



HOW TO LOG INTO YOUR PARENTPAY ACCOUNT

Follow the easy steps below to activate your ParentPay account, and get up and running

1. You will receive an Activation Letter from the school, advising you of your child's unique Username and Password.
2. Go to www.parentpay.com and select > Log in.
3. Type the username and password you were provided with in your activation letter into the Email/Username and Password fields on the Login screen, and follow the on-screen instructions to activate your account.

WHAT IF A PARENT ALREADY HAS A PARENTPAY ACCOUNT?

If you have a ParentPay account from a previous school:

1. Log into this account first. On your home page, you will see the option to click > Add a child.
2. Type the username and password you were provided with in your activation letter into the corresponding boxes on your screen.
3. Once you have entered your username and password, a pupil name will appear on your screen. At this point, you will be asked for your child's date of birth as verification you are selecting the correct pupil account to merge with your existing account.

GUIDES FOR SCHOOLS TO FIND OUT MORE

Below is our full suite of payer guidance for parents and schools. You should find all you need to know about the parent view here:

[How to pay for items](#)

[How to top up your account and then pay for items](#)

[Paying via bank transfer and auto top-up](#)

[How to pay via PayPoint](#)

[How to view payment history](#)

[Setting up a secondary payer account](#)

[Promoting ParentPay to parents](#)

[How to make a meal or event booking](#)

[How to set up email and text alerts](#)

[How to make a withdrawal from your account](#)

[How to update your username and password](#)

[Encouraging parents to use ParentPay](#)

[Parent Video](#)

[How to add a child to your account or merge two accounts together](#)

For help and support,
click the purple question
mark on your homepage

