at which you wish to be alerted should the balance fall below in the Threshold box within the Balance Alerts section.
- ✓ Tick the Email alert box (no cost involved for email alerts). You will be charged for a text alert!
- ✓ Scroll to the bottom of the page and click on the blue Save button.

**GENERAL PARENTPAY INFORMATION**

You can see a list of payments made by clicking on the 'Transaction history' button on the left side of the homepage. You can select either Payment history which will give details of all payments received within the specified date range, or Balance history which will give details of the balance history for a selected item for a chosen month. The transaction history will include all payments made, whether online via ParentPay or to St John's by cash/cheque.

Unfortunately it is not possible to personalise ParentPay accounts, please ignore any items that you do not wish to pay for.

If you are a non-resident parent you can have a separate set of login details for your child's account to the resident parent. You will have access to the same account as the resident parent however neither party will be able to see any personal or financial information of the other party. If you require a separate set of login details please contact [SWoodburn@stjohns.wilts.sch.uk](mailto:SWoodburn@stjohns.wilts.sch.uk).

You can make changes to your username, password and secret question, email addresses, phone numbers and stored card details by clicking on the Profile tab along the top of the homepage. The login details – username, password, and secret question can be changed by clicking on the blue Edit button below Login credentials on the first page that appears.

To change your email address or phone numbers click on the Phones and emails button on the left side of the screen. Scroll down the page that appears as necessary and click on the relevant underlined links or the Edit button to make your changes. Click the blue Save button at the bottom of the page.

If you have stored any card details you can delete or edit these by clicking on the Stored cards button on the left side of the screen.

## TROUBLE SHOOTING

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| Forgotten password          | Your password is not visible to staff once an account has been activated and the password changed. To reset your password click on the 'I have forgotten my password, what can I do?' link on the ParentPay login page and follow the on-screen instructions. You will be emailed a link to reset your password which will be valid for seven days.  |
| Forgotten username          | <p>Your username should be your email address used at the time of account activation. If you have changed your email address try using your previous email address to log in to the account and then change the username via the View/edit profile option on the left side of the homepage once you have accessed the account.</p> <p>If you did not initially use an email address for your username or have tried several email addresses to log in and none have worked St John's can look it up for you. Once you have accessed the account using your old username you will need to change your username to an email address.</p> |
| Item not listed for payment | The lunch money item will never be unlinked from your child and so should always be available for payment. If a trip or club is not linked to your child, check the transaction history to ensure you have not already paid for it, usually one off items will disappear from the list once paid. If you haven't already paid, the item may not have been linked to your child for various reasons.  |

If the above doesn't not solve the problem or for any other problems using ParentPay please contact Mrs Shirley Woodburn (by emailing [SWoodburn@stjohns.wilts.sch.uk](mailto:SWoodburn@stjohns.wilts.sch.uk)) before contacting ParentPay directly.