



## Payer guidance – How to set up email and text alerts

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27 October 2021 09:22

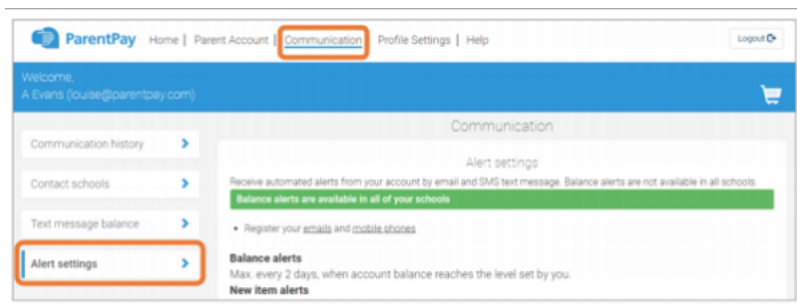
It can be difficult to keep track of balances and payments. ParentPay gives Payers the opportunity to set up email or text alerts.

Text message alerts can only be received if you have credit in your text message balance. Charges for text alerts are deducted from the text message balance each time a text is sent. Texts are charged at 6p each. There is no charge for email alerts.

**Please note:** Text alerts will only be sent to verified mobile numbers. Email alerts will only be sent to the email address used as your username.

### Setting up alerts

1. From within your ParentPay account, navigate to **Communication > Alert settings**



From the list of alerts that can be set up, select which alerts would like to be received, and whether you want to receive them by email or text message. (Text message alerts will be charged at 6p each.)

**Balance alerts** – Most schools will allow payers to set a balance threshold to be set for balance associated items such as school meals, or after school clubs. You can then choose to receive email or text alerts once the balance falls below the selected threshold. The thresholds can be set for each balance associated item linked with each child attached to your ParentPay account. Maximum of one alert per item and child every 2 days once the balance alert reaches the threshold.

Balance alerts				
Service	Child	Threshold	Email alert	Text alert
School meal bookings - Green Meadows	Jack	£0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Oliver	£0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Samuel	£0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dinner Money payments - Apple Orchard Primary	Florence	£2.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>



New item alerts		
Child	Email alert	Text alert
Jack	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Oliver	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Samuel	<input type="checkbox"/>	<input type="checkbox"/>
Florence	<input type="checkbox"/>	<input type="checkbox"/>

**Payment alerts – Cheques and cash** – Select to receive an alert each time the school records manual cheque or cash payments against your child

Payment alerts - Cheques and cash		
Child	Email alert	Text alert
Jack	<input type="checkbox"/>	<input type="checkbox"/>
Oliver	<input type="checkbox"/>	<input type="checkbox"/>
Samuel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Florence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Payment alerts – PayPoint** – Select to receive an alert each time a PayPoint payment is recorded against your child’s account.

Payment alerts - PayPoint		
Child	Email alert	Text alert
Jack	<input type="checkbox"/>	<input type="checkbox"/>
Oliver	<input type="checkbox"/>	<input type="checkbox"/>
Samuel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Florence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Message alerts** – Select to receive a text message alert each time the school sends an email to you through the ParentPay system.

Message alerts	
School	Text alert
Apple Orchard Primary	<input checked="" type="checkbox"/>
Green Meadows Academy	<input checked="" type="checkbox"/>

3. Select **Save**

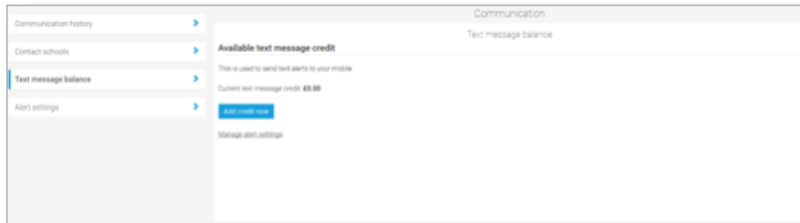
**Please note:** Balance alerts are not available in all schools. If your school’s ParentPay configuration does not support balance alerts, you will not be given the option to set them up. You will be notified whether you can set up balance alerts at the top of the Alert settings screen.



1. Select the **Add Credit to your test message balance here** link



2. Select **Add Credit now**



3. Enter the amount to add to your balance (Min £2.40 / Max £9.00) and you can either select **Add to basket** or you can pay via **Bank Transfer** if you have enabled this feature

**ParentPay Limited - Text message alerts**  
**Balance: £0.00**

Text message credits for SMS alerts and notifications. Credits cost 6p each, mi... [more...](#)

**How much would you like to pay?**

£

Min - £2.40 / Max - £9.00 (set by school)

>>> Bank Transfer
[What is this?](#)

Add to basket
[Cancel](#)

4. If you have selected Add to basket, select the basket icon in the top right corner of the screen to review the payment. You will then have the option to pay via **Parent Account credit**, **Bank Transfer**, **Visa Checkout** or **Other payment method**.



**1 item in basket** ✕

Text message alerts £2.50

[How to make a charity donation](#)

[Edit basket](#)

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**Order summary**

Items:	£2.50
Total:	£2.50
<b>Pay by Parent Account credit:</b>	<b>-£0.00</b>
<b>Amount to pay:</b>	<b>£2.50</b>

**Pay by**

[Bank Transfer](#)

[VISA Checkout](#)  
[Tell Me More](#)

[Other payment method](#)

**Please note:** If there is any credit in the Parent Account, this will be used to pay for the items. If the total of the items to pay for is greater than the Parent Account balance, the difference can be paid by other methods

5. Complete the payment process. Once the payment has been completed, a confirmation message will be displayed

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