

Dear Parent/Carer

Coming soon: Online payments to school with ParentPay!

We are pleased to announce that from April 2017 we will be accepting payments online for school meals, trips, and much more, using a secure service called **ParentPay**. We believe that this will give parents a **more flexible** and **convenient** way to pay for school equipment and trips.

ParentPay will be live at school on Monday 24th April 2017 - from this date we will no longer be accepting cash and cheque payments. Parents who need to continue making payments by cash may do so using the Pay Point network at local convenience stores.

Making secure payments online using your credit or debit card

ParentPay offers you the freedom to make payments 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. If you have more than one child at our school or children at other ParentPay schools, **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 starting in April.

Using Pay Point

Pay Point payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest Pay Point store to school is Paulton News.

Please notify the School Office if you wish to use the Pay Point facility. A plastic card will be issued to you to make cash payments for school meals at local Pay Point stores. The first card is free of charge; however, any lost or damaged cards will be charged at £5 each to replace. Payment cards take about 2 weeks to arrive.

You will receive your UNIQUE ParentPay Account activation code details during w/c 3rd April . A TEXT will be sent as soon as these letters are distributed so you can check your child's bag!

Please do not hesitate to contact the school office if you have any queries.

Yours Sincerely

Mrs A Webb
Head Teacher/Pennaeth

ParentPay FAQs

Also visit www.parentpay.com

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 immediately** and start making payments from 7th April.

Which cards can I use?

ParentPay accepts MasterCard, Visa 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.