

## ParentPay - our new online payment service

Thank you to all parents who have signed up to our new Parentpay system to pay for school meals. We are still working through the set up so appreciate your patience whilst we make sure you can see your payments and current balance

- ParentPay is easy-to-use and will offer you the freedom to make online payments whenever and wherever you like, 24/7
- The technology used is of the highest internet security available ensuring that your money will reach school safely - offering you peace of mind
- Payments can be made by credit/debit card or also through PayPoint
- Full payment histories, balance alerts and statements are available to you securely online at anytime
- Students have full anonymity & need to use their QR code or pin number at the till

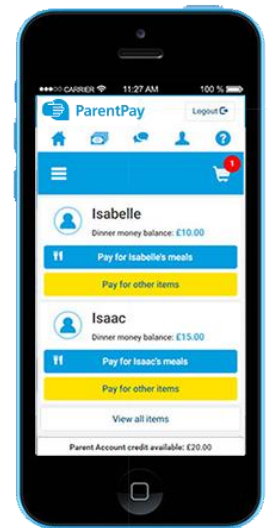
We are encouraging parents to register and activate their account with Parentpay as soon as possible. For those of you who have not signed up here is some useful information to help you:

### How to Get Started with Parentpay?

We have already sent you your account activation details and QR code or pin number for your child to use -

Logon to <https://www.parentpay.com/>

- Enter your Activation username and password in the Account Login section of the homepage  
NB. These are for one-time use only, please choose your own username and password for future access during the activation process
- Provide all the necessary information and choose your new username and password for your account - registering your email address will enable us to send you receipts and reminders
- Once activation is complete you can go straight to Items for payment, select which item(s) you want to add to your basket and proceed to complete your payment
- Make sure your child has their QR code or pin number to purchase school meals



If you have any questions, please email your query with your child's name and school to [parentpay@northtyneside.gov.uk](mailto:parentpay@northtyneside.gov.uk)

For lots more information, visit <https://www.parentpay.com/parents/>

