



**Loddon
Primary Federation**

Guide to



Welcome to ParentPay

ParentPay is an online shop. You can choose what to purchase, add it to your basket and then check out. It is a simple and secure way to pay for items using your credit or debit card.

Loddon Primary Federation is a cashless school and we ask all parents to use ParentPay to book and pay for school trips, lunches, music lessons and clubs.

ParentPay has cross-school login functionality so you can use the same account to pay for children at both the Infant and Junior Sites.

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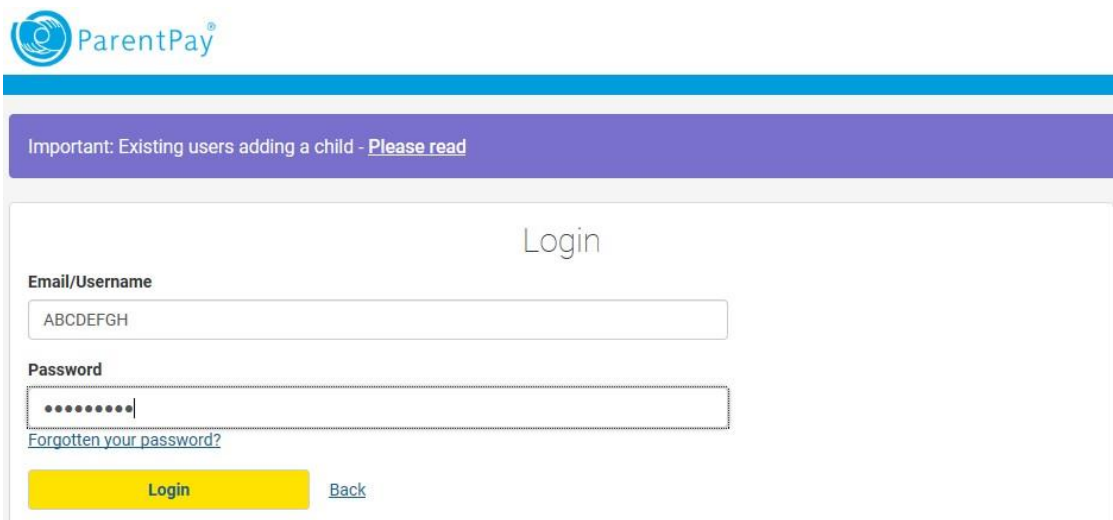
How to Activate your ParentPay Account (if you are new to ParentPay)

Use these instructions to activate your account if you have never used ParentPay before.


1. Navigate to www.parentpay.com and select **Login** at the top right corner of the screen.



2. Enter the **username** and **password** (activation codes) provided in your account activation letter and select **Login**.

The image shows the ParentPay login page. At the top left is the ParentPay logo. Below it is a purple banner with the text 'Important: Existing users adding a child - [Please read](#)'. The main content area is titled 'Login' and contains two input fields: 'Email/Username' with the placeholder text 'ABCDEFGH' and 'Password' with a masked password '••••••••'. Below the password field is a link for 'Forgotten your password?'. At the bottom of the form are two buttons: a yellow 'Login' button and a blue 'Back' link.

3. Complete the activation as detailed on the screen and select **Activate now**.



Activate your account today

IMPORTANT: Existing users adding a child - DO NOT CONTINUE [Please read](#)

Title

Please choose a title

Name

First name Last name

Email address (this will be your username)

You will use your email address as your ParentPay username. We'll also send an email to you after you've activated so we can verify it's you.

Confirm email address

Create a password

Passwords must contain between 6 and 20 characters, at least one letter and one number and are case sensitive


Confirm password

I confirm that I have read, understood and agree with the ParentPay [terms and conditions](#) and [privacy policy](#)

Activate now »


Pay online for peace of mind

Use ParentPay to ensure money reaches school safely. Pay for school meals, trips, after school clubs and much more online or at one of 26,700 PayPoint stores.*




Get important alerts sent to your phone

Receive SMS text and emails alerts for low balances, new payment items and important messages from your school.



Helping keep children healthy

View your school's menu, book a meal or see your child's meal choices.*



*Some schools have chosen not to provide all listed services through ParentPay

You will receive a verification email from ParentPay to verify you email address (check that it is not in your junk or spam folder). Click the link on this email to verify you email address. You will receive payment receipts and communication from ParentPay to this email address.

You can now log into your account.

You will initially receive details for one payer account per student but if you require an additional payer account for a parent that lives at a separate address please contact the School Office who can arrange an additional payer account for a pupil.

How to Add a Child to your ParentPay Account (if you already use ParentPay)

Use these instructions if you already have a ParentPay account at another school.

1. Navigate to www.parentpay.com and select **Login** at the top right corner of the screen.



2. Log in to your existing ParentPay account.

The image shows the ParentPay login page. At the top left is the ParentPay logo. Below it is a purple banner with the text 'Important: Existing users adding a child - Please read'. The main content area is titled 'Login' and contains two input fields: 'Email/Username' with the value 'BVSparent@btinternet.com' and 'Password' with masked characters. Below the password field is a link for 'Forgotten your password?'. At the bottom are two buttons: a yellow 'Login' button and a blue 'Back' button.

3. Select the **Add a Child** icon on the left hand side of your home page (or go to **Profile > Add a Child**).



4. Enter the activation codes provided in your activation letter from Loddon Infant or Loddon Junior and Select **Search**.

Add a child

Add a child to your account

You can add another child to this account by merging your login details below.

▲ IMPORTANT:

1. If currently logged into more than 1 account, please log out of **all accounts**

Next, log back in to **the account you wish to continue using**; this username and password will remain active

Return to the **Add a child to your account** page

2. You will either have Username and Password or Account activation codes for the account you are adding

Enter these below, and click **Search**

3. Click **Add to my account** to confirm

Activation code 1 / Username:

Activation code 2 / Password:

Search

5. Ensure the details displayed are correct for the child you wish to add to your account and select **Confirm**.

Once complete, the selected child will be visible on your home page to make payments for.

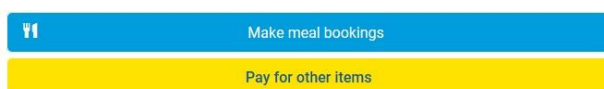
You will initially receive details for one payer account per student but if you require an additional payer account for a parent that lives at a separate address please contact the School Office who can arrange an additional payer account for a pupil.

How to Make a Meal Booking

Loddon Primary Federation uses the ParentPay booking service that allows you to pre book your child's lunches. This enables the school to budget more effectively, minimise food wastage and reduce the administrative burden on the school office. By pre-booking your child's meals it also removes any margin for error that your child may be recorded as having taken a meal and your account being charged.

Meals must be booked by midnight of the Thursday of the previous week that the lunches are required.

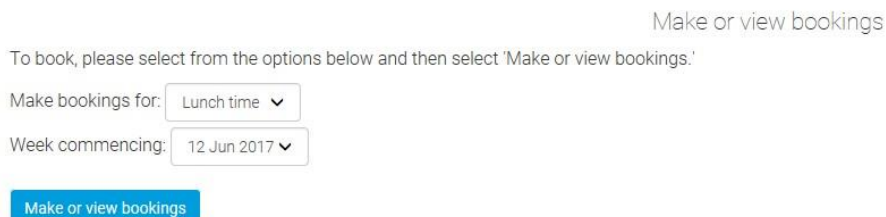
1. Navigate to www.parentpay.com and log into your account.
2. Select **Make meal bookings** for the child you wish to make a booking for.



3. Use the drop-down menu to select the appropriate booking type
i.e. Lunchtime for Lunches

Choose the period you wish to make or edit a booking for using the 'Week Commencing' drop-down menu.

Select **Make or view bookings**.

A screenshot of the ParentPay booking form. At the top right, there is a link 'Make or view bookings'. Below it, a text prompt says 'To book, please select from the options below and then select 'Make or view bookings.''. There are two dropdown menus: 'Make bookings for:' with 'Lunch time' selected, and 'Week commencing:' with '12 Jun 2017' selected. At the bottom left, there is a blue button labeled 'Make or view bookings'.

- Click **Book a Meal** for days that a meal is required and then click **Confirm Bookings**.

(If your child has had a meal that has not been paid for, the charge for this meal will automatically be included in your bookings to pay for at this point – this is not applicable for Infant Site or Free School Meal children as you will not be charged for a meal).

You can move forwards and backwards on this screen by selecting **Next Week** and **Previous Week**.

Lunch time selection

PLEASE NOTE: When confirming your bookings, any **Payment due** must be paid within 2 hours. Failure to do so will result in unpaid bookings being cancelled. If your **Payment due** is zero (£0.00), simply confirm bookings and no further action is required.

Previous week
Week commencing 12th Jun 2017
Next week

Mon 12 Jun	Tue 13 Jun	Wed 14 Jun	Thu 15 Jun	Fri 16 Jun
Book a meal	Book a meal ✓	Book a meal	Book a meal	Book a meal ✓
Clear day		Clear day		

Booking summary

[Show symbols](#) | [Help](#) | [Hide info](#)

Henry Wakeford's Lunch time	
Bookings added	2
Bookings cancelled	0
Cost of new bookings	£4.40
Payment due	£4.40

Cancel
Confirm bookings

- The basket will show that value of meals booked. To make payment for your bookings select **Pay Now**.

Basket

	Total cost	Edit	Remove
Bookable School Meals for Bure Valley Junior	£4.40	✎	🗑

[Jp for charity](#) 5p
[iRoundUp?](#) Add donation

Order summary

Items:	£4.40
Total:	£4.40
Pay by Parent Account credit:	-£0.00
Pay by card:	£4.40

Pay now
Continue shopping

- At the Secure Checkout enter your payment information and select **Review Payment**.

The screenshot shows the ParentPay 'Secure checkout' interface. At the top left is the ParentPay logo, and at the top right is a lock icon with the text 'Secure checkout'. Below this is a horizontal line, followed by the heading 'Your payment information' and the instruction 'Enter your payment details below.' The main form area is titled 'Enter payment details' and contains several input fields: 'Card type' (a dropdown menu with 'Visa' selected), 'Card number' (a text box with a note: 'The long number on the front of your card.'), 'Cardholder name' (a text box with a note: 'The name displayed on the front of your card.'), 'Expiry date' (two dropdown menus with a slash between them, and a note: 'The date your card expires. Find this on the front of your card.'), and 'Security code (or "CVC" or "CVV")' (a text box with a note: 'The last 3-4 digits displayed on the back of your card, or on an Amex card the 4 digits above the long number on the front.' and a link 'Get help with this?'). To the right of these fields is a box titled 'We accept the following cards:' which displays logos for VISA, Mastercard, and AMERICAN EXPRESS, along with the text: 'Your payment data is protected on this site by Transport Layer Security (TLS) technology using a trusted certification authority.' Below the main form is a section titled 'Remember card details (optional)' which includes a checkbox for 'Remember my card details for future use' and a 'Card nickname' text box with a note: 'Give your card a nickname so you can easily identify it for future use.' At the bottom of the form, there is a link: 'Click 'Review payment' to review your payment details.' Below the form are three buttons: a blue 'Back' button, a grey 'Cancel' button, and an orange 'Review payment' button.

- Review the amount then select **Make Payment** to complete the process.

If you have saved your card details you will only need to enter your card security code or you can select to use (and save) a different card at this point.

Please Note: Any bookings must be paid for within two hours of selecting them or they will be automatically cancelled by ParentPay.


How to Pay for Trips and Other Items

Use these instructions to pay for non-booked items such as break time Snacks account, trips, music lessons and school clubs.

1. Navigate to www.parentpay.com and log into your account.
2. Select **Pay for other items**.



3. Select **View** for the item that you want to pay for.

Payment items		
		
Bookable School Meals for Bure Valley Junior £0.00 n amount payable is £2.20	-	View
Breakfast Club £0.00 it Club 7.30 am - 8.30 am	-	View
Lunchtime Drink £0.00 e of Drink at Lunchtime £0.50	-	View
Snack £0.00 Snack £0.50	-	View
Tea Club 1 £0.00) 3.15pm - 4.30pm	-	View
Tea Club 2 £0.00) 4.30pm - 6.00pm	-	View
Clarinet Lessons Lessons - Summer Term 1	63.96	View
Cheerleading Cheer Athletics Summer showcase 16th June £4	4.00	View
Year 6 Residential 2018 Wildchild rip 2018 Wildchild £305	60.00	View

4. Enter the amount you wish to pay (between the minimum and the maximum amount set by the school) and select **Add to Basket**.

Year 6 Trip 2018 Wildchild £305

[more...](#)

How much would you like to pay?

£ 60.00

Min - £10.00 / Max - £305.00 (set by school)

Pay by Parent Account

[What is this?](#)

Add to basket

[Cancel](#)

5. You can select to **View basket and pay**.

Item successfully added to basket!

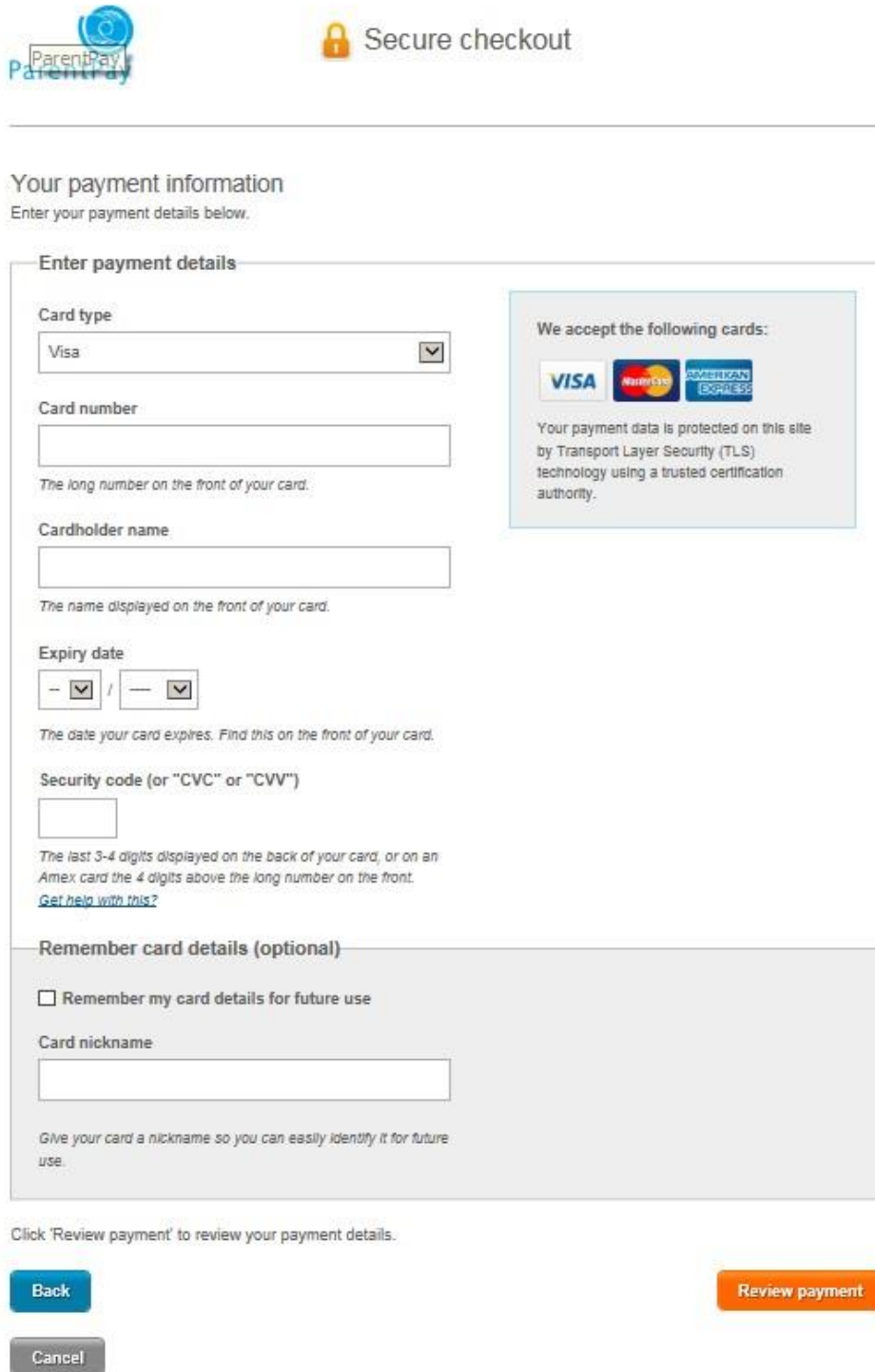
View basket and pay

[Continue shopping](#)

6. Review your payment and then select Pay Now

Basket		Order summary	
	Total cost	Edit	Remove
Year 6 Residential 2018 Wildchild	£60.00		
<p>jp for charity 50p</p> <p>RoundUp? Add donation</p>		<p>Items: £60.00</p> <p>Total: £60.00</p> <p>Pay by Parent Account credit: -£0.00</p> <p>Pay by card: £60.00</p> <p>Pay now Continue shopping</p>	
<p><input type="text" value="Add Parent Account credit"/></p>			

7. At the Secure Checkout enter your payment information and select Review Payment.



The screenshot shows the ParentPay 'Secure checkout' interface. At the top left is the ParentPay logo, and at the top right is a lock icon with the text 'Secure checkout'. Below this is the heading 'Your payment information' with the instruction 'Enter your payment details below.' The main form is titled 'Enter payment details' and contains several sections:

- Card type:** A dropdown menu with 'Visa' selected.
- Card number:** A text input field with a note: 'The long number on the front of your card.'
- Cardholder name:** A text input field with a note: 'The name displayed on the front of your card.'
- Expiry date:** Two dropdown menus for month and year, with a note: 'The date your card expires. Find this on the front of your card.'
- Security code (or "CVC" or "CVV"):** A text input field with a note: 'The last 3-4 digits displayed on the back of your card, or on an Amex card the 4 digits above the long number on the front. [Get help with this?](#)'
- Remember card details (optional):** A checkbox labeled 'Remember my card details for future use' which is currently unchecked.
- Card nickname:** A text input field with a note: 'Give your card a nickname so you can easily identify it for future use.'

At the bottom of the form, there is a link: 'Click "Review payment" to review your payment details.' Below the form are three buttons: a blue 'Back' button, a grey 'Cancel' button, and an orange 'Review payment' button.

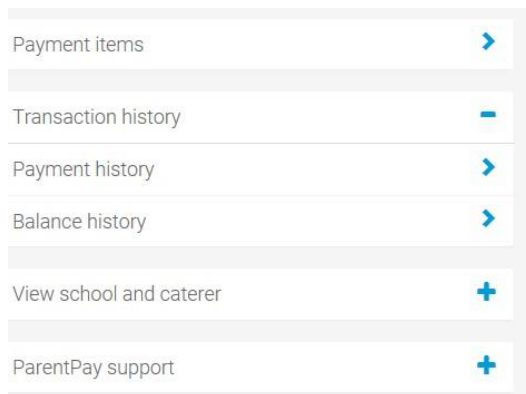
8. Review the amount then select **Make Payment** to complete the process.

If you have saved your card details you will only need to enter your card security code or you can select to use (and save) a different card at this point.

Please Note: Any bookings must be paid for within two hours of selecting them or they will be automatically cancelled by ParentPay.

How to View Payment History

1. Navigate to www.parentpay.com and log into your account.
2. From your Home screen select **Transaction history > Payment history** on the left hand side of your screen.



3. Select the name of the child, the payment item and the date range you wish to view.

Transaction history

Payment history

Please select the child, item(s) paid for and dates you would like to search.

Name:

Payment item:

Start date:

End date:

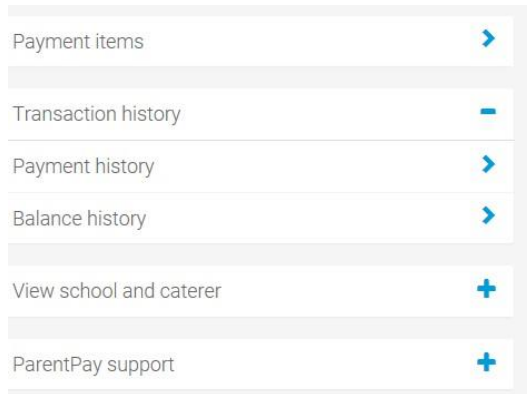
4. Select **Search**.

You will see a full list of all transactions carried out during the selected period.

Payment item	Payment method	Amount	Date paid	Paid to	Notes
Brass Lessons	ParentPay online	£42.64	24 May 17	Bure Valley Junior	
Bookable School Meals for Bure Valley Junior	Meal	£-2.20	23 May 17	Bure Valley Junior	Lunch time:Pupil Meal Recorded at School from 23 May 2017 charged
Bookable School Meals for Bure Valley Junior	Meal	£2.20	23 May 17	Bure Valley Junior	Attendance cancellation
Year 5 trip to Shrine of Our Lady, Walsingham	ParentPay online	£9.00	27 Apr 17	Bure Valley Junior	

How to View Balance History

1. Navigate to www.parentpay.com and log into your account.
2. From your Home screen select **Transaction history > Balance history** on the left hand side of your screen.



3. Select the name of the child, the account and month you wish to view.

Select **Search**.

You will see a full list of all transactions carried out during the month and the balance on the account.

		Report		
Service provider: Bure Valley Junior		Total paid in during period: £2.20 Total paid out during period: £2.20		
Date	Description	Paid out	Paid in	Balance
01 May 2017	Opening balance			£0.00
23 May 2017	Update: Lunch time:Pupil Meal Recorded at School from 23 May 2017 charged	£2.20		£-2.20
23 May 2017	Update: Attendance cancellation		£2.20	£0.00
31 May 2017	Closing balance			£0.00