

How to Make a Withdrawal From Your Parent Account

There may be occasions where it is necessary to make a withdrawal from your Parent Account, such as when a high-value school trip is refunded, or when you no longer have a child attending a ParentPay-enabled school.

Audience

Parents

Instructions

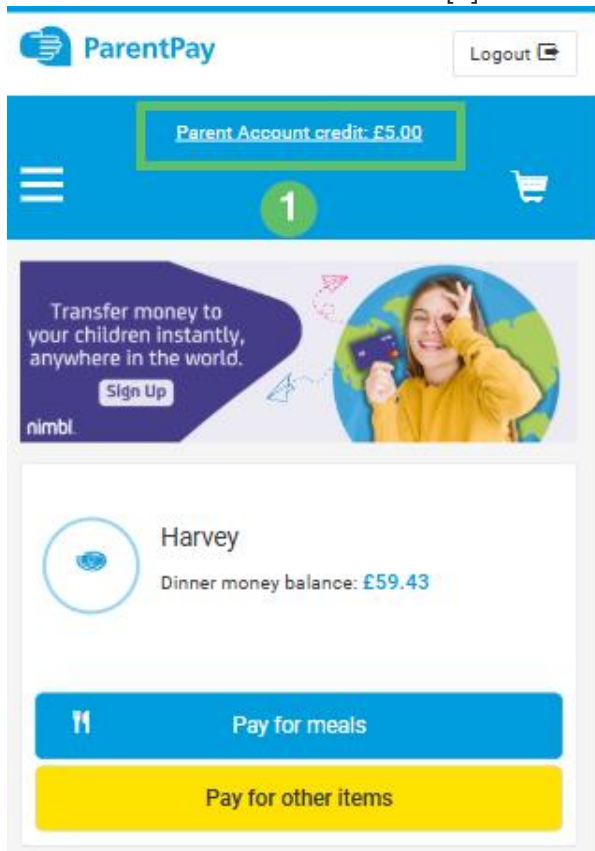
Your Parent Account enables you to maintain a balance within ParentPay which speeds up the process of making payments for items such as dinners or trips.

NOTE

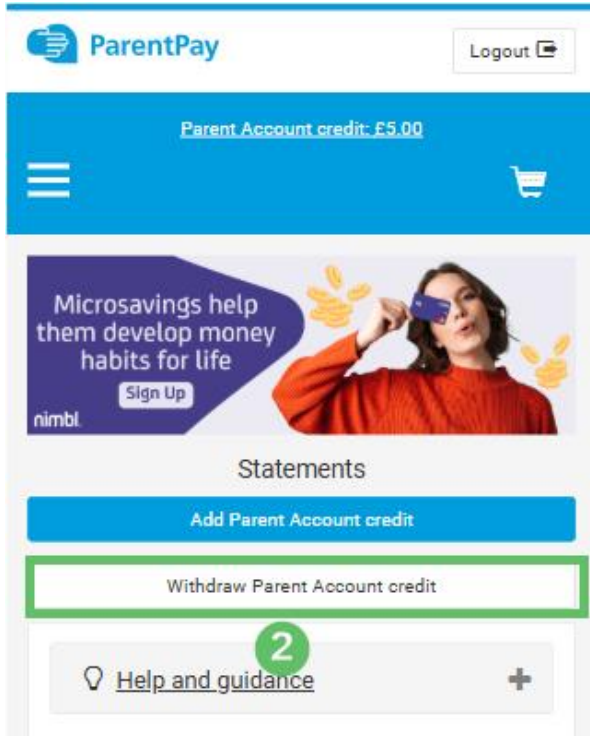
This process only allows withdrawals of funds already in your Parent Account. Dinner payments, trip payments, and any balances credited to a payment item need to be refunded to your Parent Account by the school before they can be withdrawn.

Guidance

1. Go to www.parentpay.com and log into your ParentPay account.
2. Select the Parent Account Credit[1] link at the top of the screen.



3. Select Withdraw Parent Account credit[2].



4. Follow any onscreen instructions to complete the withdrawal.

IMPORTANT

The number of withdrawals may be adjusted at times to assist payers with being able to withdraw allocated funds. The withdrawal may take up to 5 working days to be credited back to the card/bank account detailed on the withdrawal screen.

If the withdrawal will result in amounts being credited to multiple cards/bank accounts, the confirm withdrawal notification will display what will be refunded to which cards.