



Guide to ParentPay

FAQ's

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Welcome to the Guide for ParentPay

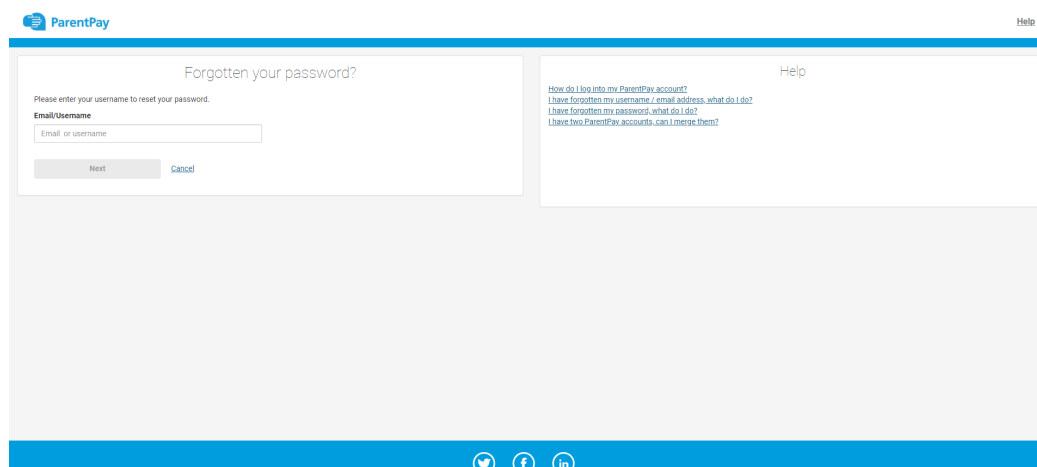
ParentPay is an online system to allow parents and carers to pay for dinner money, ID badges and various events. You can top up your ParentPay account online using any major debit or credit card.

How do I access the ParentPay account that has been created for my child?

If you **know the username and password** and have registered an email address with ParentPay then please [click here](#) to access your account.



If you **know the username but have forgotten the password** please [click here](#) and put the username into the box provided. You will then be emailed a link to reset the password (if this link is not clicked within seven days it will expire and you will need to use the forgotten password link again). Please type in a new password for the ParentPay account.

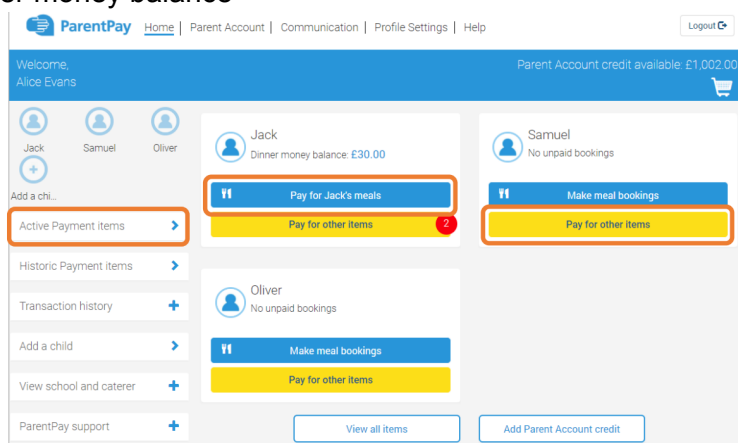


If you **do not know the username and password** details then the parent/ carer of the student needs to email meals@lister.newham.sch.uk

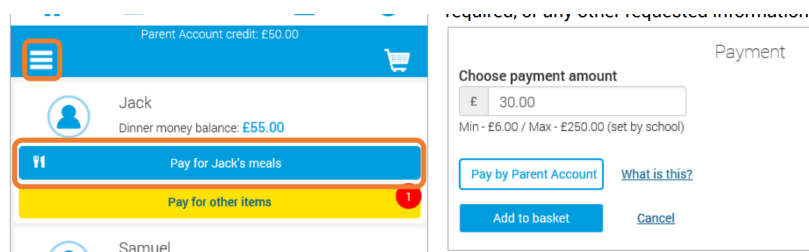
How do I pay for dinner money?

Please take the following steps to add money to your account:

1. Log into the account using your **username and password**
2. You might be taken to a holding screen, if so, click the yellow button **Bank Transfer** which is located in the middle of the screen. If this doesn't appear you have been taken to the homepage of the account
3. Scroll down, in the middle of the page you will see the students name and the current dinner money balance



4. If you would like to pay for the **student's meal** click the blue button Pay for XXXX's meals
5. A pop up tab will appear. Under the question **How much would you like to pay?** type in the amount you would like to add to the account



6. Once you have typed the amount press the yellow button **Bank Transfer**. That amount will be added to the account. You will receive an automated email to confirm this.

How do I pay for a different item such as an ID badge?

Please take the following steps to add money to your account:

1. Log into the account using your **username and password**
2. You might be taken to a holding screen, if so, click the yellow button **Bank Transfer** which is located in the middle of the screen. If this doesn't appear you have been taken to the homepage of the account

3. Scroll down, in the middle of the page you will see the students name and the current dinner money balance
4. If you would like to pay for an **ID badge or something else** click the yellow button **Pay for other items**
5. Select the item you would like to purchase by pressing the blue button **View**
6. Under the question **Choose payment amount** type in the amount you would like to add to the account
7. Once you have typed the amount press the yellow button **Bank Transfer**. That amount will be added to the account for that item. You will receive an automated email to confirm this.

How do I pay for both dinner money and other items at the same time?

Please take the following steps to add money to your account:

1. Log into the account using your **username and password**
2. You might be taken to a holding screen, if so, click the yellow button **Bank Transfer** which is located in the middle of the screen. If this doesn't appear you have been taken to the homepage of the account
3. Scroll down, in the middle of the page you will see the students name and the current dinner money balance
4. If you would like to pay for several things then please select the item you would like to add money too by pressing the blue button **View**
5. Under the question **Choose payment amount** type in the amount you would like to add to the account
6. Once you have typed the amount press the blue button **Add to basket**. That amount will be added to that particular item in your basket. You have not yet purchased this item
7. Go to another item and repeat the process
8. Once you have added all of the items to your basket go to the trolley icon in the top right corner and press the yellow button **Bank transfer**
9. You will receive an automated email to confirm this.

How long does it take to update the account?

The money is available within a few minutes of updating the account.

Can I be alerted if my balance gets low?

Yes you can, you can be alerted by text or email. The alerts can only be received **if you have credit in your text message balance** and messages are charged at 6p each. Text alerts will only be sent to verified mobile numbers and email alerts will only be sent to the email address used as your username.

1. Once you are on the homepage of your account select the **Communication** tab located at the top of the page
2. Select the **Alert Settings** which is located in the left column

3. From the list of alerts that can be set up, **select which alerts** you would like to receive, and whether you want to receive them by email or text message
4. **Set a balance threshold.** Once the balance goes below that amount you will be alerted by text or email. The thresholds can be set for each item linked with each child

Please note you can only receive the alert if you have credit in your **text alert balance**. To top this up please follow these steps:

1. Once you are on the homepage of your account select the **Communication** tab located at the top of the page
2. Scroll to the bottom of the page and click the blue link **Add credit to your text message balance here**
3. Press the blue button **Add credit now**
4. **Enter the amount** to your balance (Min £2.40/ Max £9.00)
5. Select **Bank Transfer** to make the payment

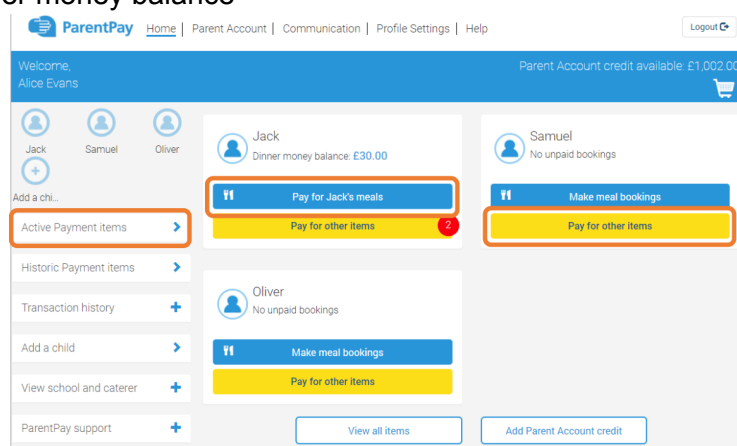
Is there an option to credit the account to help with monthly budgeting?

Yes there is. If you would like to add credit to the ParentPay account to help with monthly budgeting but do not want to allocate it to an item then please follow the steps below:

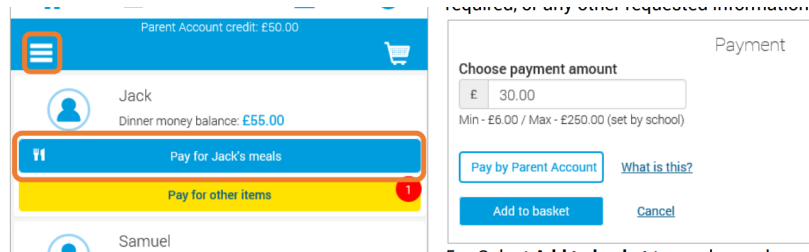
1. Log into your account using your **username and password**
2. You might be taken to a holding screen, if so, click the yellow button **Bank Transfer** which is located in the middle of the screen. If this doesn't appear you have been taken to the homepage of the account
3. Select the **Parent Account** button which is located in the top left corner
4. The press the blue button, **Add Parent Account Credit**
5. Select or type in the amount you would like to transfer
6. Press the blue button **Pay now**

Once you come to using the money that is in your **Parent Account** please follow these steps:

1. Scroll down, in the middle of the page you will see the students name and the current dinner money balance



2. If you would like to pay for the **student's meal** click the blue button Pay for XXXX's meals
3. Type in the amount you would like to transfer and select the blue button **Pay by Parent Account**. If the **Pay by Parent Account** button doesn't appear it means there is no money in the parent account



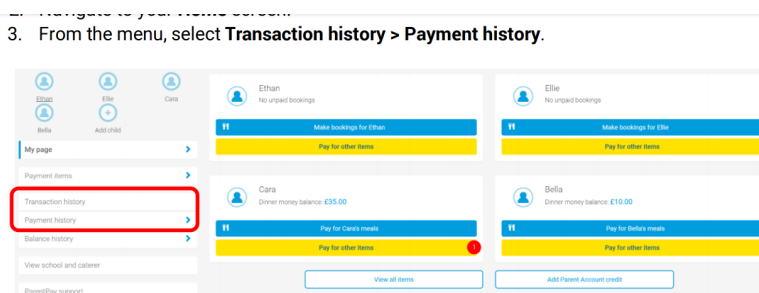
4. That amount will be added to the account. You will receive an automated email to confirm this.

How can I view what has been purchased?

1. On the **homepage** of the account click the students name which is in the top left corner
2. Scroll down to the bottom of the page and press the blue button **View taken meals and menus**
3. **Select the date** and scroll down to the bottom, you will be able to see what has been purchased

You can also view the payment history by:

1. On the homepage of the account click **Transaction history** then click **Payment history**
2. **Select the date** and you will then be able to view the transactions



How do I change my payment card?

If you would like to change the payment card then please take the following steps:

1. Click on **Parent Account** which is located at the top of the homepage
2. Click on **Stored cards** and you will be able to delete and edit

You can also change the bank card details during the payment process. When you get to the Secure Checkout, select **change** which is located under the card details.

Can I pay with cash?

The school operates a cashless system so no cash is taken on site. If you need to pay in cash you can do so through PayPoint. Please email meals@lister.newham.sch.uk for further information.

How do I obtain a PayPoint card for meal payments?

If you would like to pay for your child's school meals via PayPoint, please email meals@lister.newham.sch.uk. The school will order you a PayPoint card and while you wait for this card to arrive Lister will provide you with a barcoded letter to enable you to make meal payments. If you have more than one child at the school you will need a PayPoint card for each child.