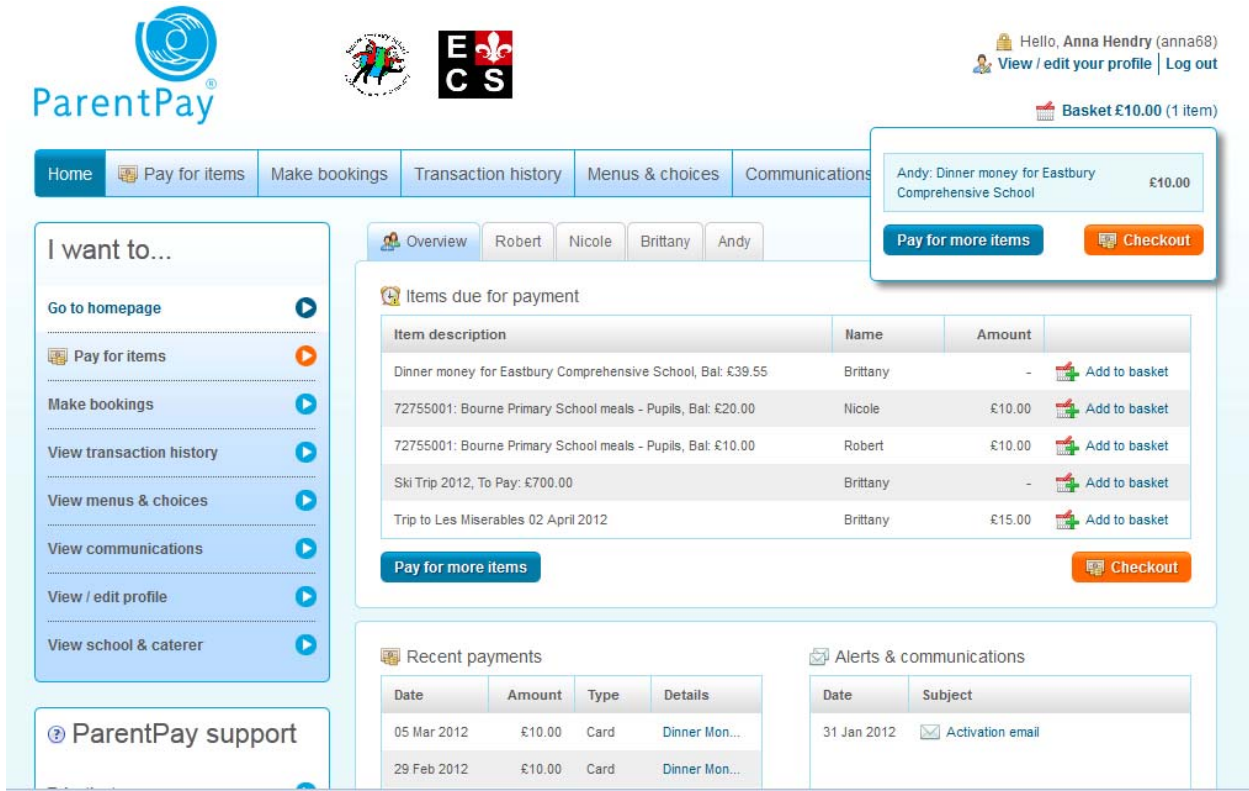


The New ParentPay for Parents

Guide to new interface and features



The screenshot displays the ParentPay for Parents web interface. At the top, the ParentPay logo is on the left, followed by the Eastbury Comprehensive School (ECS) crest and logo. On the right, a user greeting reads "Hello, Anna Hendry (anna68)" with links for "View / edit your profile" and "Log out". A shopping basket icon indicates "Basket £10.00 (1 item)".

The main navigation bar includes links: Home, Pay for items, Make bookings, Transaction history, Menus & choices, and Communications. A dropdown menu for "Pay for items" is open, showing "Andy: Dinner money for Eastbury Comprehensive School £10.00" with buttons for "Pay for more items" and "Checkout".

On the left, a sidebar titled "I want to..." lists various actions: Go to homepage, Pay for items, Make bookings, View transaction history, View menus & choices, View communications, View / edit profile, and View school & caterer. Below this is a "ParentPay support" link.

The central area is titled "Items due for payment" and lists several items with columns for item description, name, and amount. Each item has an "Add to basket" button.

Item description	Name	Amount	Action
Dinner money for Eastbury Comprehensive School, Bal: £39.55	Brittany	-	Add to basket
72755001: Bourne Primary School meals - Pupils, Bal: £20.00	Nicole	£10.00	Add to basket
72755001: Bourne Primary School meals - Pupils, Bal: £10.00	Robert	£10.00	Add to basket
Ski Trip 2012, To Pay: £700.00	Brittany	-	Add to basket
Trip to Les Miserables 02 April 2012	Brittany	£15.00	Add to basket

Below the items list are buttons for "Pay for more items" and "Checkout".

At the bottom, there are two sections: "Recent payments" and "Alerts & communications".

Date	Amount	Type	Details
05 Mar 2012	£10.00	Card	Dinner Mon...
29 Feb 2012	£10.00	Card	Dinner Mon...

Date	Subject
31 Jan 2012	✉ Activation email

Contents

The NEW ParentPay for parents	4
Account Activation & Single Account / login	6
Existing parent user – creating a single account / login.....	6
New parent user	6
Adding children to your single account/login	7
Making changes to your account	9
Changing your username and/or password	9
Managing your phone numbers and email addresses	9
Entering your mobile number.....	10
Alert settings.....	11
Selecting items and making payments	13
Using your basket: Quick add items.....	13
Viewing more details about your payment items before adding them	14
View and pay by child	15
Paying for 'other' items.....	15
Transaction history	16
Quick view your most recent payments	16
View payments made between dates you choose	16
View statement of transactions for a selected month	17
Alerts and communications	19
Quick view your most recent Alerts & communications	19
Communication history	20
Setting up Alerts.....	22

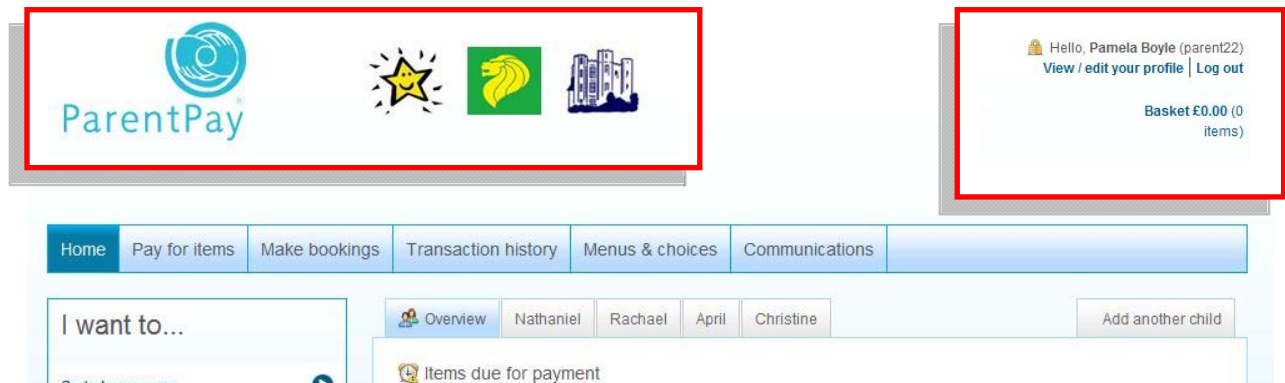
Make bookings	23
Booking a meal/session – no menu selection.....	24
Booking a meal – menu selection	25
Viewing menus & choices	26
View menus	26
Viewing existing/past/future bookings for a child	26

The NEW ParentPay for parents

Following extensive customer research and independent usability studies we have developed a fresh, simple user-friendly site for the new ParentPay application.

Your home page

The logos of all schools your children attend will be visible at the top of the screen; clicking on a school logo allows you to view that school's individual ParentPay welcome page.



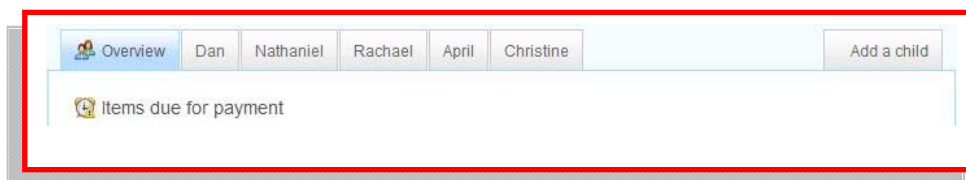
The top right of your home page will display your name (entered when you activated your account) and your username. You will also be able to use the quick links in this area to:

- **View / edit your profile**
- **Logout**
- **Basket:** add, edit and view items in your basket before proceeding to '**Checkout**'

The '**Overview**' area of the page displays an overview of your children - if you have already added all your children to a single account you will also see tabs for your other children, clicking on these tabs shows information specific to that child. If you have not already created a single account for all your children using ParentPay and want to find out how to do so please goto the section: '[Single account / login for all your children](#)'

The New ParentPay for Parents Downloadable Guide

In addition, you'll see another tab on the right side of your home page **'Add a child'** – this is where you'll go to add more children to your account providing the school they attend is a ParentPay school.



Overview > Items due for payment: Payment items across all your children.

I want to...

- Go to homepage
- Pay for items
- Make bookings
- View transaction history
- View menus & choices
- View communications
- View / edit profile
- View school & caterer

ParentPay support

- Search help topics
- Take the tour

Overview Dan Nathaniel Rachael April Christine Add a child

Items due for payment

Due date	Item description	Name	Amount	
-	Sunny Meadow Primary School meals: Pre-booking service - Pupils, Bal: £-4.00	Dan	£9.75	Add to basket
28 Oct 2011	Autumn Term 2011 Music Tuition Fees	April	£0.00	Add to basket
12 Nov 2011	Visit to the Woodlands Centre	Rachael	£6.00	Add to basket
12 Nov 2011	Visit to the Woodlands Centre	April	£6.00	Add to basket
26 Nov 2011	Christmas School Party 2011	Dan	£5.00	Add to basket
01 Dec 2011	Tickets for the school pantomime - December 16th	Pamela	£0.00	Add to basket

Pay for more items Checkout

Recent payments

Date	Amount	Type	Details
08 Feb 2012	£5.00	Card	Spring Ter...
08 Feb 2012	£5.00	Card	Spring Ter...

Alerts & communications

Date	Subject
07 Dec 2011	Sent message - Question about payment...
28 Nov 2011	Sent message - Question about payment...

Recent payments: A breakdown of the most recent payments you have made across all of your children.

Alerts & Communications: A list of the most recent messages across all your children that you have received from your child/children's schools or those you've sent to school from within ParentPay and any automated alerts you have received.

The left side of your screen has clear, concise **'I want to...'** navigation and a **'ParentPay support'** area should you need any assistance.

Account Activation & Single Account / login

In addition to a new look and feel one of the key features we've introduced is the ability for parents with children at different schools to add up to six children to a single account regardless of which school their children attend (providing those schools subscribe to ParentPay). This means parents will only ever have to remember one username and password to use ParentPay. **Here's how:**

Existing parent user – creating a single account / login

IMPORTANT: you must log out of all your ParentPay accounts before you start.

Choose one account to 'add' the rest of your accounts to. This will become your single account / login for all your children in future; the username and password for this account will become the 'only' set of account login details you use in future.

- Go to www.parentpay.com
- Login to the account you wish to have as your future login for all children/schools



Next: Go to the [‘Adding children to your single account/login’](#) section below for information on how to ‘add children’ to your account.

New parent user

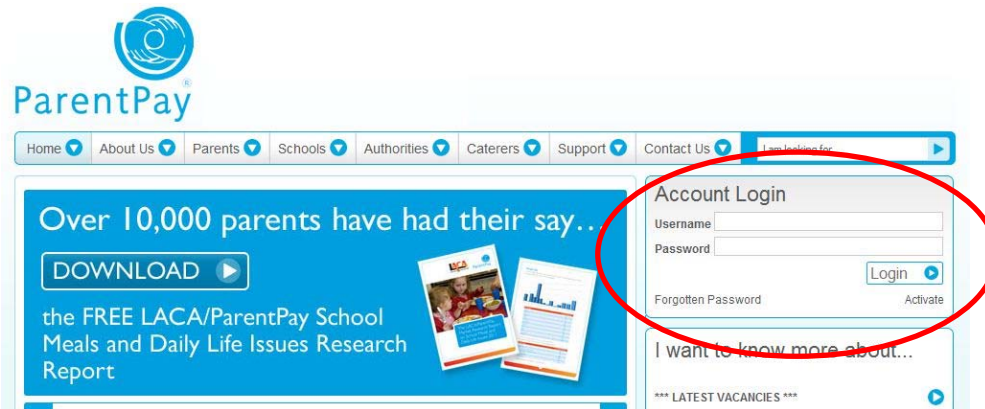
If you have more than one child at the same school or children at different schools that use ParentPay and have been provided with a username and password for those children, choose one child's details to activate your account.

Go to www.parentpay.com

Enter the username and password you have received for one of your children in the account login area.

Click **Activate**.

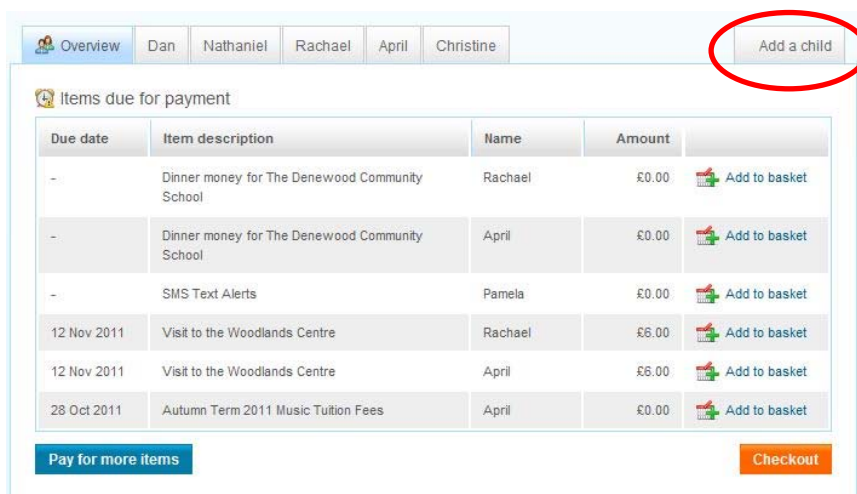
The New ParentPay for Parents Downloadable Guide



Next: See the '**Adding children to your single account / login**' section below for information on how to 'add children' to your account.

Adding children to your single account / login

- Click on **Add a child**



- **Enter the username and password** for your other child
- Click **Search**

The school, pupil name, year group and class will show on screen.

The New ParentPay for Parents Downloadable Guide

Adding from account: r2etqluz (paris Foster)

School	Pupil	Year	Reg. group
Sunnyside School	Nathaniel Norman	1	1DC

Add child to your account

Cancel

After you confirm the add, these pupils will be transferred to the account you are logged into and the old account will be disabled.

Click **Add child to your account** to confirm this is the child you wish to add to your account. You can repeat the above process to add more children to your account.

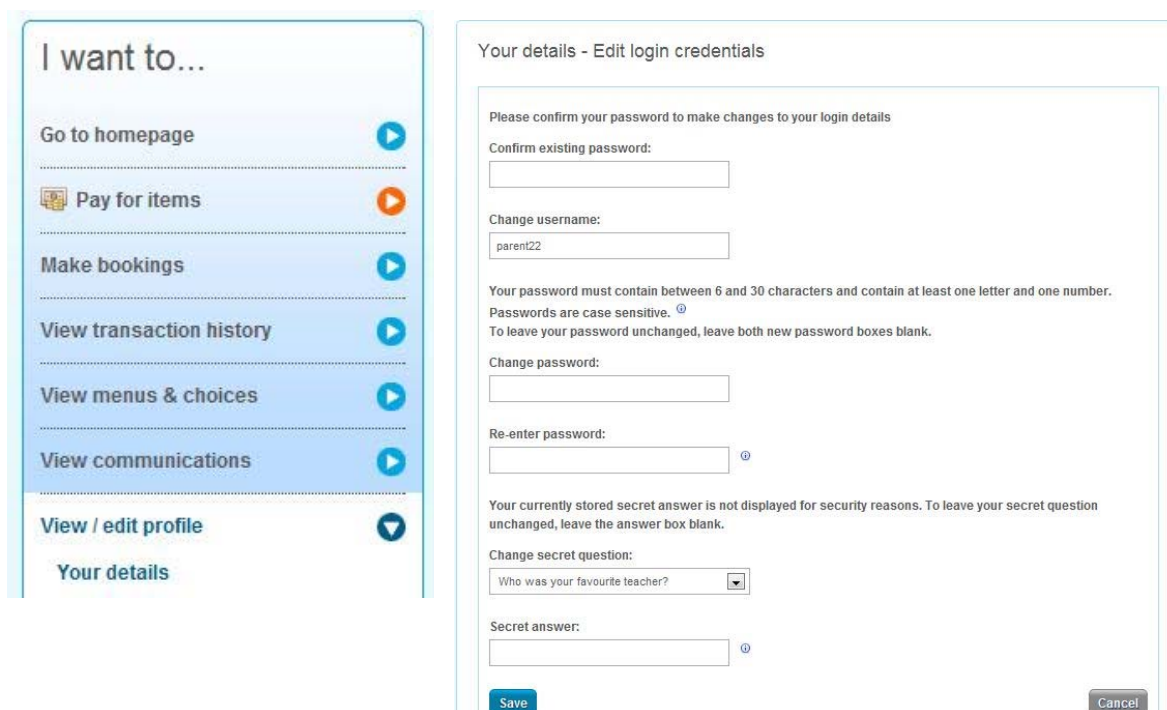
You will then be directed back to your home page which will have changed slightly.

Making changes to your account

Changing your username and/or password

If at any time you want/need to change your username or password you can do so as follows:

Go to the 'I want to...' area of your home page **View / edit profile > Your details**



The image shows two side-by-side screenshots from the ParentPay website. The left screenshot shows the 'I want to...' menu with options: 'Go to homepage', 'Pay for items', 'Make bookings', 'View transaction history', 'View menus & choices', 'View communications', 'View / edit profile', and 'Your details'. The 'View / edit profile' option is highlighted with a blue arrow. The right screenshot shows the 'Your details - Edit login credentials' form. It includes fields for 'Confirm existing password', 'Change username' (with 'parent22' entered), 'Change password', 'Re-enter password', and 'Change secret question' (with 'Who was your favourite teacher?' selected). There are also 'Save' and 'Cancel' buttons at the bottom.

First, you'll need to confirm your existing password – then you can make any changes required.

Don't forget to click **Save**.

Managing your phone numbers and email addresses

Providing your mobile number in ParentPay not only allows your school/s to send you SMS text message communications but also allows you to opt in to receiving our automated SMS text alerts for things such as a low dinner money balance for your child/each of your children.

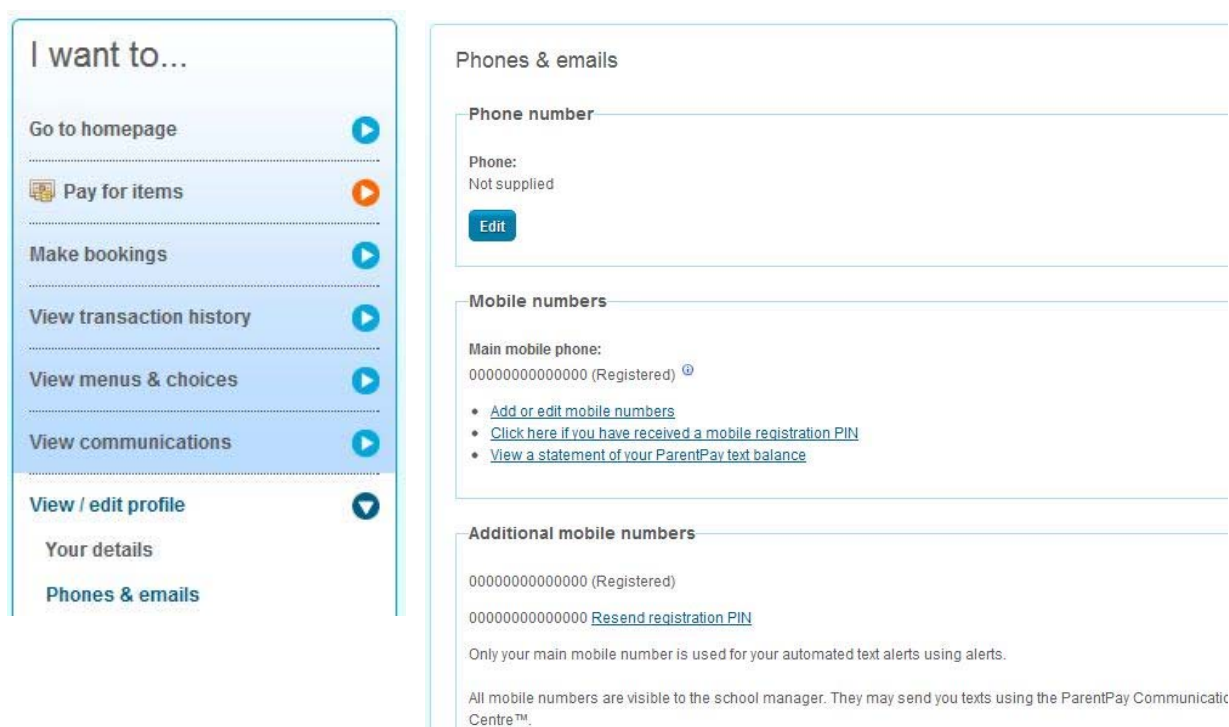
The New ParentPay for Parents Downloadable Guide

Automated text message alerts that you request are payable by you at 0.06p per message sent.

Text messages sent to you from your child's school are at NO charge to you.

Entering your mobile number

Go to the 'I want to...' area of your home page **View / edit profile > Phones & Emails**



The screenshot shows the 'I want to...' menu on the left with options: Go to homepage, Pay for items, Make bookings, View transaction history, View menus & choices, View communications, View / edit profile (selected), Your details, and Phones & emails. The main content area is titled 'Phones & emails' and contains three sections: 'Phone number' with a 'Phone:' field showing 'Not supplied' and an 'Edit' button; 'Mobile numbers' with a 'Main mobile phone:' field showing '00000000000000 (Registered)' and links for 'Add or edit mobile numbers', 'Click here if you have received a mobile registration PIN', and 'View a statement of your ParentPay text balance'; and 'Additional mobile numbers' with a field showing '00000000000000 (Registered)' and a 'Resend registration PIN' link. A note states: 'Only your main mobile number is used for your automated text alerts using alerts. All mobile numbers are visible to the school manager. They may send you texts using the ParentPay Communicatic Centre™.'

- **Phone number:** your home, office or other number
- **Mobile numbers:** this area contains your '**main mobile number**' – this will be the number your school uses to send you SMS text messages and will also be the mobile number that any automated alerts you request are sent to.

When you provide your mobile number you will automatically receive a registration PIN in order to 'register' your mobile – If you do not 'register' your mobile you will be unable to receive automated SMS text alerts from ParentPay.

You do not need to 'register' your mobile number in order for your child/children's school to send you SMS text messages.

Three easy steps to enable automated SMS text alerts in your account

Step 1: Registering your mobile number

If you wish to subscribe to our automated SMS text alerts and you have received your registration PIN, you must log back into your ParentPay account, go to the '**I want to...**' area **View / edit profile > Phones & emails** and click on the [Click here if you have received a mobile registration PIN](#) link to register your mobile. Your registration PIN is valid for 7 days.

Step 2: Top up your SMS text balance

Automated SMS text alerts that you request are paid for by you at a charge of 0.06p per message sent – as such you must ensure that you maintain a SMS text balance of at least £2.40.

Topping up is easy, simply go to **Pay for items** via the '**I want to...**' area of your home page and click on the '**Other**' tab.

Step 3: Choosing the alerts you want to receive

Go to the '**I want to...**' area of your home page **View / edit profile > Alert settings**

Choose which alerts you wish to receive for your child/each of your children and set the threshold (balance) at which you wish to receive alerts. For more guidance please see our 'Alert settings' area later in this guide.

- **Additional mobile numbers:** you are able to provide a number of mobile numbers to enable the school to send you text messages – schools can choose to 'send to all mobile numbers' in the event of an emergency.
- **Email addresses:** it's likely that you provided an email address and verified it during the activation of your ParentPay account and this will show as your 'main email address' – you are able to provide an alternative email address if you wish.
- **Preferred communication channel:** you can indicate which method you wish your school to use when contacting you for urgent and normal communications – your school can disregard these settings if they choose.

Alert settings

A great feature of ParentPay that allows you to set and receive automated alerts from ParentPay for low balances and other purposes! It's quick and easy to setup giving you peace of mind that your child/children will never be refused a meal due to lack of funds.

Go to the '**I want to...**' area of your home page **View / edit profile > Alert settings**

The New ParentPay for Parents Downloadable Guide

I want to...

- [Go to homepage](#) 
- [Pay for items](#) 
- [Make bookings](#) 
- [View transaction history](#) 
- [View menus & choices](#) 
- [View communications](#) 
- [View / edit profile](#) 
- [Your details](#)
- [Phones & emails](#)
- [Child details](#)
- [Child contacts](#)
- [Add a child to your account](#)
- [Alert settings](#)

Alert settings

Receive automated alerts from your account by email and SMS text message. Balance alerts are not available in all schools.

 Balance alerts are available in all of your schools

Alerts unsubscribed

- [Register your emails and mobile phones](#)
- [SMS Terms and Conditions](#)
- [Parents guide - Text alerts and school communication](#)

Balance alerts
Max. every 2 days, when account balance reaches the level set by you.

New item alerts
Max. once a day, when school creates a new payment item for your children.

Payment alerts
When school receives a cheque, cash or PayPoint payment for your child.

Message alerts
Sent as a text, to inform you when your school sends you an email through the ParentPay Communication Centre™.

Balance alerts

Service	Child	Threshold	Email alert	Text alert
Normal School meals	Dan Bolton	£9.00	☐	☐
Sunny Meadow Primary School meals: Pre-	Dan Bolton	£9.00	☐	☐

The 'Alert settings' screen will confirm if you are able to set 'balance' alerts for all of your children – this feature is not available to all schools and is dependent on the type of subscription they have with ParentPay. In the event that you are not able to set automated low balance SMS alerts, a list of the children you are unable to do this for will show on screen.

Balance alerts: simply choose the type of alert you wish to receive (Email or SMS text) and set the 'Threshold' for each child. We recommend that this is set to cover the cost of meals for 3 days in order that you have time to top up before your child may be refused a meal.

New item alerts: you can choose to receive an alert when your child's school sets up a new payment item for your child

Payment alerts – cheques and cash: you can set up alerts to tell you when a cash/cheque payment has been recorded against your child's account in school ensuring you know the payment has been received safely.

Payment alerts – PayPoint: in the event that you are a cash based payer and are using either a PayPoint card for school meal top ups and/or barcoded letters to pay for trips, you

The New ParentPay for Parents Downloadable Guide

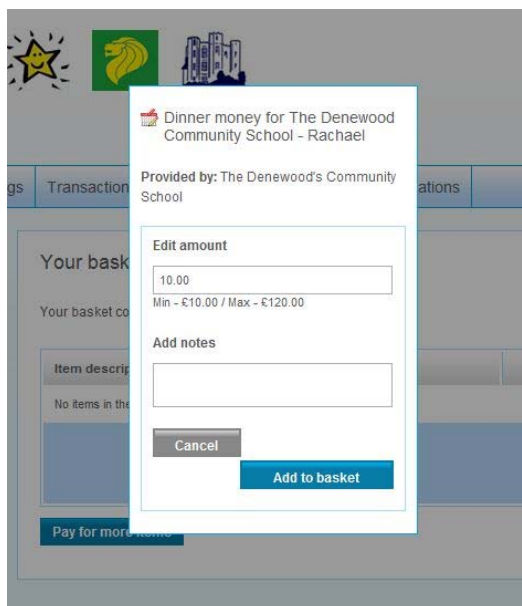
are able to set alerts to notify you once the payment shows in your child's account in school.

Message alerts: a great way to know that your school has sent you a message in ParentPay.

Selecting items and making payments

Using your basket: Quick add items

Pay for all your children in one easy place with our quick add basket! The **'Overview tab'** on your home page shows items due for payment across all of your children.

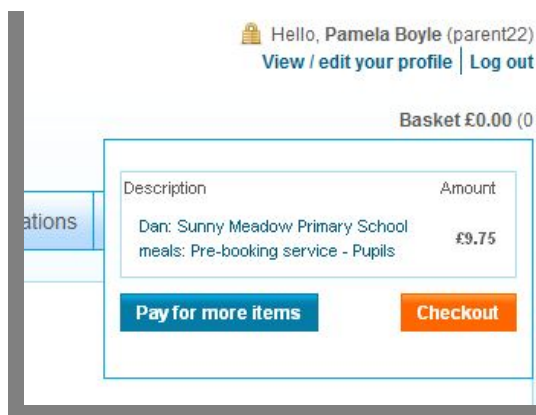


The screenshot shows a pop-up window titled "Dinner money for The Denewood Community School - Rachael". It includes a "Provided by: The Denewood's Community School" field. Below this is an "Edit amount" section with a text input field containing "10.00" and a range "Min - £10.00 / Max - £120.00". There is also an "Add notes" section with a text input field. At the bottom are "Cancel" and "Add to basket" buttons.

Locate the item you'd like to pay for and click on **Add to basket**.

Edit the **'Amount'** to pay and provide any **'Notes'** and **'Consent'** if appropriate in the pop-up window.

Click **Add to basket** and keep repeating the process until you're ready to **'Checkout'**.



The screenshot shows the ParentPay interface with a user greeting "Hello, Pamela Boyle (parent22)" and links for "View / edit your profile" and "Log out". The basket total is "Basket £0.00 (0)". A table lists items in the basket:

Description	Amount
Dan: Sunny Meadow Primary School meals: Pre-booking service - Pupils	£9.75

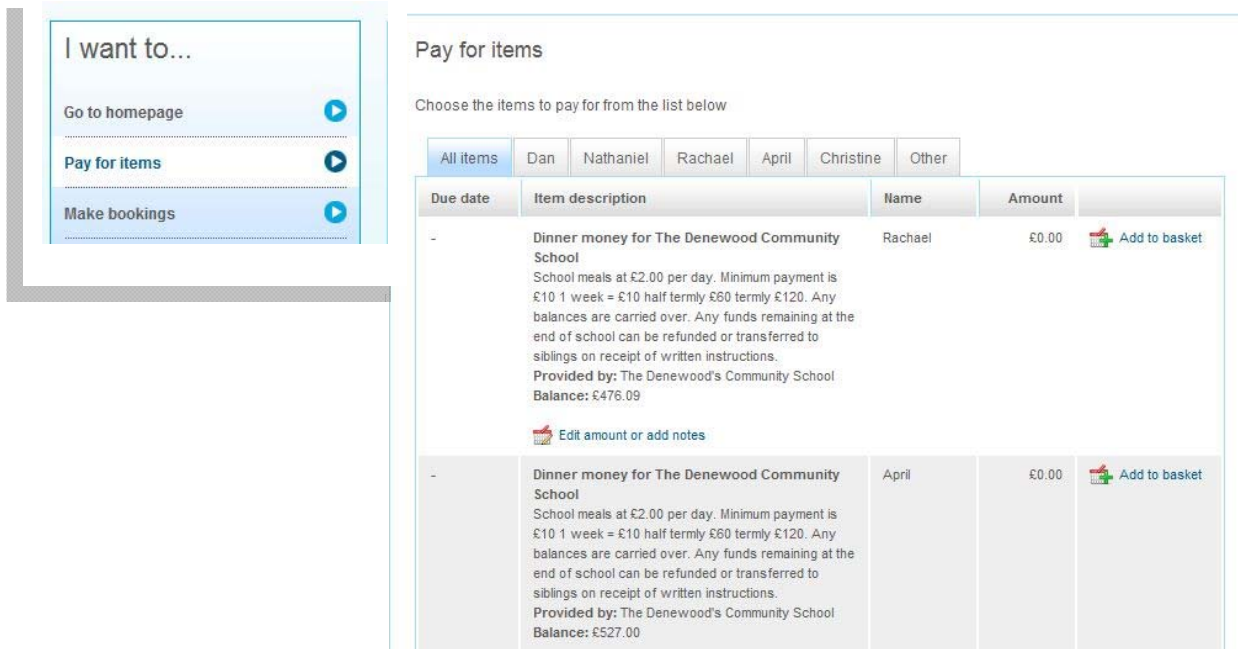
At the bottom are "Pay for more items" and "Checkout" buttons.

The New ParentPay for Parents Downloadable Guide

Viewing more details about your payment items before adding them

Go to **Pay for items** in the 'I want to...' area on the left of your screen.

The screen will default to the '**All items**' tab displaying each item available by child with a full Description of the item, Due date and Amount.



I want to...

Go to homepage

Pay for items

Make bookings

Pay for items

Choose the items to pay for from the list below

All items Dan Nathaniel Rachael April Christine Other

Due date	Item description	Name	Amount
-	Dinner money for The Denewood Community School School meals at £2.00 per day. Minimum payment is £10 1 week = £10 half termly £60 termly £120. Any balances are carried over. Any funds remaining at the end of school can be refunded or transferred to siblings on receipt of written instructions. Provided by: The Denewood's Community School Balance: £476.09	Rachael	£0.00
-	Dinner money for The Denewood Community School School meals at £2.00 per day. Minimum payment is £10 1 week = £10 half termly £60 termly £120. Any balances are carried over. Any funds remaining at the end of school can be refunded or transferred to siblings on receipt of written instructions. Provided by: The Denewood's Community School Balance: £527.00	April	£0.00

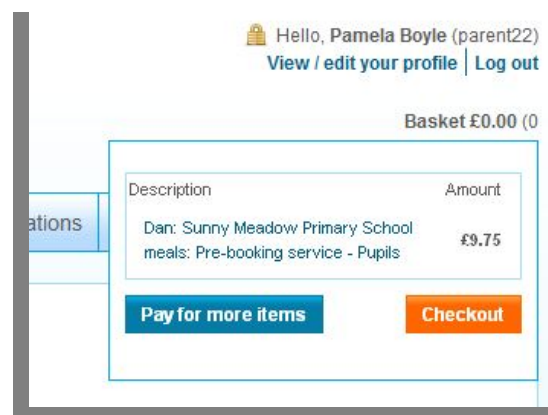
Edit amount or add notes

Click on **Edit amount or add notes/Add to basket** alongside the item you wish to select.

Select which items you wish to pay for at that time by clicking **Edit amount or add notes/Add to basket**.

Each time you add an item to your basket, you will be directed to the top right of the screen and a preview of your 'Basket' will pop up. Once ready to make payment go to your 'Basket' and click **Checkout**.

You will have the opportunity to review your purchases, remove any you did not intend to make or edit those you did before proceeding to make your payment as normal by clicking **Pay securely now**.



Hello, Pamela Boyle (parent22)
View / edit your profile | Log out

Basket £0.00 (0)

Description	Amount
Dan: Sunny Meadow Primary School meals: Pre-booking service - Pupils	£9.75

Pay for more items

Checkout

The New ParentPay for Parents Downloadable Guide

View and pay by child

Click on the child's name tab from your home page or via **Pay for items** in the 'I want to...' area on the left of your screen.

Pay for items

Choose the items to pay for from the list below

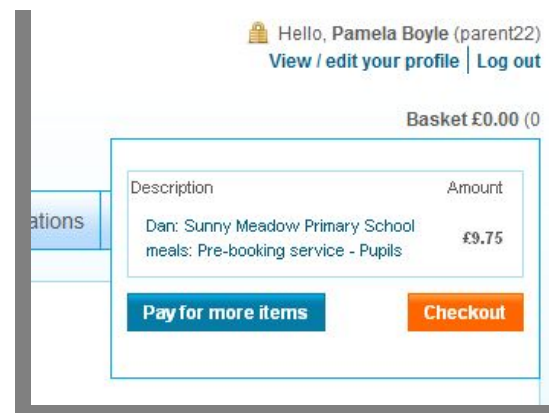
All items Dan Nathaniel Rachael April Christine Other			
Item description	Name	Amount	
School Meals for WEBEX Test School The minimum amount payable is £10. Please ensure you keep your school meal account in credit Provided by: Sunnyside School Balance: £2.30	Nathaniel	£0.00	 Add to basket
 Edit amount or add notes			
Tuck shop topup Minimum payment £5 Provided by: Caterer 6 Doug Balance: £0.00	Nathaniel	£0.00	 Add to basket
 Edit amount or add notes			

You will see all items available to that child and can proceed to select which items you wish to pay for by clicking **Edit amount or add notes / Add to basket**.

Each time you add an item to your basket, you will be directed to the top right of the screen and a preview of your 'Basket' will pop up.

Once ready to make payment go to your 'Basket' and click **Checkout**.

You will have the opportunity to review your purchases, remove any you did not intend to make or edit those you did before proceeding to make your payment as normal by clicking **Pay securely now**.



Paying for 'other' items

The '**Other**' tab will display items not necessarily associated with your child such as the SMS text alert top-up for those parents that subscribe to our automated SMS text alerts.

Each time you add an item to your basket, you will be directed to the top right of the screen and a preview of your 'Basket' will pop up.

Once ready to make payment go to your 'Basket' and click **Checkout**.

The New ParentPay for Parents Downloadable Guide

You will have the opportunity to review your purchases, remove any you did not intend to make or edit those you did before proceeding to make your payment as normal by clicking **Pay securely now**.

Transaction history

Quick view your most recent payments

The '**Recent payments**' area, towards the bottom of your home page, shows the most recent payments you have made across all your children.

To view more transactions, click on the **View payment history** button. You'll be able to run historical reports across all your children or choose an individual child to view your payment history for.

Recent payments

Date	Amount	Type	Details
28 Feb 2012	£75.00	Card	Greenacres...
27 Feb 2012	£71.00	Card	Christmas ...
27 Feb 2012	£21.00	Card	Christmas ...
27 Feb 2012	£61.00	Card	Christmas ...
27 Feb 2012	£16.00	Card	Christmas ...
22 Feb 2012	£46.00	Card	Music Tut...

[View payment history](#)

View payments made between dates you choose

Go to **View transaction history** in the '**I want to...**' area on the left of your screen.

- **Name:** Choose the child you want to view payments for or leave as 'All' to report on payments across all your children
- **Payment item:** Narrow your report down to the item you paid for or leave as 'All' services for a complete history of payments across all items in that period
- **Start date:** Enter your start date (DD/MM/YYYY) or use the pop-up calendar to select the date
- **End date:** Enter your start date (DD/MM/YYYY) or use the pop-up calendar to select the date
- Click **Search**

The New ParentPay for Parents Downloadable Guide

I want to...

- Go to homepage 
- Pay for items 
- Make bookings 
- View transaction history 
- Payments**
- Account statements

Payments

Please select the child, item(s) paid for and dates you would like to search.

Name:

Payment item:

Start date:

End date:

Search

A comprehensive list of all payments you have made and any refunds the school may have made to you will show on screen.

Selected period: 01 Nov 2011 - 31 Jan 2012
 Number of records: 74
 Total: £1513.80

Child	Payment item	Payment method	£ Amount	Date paid	Paid to	Notes
Rachael	Greenacres visit to London 2012	N/A	-15.00	20 Dec 2011	The Denewood's Community School	
Rachael	Greenacres visit to London 2012 07810 541350	ParentPay online	15.00	20 Dec 2011	The Denewood's Community School	07810 541350
Rachael	Cherry Orchard Primary visit to Stansfeld	ParentPay online	78.00	14 Dec 2011	The Denewood's Community School	
Rachael	Visit to the Woodlands Centre	ParentPay online	6.00	14 Dec 2011	The Denewood's Community School	
Rachael	Dinner money for The Denewood Community School	ParentPay online	20.00	09 Dec 2011	The Denewood's Community School	

View statement of transactions for a selected month

Please note balances are only available to parents whose children attend schools who have opted for daily balances to be sent from the school canteen to ParentPay.

The New ParentPay for Parents Downloadable Guide

Your 'Account statements' are monthly reports on items where there may be 'transactions/charges' against the payments you have made such as for a school meal account. Go to **View transaction history>Account statements** in the '**I want to...**' area on the left of your screen.

Name:

Dan

▼

Account:

Sunny Meadow Primary:Sunny Meadow Primary School meals: Pre-booking service - Pupils

▼

Statement month:

February

▼

2012

▼

Search

Total paid in during period: £29.25
 Total paid out during period: £4.00
 Service provider: Sunny Meadow Primary

Date	Description	Paid out	Paid in	£ Balance
01 Feb 2012	Opening balance			-4.00
20 Feb 2012	ParentPay	0.00	9.75	5.75
20 Feb 2012	ParentPay	0.00	9.75	15.50
21 Feb 2012	Lunch time:Pupil lunch from 21 Feb 2012 charged	2.00	0.00	13.50
21 Feb 2012	ParentPay	0.00	9.75	23.25
22 Feb 2012	Lunch time:Pupil lunch from 22 Feb 2012 charged	2.00	0.00	21.25
29 Feb 2012	Closing balance			21.25

- **Name:** Choose the child you want to view transactions for or leave as 'All' to report on all payments for all your children
- **Account:** Narrow your report down to the item you paid for or leave as 'All' services for a complete history of all transactions

The New ParentPay for Parents Downloadable Guide

- **Statement month:** Select the month and year using the drop down menus
- Click **Search**

Alerts and communications

Another great new feature enabling you to view a history of all automated alerts, messages sent to you by your children/s' school/s and any messages you have sent to school via ParentPay. You can even access copies of letters, emails and texts!

Parents can receive alerts for a range of different reasons; when a new item is added by the school to ParentPay, when a cash or cheque payment has been recorded by the school on your account and where available alerts to low balances on your account. You can receive these alerts by email and / or SMS text to your mobile.

Quick view your most recent Alerts & communications

The '**Alerts & communications**' area, available bottom right of your home page, enables you to view the most recent history, across all your children.

The breakdown shows automated alerts, messages sent to you by your child/children's school/s and any messages you may have sent to school using our 'Contact schools' feature in your account.

Click the **View all alerts & communications** button to see further history.

 Alerts & communications

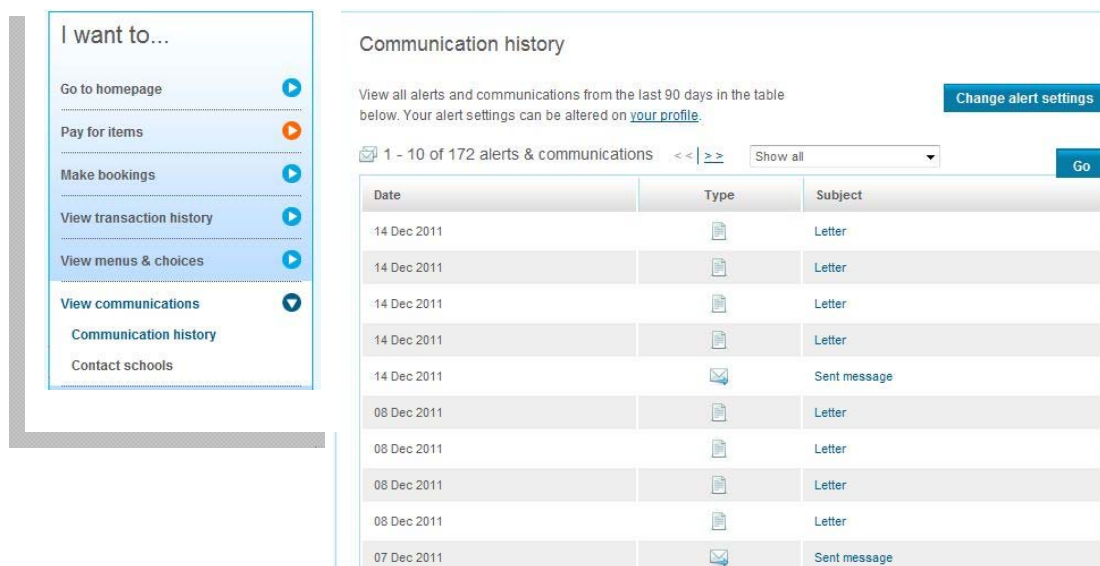
Date	Subject
29 Feb 2012	 Letter - Rachael trip zoo
27 Feb 2012	 Letter - April
27 Feb 2012	 Letter - Rachael
27 Feb 2012	 Email - Payment reminder for trip
27 Feb 2012	 Email - Payment reminder for trip
27 Feb 2012	 Email - Payment reminder for trip

[View all alerts & communications](#)

The New ParentPay for Parents Downloadable Guide

Communication history

Go to **View communications>Communication history** in the '**I want to...**' area on the left of your screen.



I want to...

- Go to homepage
- Pay for items
- Make bookings
- View transaction history
- View menus & choices
- View communications**
- Communication history
- Contact schools

Communication history

View all alerts and communications from the last 90 days in the table below. Your alert settings can be altered on [your profile](#).

1 - 10 of 172 alerts & communications << >> Show all [Go](#) [Change alert settings](#)

Date	Type	Subject
14 Dec 2011	Letter	Letter
14 Dec 2011	Letter	Letter
14 Dec 2011	Letter	Letter
14 Dec 2011	Letter	Letter
14 Dec 2011	Sent message	Sent message
08 Dec 2011	Letter	Letter
08 Dec 2011	Letter	Letter
08 Dec 2011	Letter	Letter
08 Dec 2011	Letter	Letter
07 Dec 2011	Sent message	Sent message

You can choose to 'Show all', select 'Only messages from schools' or 'Only messages to schools'.

If you wish to change your alert settings you can do so by going to 'View/edit profile' and selecting 'Alerts' or by clicking on the **Change alert settings button** in the **Communication history** screen.

Sending a message to your child's school

If your school has 'opted out' of our 'User messaging' feature you will be unable to contact your school directly within ParentPay using our 'Contact schools' feature. A message will be displayed on screen with a list of children this feature is not available for and you are advised to contact the school in another way.

Please note: The send message feature is intended as a general communication tool; in the event that you need to contact school urgently or tell them important information pertaining to your child you must contact them directly by phone.

Go to **View communications>Contact schools** in the '**I want to...**' area on the left of your screen.

The New ParentPay for Parents Downloadable Guide

I want to...

Go to homepage

Pay for items

Make bookings

View transaction history

View menus & choices

View communications

Communication history

Contact schools

Contact schools

- Rachael
- April

Your school has opted out of this ParentPay feature. Please contact your school in the usual way e.g. by telephone or email.

IMPORTANT: Please note that this message is sent directly to your child's school not to ParentPay.
Do not send a message here if it contains important information that could affect your child's well being. Please contact the school directly.

Name:
Dan

Message category:
Please select category...

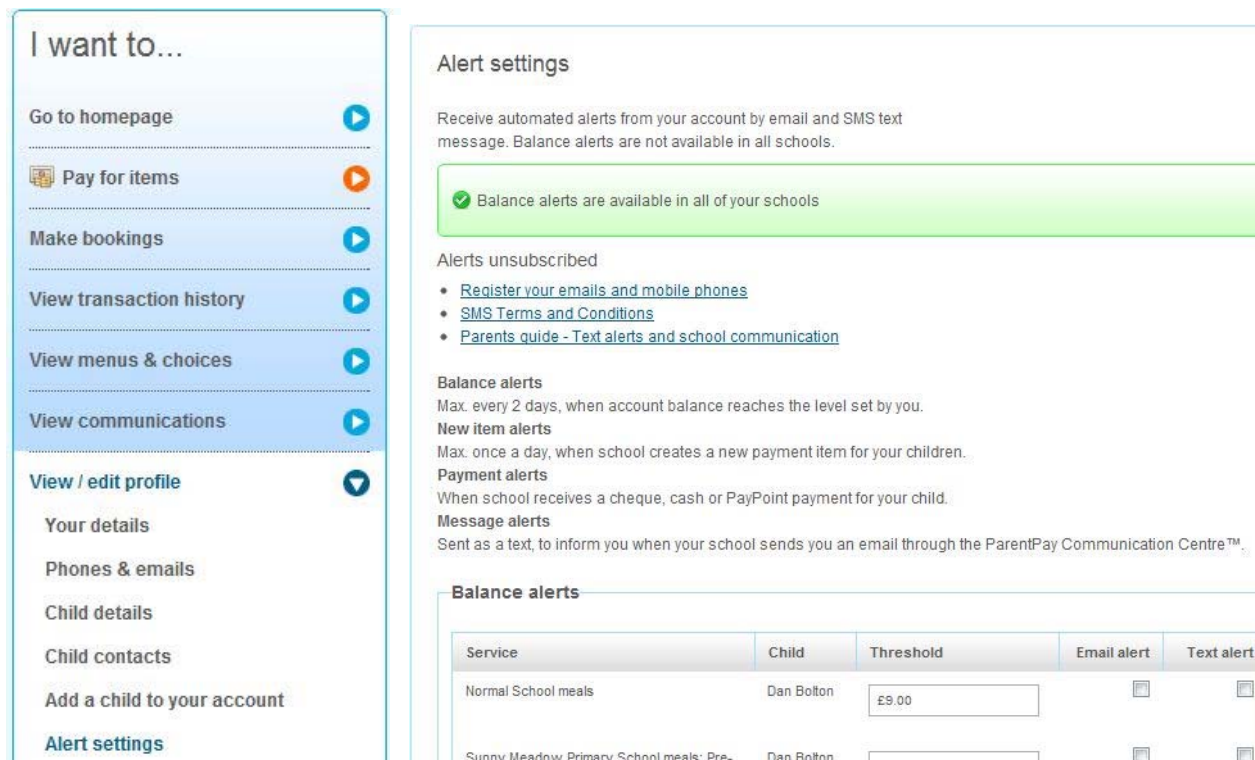
Enter message:

- **Name:** Select the child the message is in relation to
- **Message category:** Use the drop down menu to select
- **Enter message:** Type your message in the box
- Click **Send message**

The New ParentPay for Parents Downloadable Guide

Setting up Alerts

Go to the 'I want to...' area of your home page **View / edit profile > Alert settings**



I want to...

- Go to homepage
- Pay for items
- Make bookings
- View transaction history
- View menus & choices
- View communications
- View / edit profile**
 - Your details
 - Phones & emails
 - Child details
 - Child contacts
 - Add a child to your account
 - Alert settings**

Alert settings

Receive automated alerts from your account by email and SMS text message. Balance alerts are not available in all schools.

✓ Balance alerts are available in all of your schools

Alerts unsubscribed

- [Register your emails and mobile phones](#)
- [SMS Terms and Conditions](#)
- [Parents guide - Text alerts and school communication](#)

Balance alerts
Max. every 2 days, when account balance reaches the level set by you.

New item alerts
Max. once a day, when school creates a new payment item for your children.

Payment alerts
When school receives a cheque, cash or PayPoint payment for your child.

Message alerts
Sent as a text, to inform you when your school sends you an email through the ParentPay Communication Centre™.

Balance alerts

Service	Child	Threshold	Email alert	Text alert
Normal School meals	Dan Bolton	£9.00	☐	☐
Sunny Meadow Primary School meals: Pre-	Dan Bolton	£9.00	☐	☐

The 'Alert settings' screen will confirm if you are able to set 'balance' alerts for all of your children – this feature is not available to all schools and is dependent on the type of subscription they have with ParentPay. In the event that you are not able to set automated low balance SMS alerts, a list of the children you are unable to do this for will show on screen.

Balance alerts: simply choose the type of alert you wish to receive (Email or SMS text) and set the 'Threshold' for each child. We recommend that this is set to cover the cost of meals for 3 days in order that you have time to top up before your child may be refused a meal.

New item alerts: you can choose to receive an alert when your child's school sets up a new payment item for your child

Payment alerts – cheques and cash: you can set up alerts to tell you when a cash/cheque payment has been recorded against your child's account in school ensuring you know the payment has been received safely.

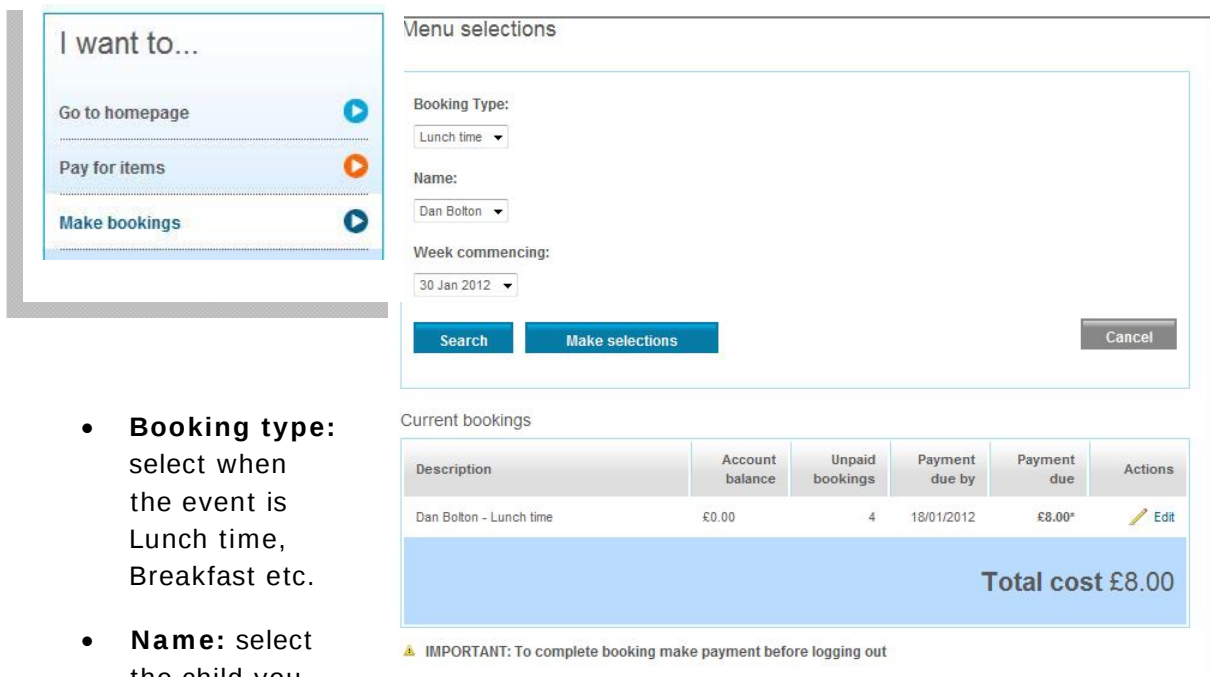
The New ParentPay for Parents Downloadable Guide

Payment alerts – PayPoint: in the event that you are a cash based payer and are using either a PayPoint card for school meal top ups and/or barcoded letters to pay for trips , you are able to set alerts to notify you once the payment shows in your child's account in school.

Message alerts: a great way to know that your school has sent you a message in ParentPay.

Make bookings

If the school is using our 'bookings/selections' module, you may be able to pre-book meals or sessions for certain types of payment items such as school meals and before/after school clubs. Go to **Make bookings** in the 'I want to...' area to the left of their screen.



I want to...

- Go to homepage
- Pay for items
- Make bookings**

Menu selections

Booking Type:
Lunch time

Name:
Dan Bolton

Week commencing:
30 Jan 2012

Search Make selections Cancel

Current bookings

Description	Account balance	Unpaid bookings	Payment due by	Payment due	Actions
Dan Bolton - Lunch time	£0.00	4	18/01/2012	£8.00*	Edit

Total cost £8.00

⚠ IMPORTANT: To complete booking make payment before logging out

- **Booking type:** select when the event is Lunch time, Breakfast etc.
- **Name:** select the child you want to make a booking for
- **Week commencing:** use the drop down menu to select the week you wish to make bookings for
- Click **Search**

You can then view 'current bookings' for that 'booking type' on screen (as per the Current bookings area shown in the above screenshot).

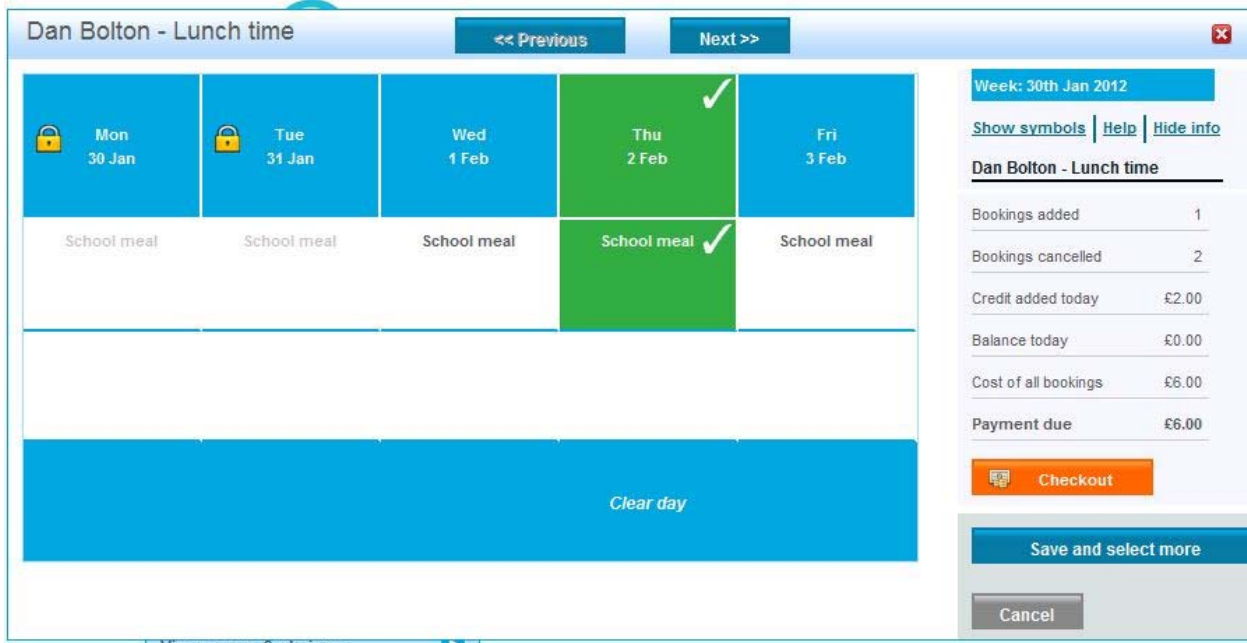
- Click **Make selections** to proceed to make your bookings

The New ParentPay for Parents Downloadable Guide

Booking a meal/session – no menu selection

This feature is not available to all parents only those that have children at schools that have subscribed to our bookings module.

- **Book a meal/session:** simply click on the day that they want to book the meal for and that day will turn green with a tick
- **Cancel a previously booked meal/session:** click on Clear day in the column of the day the meal is booked for
- **Past event:** past bookings/sessions will show with a 'Padlock' sign as they are not editable after the event
- **Bookings breakdown:** the right of their screen will show a breakdown of meals/sessions booked or cancelled during this login session, credit to be added before they logout, current balance of that account (school meal account or similar) and total cost of all bookings they have made during this session



Dan Bolton - Lunch time

<< Previous Next >>

Mon 30 Jan	Tue 31 Jan	Wed 1 Feb	Thu 2 Feb	Fri 3 Feb
School meal	School meal	School meal	School meal ✓	School meal
Clear day				

Week: 30th Jan 2012

[Show symbols](#) | [Help](#) | [Hide info](#)

Dan Bolton - Lunch time

Bookings added	1
Bookings cancelled	2
Credit added today	£2.00
Balance today	£0.00
Cost of all bookings	£6.00
Payment due	£6.00

[Checkout](#)

[Save and select more](#)

[Cancel](#)

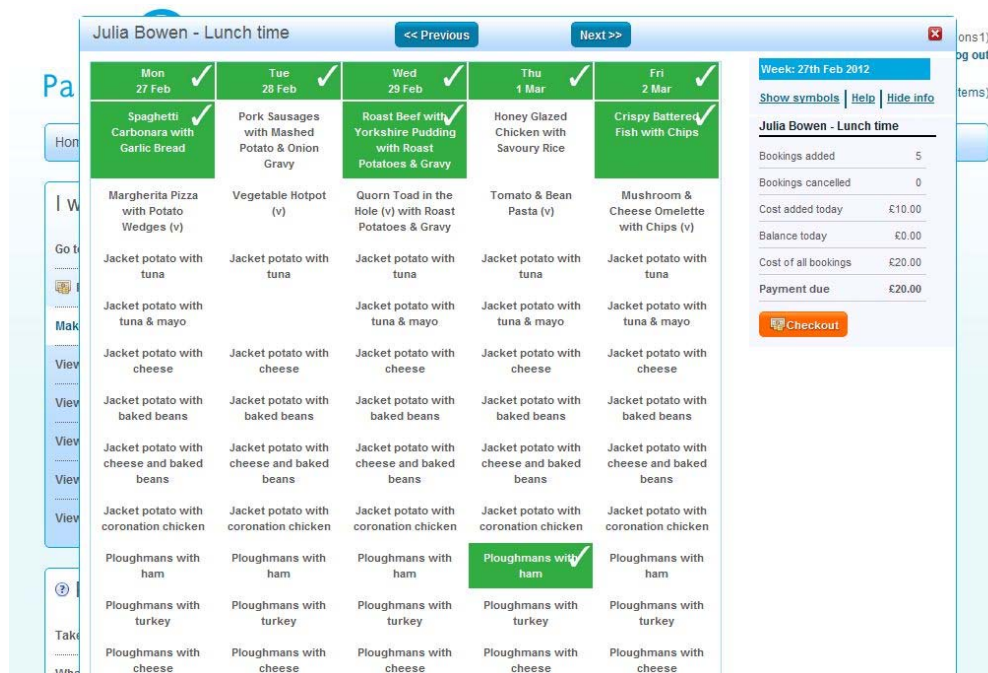
- **<<Previous or Next>>:** use these buttons to go to the previous or following week to make more bookings at this time
- **Save and select more:** click to save the bookings on this screen and make bookings for another child before paying
- **Checkout:** click to go to the basket and confirm that they wish to **Pay securely now**

The New ParentPay for Parents Downloadable Guide

Booking a meal – menu selection

This feature is not available to all parents only those that have children at schools that have subscribed to our 'bookings selections' module.

- **Book a meal:** simply click on the menu item you want to book for your child and that item will turn green with a tick
- **Cancel a previously booked meal/session:** click on 'Clear day' at the bottom of the column of the day the meal is booked for
- **Past event:** past bookings/sessions will show with a 'Padlock' sign as they are not editable after the event
- **Bookings breakdown:** the right of your screen will show a breakdown of meals/sessions booked or cancelled during this login session, credit to be added before you logout, current balance of that account (school meal account or similar) and total cost of all bookings you have made during this session.



Julia Bowen - Lunch time

<< Previous Next >>

Mon 27 Feb	Tue 28 Feb	Wed 29 Feb	Thu 1 Mar	Fri 2 Mar
Spaghetti Carbonara with Garlic Bread	Pork Sausages with Mashed Potato & Onion Gravy	Roast Beef with Yorkshire Pudding with Roast Potatoes & Gravy	Honey Glazed Chicken with Savoury Rice	Crispy Battered Fish with Chips
Margherita Pizza with Potato Wedges (v)	Vegetable Hotpot (v)	Quorn Toad in the Hole (v) with Roast Potatoes & Gravy	Tomato & Bean Pasta (v)	Mushroom & Cheese Omelette with Chips (v)
Jacket potato with tuna	Jacket potato with tuna	Jacket potato with tuna	Jacket potato with tuna	Jacket potato with tuna
Jacket potato with tuna & mayo		Jacket potato with tuna & mayo	Jacket potato with tuna & mayo	Jacket potato with tuna & mayo
Jacket potato with cheese	Jacket potato with cheese	Jacket potato with cheese	Jacket potato with cheese	Jacket potato with cheese
Jacket potato with baked beans	Jacket potato with baked beans	Jacket potato with baked beans	Jacket potato with baked beans	Jacket potato with baked beans
Jacket potato with cheese and baked beans	Jacket potato with cheese and baked beans	Jacket potato with cheese and baked beans	Jacket potato with cheese and baked beans	Jacket potato with cheese and baked beans
Jacket potato with coronation chicken	Jacket potato with coronation chicken	Jacket potato with coronation chicken	Jacket potato with coronation chicken	Jacket potato with coronation chicken
Ploughmans with ham	Ploughmans with ham	Ploughmans with ham	Ploughmans with ham	Ploughmans with ham
Ploughmans with turkey	Ploughmans with turkey	Ploughmans with turkey	Ploughmans with turkey	Ploughmans with turkey
Ploughmans with cheese	Ploughmans with cheese	Ploughmans with cheese	Ploughmans with cheese	Ploughmans with cheese

Week: 27th Feb 2012

Show symbols Help Hide info

Julia Bowen - Lunch time

Bookings added: 5

Bookings cancelled: 0

Cost added today: £10.00

Balance today: £0.00

Cost of all bookings: £20.00

Payment due: £20.00

Checkout

- **<<Previous or Next>>:** use these buttons to go to the previous or following week to make more bookings at this time
- **Save and select more:** click to save the bookings on this screen and make bookings for another child before paying
- **Checkout:** click to go to your basket and confirm you wish to **Pay securely now**

The New ParentPay for Parents Downloadable Guide

Viewing menus & choices

Please note this feature is only available to parents whose children attend schools which have opted to send meal information from the school canteen to ParentPay

Go to **View menus & choices** in the 'I want to...' area to the left of your screen.

I want to...

[Go to homepage](#)

[Pay for items](#)

[Make bookings](#)

[View transaction history](#)

[View menus & choices](#)

Menus & choices

View weekly menus and choices below. Menu selections can be made on the Make bookings page. [Make bookings](#)

View menus

Event time: Lunch time

Week commencing: 20/02/2012

[Show menu](#)

Julia's menu for week beginning 20 Feb 2012 [View previous week](#) [View next week](#)

Mon 20 Feb	Tue 21 Feb	Wed 22 Feb	Thu 23 Feb	Fri 24 Feb
Penne Pasta with Beef Bolognese	Hawaiian Pizza with Potato Wedges	Roast Chicken with Sage & Onion Stuffing	Minced Beef Cobler with New Potatoes	Salmon Fish Fingers with Chips
Vegetable Quiche with New Potatoes (v)	Potato & Chickpea Curry with Steamed Rice (v)	Lentil roast and Roast Potatoes & Gravy	Macaroni Cheese (v)	Guorn Vegetable Wrap with Chips (v)

View menus

- **Event time:** defaults to lunch time
- **Week commencing:** choose the week to view the child's school menu
- Click **Show menu**
- Click on the **Make bookings** button to make bookings at this time

Viewing existing / past / future bookings for a child

The 'Dan's menu for the week beginning 20 Feb 2012' area in the screen shot opposite shows Dan's booked meals that week.

Click '**View previous week**' or '**View next week**' to go to the date you wish to view

Dan's menu for week beginning 20 Feb 2012 [View previous week](#) [View next week](#)

Dan	Nathaniel	Rachael	April	Christine
Mon 20 Feb	Tue 21 Feb	Wed 22 Feb	Thu 23 Feb	Fri 24 Feb
School meal	School meal	School meal	School meal	School meal

[Make bookings](#)