

# BANDON HILL PRIMARY

An introduction to our online payment service

[www.parentpay.com](http://www.parentpay.com)

## What does ParentPay do?

- enables you to pay for school meals, trips, uniform and more
- offers a highly secure payment site
- gives you a history of all the payments you have made
- allows the merging of accounts if you have more than one child at a school using ParentPay
- shows you all items available for payment relevant to each of your children
- emails a receipt of your payment to the email address you register
- enables you to receive school letters and notifications to the email address you register

## How does ParentPay help you?

- gives you the freedom to make payments to school whenever and wherever you like
- stops you having to write cheques or search for cash to send to school
- gives you peace of mind that your payment has been made safely and securely
- helps with budgeting; payments are immediate, there is no waiting for cheques to clear
- payments for many of the larger trips can be made by instalments up to the due date
- ParentPay is quick and easy to use

## How does ParentPay help our school?

- reduces the administrative time spent on banking procedures
- keeps accurate records of payments made to every service for every student
- payments do not bounce
- reduces paper 'waste'
- allows for easy and quick refunds to be made back to the payment card
- improves communication between the school and parents concerning payments
- offers a more efficient payment collection process, reducing the amount of money held on school premises

## How do I get started?

Your activation letter will enable you to setup your ParentPay account. The activation letter will contain a personal activation user name and password to enable you to login to ParentPay. During the activation process you will be guided through changing your username and password to something more memorable; you can also merge your accounts if you have children at any school using ParentPay.

**More information** can be found on the ParentPay website.

## 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.
- **Which cards can I use?**  
ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.
- **Is it safe to make payments on the internet?**  
Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.
- **How can I check that it's 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 the 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 *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. You can also easily make payments at local PayPoint stores.

**For more information please visit [www.parentpay.com](http://www.parentpay.com)**