Loddon
Primary Federation

Guide to

ParentPay®

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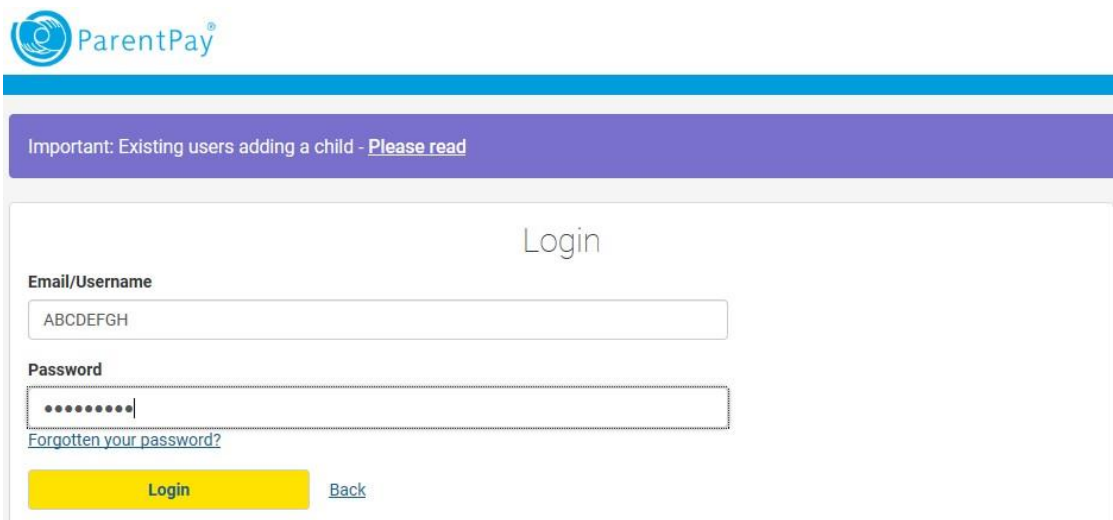
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How to Activate your ParentPay Account (if you are new to ParentPay)

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**.

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

ParentPay

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.

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.
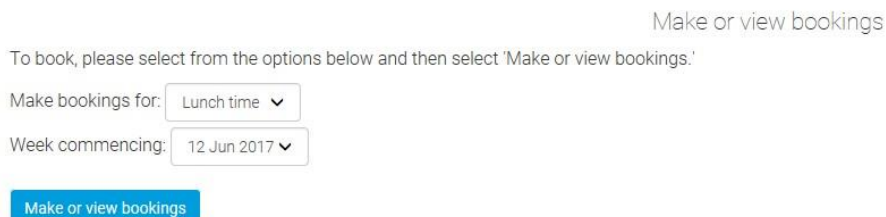
1. Navigate to www.parentpay.com and log into your account.

2. Select **Make meal bookings** for the child you wish to make a booking for.
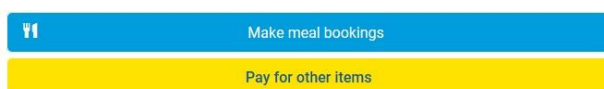
3. Use the drop-down menu to select the appropriate booking type
   i.e.   Lunchtime for Lunches

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

   Select **Make or view bookings**.

4. 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.

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

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

7. 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**.

🍴	Make meal bookings
	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 st 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!
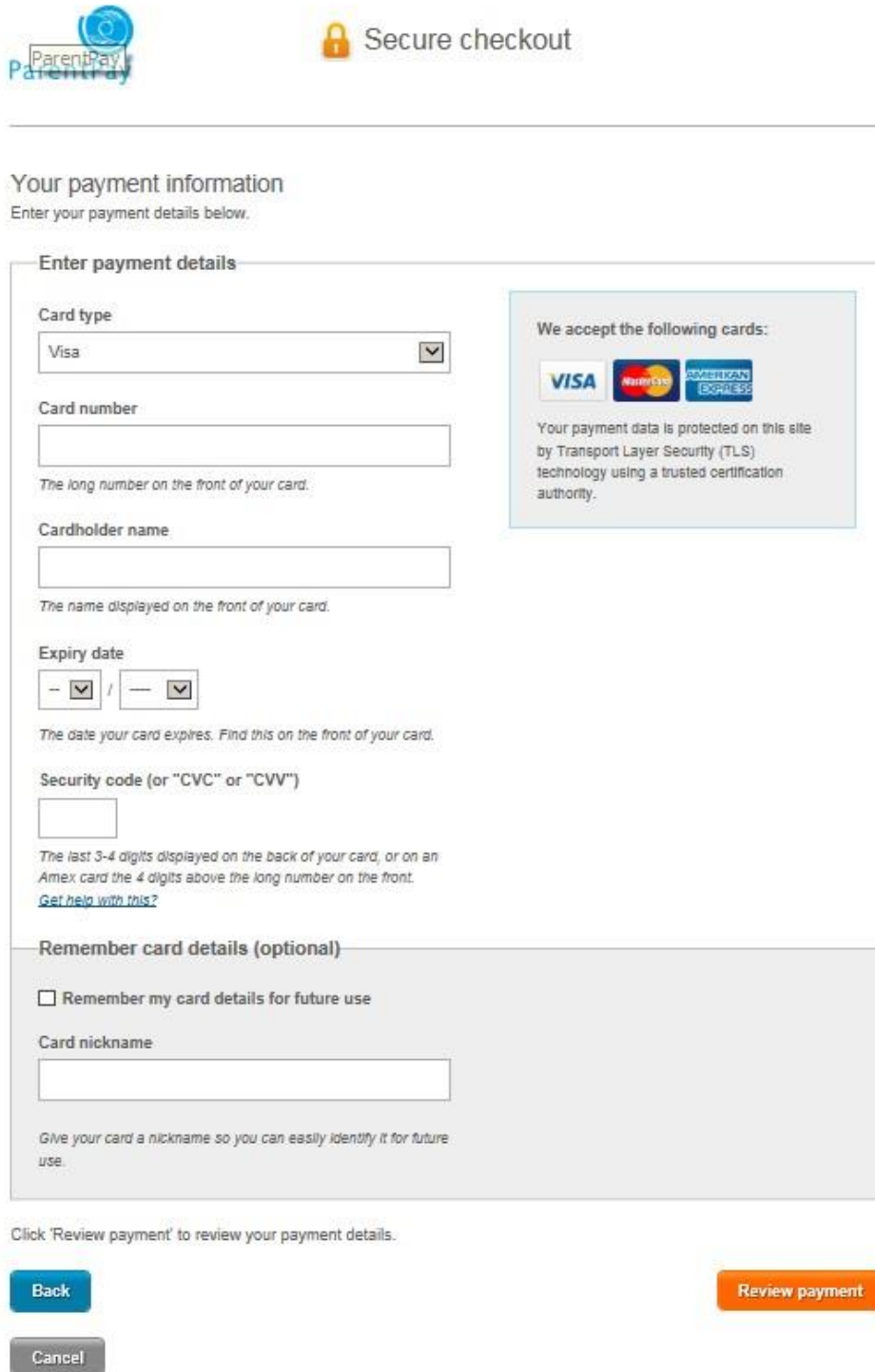
View basket and pay

Continue shopping

6. Review your payment and then select Pay Now

Basket	Total cost	Edit	Remove
Year 6 Residential 2018 Wildchild	£60.00	✎	🗑

Order summary	
Items:	£60.00
Total:	£60.00
Pay by Parent Account credit:	**-£0.00**
Pay by card:	**£60.00**

Jp for charity   50p
RoundUp?   Add donation

Pay now   Continue shopping

Add Parent Account credit

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


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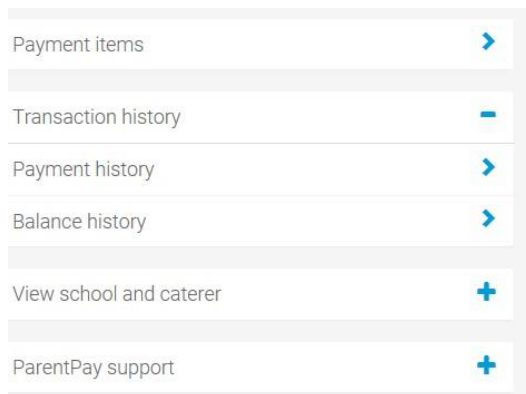
3. Select the name of the child, the payment item and the date range you wish to view.

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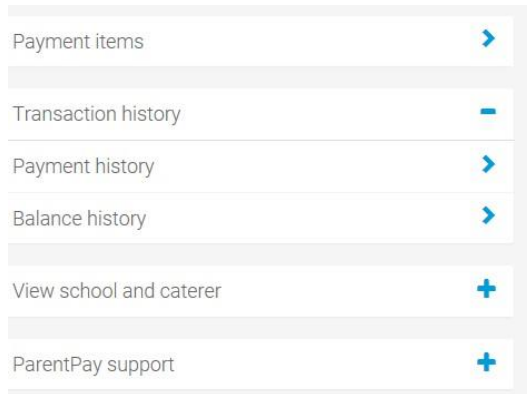
3. Select the name of the child, the account and month you wish to view.

   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**