

ParentPay FAQs

- **When can I log in to my account?**

An Activation Letter will be sent to you during the week commencing 11th September, giving you details of how to log on and how Parent Pay works. Once you have this letter from school with your activation login details you'll be able to activate your account and start making payments.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

- **How do I pay by cash?**

From the October half term we will no longer accept cash or cheques in school. However, you can have a PayPoint card and make cash payments at PayPoint stores locally. The nearest stores are listed below, or others can be found <https://paypoint.com/en-gb?postcode=WR11+3HB>

The Corner Shop on Kings Road,
The Co-op Food Store on Davies Road

- **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 0845 257 5540.

- **I don't have access to a 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, if you ask at school, a computer can be made available for your use.

For more information please visit www.parentpay.com