

# PARENTPAY - HELPFUL TIPS TO MANAGE YOUR ACCOUNT

You should check your ParentPay account regularly to see when your child has had a school meal and check how much they have spent. In order to keep your account in credit, you can set up an email alert for a low balance or an auto top up payment as detailed below.

## ParentPay Account – How to set up an alert

1. Login to your ParentPay account
2. Go to Communications
3. Go to Alert Settings
4. Select the type of alert (low balance and/or new item) and select how you want to receive alerts, email and/or SMS Text.

**Email alerts are free of charge.** If you opt for SMS text alerts there is a small charge per text. For more information go to [www.parentpay.com/parent-account-faqs/](http://www.parentpay.com/parent-account-faqs/)

## ParentPay - Auto Top-up Payment

Auto top up assists parents and carers in ensuring their child's school meal balance is always in credit. It does so by allowing you to set a minimum balance. When your balance falls below your minimum amount, your account will automatically be credited with a fixed amount using a balance transfer payment.

In order to use auto top-up, you are required to set up the bank transfer facility detailed below on your ParentPay account. As soon as this is authorised and completed by your bank, you will be able to use the auto top-up facility.

For more information visit [www.parentpay.com/bank-transfer-and-auto-top-up/](http://www.parentpay.com/bank-transfer-and-auto-top-up/)

## Bank Transfer

You can pay for items directly from your bank without having to use a debit or credit card. Bank transfer enables you to pay for any school item directly from your bank account and is guaranteed by the Direct Debit service.

It requires a Direct Debit mandate to be authorised by your bank before payments can be collected (up to three working days normally or six working days for initial setup). Payments will be processed instantly in ParentPay. **This is not a recurring direct debit.** You need to manually action this payment each time you wish to pay.

### To set up Bank Transfer?

1. Log in to your ParentPay account
2. Select one of the following locations to set up your bank transfer
  - The Basket (when making a payment)
  - The Payment Item Overview page
  - The Bank Transfer option on the Parent Account tab (Optional)
3. Follow the onscreen instructions to complete the setup process

**SAFE  
SECURE  
QUICK**

For more information email [parentpay@northtyneside.gov.uk](mailto:parentpay@northtyneside.gov.uk) or visit [www.northtyneside.gov.uk](http://www.northtyneside.gov.uk)



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