

ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details, you'll be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communications with the bank is encrypted and neither ParentPay nor the school have access to card details.

- **How can I check that it is secure?**

Standard website addresses begin with *http*. The address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of your screen on our login page and after you have logged into your account. Never enter your card details or personal data on any web page whose address does not start with *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 0845 257 5540

- **I don't have a home PC, so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work? Alternatively, we have a computer available at the school office for parents to use, and will be happy to show you how to use it.

For more information please visit www.parentpay.com