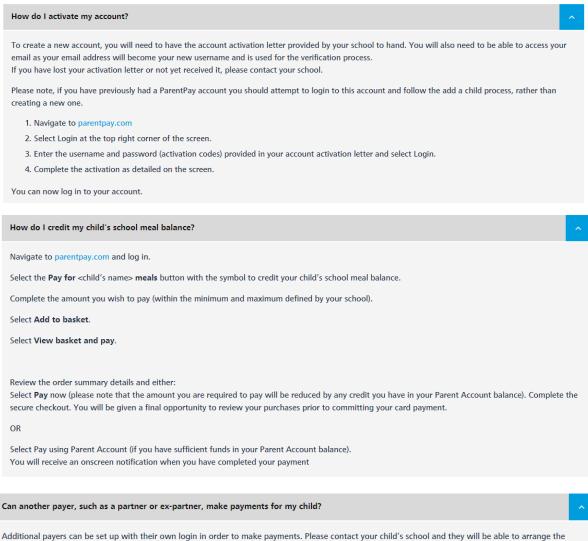
Dear Parent/Carer

CASHLESS CANTEEN, PARENTPAY AND SETTING UP YOUR ACCOUNT

If you are finding it difficult to add funds to your ParentPay account to enable your child to purchase food and drink in our canteen, please see the frequently asked questions in this document. Alternatively, follow the link below for more help and advice. If you are still unable to add credit to your account, please contact the school office who will try and help you.

https://www.parentpay.com/parent-account-faqs/

Setting up your ParentPay account



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How do I pay for items?

You can now pay for items using either card, or Parent Account funds, or a combination of both.

Paying with credit/debit card:

1. Log in to your ParentPay account

2. Select the button with the 📊 symbol to quickly pay for meal, or the Pay for other items for a full list of this child's items for payment*

3. Select either View basket and pay or Continue shopping.

4. Once you have selected all your items, your basket and order summary will be displayed. Review the details and select *Pay now* (please note that the amount you are required to pay will be reduced by any credit you have in your Parent Account balance).

*For quick meal payments, enter the amount you wish to credit your child's meal account with and **Add to basket** (please refer to the How do I make bookings FAQ if your child's meals need to be booked).

*For other items select View details and pay against the item you wish to purchase and then Add to basket.

Paying with Parent Account credit:

1. Log in to your ParentPay account

2. Select the button with the T symbol to quickly pay for meal, or the Pay for other items for a full list of this child's items for payment*

3. You will receive an onscreen notification when you have completed your transaction.

*For quick meal payments, enter the amount you wish to credit your child's meal account with and **Add to basket** (please refer to the How do I make bookings FAQ if your child's meals need to be booked).

*For other items select View details and pay against the item you wish to purchase and then Pay using Parent Account. (please note that if you do not have sufficient funds for all items being purchased in your Parent Account, you will be prompted to pay the difference using a card payment by clicking Pay now).

Can I still add credit to my parent account?

Yes. If you wish to hold credit on your account to assist with monthly budgeting, you can select 'Add Parent Account Credit' from your home page.

How can I see my current parent account balance?

Once you have set up *Parent Account* or if you have credit on your account due to a refund, you will see your current Parent Account balance at the top right hand corner of your home page.

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