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

One of the key features of ParentPay is the cross-school login functionality. This enables payers with children at different ParentPay schools to add up to six children to their account, regardless of which schools they attend.

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

To add a child to your account:

1. Navigate to www.parentpay.com and log in to an existing activated ParentPay account.

2. Select the Add a child icon from your home page (or go to Profile > Add a Child).

3. Enter the activation codes provided to you by your school. These must be entered exactly as provided.

4. Select Search.

5. Ensure the details displayed are correct for the child you wish to add to your account and select Confirm.

NOTE: If the details shown are not correct for the child you wish to add to your account, please inform your school immediately. You should not continue to add the child to your account.
Once complete, the selected child will be visible on your home page to make payments for.

Merging children from a secondary account into a main or primary account (up to a total of six children per account)

In order to merge pupil or staff accounts from one parent account to another, you must adhere to the following:

- The Parent Account balance must be £0.00 for the account you are taking people from (secondary account). If you have a credit in this account it must be withdrawn prior to attempting to merge the accounts.
- A Parent Account is limited to six people (pupils or staff). If the total number of people on an account would exceed this number by completing the merge, it will not be possible and will error.
- It is not possible to merge a parent account with a manager account (used for administering ParentPay within a school). If you have a staff account for making payments for meals or other items, you are able to merge this into another account.
To merge a child into your main account from a secondary account:

1. Navigate to www.parentpay.com and log in to your main ParentPay account. This should be the main account that you wish to use going forward.

2. Select the Add a child icon from your home page (or go to Profile > Add a Child).

3. Enter the username and password you use to log in to your secondary account.

4. Select Search.

5. At the bottom of the following screen you will be presented with the children that are currently attached to the secondary account. Check the details are correct and then select Confirm.

6. You will receive one of two messages:

   - A final confirmation message that outlines the restrictions that are implemented when merging accounts. If you are happy with the restrictions, select Merge accounts to complete the merge.

   - An error message indicating that the account you are trying to merge from has a Parent Account balance that will need to be withdrawn before completing the merge. In this case you will need to log in to the secondary account and withdraw the balance, before repeating the process.

The children or staff that were present on your secondary account will now be visible on your home page, enabling you to make payments for them from this account. The secondary account will now be disabled and can no longer be used.
NOTE: It is not possible to refund items to a disabled account. If you require an item to be refunded by your school, please complete this and withdraw the funds from your Parent Account before attempting to merge.

NOTE: By merging your accounts, you will no longer have visibility of any Parent Account history associated with the secondary account.