**Frequently Asked Questions**

**When will I be able to access ParentPay?**

**A ParentPay activation letter to new parents will be given out in September when your child begins school**

**What will I need to have a ParentPay account?**

**Before you begin to activate your account you will need an** **active email address** **which will be used for account verification and login purposes.**

**What if I have not used a computer before?**

**The school will offer training sessions for parents to attend, please contact the school if you wish to attend one of these sessions.**

**If I have a child at school already can I merge the new child and the current child’s account?**

**Yes there is an option to do this, you will require the new activation letter for your current child before doing so though**

**Why should I register and verify my email address and mobile number?**

**You will need to supply and verify your email address in ParentPay if you want to:**

* **Login in to your account**
* **Receive a new password**
* **Receive a receipt for payments made**
* **Receive messages from school**

**Can I pay the school in cash?**

**In an attempt to remove all cash and cheques from school we are asking parents to only use our online payment method to pay for school trips, music lessons, dinner money etc. This can be done online using your unique ParentPay account, these details will be provided at the beginning of the school term. In order to pay for these online you will require a debit or credit card.**

**How do I pay in cash?**

**Those parents wishing to pay cash will be able to do via PayPoint, using the unique barcode on your child’s letters which will be sent, when appropriate, for each trip/event. A dinner money activation letter will be sent to parents for the new Year 7 students in September. Payment can be made at local stores where you see the PayPoint logo**

**If you require a list of stores; please use the link** [**http://www.paypoint.co.uk/pointlocator**](http://www.paypoint.co.uk/pointlocator)**. If you have any queries regarding this, please contact the Finance office.**