

PARENTPAY USER GUIDE

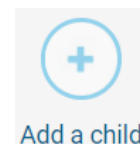
Activating your account

- School will provide you with an activation letter
- Go to www.parentpay.com and click 'Login'
- Enter the username and password from your activation letter
- Click 'Activate' and follow the instructions on the screen



Do you have ParentPay accounts at different schools?

- Login to the existing ParentPay account
- Click 'Add a child' on the homepage
- Enter your new activation username and password
- Follow the instructions to add both pupils to the same account
- You will get a confirmation message, then click 'Merge accounts'



Merge accounts

Booking meals

- On ParentPay click 'Book meals and places'
- Then click 'Make or view bookings'
- On the calendar click 'Meal taken' for the dates required. It will turn orange
- Then click 'Confirm bookings' and the dates will turn green
- You then have 2 hours to pay for the meal bookings before they are cancelled
- Meals must be booked before 8am on the day of the lunch
- You can book up to a term of meals in advance
- Pupils choose their menu at school on the day of the booking

Book meals and places

Confirm bookings

Paying for meals

- When you have confirmed your booked meals, the basket on the top right of the screen will show you need to make a payment
- Click on the basket to see the amount and follow the payment options
- Or click the button 'Pay for Meals'
- You can pay by card 'Visa' or 'Other payment method' (bank or Paypoint)



I have added credit but still owe money on the meal account?

- This means that you have paid onto the Parent Account so meals are still unpaid
- On the homepage click 'Pay for items'
- Click 'View' then enter the amount to pay
- Click 'Pay by Parent Account' then the funds will transfer to pay for the meals

Pay by Parent Account

Parent account

- Parent account credit lets you pay for meals in one click
- If you add credit to your Parent account you must remember to pay for meals. It does not transfer automatically
- Click 'Parent Account' at the top of the homepage to add parent account credit
- To pay by Parent account, click 'Active payment items,' 'View' and check your Balance
- If money is owed, the balance will be a negative number eg -£2.40
- Enter the amount owed for meals eg £2.40 then click 'Pay by Parent Account'

Cancelling meals

- You can cancel a meal up to 8am on the day of the lunch. Please contact the school if cancelling during the morning of the day the lunch is booked
- To cancel in advance, go to 'Book meals,' then click 'Make or view bookings', click on the booked date (green), then 'Confirm' and it will turn grey and be cancelled

Multiple account access

- A ParentPay account can be accessed by different carers with separate payment methods. Please contact the school or caterer (details below) to obtain login details

Meal debt

- You can receive text alerts from ParentPay to notify you when your account balance is zero
- Each message will cost £0.06 and is charged on ParentPay
- On ParentPay at the top of the homepage click 'Communication' Communication
- Click 'Alert Settings'
- Under 'Balance Alerts' tick the email/text box to choose how you receive alerts
- Click 'Save' at the bottom of the page
- Click 'Add credit to text message balance' then click 'Add credit'
- The minimum credit is £2.40 which buys you 48 text alerts

Add credit to your text message balance

Error messages

- If you get repeated error messages try logging in via a different browser eg Google, Microsoft Edge, Chrome or Internet Explorer

Parent support

- If you have any queries about ParentPay or school lunches, please contact Pabulum Catering at parentpay@pabulum-catering.co.uk