21st September 2016

Dear Parents and Carers,

Activating Your Child's School Meals Account

In October we will be introducing a more convenient way to pay for school meals using a secure service called ParentPay. Our cashless catering system will be live at school on 31st October 2016; from this date we will be working towards no longer accepting cash and pupils will only be able to buy food using their online account.

Parents and carers will need to activate their online Parentpay accounts using the individual activation code that is included in this letter on white paper. There is a link to Parentpay on the Home Page of the school website. Once you have activated your child's account, there are two ways of topping up their account with money to buy food:

1. **Making secure payments online using your credit or debit card**

ParentPay offers you the freedom to top up your child's account whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available. You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, you can create a single account login for all your children. Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you have activated your account you can make online payments straight away.

2. **Using PayPoint**

If you do not wish to make online payments, you can top your child's account up in local shops and convenience stored which operate a PayPoint facility. PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online

Please notify the Finance Office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge; however, any lost or damaged cards will be charged at £5 each. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure.

For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com.

Yours sincerely

Mr A. Tite,
Business Manager

ParentPay FAQs

- **When can I log in to my account?**
Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments. This activation letter is enclosed in this posting on white paper.

- **Which cards can I use?**
ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

- **Is it safe to make payments on the internet?**
Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**
Standard website addresses begin with *http:* the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**
ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account however; ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

  ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 02476 994 820.

- **I do not have a home PC so how can I use ParentPay?**
Why not visit your local library, internet café or see if you can get access to a computer at work. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

For more information please visit www.parentpay.com

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