

Setting up a ParentPay Account

If you are an existing user wishing to add your child to an account, please skip to page 6.

Go to www.parentpay.com and click on “Login”



Then enter the username and password supplied to you to log on for the first time and click on “Login”

You will then be asked to confirm your personal details, register an email address (which becomes your username) and enter a password of your own choice. After reading and accepting the ParentPay terms, click “Activate now”.

Activate your account today

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

Title

Name
First name Last name

Email address (this will be your username)

Please enter your email address as your ParentPay username. We'll email you an activation link after you've activated to let you verify it's you.

Confirm email address

Create a password

Password must contain between 8 and 20 characters, at least one letter and one number and one case sensitive.

Confirm password

I confirm that I have read, understood and agree with the ParentPay terms and conditions and privacy notice.

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 28,700 PayPoint sites.*

£

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.

Smartphone icon

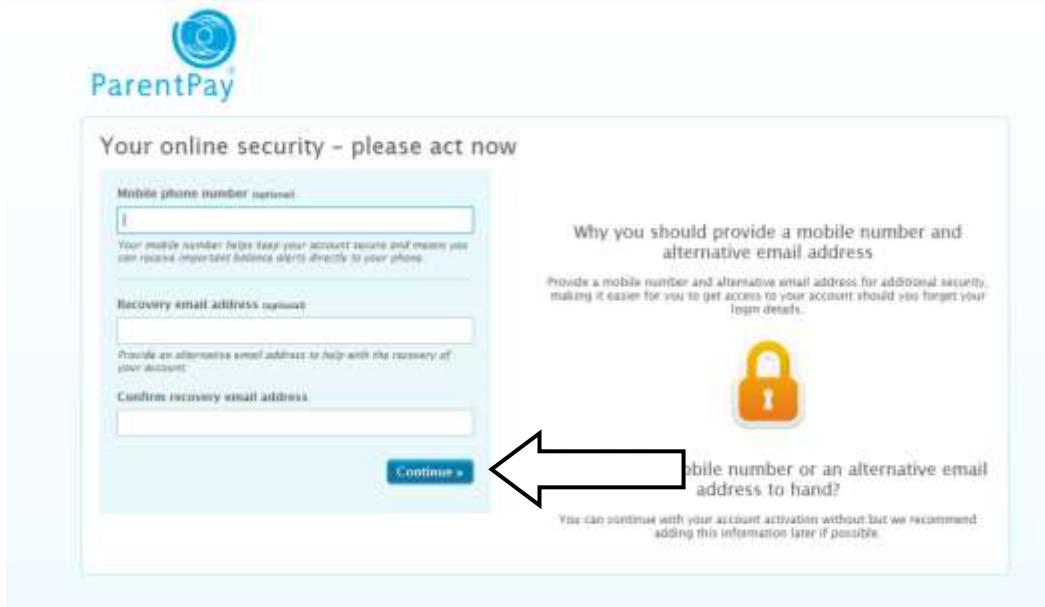
Helping keep children healthy

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

Apple icon

Please note we provide all listed services through nimbl.

Upon confirming your details you will get the option to enter a mobile number and recovery email address. Click “Continue”.



The screenshot shows the ParentPay account setup page. At the top, there's a logo and the text "Your online security – please act now". Below this, there are two input fields: "Mobile phone number (optional)" and "Recovery email address (optional)". Each field has a descriptive placeholder text below it. A "Continue" button is located at the bottom right of the input area. To the right of the input fields, there's a section titled "Why you should provide a mobile number and alternative email address" with explanatory text and a lock icon. A large black arrow points from the text "mobile number or an alternative email address to hand?" down towards the "Continue" button.

ParentPay will send you an email containing a link for you to verify your email address. Please ensure you verify your email address by clicking on the link sent in the email. Click “Go to ParentPay”.



You will then be directed to the main ParentPay page where you can login using your new details.

You have now reached your ParentPay home page containing your child's details. By Clicking on the “Top up Parent Account” tab you will be able to add funds to your ParentPay account.

The screenshot shows the ParentPay home page. At the top right, it says "Parent Account: £0.00" and has a "Top up Parent Account" button. A large black arrow points to this button. On the left, there's a sidebar with options like "My page", "Transaction history", and "ParentPay support". In the center, there's a section for "Ashmole Academy" showing a user icon and a balance of "Dinner money balance: £0.52". Below that are buttons for "Pay for [redacted] meals" and "Pay for items". Further down, there's a "Recent payments" table with no data and a "View payment history" link. At the bottom, there's an "Alerts & communications" section.

Select the amount you wish to top up and click “Continue”.

The screenshot shows the "Top up Parent Account" page. It has a heading "Top up amount" and a note: "After top up, select Pay for/Book child's meal or Pay for items to complete the spend from your Parent Account." Below is a note: "Please be aware there is a minimum top up amount of £2.00." There are radio buttons for £10.00, £25.00, £50.00, £100.00, and "Other amount". A "Continue" button is at the bottom. A large black arrow points to the radio button for £10.00. At the bottom, there are social media links for Twitter, Facebook, and LinkedIn, and links for "Terms & conditions", "Privacy policy", "Use of cookies", and "Contact us".

Enter your card details and click on “Review and confirm payment”.

Enter payment details

Card type

Card number

The long number on the front of your card.

Cardholder name

The name displayed on the front of your card.

Valid from (optional)
 /
The date your card starts. Find this on the front of your card.

Expiry date
 /
The date your card expires. Find this on the front of your card.

Security code (or "CVC" or "CVV")

The last 3-4 digits displayed on the back of your card, or on an American Express card the 4 digits above the long number on the back. Get [more info](#).

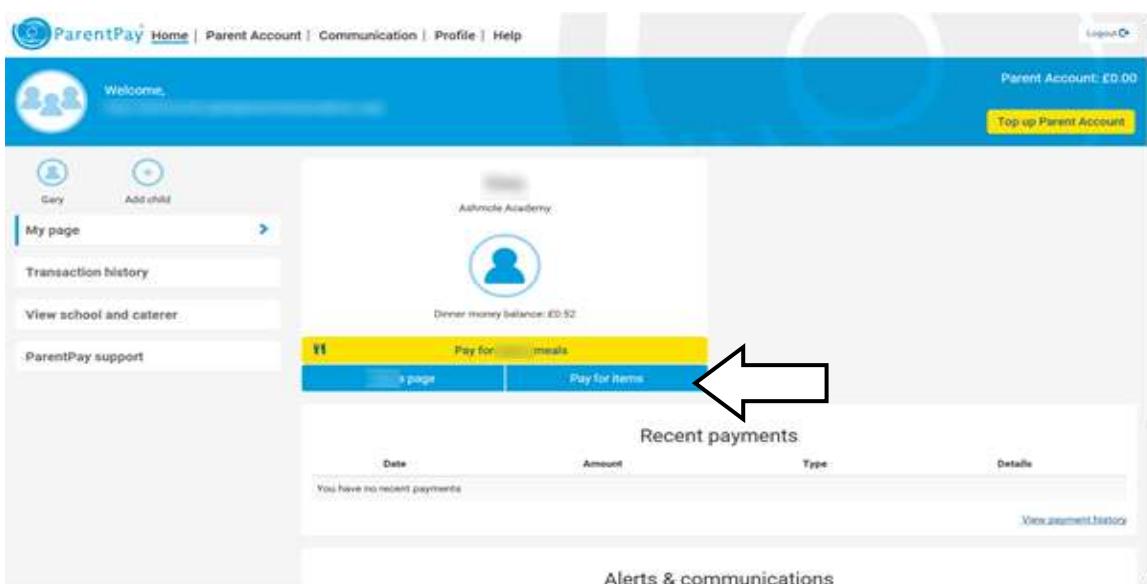
Remember card details (optional)
 Remember my card details for future use

Card nickname

Give your card a nickname so you can easily identify it for future use.

and common ground

Once the payment has been authorised, you can then use these funds to top up your child's catering account or pay for trips, music lessons etc. To do this, click "Pay for Items" under your child's name.



You will be able to see the service items that have been allocated to your child for payment. Select the payment item you wish to make payment for by clicking on “View details and pay”. Please note that you can only pay as much as the balance in your Parent account which can be seen in the top right of your screen.

Welcome.

Parent Account: £0.00

Add child

My page

Child's page

View menus and choices

All payment items

payment items

Ashmole Academy

Item

School Cafeteria

School Meals
Provided by: Ashmole Academy
Balance: £0.52

£0.00 **View details and pay**

Donation with NO Gift Aid consent

Thank you for your donation.
Provided by: Ashmole Academy

£0.00 **View details and pay**

Donations with Gift Aid consent

PLEASE AGREE TO THE STATEMENT BELOW

I am a UK taxpayer and agree to the School claiming tax on all past, present and future donations I make to the charity. Treat my donations as Gift Aid donations. By ticking the consent box I confirm that I am paying or will pay an amount of Income Tax and/or Capital Gains Tax to cover the amount that will be reclaimed for the tax year. The School will reclaim 25p of tax for every £1 given.

TO COMPLY WITH HMRC PLEASE ENTER YOUR NAME AND ADDRESS IN THE NOTES BOX.

Provided by: Ashmole Academy

£0.00 **View details and pay**

You will then see a box where you can edit the amount you wish to pay. Once you have selected the amount you wish to pay, click “Pay now”. Check the details and commit by selecting Confirm Payment.

Welcome.

Parent Account: £0.00

Add child

My page

Child's page

View menus and choices

All payment items

School Cafeteria -

Provided by: Ashmole Academy

Description: School Meals

Balance: £0.52

Edit amount: £ 10.00

Min - £10.00 / Max - £1000.00

Pay now

Payment items

Item

School Cafeteria

School Meals
Provided by: Ashmole Academy
Balance: £0.52

£0.00 **View details and pay**

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Thank you for your donation.
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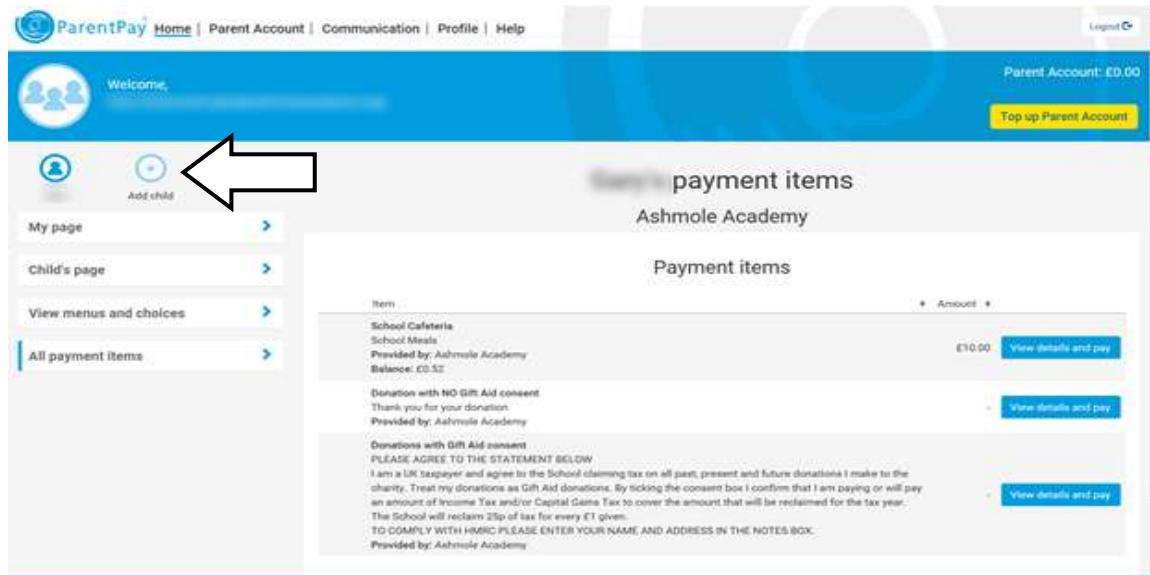
Provided by: Ashmole Academy

£0.00 **View details and pay**

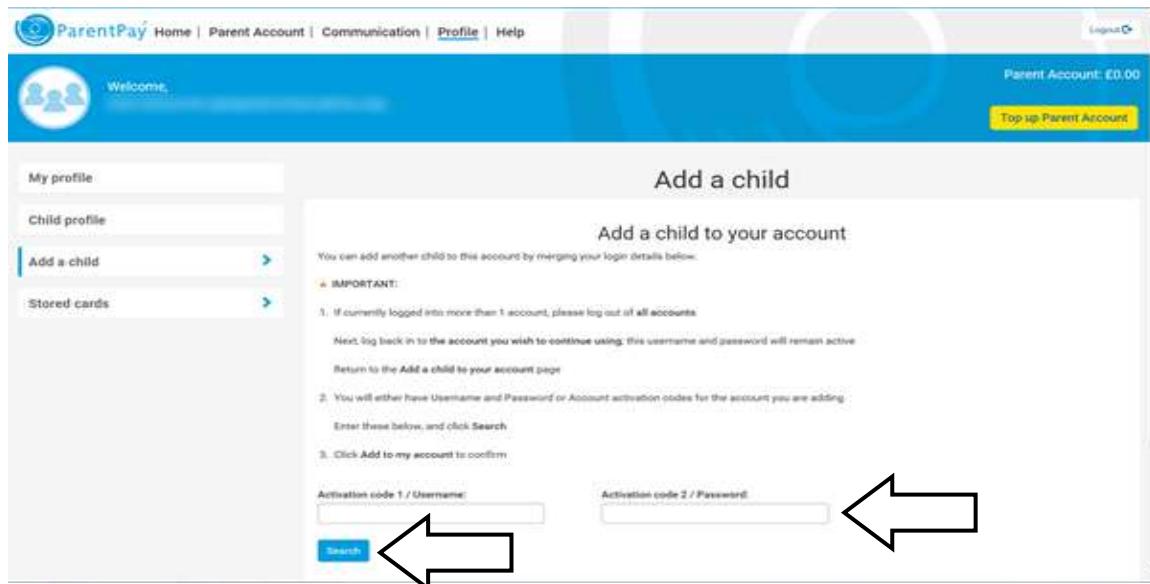
Adding a Child to an Existing Account

If you are an existing ParentPay user and wish to add your child to your account, please login using your existing details **not** the details sent to you by Ashmole Academy.

Once on your home page, click “Add child”.



Here you will enter the username and password sent to you by Ashmole Academy. Click “Search”. Select Add a Child to confirm.



Should you require any assistance please contact the Finance Department.