

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”

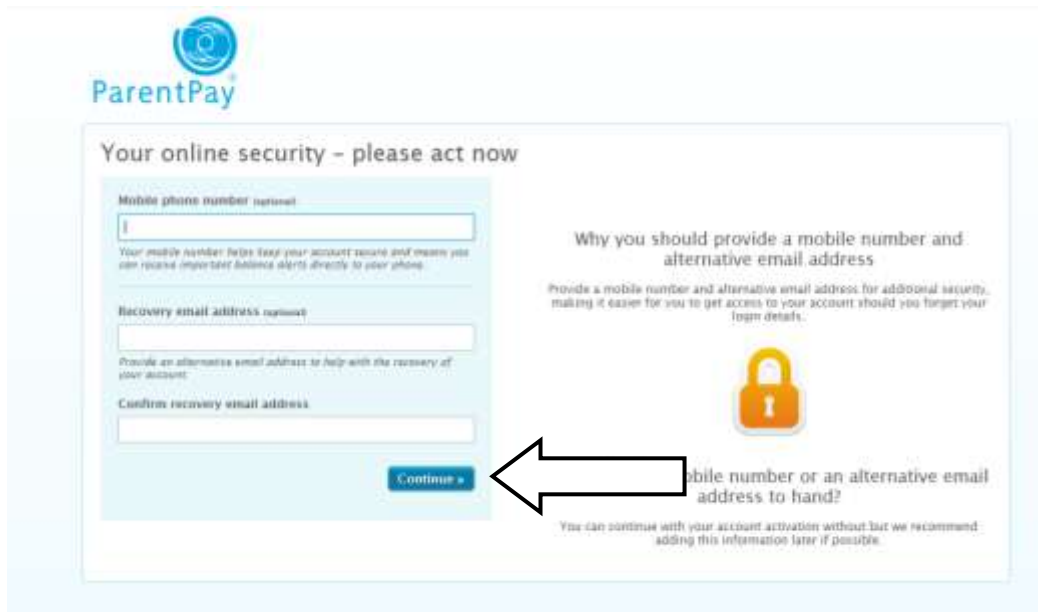


Then enter the username and password supplied to you to log on for the first time and click on “Login”

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”.

The image shows the ParentPay account activation page. The page is titled 'Activate your account today' and includes an important notice: 'IMPORTANT: Existing users adding a child - DO NOT CONTINUE Please read'. The page is divided into two main sections. The left section contains a registration form with fields for 'Title', 'Name' (First name and Last name), 'Email address (this will be your username)', 'Confirm email address', 'Create a password', and 'Confirm password'. There is also a checkbox for 'I confirm that I have read, understood and agree with the ParentPay terms and conditions and privacy policy'. A blue 'Activate now' button is at the bottom of the form, with a right-pointing arrow. The right section contains promotional text and icons: 'Pay online for peace of mind' with a pound sign icon, 'Get important alerts sent to your phone' with a smartphone icon, and 'Helping keep children healthy' with an apple icon.

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



The image shows a ParentPay account setup screen titled "Your online security - please act now". It features three input fields: "Mobile phone number (optional)", "Recovery email address (optional)", and "Confirm recovery email address". A blue "Continue" button is located at the bottom of the form. To the right, there is explanatory text and a padlock icon. A white arrow points from the text "mobile number or an alternative email address to hand?" to the "Continue" button.

ParentPay

Your online security - please act now

Mobile phone number (optional)
Your mobile number helps keep your account secure and means you can receive important balance alerts directly to your phone.

Recovery email address (optional)
Provide an alternative email address to help with the recovery of your account.

Confirm recovery email address

[Continue](#)

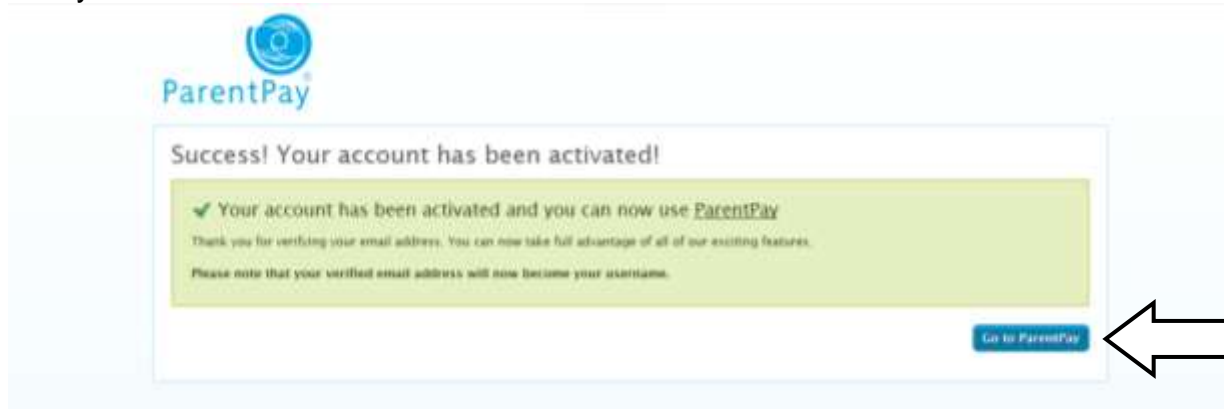
Why you should provide a mobile number and alternative email address

Provide a mobile number and alternative email address for additional security, making it easier for you to get access to your account should you forget your login details.

mobile number or an alternative email address to hand?

You can continue with your account activation without but we recommend adding this information later if possible.

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".



The image shows a ParentPay account activation success screen titled "Success! Your account has been activated!". It features a green confirmation message and a blue "Go to ParentPay" button. A white arrow points from the button to the right.

ParentPay

Success! Your account has been activated!

✓ Your account has been activated and you can now use **ParentPay**

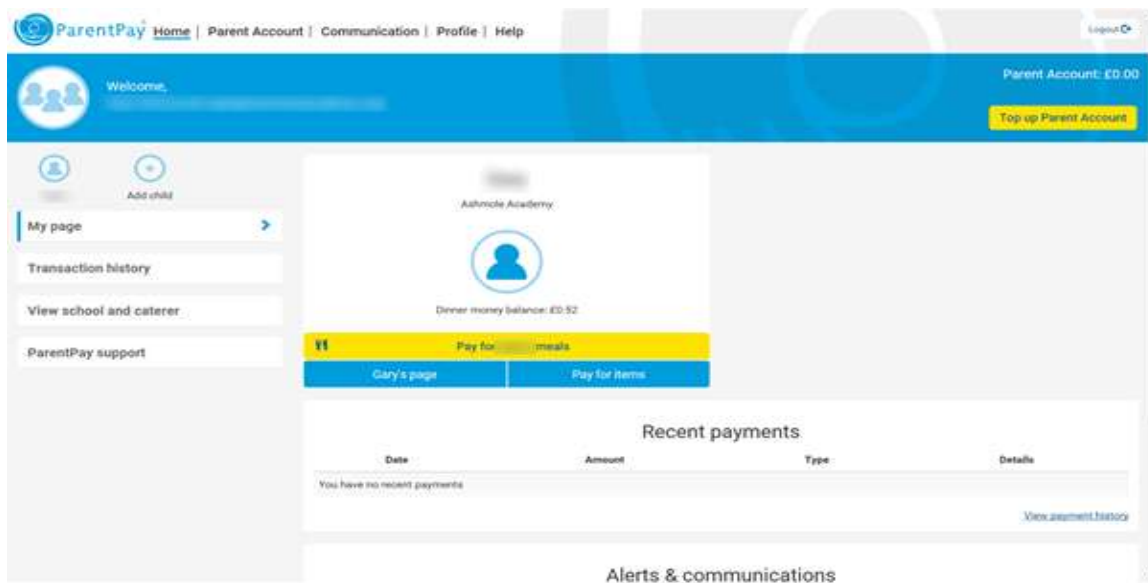
Thank you for verifying your email address. You can now take full advantage of all of our exciting features.

Please note that your verified email address will now become your username.

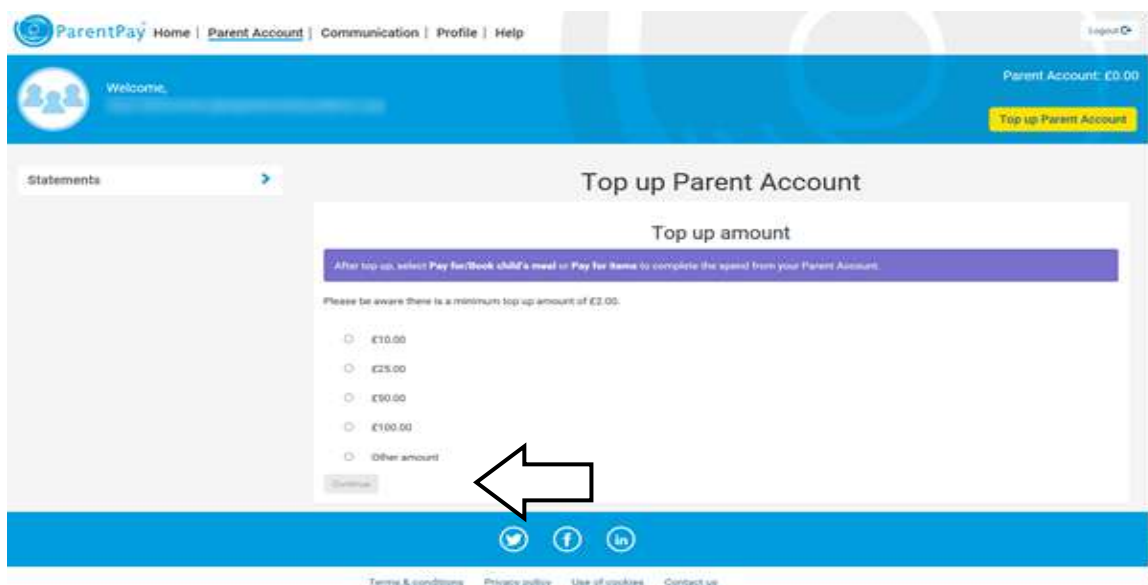
[Go to ParentPay](#)

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.



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



Enter your card details and click on "Review and confirm payment".

Enter payment details

Card type
 Visa Credit

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 card the 4 digits above the long number on the front.
[Get help with this?](#)

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.

What happens next?
 This is step 1 of 3. On the next page you can review your My Account top up amount. We will not process your payment until you click 'confirm your payment' on the next page.

Review and confirm payment

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.

ParentPay Home | Parent Account | Communication | Profile | Help

Welcome, _____ Parent Account: £0.00 [Top up Parent Account](#)

My page

Transaction history

View school and caterer

ParentPay support

Ashnicole Academy

Dinner money balance: £0.52

Pay for meals

[My page](#) **Pay for Items**

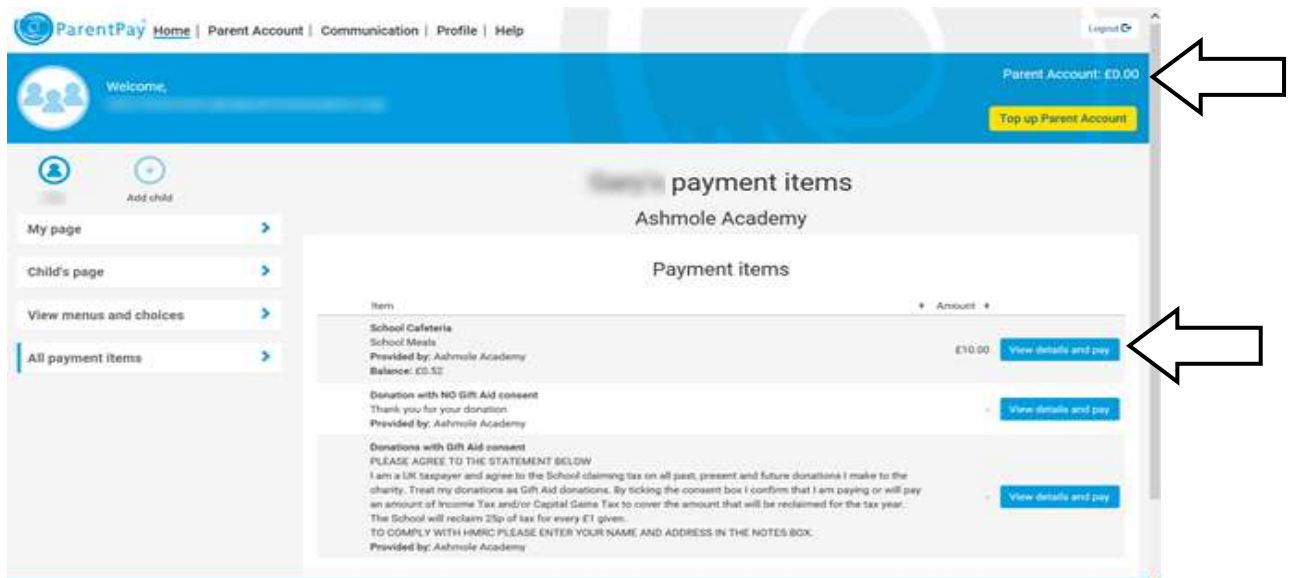
Recent payments

Date	Amount	Type	Details
You have no recent payments			

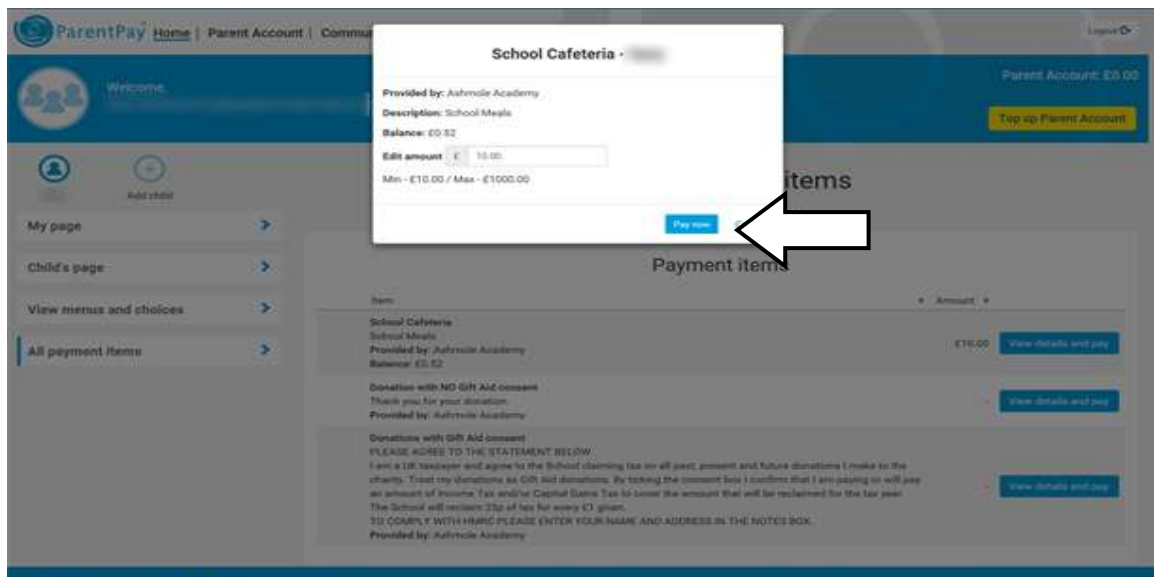
[View account history](#)

Alerts & communications

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.



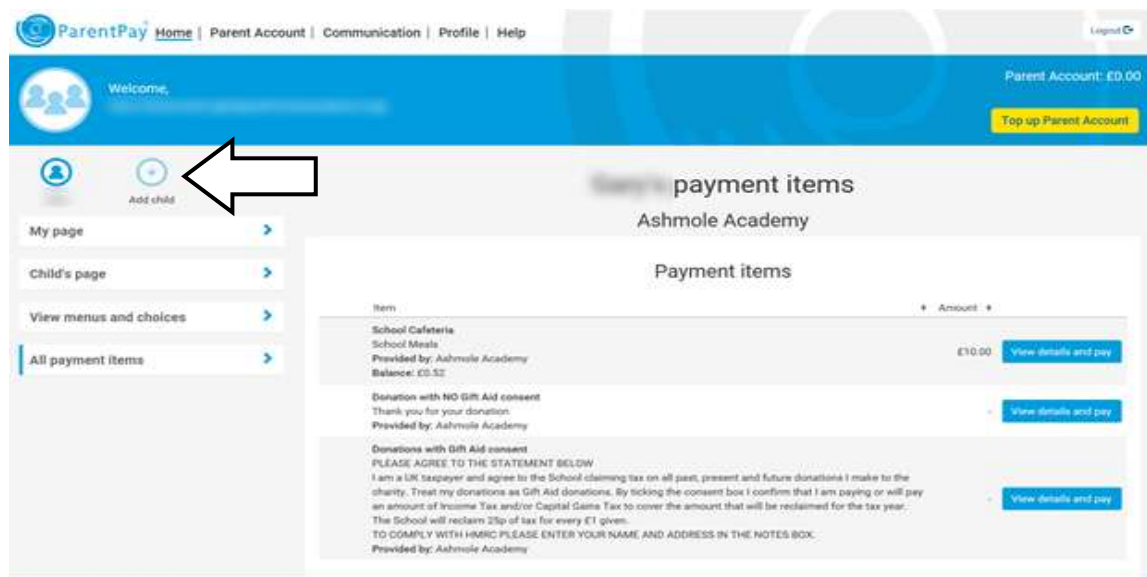
You will then see a box where you can edit the amount you wish to pay. Once you have selected the amount you wish to pay, click “Pay now”. Check the details and commit by selecting Confirm Payment.



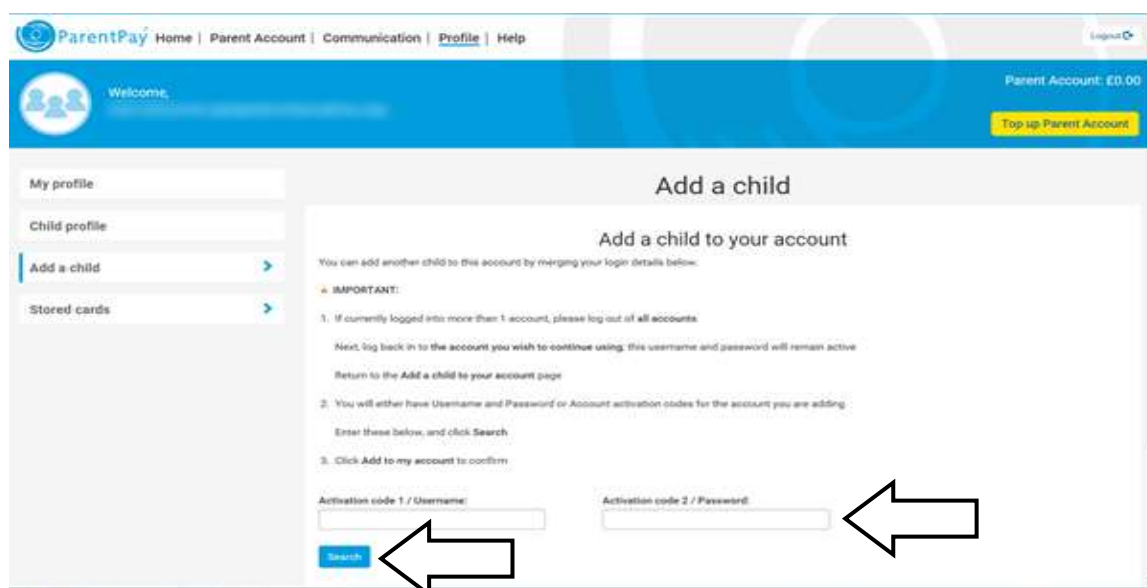
Adding a Child to an Existing Account

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.