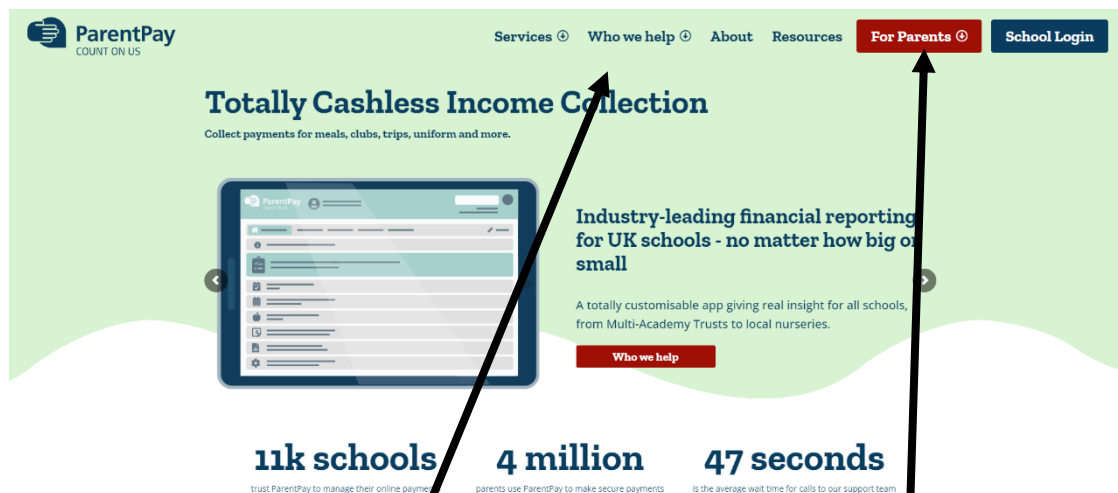


Parent Pay Help

What is Parent Pay?

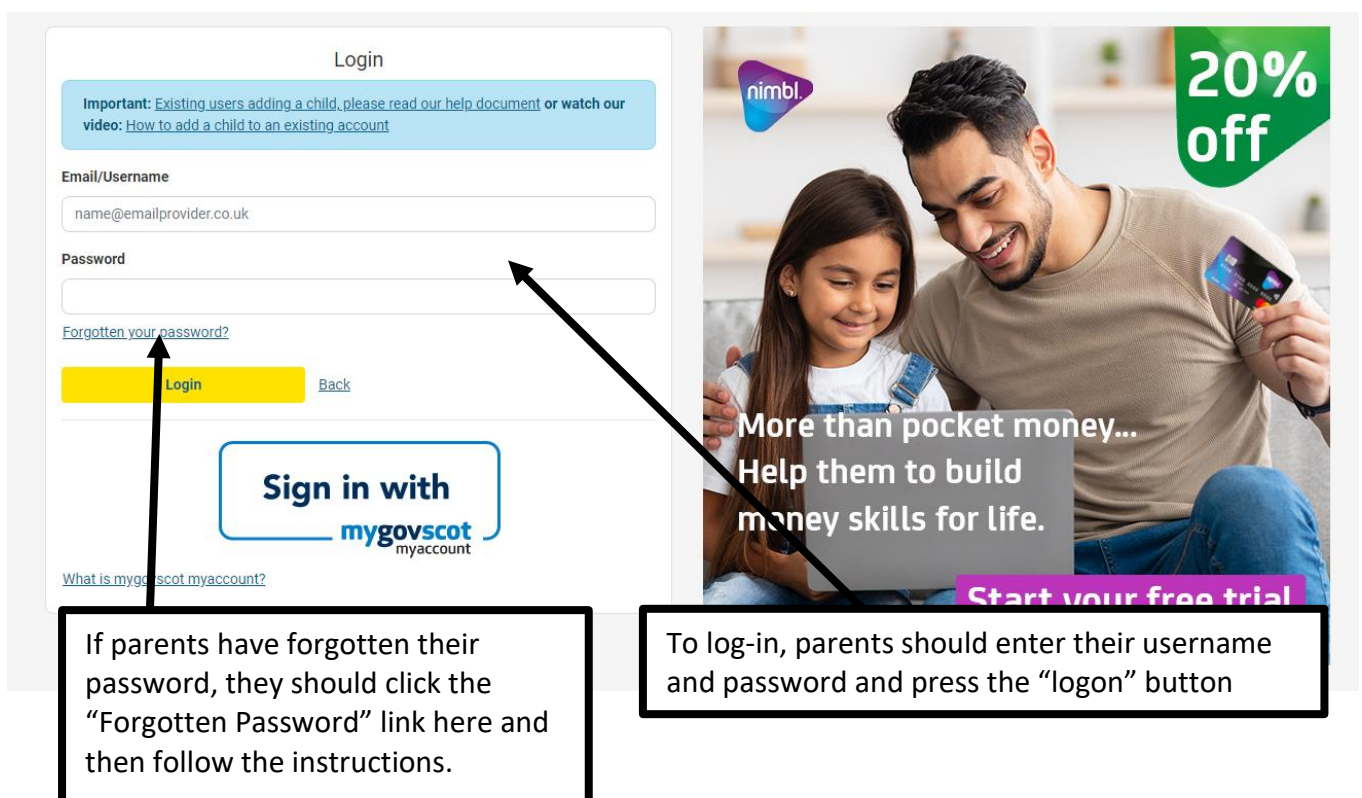
Parent Pay is a convenient, online system that allows you to pay your child's lunches, music lessons and school trips. Payments are made over the internet and parents will have been provided with login details by letter. Parents should create a username (this should be their email address) and a memorable password so that they can continue using Parent Pay in the future.



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

To log-in, parents should press the "For Parents" button then "Parent login"

This is what the Parent Pay login homepage looks like....



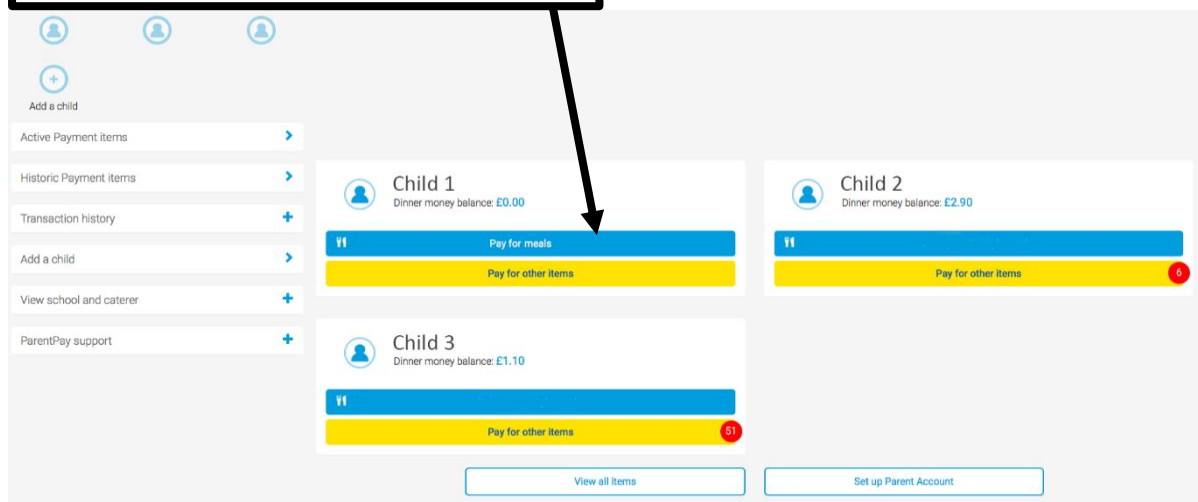
If parents have forgotten their password, they should click the "Forgotten Password" link here and then follow the instructions.

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

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

It is easy to top-up your child's lunch money. It is 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.

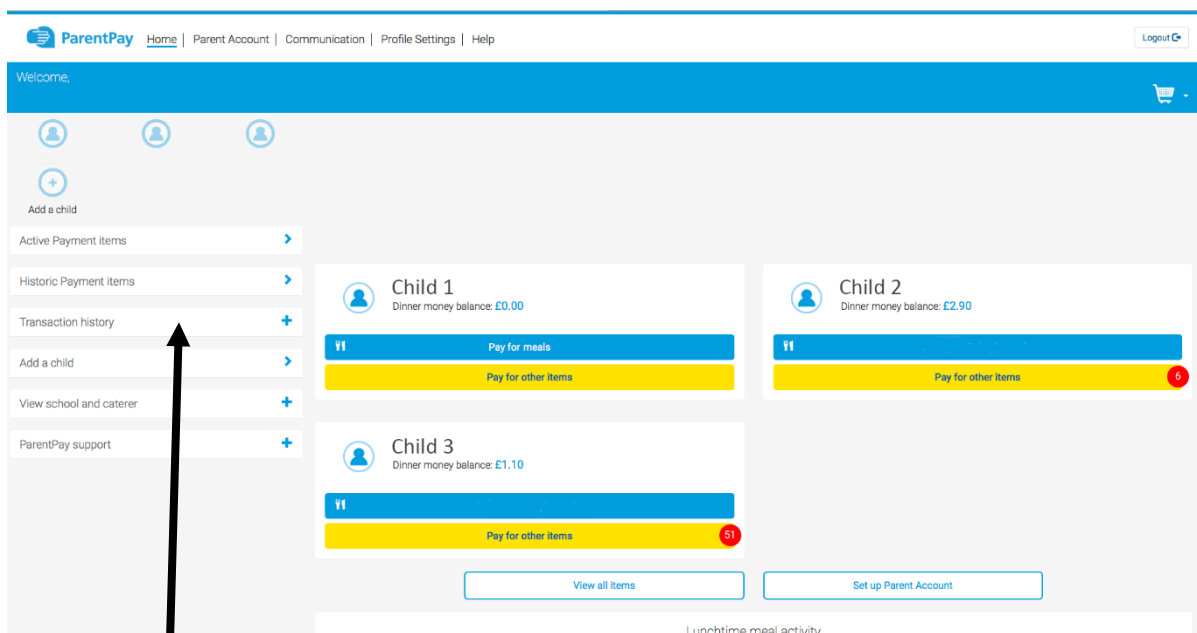
A screenshot of a payment form titled 'How much would you like to pay?'. It features a text input field with a pound symbol (£) and a range 'Min - £0.01 / Max - £250.00 (set by school)'. Below the input field are three buttons: 'Pay by Parent Account' (blue), 'Add to basket' (blue), and 'Cancel' (blue). 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.

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

A screenshot of the shopping basket and order summary. The basket contains one item: 'Child 1 - Dinner Money for William Perkin' for £5.00. Below the basket is an 'Order summary' table showing 'Items: £5.00', 'Total: £5.00', 'Pay by Parent Account credit: -£0.00', and 'Amount to pay: £5.00'. At the bottom, there is a 'Pay by' section with a 'VISA Checkout' button and a link 'Other payment method'. An arrow points from the 'Pay by' button to the Step 4 instruction box.

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



Parents can 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.

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

Service	Child	Threshold	Email alert	Text alert
School Meals for Ealing Fields High School		<input type="text" value="£0.00"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Frequently Asked Questions

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

Parents have 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 £2.50 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.

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.

What if the student does not have sufficient funds in their account to pay for a school meal?

If students have a balance of zero- they will not be permitted to purchase any food. It is important that accounts are always kept in credit and up to date. Alerts can be set-up in Parent Pay to alert you when your student's lunch account falls below a pre-set balance.

More information

Parent Pay - www.parentpay.com