Parent Pay Help

What is Parent Pay?

Parent Pay is a convenient, online system that allows you to pay your child's lunches, music lessons and school trips. Payments are made over the internet and parents will have been provided with login details by letter. 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….
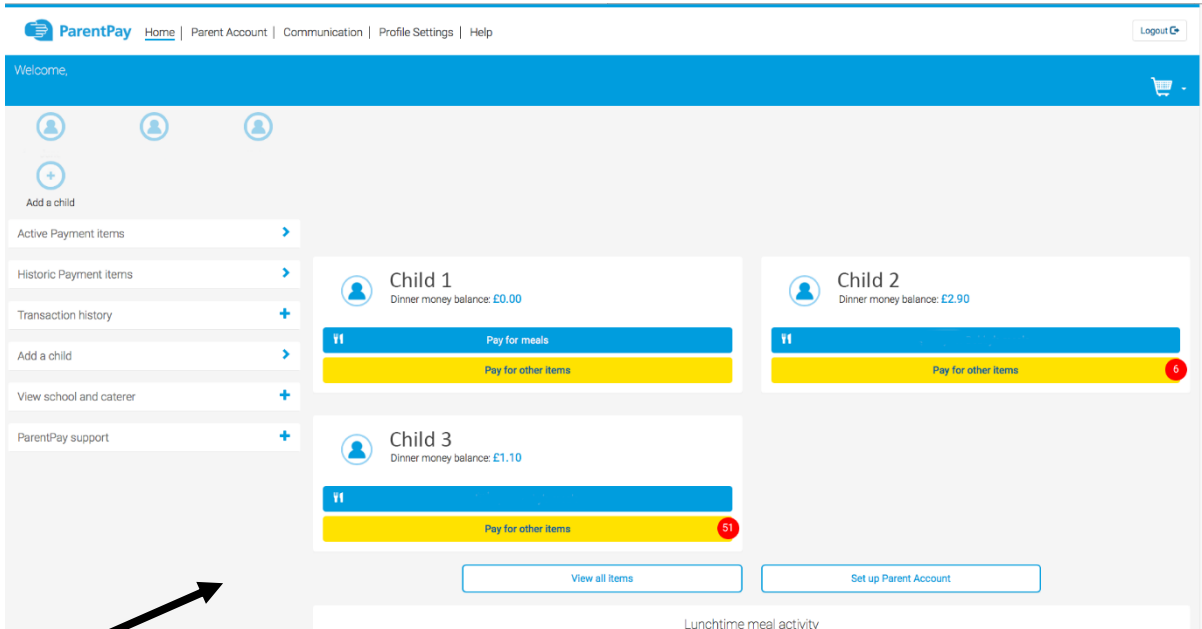

To log-in, parents should press the "login" button then enter their username and password

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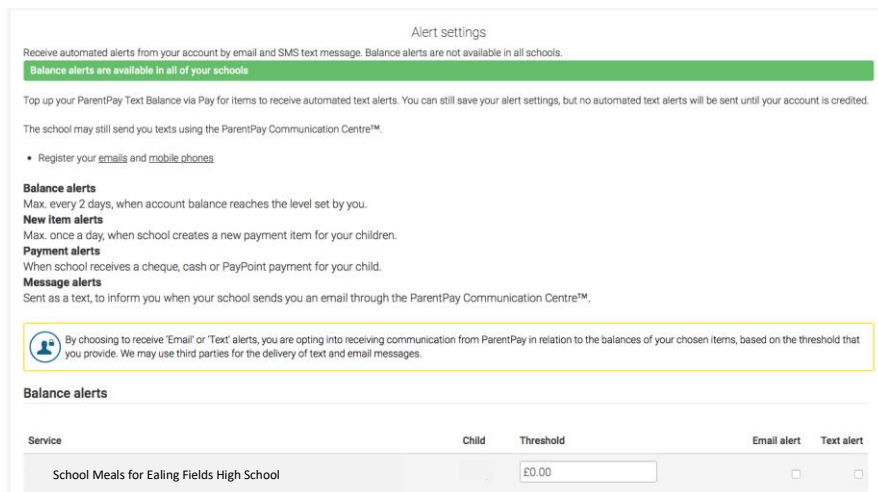
Parents with more than one child will be able to see the lunch money balance for each child at the top of the screen

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

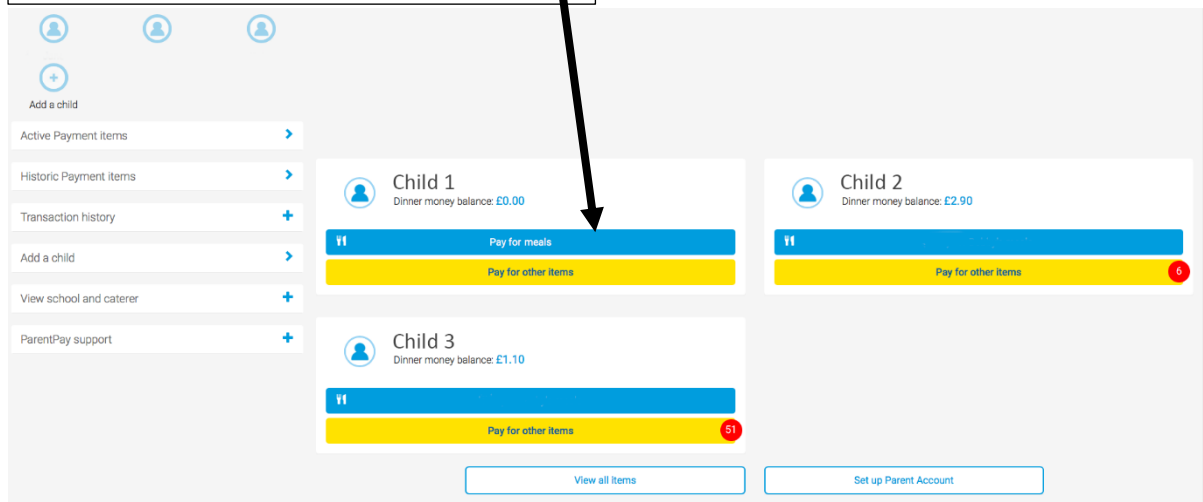## *Can I be notified if my child's lunch money balance is low?*

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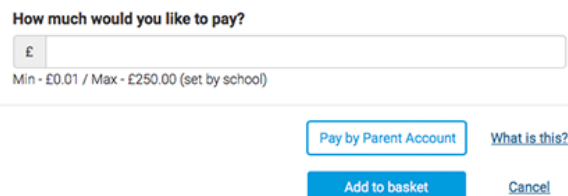
How do I add funds to my child's lunch money?

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

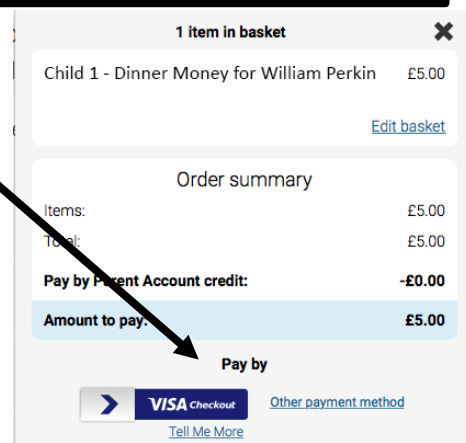Step 1: Press the "Pay for Child's meals" button

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.

How much would you like to pay?

£ [   ]

Min - £0.01 / Max - £250.00 (set by school)

Pay by Parent Account   What is this?

Add to basket   Cancel

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.

1 item in basket   ✖

Child 1 - Dinner Money for William Perkin   £5.00

Edit basket

Order summary

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

Pay by

VISA Checkout   Other payment method

Tell Me More

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

Other Frequently Asked Questions

How do free school meals work?
Each student who is eligible for free school meals will automatically receive a credit on their account each day.

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 forms, we will be unable to provide a free meal and any meals will have to be paid for.

I have two children at Ealing Fields 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
Parent Pay - www.parentpay.com