



## Payer guidance – How to update your username/email address or password

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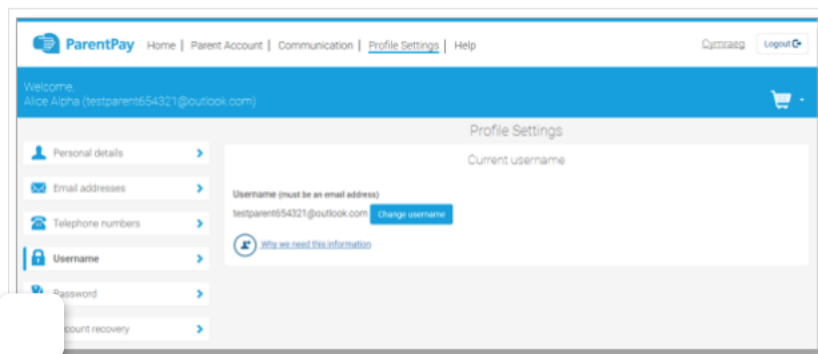
27 October 2021 09:19

When creating your ParentPay account, it is a requirement to provide an email address which is used as your username. You will also have been required to set up your own password. It is important to keep your email address up to date so that you can continue to receive communications from your school(s) and organisations. The email address is also used if you need to change your password or log a support issue. Should your email provider ever change, it will be necessary to update your username.

**Please note:** ParentPay advise that you should use a personal email address rather than a corporate email address to minimise the loss of account access when moving jobs.

### How to change your username

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into your account
2. Select **Profile settings > Username**
3. Select **Change username**



4. Enter the current Password, the new username email, and confirm the username email

5. Select **Send verification**

Change username

All fields are mandatory unless otherwise stated.

**Password**

\*\*\*\*\*

**New username**

Your username must be an email address

testparent1234@hotmail.com

**Confirm username email**

testparent1234@hotmail.com

[Why we need this information](#)

Click below to confirm you want to continue. We'll send you a verification link by email, and your username won't be changed until you click the link.

[Send verification](#) [Cancel](#)



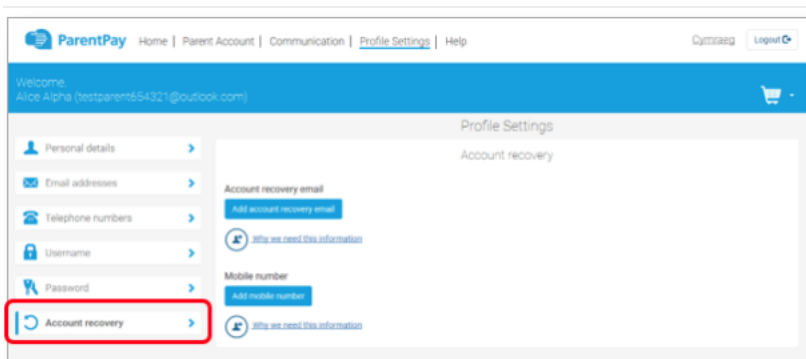
## How to change your password

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into your account
2. Select **Profile settings > Password**
3. Select **Change password**
4. Enter the **Existing password**, the **New password**, and **Confirm new password**
5. Select Save changes

## How to set an email address for account recovery

The account recovery email address is used to assist in the recovery of the account if the username is ever forgotten.

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into your account
2. Select **Profile settings > Account recovery**



### Select **Add account recovery email**

4. Enter the current password, the new account recovery email, and confirm the account recovery email

 A screenshot of the 'Add account recovery email' form. At the top, it says 'Add account recovery email'. Below that, a note states 'All fields are mandatory unless otherwise stated'. The form contains three input fields: 'Password' (with a masked password '\*\*\*\*\*'), 'New account recovery email' (with the value 'parenttest@gmail.com'), and 'Confirm account recovery email' (with the value 'parenttest@gmail.com'). There is a small 'x' icon in the confirm email field. Below the fields is a link that says 'Why we need this information'. At the bottom, there are two buttons: 'Send verification' and 'Cancel'.

5. Select **Send verification**
6. A verification email will then be sent to the email address entered
7. Open the email and select the link to verify the address

## How to set a mobile phone number for account recovery



you may choose to receive. It can also be used

to help you regain access to your ParentPay account if the log in details are forgotten.

The mobile phone number is shared with the school(s) that your child(ren) attend unless otherwise indicated.

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into your account
2. Select **Profile settings > Account recovery**
3. Select **Add mobile number**
4. Enter the password, new account recovery number, and confirm account recovery number

5. Select **Send verification**
6. A PIN will then be sent to the number that has been entered
7. Enter the PIN into the ParentPay site to verify the mobile number

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