



One account for all your family

The simplified design groups meal credits, items for payment, school information and communications into a single tab for each of your children.

At a glance, you can immediately see each child's current meal balance

Quick links

We've made it easy to get to key information, like statements (**My Account**), or copies of school communications (**Communication**) and you can easily update your contact details (**Profile**) and alert preferences

Top-up and pay

You now top-up a single balance, giving you flexibility to pay when required.

Initially your balance **will be set at £0**, once you have topped up, you can pay for whatever you need to.

Rest assured, any previous credit will still be available

Guidance Information - getting you up and running quickly!

The new design of the system enables you to top-up, hold a balance on your account and then make payments as and when required. This means that you can easily budget your school costs by topping up an amount in advance, allowing you to pay for regular items such as school meals, whilst putting money aside for less frequent items such as trips.

While you are getting used to things, we have provided some guidance that will help you get up and running quickly. Please use the links below to get to the appropriate guidance.

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I need to make a booking or pay for existing bookings

To make a booking:

1. Select the child you wish to make a booking for
2. From the menu select **Bookings**
3. Select **Make or view bookings**
4. Choose the *Booking type* and *Week commencing* date and select the **Make or view bookings** button
5. You are now presented with the choices for that week. Make your choices as appropriate
6. When you are finished your booking summary will be displayed
7. Select **Confirm bookings**
8. If *Payment due* section displays £0.00, your bookings are complete.
9. If the *Payment due* value is greater than £0.00 you will need to complete your booking by making a payment from My Account. Failure to do so within two hours of making the bookings will result in them being cancelled.
10. Confirm your booking details and select **Pay now**
11. Your payment summary will be displayed showing you the cost for your outstanding unpaid bookings along with any minimum amount **set by your school**. If you are happy that the details are correct select **Pay now** and the **Confirm payment**. If available, your payment will be drawn immediately from your My Account balance otherwise you will be asked to top up first and then confirm the payment.

Pay for existing unpaid bookings:

1. Select the child you wish to make a booking for
2. From the menu select **Bookings**
3. Select **Unpaid bookings**
4. The unpaid booking screen will display any bookings that have been made but have not yet been paid for
5. Select **Pay now**
6. Your payment summary will display the cost of any unpaid bookings alongside the minimum amount set by your school.
7. Select **Pay now** and **Confirm payment**. Your payment will be drawn immediately from your My Account balance – unless there are insufficient funds where you will be asked to top up and then confirm the payment.

The screenshot shows the ParentPay user interface. At the top, there's a navigation bar with 'Home', 'Communication', 'Profile', 'My Account', and 'Help | V1'. Below this, a welcome message for 'Mrs Shelley (supporttest114@parentpay.com)' is displayed. A sidebar menu on the left includes options like 'My page', 'Child's page', 'Bookings', 'Make or view bookings', and 'Unpaid bookings'. The main content area shows 'Ethan's bookings' for 'Gotham Test Primary School'. A table titled 'Unpaid bookings' lists a booking for 'Ethan James - Lunch time' with 5 unpaid bookings, due on 22 Feb 2016, for a total of 10.00. A 'Pay now' button is visible next to the entry. An orange banner below the table states: 'IMPORTANT: To complete booking make payment before logging out.' A modal window titled 'Bookable Lunch Payments for GothamTest Primary School - Ethan' is open, showing details: 'Provided by: Gotham Test Primary School', 'Description: Bookable Lunch Payments', 'Cost of unpaid bookings: £9.50', 'Minimum amount: £10.50', and 'Total to pay: £10.50'. There is a text area for 'Add notes' and 'Pay now' and 'Cancel' buttons at the bottom.

Note: Chargeable bookings (excludes free meal entitlements) will be cancelled if they have not been paid for within two hours. Once a booking is cancelled it will be removed from the unpaid booking screen. Any bookings made by authorised school managers on behalf of a child will be displayed as unpaid but will not be cancelled.

I need to pay for something other than a school meal

1. Select the tab of child you wish to make a payment for (you can select the tab itself or the *Pay for items* button)
2. Find the item you wish to pay for and select *View details and pay*
3. Enter the amount that needs to be paid and select *Pay now*
4. Check the details and commit by selecting *Confirm payment*
5. If you have not yet topped up your account, you will likely receive an *Insufficient funds* notification. Select the *Top up My Account* button and either choose an amount listed or enter the amount you wish to add. Once you complete the top up, you can complete the payment and you will receive a confirmation message on screen.

Getting refunds and making withdrawals

Schools, Caterers, Local Authorities and other establishments can now refund directly back to My Account, which you can choose to spend on other items.

If you are unlikely to use this credit for any of your children's payments, there is an option to withdraw the funds.

1. From the menu select **My Account**
2. On the **Statements** screen select **Withdrawals** (at the bottom of the statement)
3. Enter the amount that you wish to withdraw and select **Withdraw**

Note: you are limited to 3 withdrawals within a 3 month period with a minimum withdrawal amount of £2.00.

I need to check my text message balance or add text message credit

1. From the menu select *Profile Settings > Text message balance*
2. Your current balance will be displayed
3. If you wish to add credit to your text message balance, select *Add credit now*
4. Enter the amount you want to add to your text balance and select *Pay now*

Note: Text balance credits are limited to between a minimum payment of £2.40 and maximum of £9.00