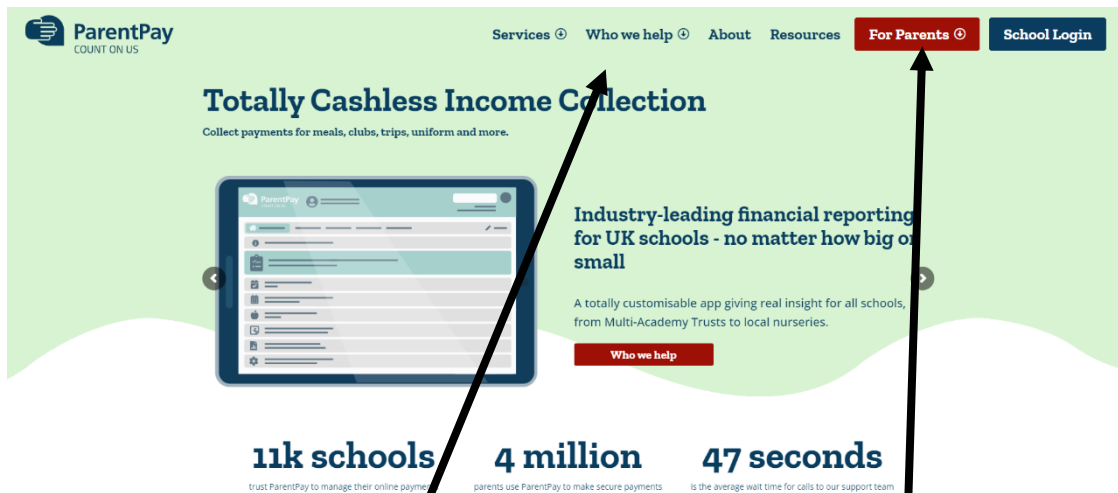


Parent Pay Help

What is Parent Pay?

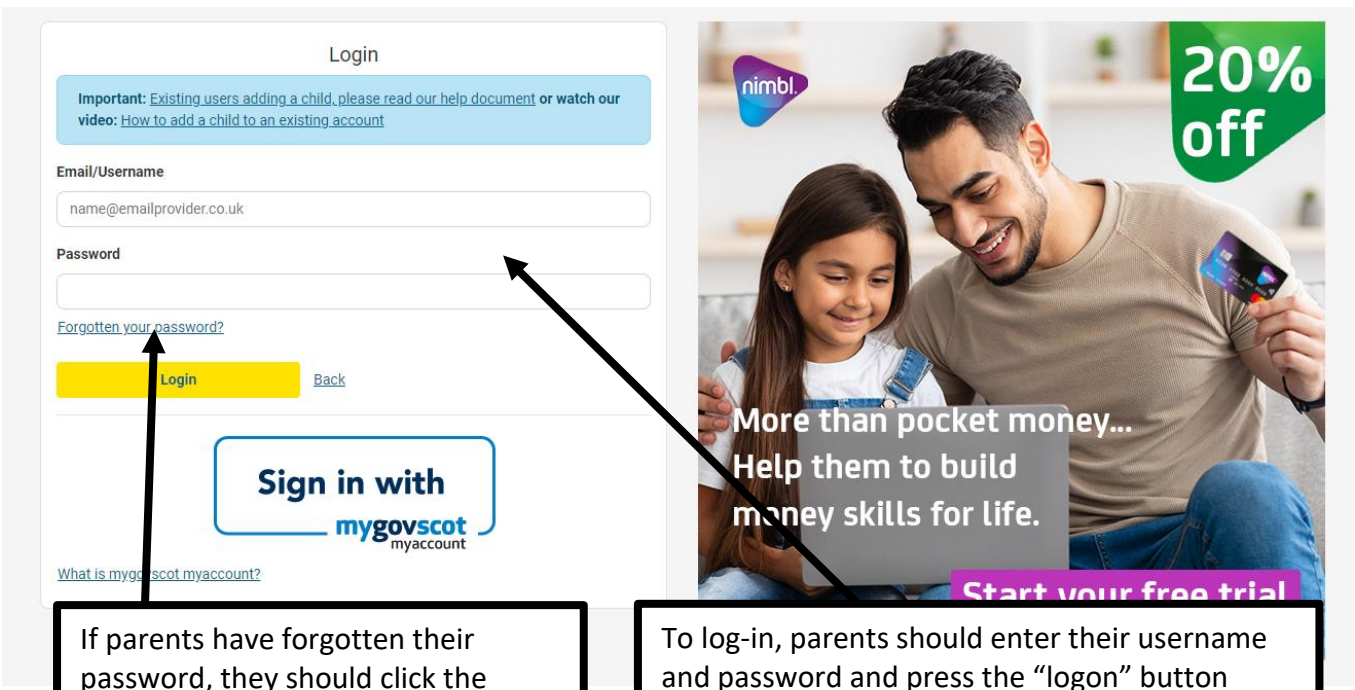
Parent Pay is a convenient, online system that allows you to pay your child’s lunches, music lessons and school trips. Payments are made over the internet and parents will have been provided with login details by letter. Parents should create a username (this should be their email address) and a memorable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



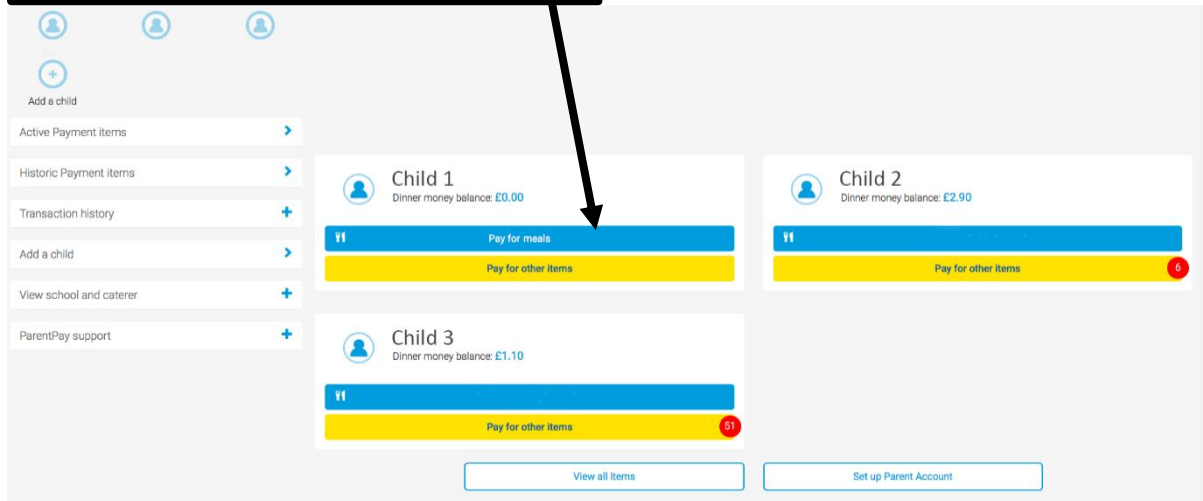
If parents have forgotten their password, they should click the “Forgotten Password” link here and then follow the instructions.

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 or Parents can pay by using the 'Pay by One-click payments' button

How much would you like to pay?

£ 12.50

Min: £0.01 / Max - £350.00 (set by school)

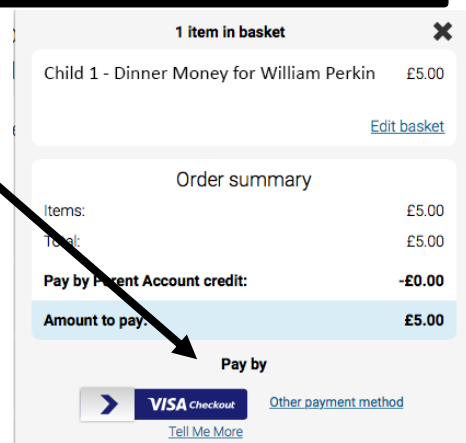
Pay by One-click payments

A faster checkout with just one click. Payments will be taken from your bank account only when you tell us to.

Add to basket

Step 3: If you choose add the funds to your basket, your 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



You can view your payments by clicking transaction history...

The screenshot shows the ParentPay dashboard. At the top, there is a navigation bar with 'ParentPay Home | Parent Account | Communication | Profile Settings | Help' and a 'Logout' button. Below this is a 'Welcome' banner. The main content area is divided into a left sidebar and a main grid. The sidebar contains: 'Add a child', 'Active Payment Items', 'Historic Payment Items', 'Transaction history' (highlighted with a black arrow), 'Add a child', 'View school and caterer', and 'ParentPay support'. The main grid 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 'Pay for meals' button and a yellow 'Pay for other items' button. Child 2's yellow button has a red '5' notification badge, and Child 3's has a red '51' badge. At the bottom of the grid are 'View all items' and 'Set up Parent Account' buttons. Below the grid, the text 'Lunchtime meal activity' is visible.

Parents can view their most recent payments in this section- Transaction History

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

Yes, by pressing the "Communication" button towards the top of the main screen, then "Alert settings" parents can set email or text alerts so that they can be reminded to keep their child's lunch money balance always topped up.

Balance alerts are available in all of your schools

Keep up to date with your balances, payments and newly added items by subscribing to our helpful email & text alerts.

Ensure you have registered your [email](#) and added a [mobile phone number](#) to receive alerts.

Text message balance [?](#)

Current text message balance: £0.00

[Add credit to your text message balance](#)

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

Note: The school may still send you texts.

Balance alerts [?](#)

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 £2.65 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