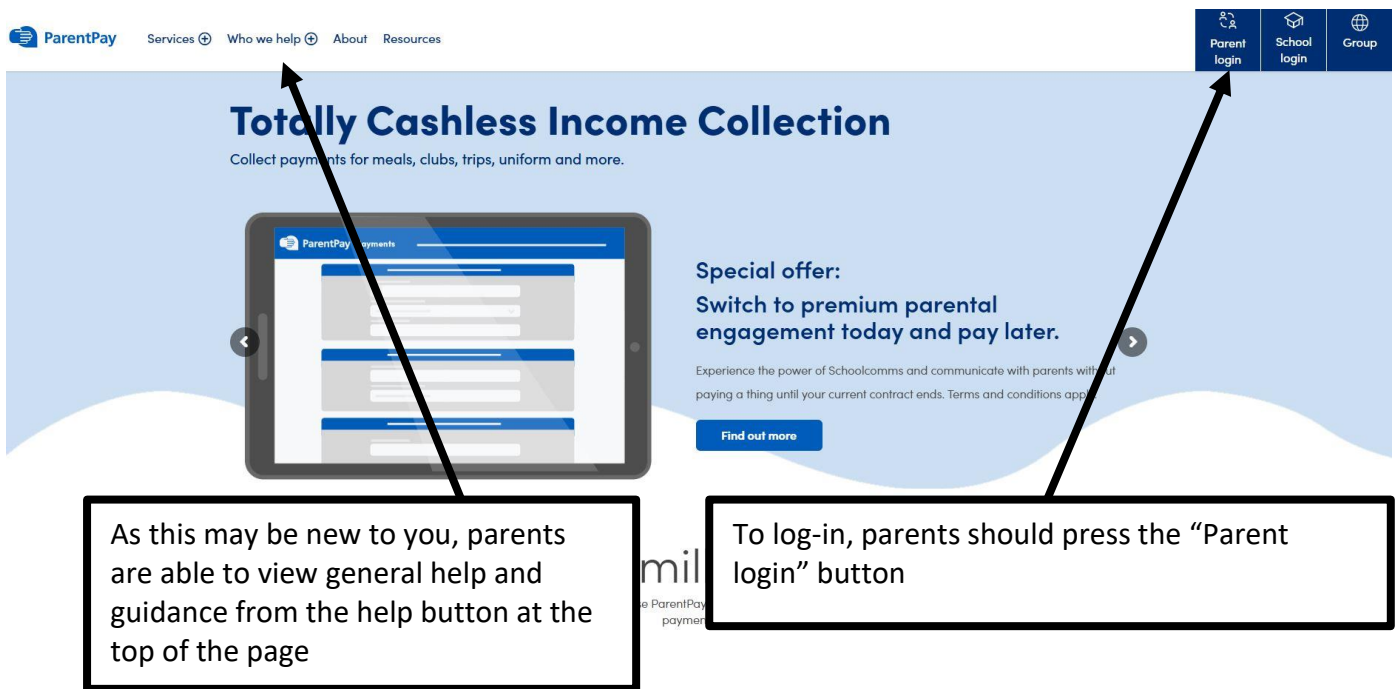


Parent Pay Help

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.



The screenshot shows the Parent Pay homepage. At the top left is the ParentPay logo and navigation links: Services, Who we help, About, and Resources. At the top right are three buttons: Parent login, School login, and Group. The main heading is "Totally Cashless Income Collection" with the subtext "Collect payments for meals, clubs, trips, uniform and more." Below this is a tablet displaying the ParentPay payments interface. To the right of the tablet is a "Special offer" section with the text "Switch to premium parental engagement today and pay later." and a "Find out more" button. Two arrows point from text boxes to the page: one from the "Parent login" button to a box stating "To log-in, parents should press the 'Parent login' button", and another from the "Services" link to a box stating "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".

ParentPay Services Who we help About Resources

Parent login School login Group

Totally Cashless Income Collection

Collect payments for meals, clubs, trips, uniform and more.

Special offer:
Switch to premium parental engagement today and pay later.

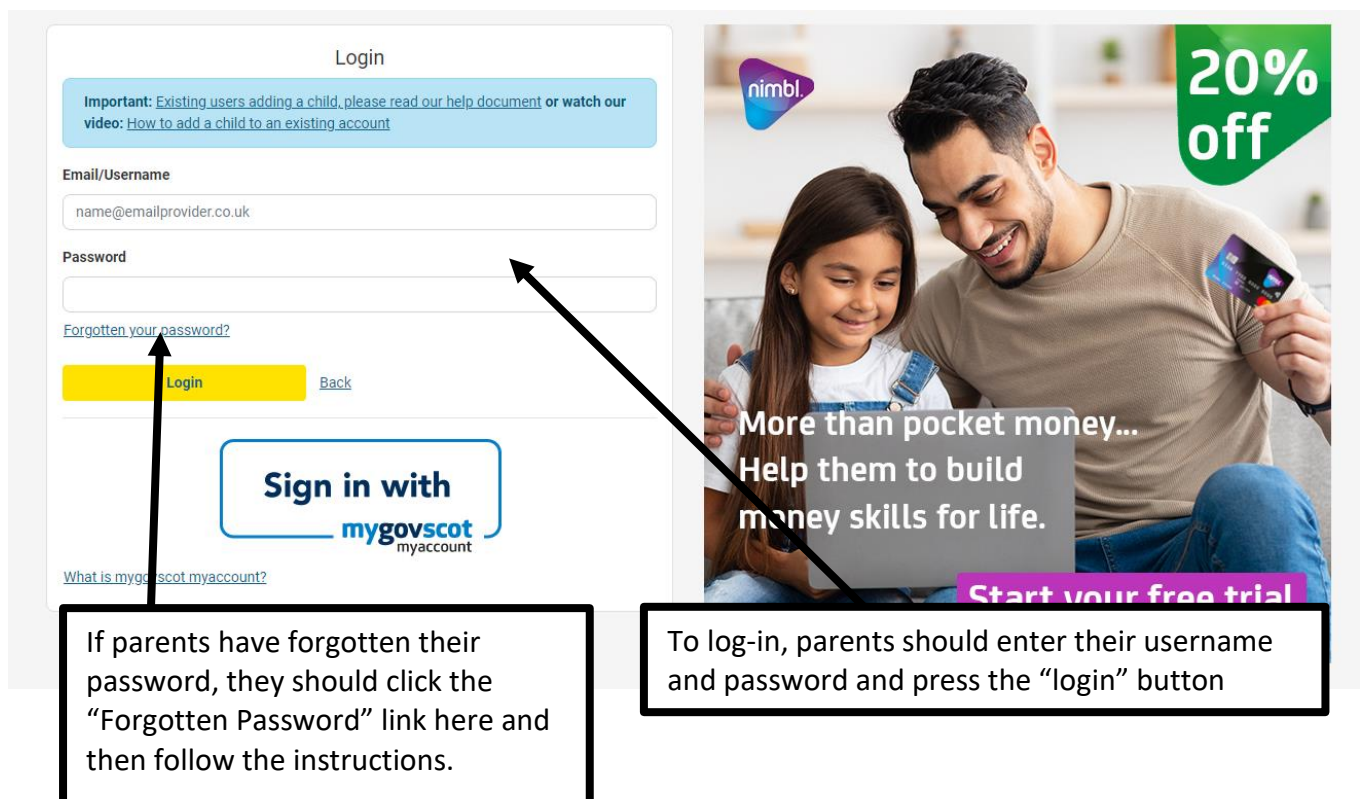
Experience the power of Schoolcomms and communicate with parents without paying a thing until your current contract ends. Terms and conditions apply.

Find out more

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 "Parent login" button

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



The screenshot shows the Parent Pay login page. At the top is the "Login" heading. Below it is a blue box with important information: "Important: Existing users adding a child, please read our help document or watch our video: How to add a child to an existing account". Below this are two input fields: "Email/Username" (with the placeholder "name@emailprovider.co.uk") and "Password". Below the password field is a link "Forgotten your password?". Below the links are two buttons: "Login" (yellow) and "Back" (blue). Below the buttons is a "Sign in with mygovscot myaccount" button. At the bottom left is a link "What is mygovscot myaccount?". To the right of the login form is a promotional image for "nimbl" showing a man and a girl looking at a laptop. The image has a "20% off" badge and text: "More than pocket money... Help them to build money skills for life." and "Start your free trial". Two arrows point from text boxes to the page: one from the "Forgotten your password?" link to a box stating "If parents have forgotten their password, they should click the 'Forgotten Password' link here and then follow the instructions.", and another from the "Login" button to a box stating "To log-in, parents should enter their username and password and press the 'login' button".

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?

20% off

More than pocket money... Help them to build money skills for life.

Start your free trial

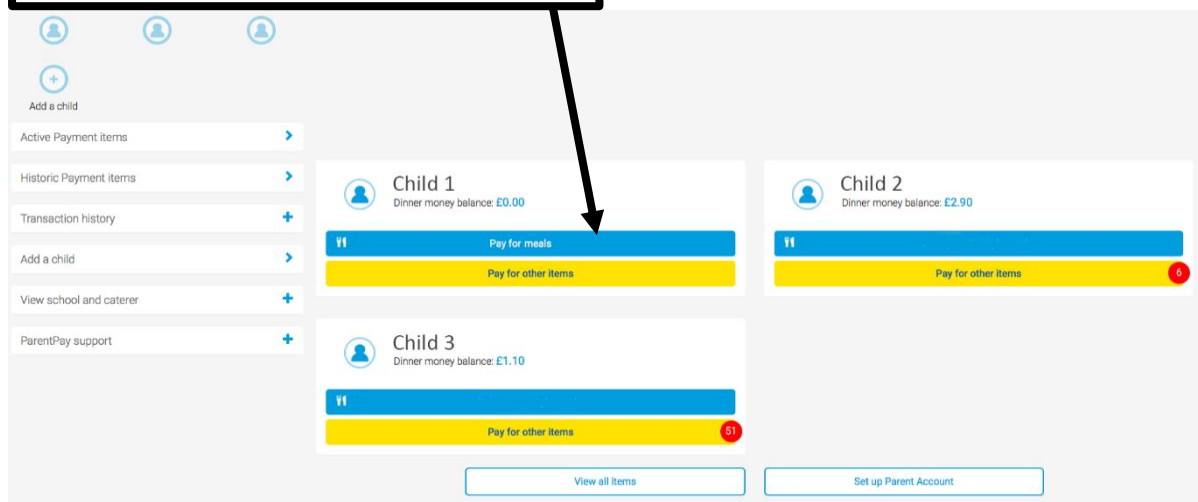
If parents have forgotten their password, they should click the "Forgotten Password" link here and then follow the instructions.

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)

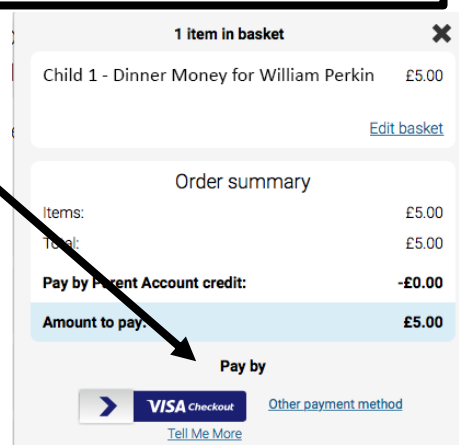
Pay by One-click payments

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

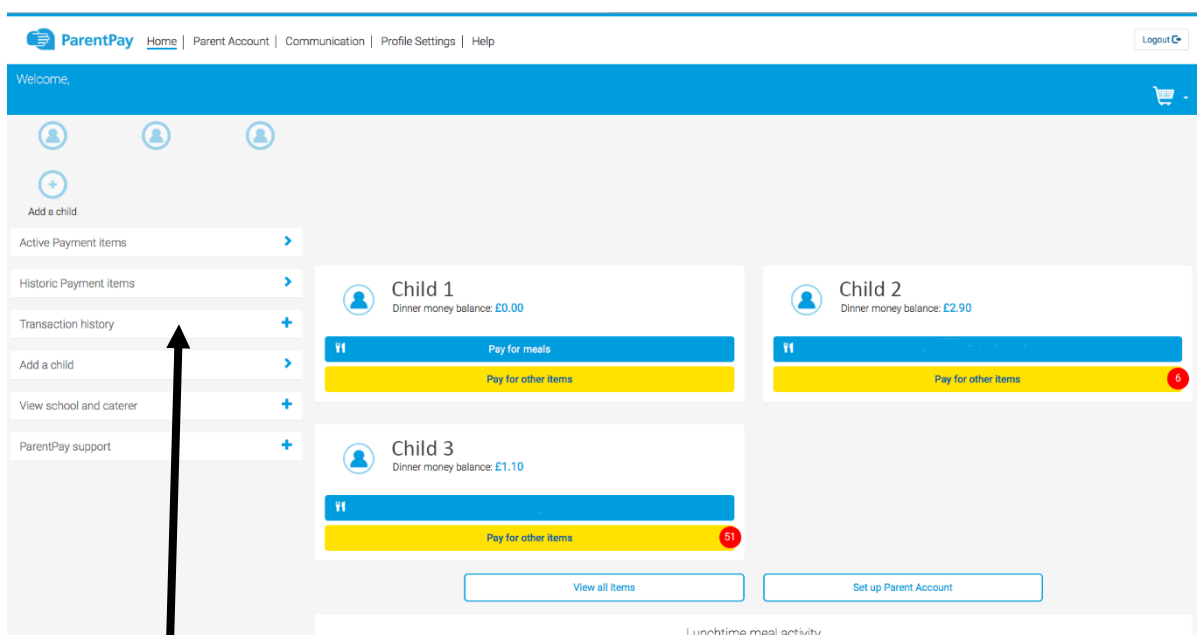
Add to basket

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...



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 £20-£30 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 main or an item from the hot or cold deli in 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