

Cashless Catering & Parent Pay Help

What is Cashless Catering?

Cashless Catering is Ada Lovelace CofE High School's way of managing purchases made from the café. Students and Staff do not have to worry about carrying cash to pay for food and drink during breakfast, break-time, lunch-time or after school. Instead, we use a biometric system that allows students (and staff) to pay for food and drink from the cafe by placing their index finger on a reader – this brings up the student's account balance, the student then scans the purchase (supervised by the cashier) and the cost is deducted from the student's account.

What is Parent Pay?

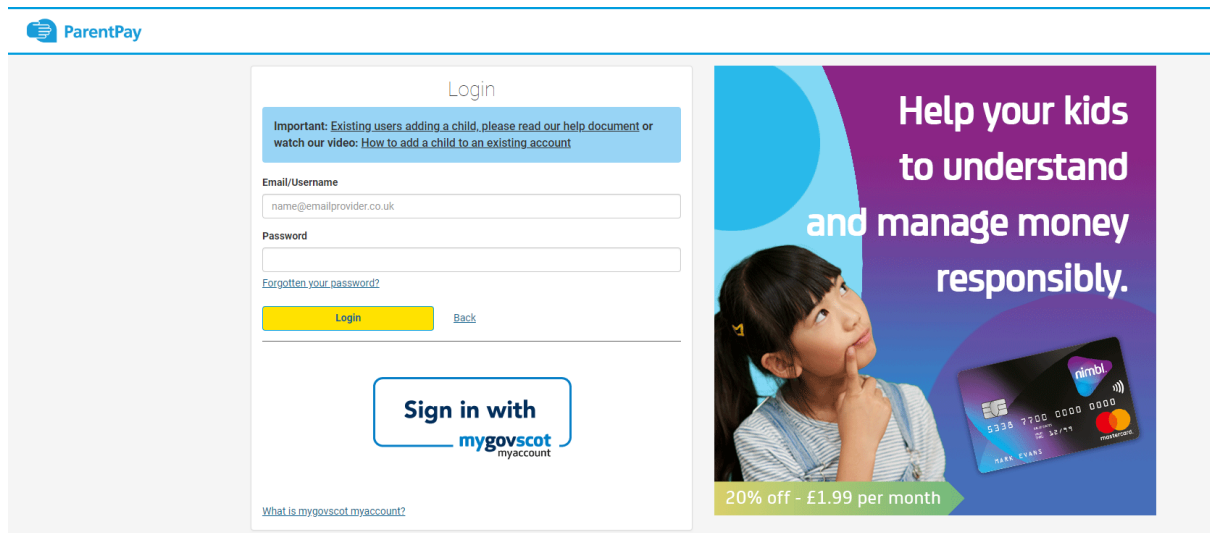
Parent Pay is a convenient, online system that allows you to pay your child's food and drink from the café, music lessons and school trips. Payments are made over the internet and parents will have been provided with login details by email, which will have been sent to the email address on your original application. Parents should create a username (this should be their email address) and a memorable password so that they can continue using Parent Pay in the future. This is what the Parent Pay homepage looks like....

Guidance

1. Navigate to www.parentpay.com
2. Select Menu, **Parent Login** then **Parent Login**.



To log-in, parents should press the for parents "login" button which will then take you to the login page below.



ParentPay

Login

Important: Existing users adding a child, please read our help document or watch our video: [How to add a child to an existing account](#)

Email/Username
name@emailprovider.co.uk

Password

[Forgotten your password?](#)

[Login](#) [Back](#)

[Sign in with mygovscot myaccount](#)

[What is mygovscot myaccount?](#)

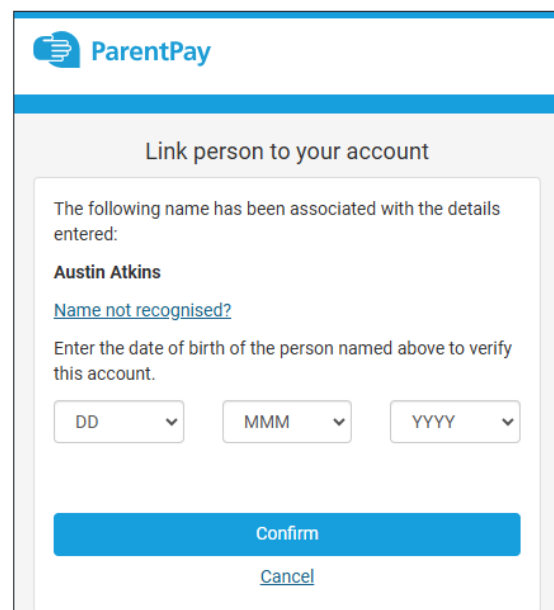
Help your kids to understand and manage money responsibly.

20% off - £1.99 per month

3. Enter the username and password shown on your account activation letter and select **Login**.

INFO - The user details are case-sensitive and for one-time use only. They will become invalid after account activation

4. Confirm the details are correct then enter the date of birth for your child and click **Confirm**.



ParentPay

Link person to your account

The following name has been associated with the details entered:

Austin Atkins

[Name not recognised?](#)

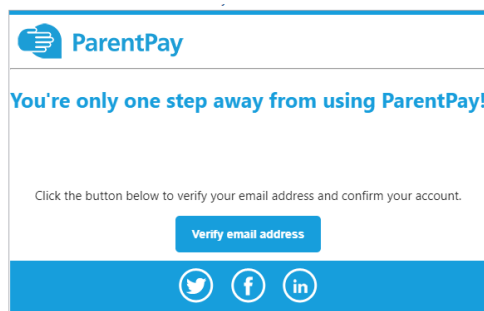
Enter the date of birth of the person named above to verify this account.

DD MMM YYYY

[Confirm](#)

[Cancel](#)

5. Follow the on-screen instructions to complete and successfully activate the account. Enter your name, email address and create a password for your account (your email address will become your username).
6. Carefully read the ParentPay terms and conditions and check the box to accept them, then click Activate account.
7. A verification email will be sent to you.



IMPORTANT

You will need to click on the link within the email to complete the process and start using your account.

8. You have now successfully activated your ParentPay account.

Once you have logged in, you will see this welcome page.....

As this may be new to you, parents are able to view general help and guidance from the help button at the top of the page

If parents have forgotten their password, they should click the "Forgotten Password" link here and then follow the instructions.

 A screenshot of the ParentPay welcome page. The page has a blue header with the ParentPay logo and navigation links: Home, Parent Account, Communication, Profile Settings, and Help. There is a "Logout" button in the top right. The main content area shows a "Welcome" message and a sidebar on the left with links: "Add a child", "Active Payment Items", "Historic Payment Items", "Transaction history", "Add a child", "View school and center", and "ParentPay support". The main area displays three child profiles: "Child 1" (Dinner money balance: £0.00), "Child 2" (Dinner money balance: £2.90), and "Child 3" (Dinner money balance: £1.10). Each child profile has a blue bar for "Pay for meals" and a yellow bar for "Pay for other items". There are red circular icons with numbers 6 and 51 next to the "Pay for other items" bars for Child 2 and Child 3 respectively. At the bottom, there are buttons for "View all Items" and "Set up Parent Account". Annotations with arrows point to various parts of the page: one points to the "Help" link in the top right; another points to the "Transaction history" link in the sidebar; a third points to the "Pay for other items" bar for Child 3; and a fourth points to the "Dinner money balance" for Child 1.

Parents with more than one child will be able to see the lunch money balance for each child at the top of the screen

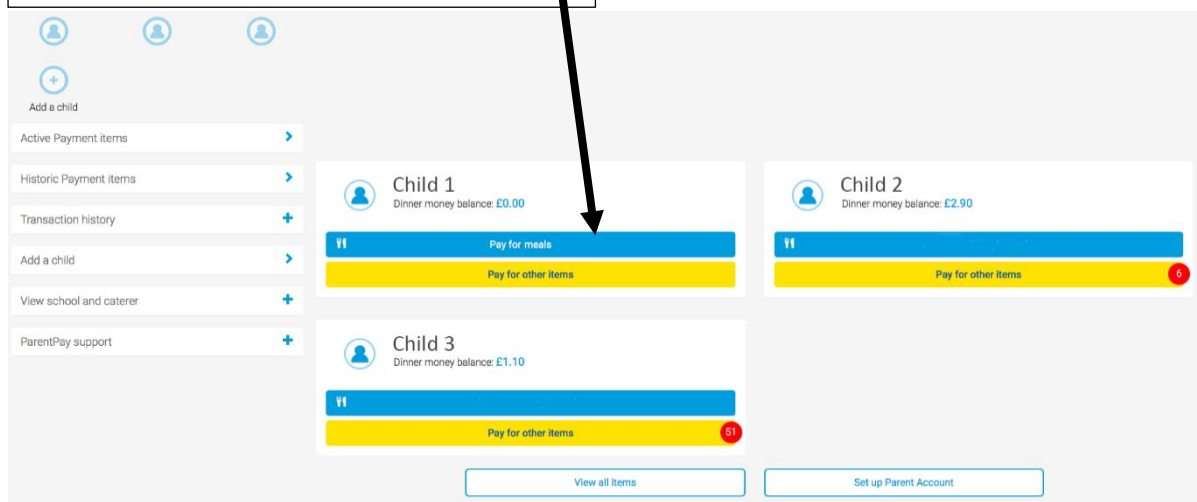
Parents are able to view their most recent payments in this section

Parents are able to view their child's lunch money balance here

How do I add funds to my child's lunch money?

It is really easy to top-up your child's lunch money. It's just like internet shopping! The process is explained below

Step 1: Press the "Pay for Child's meals" button



Step 2: A pop-up box will appear. Parents should enter the amount they wish to add to their child's school meals account and then press the "add to Basket" button.

This is a pop-up box titled 'Child 1 - Dinner money for Ada Lovelace CofE High School' with a balance of £1.10. It shows the meal price as £2.30 per meal. Below, it asks 'How much would you like to pay?' with a text input field containing '£'. A note indicates 'Min - £0.01 / Max - £250.00 (set by school)'. At the bottom, there are three buttons: 'Pay by Parent Account', 'Add to basket', and 'Cancel'. A link 'What is this?' is also present.

Step 3; Your school meals money will now appear in your shopping basket. From here you can edit the amount, continue shopping (if you need to pay for music lessons or a school trip at the same time) or press the "Pay by" button to complete the purchase.

The screenshot shows the shopping basket with '1 item in basket'. The item is 'Child 1 - Dinner Money for Ada Lovelace' for £5.00. Below the basket is an 'Order summary' table:

Items:	£5.00
Total:	£5.00
Pay by Parent Account credit:	-£0.00
Amount to pay:	£5.00

Below the summary, there is a 'Pay by' section with a 'VISA Checkout' button and a link for 'Other payment method'. A link 'Tell Me More' is also visible. An arrow from the Step 3 text box points to the 'Amount to pay' row.

Step 4: follow the online payment instructions to complete the transaction. Parent Pay accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit

Can I be notified if my child's lunch money balance is low?

Yes, by pressing the “View All Alert & communications” button towards the bottom of the main screen, parents can set email or text alerts so that they can be reminded to keep their child's lunch money balance topped up at all times.

Alert settings

Receive automated alerts from your account by email and SMS text message. Balance alerts are not available in all schools.

Balance alerts are available in all of your schools

Top up your ParentPay Text Balance via Pay for items to receive automated text alerts. You can still save your alert settings, but no automated text alerts will be sent until your account is credited.

The school may still send you texts using the ParentPay Communication Centre™.

• Register your [emails](#) and [mobile phones](#)

Balance alerts
Max. every 2 days, when account balance reaches the level set by you.

New item alerts
Max. once a day, when school creates a new payment item for your children.

Payment alerts
When school receives a cheque, cash or PayPoint payment for your child.

Message alerts
Sent as a text, to inform you when your school sends you an email through the ParentPay Communication Centre™.

By choosing to receive 'Email' or 'Text' alerts, you are opting into receiving communication from ParentPay in relation to the balances of your chosen items, based on the threshold that you provide. We may use third parties for the delivery of text and email messages.

Balance alerts

Child	Threshold	Email alert	Text alert
Bobby	<input type="text" value="£0.00"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Frequently Asked Questions

How often should I tip up my child's account?

Parents have a choice in this matter, but it is recommended that weekly payments of £15-£25 per child are made.

How do free school meals work?

Each student who is eligible for free school meals will automatically receive a credit of £2.85 on their account each day. They can use this to purchase a meal from the Café at lunch time only. If you would like your child to purchase additional food and drink at breakfast or break time, you will need to add funds to their account via Parent Pay (see next FAQ below).

My child receives free school meals, but I want to give them some extra money. Can I still do this?

A free school meal student's account can be topped up in the same way as any other accounts. Topped up funds can be spent when the student chooses, either at breakfast, break, lunch or after school. The free school meal element can only be spent at lunchtime.

What will happen if my child's free school meal entitlement has expired?

It is the parent's responsibility to apply for free school meals. If the school has not received the correct information, we will be unable to provide a free meal and any purchases from the café will have to be paid for.

I have two children at Ada Lovelace CofE High School can I top up both accounts at once?

You will initially be issued with one login for each child. These can be merged within Parent Pay by using the “Add Child” function. You can then make one payment to top up any number of children.

More information

The suppliers website – www.cunninghams.co.uk

Parent Pay www.parentpay.com

Our Catering Contractor – www.inovate-services.com