



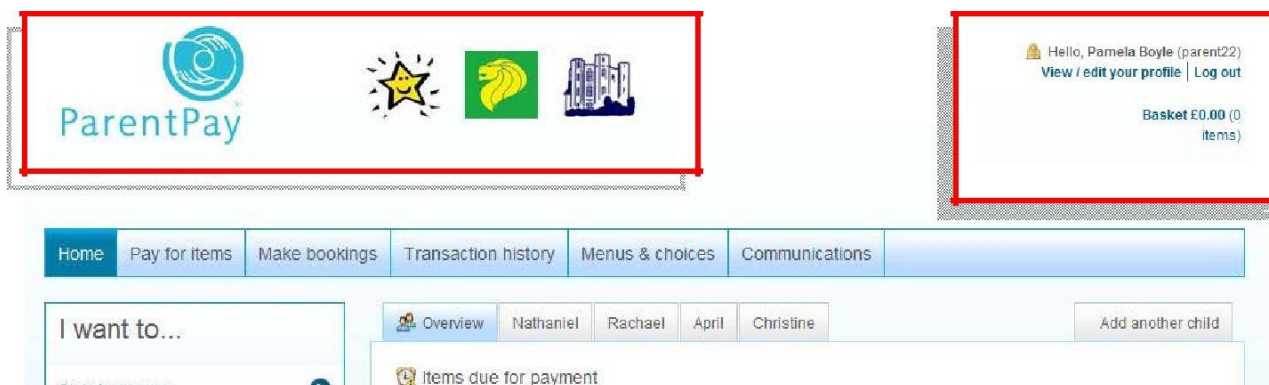
Parents User Guide

Contents

- Home Page 2
- Account Activation & Single Account / login 4
 - Existing parent user – creating a single account / login**..... 4
 - New parent user** 4
 - Adding children to your single account/login** 5
- Changing your username and/or password..... 6
- Managing telephone numbers and email addresses 7
 - Entering your mobile number** 7
- Alert settings 9
- Selecting items and making payments 11
 - Using your basket: Quick add items**..... 11
 - Viewing more details about your payment items before adding them** 12
 - View and pay by child** 13
 - Paying for ‘other’ items** 14
- Transaction history..... 15
 - Quick view your most recent payments**..... 15
 - View payments made between dates you choose** 15
- Alerts and Communications 17
 - Quick view your most recent Alerts & Communications**..... 17
 - Communication history** 17
 - Sending a message to your child’s school** 18
 - Setting up Alerts** 19
- Make bookings 20
 - Booking a meal/session – no menu selection**..... 21
 - Viewing menus & choices** 23
 - View menus**..... 23
 - Viewing existing/past/future bookings for a child** 23

Home Page

The logos of all schools your children attend will be visible at the top of the screen. Clicking on a school logo allows you to view that school's individual ParentPay welcome page.



The top right of your home page will display your name (entered when you activated your account) and your username. You will also be able to use the quick links in this area to:

- **View/edit your profile**
- **Logout**
- **Basket:** add, edit, view items in your basket before proceeding to '**Checkout**'

The '**Overview**' area of the page displays an overview of your children. If you have already added all your children to a single account you will also see tabs for your other children. Clicking on these tabs shows information specific to that child. If you have not already created a single account for all your children using ParentPay, and want to find out how to do so, please go to '[Single account / login for all your children](#)'

In addition, you will see another tab on the right side of your home page named '**Add a child**'. This is where you will go to add more children to your account, providing the school they attend is a ParentPay school.



Overview>Items due for payment: Payment items across all your children.

The screenshot displays the ParentPay interface for 'Items due for payment'. At the top, there are tabs for 'Overview' and child names: Dan, Nathaniel, Rachael, April, and Christine. A button 'Add a child' is also present. The main content area is titled 'Items due for payment' and contains a table with the following data:

| Due date | Item description | Name | Amount | |
|-------------|--|---------|--------|---------------|
| - | Sunny Meadow Primary School meals: Pre-booking service - Pupils, Bal: £-4.00 | Dan | £9.75 | Add to basket |
| 28 Oct 2011 | Autumn Term 2011 Music Tuition Fees | April | £0.00 | Add to basket |
| 12 Nov 2011 | Visit to the Woodlands Centre | Rachael | £6.00 | Add to basket |
| 12 Nov 2011 | Visit to the Woodlands Centre | April | £6.00 | Add to basket |
| 26 Nov 2011 | Christmas School Party 2011 | Dan | £5.00 | Add to basket |
| 01 Dec 2011 | Tickets for the school pantomime - December 16th | Pamela | £0.00 | Add to basket |

Below the table are two buttons: 'Pay for more items' and 'Checkout'. The left sidebar, titled 'I want to...', includes links for 'Go to homepage', 'Pay for items', 'Make bookings', 'View transaction history', 'View menus & choices', 'View communications', 'View / edit profile', and 'View school & caterer'. Below this is a 'ParentPay support' section with 'Search help topics' and 'Take the tour'. At the bottom, there are two more sections: 'Recent payments' and 'Alerts & communications'.

Recent payments:

| Date | Amount | Type | Details |
|-------------|--------|------|---------------|
| 08 Feb 2012 | £5.00 | Card | Spring Ter... |
| 08 Feb 2012 | £5.00 | Card | Spring Ter... |

Alerts & communications:

| Date | Subject |
|-------------|--|
| 07 Dec 2011 | Sent message - Question about payment... |
| 28 Nov 2011 | Sent message - Question about payment... |

Recent payments: A breakdown of the most recent payments you have made across all of your children.

Alerts & Communications: A list of the most recent messages across all your children that you have received from your child/children’s schools or those you’ve sent to school from within ParentPay and any automated alerts you have received.

The left side of your screen has clear, concise **‘I want to...’** navigation and a **‘ParentPay support’** area should you need any assistance.

Account Activation & Single Account / login

Parents with children at different schools can add up to six children to a single account, regardless of which school their children attend, providing those schools subscribe to ParentPay. This means parents will only ever have to remember one username and password to use ParentPay.

Existing parent user – creating a single account / login

IMPORTANT: you must log out of all your ParentPay accounts before you start.

Choose one account to 'add' the rest of your accounts to. This will become your single account / login for all your children in future; the username and password for this account will become the 'only' set of account login details you use in future.

Go to www.parentpay.com and log into the account you wish to have as your future login for all children/schools



Next: Go to the '**Adding children to your single account/login**' section below for information on how to 'add children' to your account.

New parent user

If you have more than one child at the same school or children at different schools that use ParentPay and have been provided with a username and password for those children, choose one child's details to activate your account.

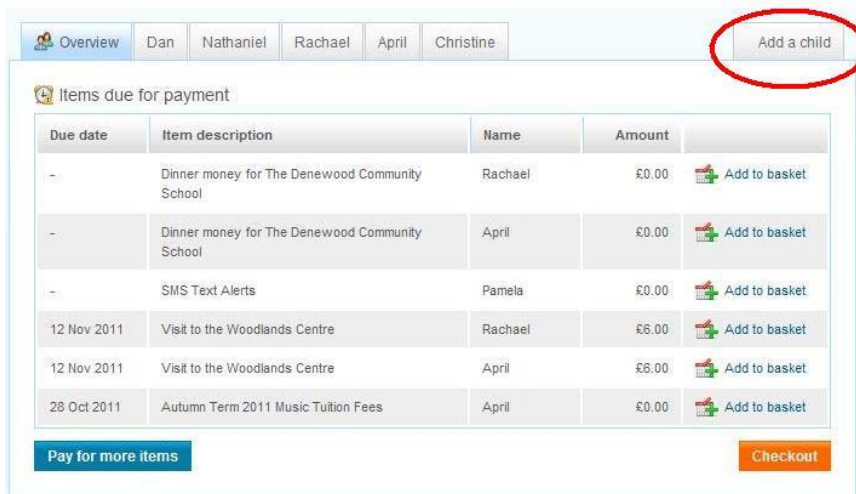
Go to www.parentpay.com and enter **the username and password** you have received for one of your children in the account login area.

Click **Activate**.

Next: Go to the '**Adding children to your single account/login**' section below for information on how to 'add children' to your account.

Adding children to your single account/login

Click on **Add a child**



The screenshot shows a user interface with a navigation bar at the top containing tabs for 'Overview', 'Dan', 'Nathaniel', 'Rachael', 'April', and 'Christine'. To the right of these tabs is a button labeled 'Add a child', which is circled in red. Below the navigation bar is a section titled 'Items due for payment' containing a table with the following data:

| Due date | Item description | Name | Amount | |
|-------------|--|---------|--------|---------------|
| - | Dinner money for The Denewood Community School | Rachael | £0.00 | Add to basket |
| - | Dinner money for The Denewood Community School | April | £0.00 | Add to basket |
| - | SMS Text Alerts | Pamela | £0.00 | Add to basket |
| 12 Nov 2011 | Visit to the Woodlands Centre | Rachael | £6.00 | Add to basket |
| 12 Nov 2011 | Visit to the Woodlands Centre | April | £6.00 | Add to basket |
| 28 Oct 2011 | Autumn Term 2011 Music Tuition Fees | April | £0.00 | Add to basket |

At the bottom of the items list, there are two buttons: 'Pay for more items' on the left and 'Checkout' on the right.

Enter **the username and password** for your other child

Click **Search**

The school, pupil name, year group and class will show on screen.

Adding from account: r2etqluz (paris Foster)

| School | Pupil | Year | Reg. group |
|------------------|------------------|------|------------|
| Sunnyside School | Nathaniel Norman | 1 | 1DC |

Add child to your account

Cancel

After you confirm the add, these pupils will be transferred to the account you are logged into and the old account will be disabled.

Click **Add child to your account** to confirm this is the child you wish to add to your account. You can repeat the above process to add more children to your account.

You will then be directed back to your home page which will have changed slightly.

Changing your username and/or password

If at any time you want/need to change your username or password you can do so as follows:

Go to the '**I want to...**' area of your home page. Select the **View/edit profile** option and click on **Your details**

The image shows two screenshots from a web application. The left screenshot shows a menu titled "I want to..." with several options, each with a play button icon. The options are: "Go to homepage", "Pay for items", "Make bookings", "View transaction history", "View menus & choices", "View communications", "View / edit profile", and "Your details". The "View / edit profile" option is highlighted with a dark blue background and a downward arrow icon. The "Your details" option is also highlighted with a dark blue background. The right screenshot shows the "Your details - Edit login credentials" form. It contains several input fields and instructions. The first field is "Confirm existing password:". The second field is "Change username:" with the value "parent22". Below this is a note: "Your password must contain between 6 and 30 characters and contain at least one letter and one number. Passwords are case sensitive." followed by "To leave your password unchanged, leave both new password boxes blank." The next two fields are "Change password:" and "Re-enter password:". Below these is another note: "Your currently stored secret answer is not displayed for security reasons. To leave your secret question unchanged, leave the answer box blank." The next field is "Change secret question:" with a dropdown menu showing "Who was your favourite teacher?". The final field is "Secret answer:". At the bottom of the form are "Save" and "Cancel" buttons.

You will need to confirm your existing password – then you can make any changes required.

Ensure you click **Save**.

Managing telephone numbers and email addresses

Providing your mobile number in ParentPay not only allows your school/s to send you SMS text message communications but also allows you to opt in to receiving our automated SMS text alerts for things such as a low dinner money balance for your child/each of your children.

Automated text message alerts that you request are payable by you at 0.06p per message sent.

Text messages sent to you from your child's school are at NO charge to you.

Entering your mobile number

Go to the '**I want to...**' area of your home page. Click **View/edit profile** and select **Phones & Emails**

The image shows a screenshot of the ParentPay user interface. On the left is a vertical menu titled 'I want to...' with several options: 'Go to homepage', 'Pay for items', 'Make bookings', 'View transaction history', 'View menus & choices', 'View communications', 'View / edit profile', 'Your details', and 'Phones & emails'. The 'View / edit profile' option is selected, and 'Phones & emails' is highlighted. On the right is the 'Phones & emails' settings page. It has a 'Phone number' section with a text input field, a 'Phone:' label, and the text 'Not supplied'. Below this is an 'Edit' button. The 'Mobile numbers' section shows a 'Main mobile phone:' field with the number '00000000000000 (Registered)' and a small 'i' icon. Below this are three links: 'Add or edit mobile numbers', 'Click here if you have received a mobile registration PIN', and 'View a statement of your ParentPay text balance'. The 'Additional mobile numbers' section shows another 'Registered' number field with a 'Resend registration PIN' link. At the bottom, there is a note: 'Only your main mobile number is used for your automated text alerts using alerts.' and a disclaimer: 'All mobile numbers are visible to the school manager. They may send you texts using the ParentPay Communication Centre™.'

Phone number: your home, office or other number

Mobile numbers: this area contains your '**main mobile number**' – this will be the number your school uses to send you SMS text messages and will also be the mobile number that any automated alerts you request are sent to.

When you provide your mobile number you will automatically receive a registration PIN in order to 'register' your mobile.

If you do not 'register' your mobile you will be unable to receive automated SMS text alerts from ParentPay.

You do not need to 'register' your mobile number in order for your child/children's school to send you SMS text messages.

Three easy steps to enable automated SMS text alerts in your account

Step 1: Registering your mobile number

If you wish to subscribe to our automated SMS text alerts and you have received your registration PIN, you must log back into your ParentPay account, go to the '**I want to...**' area **View/edit profile>Phones & emails** and click on the [Click here if you have received a mobile registration PIN](#) link to register your mobile. Your registration PIN is valid for 7 days.

Step 2: Top up your SMS text balance

Automated SMS text alerts that you request are paid for by you at a charge of 0.06p per message sent – as such you must ensure that you maintain a SMS text balance of at least £2.40.

Topping up is easy, simply go to **Pay for items** via **the 'I want to...'** area of your home page and click on the '**Other**' tab.

Step 3: Choosing the alerts you want to receive

Go to the '**I want to...**' area of your home page **View/edit profile>Alert settings**

Choose which alerts you wish to receive for your child/each of your children and set the threshold (balance) at which you wish to receive alerts. For more guidance please see our 'Alert settings' area later in this guide.

Additional mobile numbers: you are able to provide a number of mobile numbers to enable the school to send you text messages – schools can choose to 'send to all mobile numbers' in the event of an emergency.

Email addresses: it's likely that you provided an email address and verified it during the activation of your ParentPay account and this will show as your 'main email address' – you are able to provide an alternative email address if you wish.

Preferred communication channel: you can indicate which method you wish your school to use when contacting you for urgent and normal communications – your school can disregard these settings if they choose.

Alert settings

You are able to set and receive automated alerts from ParentPay for low balances and other purposes! It is quick and easy to set up, giving you peace of mind that your child/children will never be refused a meal due to lack of funds.

Go to the '**I want to...**' area of your home page. Select **View/edit profile** and **Alert settings**

I want to...

- Go to homepage
- Pay for items
- Make bookings
- View transaction history
- View menus & choices
- View communications
- View / edit profile**
- Your details
- Phones & emails
- Child details
- Child contacts
- Add a child to your account
- Alert settings

Alert settings

Receive automated alerts from your account by email and SMS text message. Balance alerts are not available in all schools.

Balance alerts are available in all of your schools

Alerts unsubscribed

- [Register your emails and mobile phones](#)
- [SMS Terms and Conditions](#)
- [Parents guide - Text alerts and school communication](#)

Balance alerts
Max. every 2 days, when account balance reaches the level set by you.

New item alerts
Max. once a day, when school creates a new payment item for your children.

Payment alerts
When school receives a cheque, cash or PayPoint payment for your child.

Message alerts
Sent as a text, to inform you when your school sends you an email through the ParentPay Communication Centre™.

Balance alerts

| Service | Child | Threshold | Email alert | Text alert |
|---|------------|-----------|--------------------------|--------------------------|
| Normal School meals | Dan Bolton | £9.00 | <input type="checkbox"/> | <input type="checkbox"/> |
| Sunny Meadow Primary School meals: Pre- | Dan Bolton | £9.00 | <input type="checkbox"/> | <input type="checkbox"/> |

The 'Alert settings' screen will confirm if you are able to set 'balance' alerts for all of your children – this feature is not available to all schools and is dependent on the type of subscription they have with ParentPay. In the event that you are not able to set automated low balance SMS alerts, a list of the children you are unable to do this for will show on screen.

Balance alerts: simply choose the type of alert you wish to receive (Email or SMS text) and set the 'Threshold' for each child. We recommend that this is set to cover the cost of meals for 3 days in order that you have time to top up before your child may be refused a meal.

New item alerts: you can choose to receive an alert when your child's school sets up a new payment item for your child.

Payment alerts – cheques and cash: you can set up alerts to tell you when a cash/cheque payment has been recorded against your child's account in school ensuring you know the payment has been received safely.

Payment alerts – PayPoint: in the event that you are a cash based payer and are using either a PayPoint card for school meal top ups and/or barcoded letters to pay for trips, you are able to set alerts to notify you once the payment shows in your child's account in school.

Message alerts: a great way to know that your school has sent you a message in ParentPay.

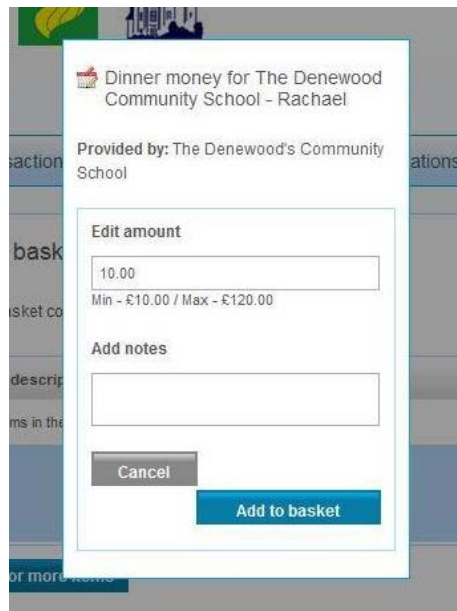
Selecting items and making payments

Using your basket: Quick add items

You are able to pay for all your children in one easy place with the quick add basket. The **'Overview tab'** on your home page shows items due for payment across all of your children.

Locate the item you would like to pay for and click on **Add to basket**.

Edit the **'Amount'** to pay and provide any **'Notes'** and **'Consent'** if appropriate in the pop-up window.



Click **Add to basket** and keep repeating the process until you are ready to **'Checkout'**.



Viewing more details about your payment items before adding them

Go to **Pay for items** in the **'I want to...'** area on the left of your screen.

The screen will default to the **'All items'** tab displaying each item available by child with a full Description of the item, Due date and Amount.

Click on **Edit amount or add notes/Add to basket** alongside the item you wish to select.

I want to...

- Go to homepage
- Pay for items**
- Make bookings

Pay for items

Choose the items to pay for from the list below

All items | Dan | Nathaniel | Rachael | April | Christine | Other

| Due date | Item description | Name | Amount | |
|----------|--|---------|--------|---------------|
| - | Dinner money for The Denewood Community School School meals at £2.00 per day. Minimum payment is £10 1 week = £10 half termly £60 termly £120. Any balances are carried over. Any funds remaining at the end of school can be refunded or transferred to siblings on receipt of written instructions. Provided by: The Denewood's Community School Balance: £476.09 | Rachael | £0.00 | Add to basket |
| - | Dinner money for The Denewood Community School School meals at £2.00 per day. Minimum payment is £10 1 week = £10 half termly £60 termly £120. Any balances are carried over. Any funds remaining at the end of school can be refunded or transferred to siblings on receipt of written instructions. Provided by: The Denewood's Community School Balance: £527.00 | April | £0.00 | Add to basket |

Edit amount or add notes

Select which items you wish to pay for at that time by clicking **Edit amount or add notes/Add to basket**.

Each time you add an item to your basket, you will be directed to the top right of the screen and a preview of your 'Basket' will pop up. Once ready to make payment go to your 'Basket' and click **Checkout**.

You will have the opportunity to review your purchases, remove any you did not intend to make or edit those you did before proceeding to make your payment as normal by clicking **Pay securely now**.

Hello, Pamela Boyle (parent22)
[View / edit your profile](#) | [Log out](#)

Basket £0.00 (0)

| Description | Amount |
|--|--------|
| Dan: Sunny Meadow Primary School meals: Pre-booking service - Pupils | £9.75 |

[Pay for more items](#) [Checkout](#)

View and pay by child

Click on the child's name tab from your home page or via **Pay for items** in the **'I want to...'** area on the left of your screen.

You will see all items available to that child and can proceed to select which items you wish to pay for by clicking **Edit amount or add notes/Add to basket**.

Pay for items

Choose the items to pay for from the list below

| Item description | Name | Amount | |
|---|-----------|--------|---------------|
| School Meals for WEBEX Test School The minimum amount payable is £10. Please ensure you keep your school meal account in credit Provided by: Sunnyside School Balance: £2.30 Edit amount or add notes | Nathaniel | £0.00 | Add to basket |
| Tuck shop topup Minimum payment £5 Provided by: Caterer 6 Doug Balance: £0.00 Edit amount or add notes | Nathaniel | £0.00 | Add to basket |

Each time you add an item to your basket, you will be directed to the top right of the screen and a preview of your 'Basket' will pop up.

Once ready to make payment go to your 'Basket' and click **Checkout**.

You will have the opportunity to review your purchases, remove any you did not intend to make or edit those you did before proceeding to make your payment as normal by clicking **Pay securely now**.

Hello, Pamela Boyle (parent22)
[View / edit your profile](#) | [Log out](#)

Basket £0.00 (0)

| Description | Amount |
|--|--------|
| Dan: Sunny Meadow Primary School meals: Pre-booking service - Pupils | £9.75 |

[Pay for more items](#) [Checkout](#)

Paying for 'other' items

The '**Other**' tab will display items not necessarily associated with your child such as the SMS text alert top-up for those parents that subscribe to our automated SMS text alerts.

Each time you add an item to your basket, you will be directed to the top right of the screen and a preview of your 'Basket' will pop up.

Once ready to make payment go to your 'Basket' and click **Checkout**.

You will have the opportunity to review your purchases, remove any you did not intend to make or edit those you did before proceeding to make your payment as normal by clicking **Pay securely now**.

Transaction history

Quick view your most recent payments

The '**Recent payments**' area, towards the bottom of your home page, shows the most recent payments you have made across all your children.

 Recent payments

| Date | Amount | Type | Details |
|-------------|--------|------|---------------|
| 28 Feb 2012 | £75.00 | Card | Greenacres... |
| 27 Feb 2012 | £71.00 | Card | Christmas ... |
| 27 Feb 2012 | £21.00 | Card | Christmas ... |
| 27 Feb 2012 | £61.00 | Card | Christmas ... |
| 27 Feb 2012 | £16.00 | Card | Christmas ... |
| 22 Feb 2012 | £46.00 | Card | Music Tuit... |

[View payment history](#)

To view more transactions, click on the **View payment history** button. You'll be able to run historical reports across all your children or choose an individual child to view your payment history for.

View payments made between dates you choose

Go to **View transaction history** in the '**I want to...**' area on the left of your screen.

Name: Choose the child you want to view payments for or leave as 'All' to report on payments across all your children

Payment item: Narrow your report down to the item you paid for or leave as 'All' services for a complete history of payments across all items in that period

Start date: Enter your start date (DD/MM/YYYY) or use the pop-up calendar to select the date

End date: Enter your start date (DD/MM/YYYY) or use the pop-up calendar to select the date

Click **Search**

A comprehensive list of all payments you have made and any refunds the school may have made will be show on screen.

Selected period: 01 Nov 2011 - 31 Jan 2012
 Number of records: 74
 Total: £1513.80

| Child | Payment item | Payment method | £ Amount | Date paid | Paid to | Notes |
|---------|--|------------------|----------|-------------|---------------------------------|--------------|
| Rachael | Greenacres visit to London 2012 | NA | -15.00 | 20 Dec 2011 | The Denewood's Community School | |
| Rachael | Greenacres visit to London 2012 07810 541350 | ParentPay online | 15.00 | 20 Dec 2011 | The Denewood's Community School | 07810 541350 |
| Rachael | Cherry Orchard Primary visit to Stansfeld | ParentPay online | 78.00 | 14 Dec 2011 | The Denewood's Community School | |
| Rachael | Visit to the Woodlands Centre | ParentPay online | 6.00 | 14 Dec 2011 | The Denewood's Community School | |

View statement of transactions for a selected month

Your 'Account statements' are monthly reports on items where there may be 'transactions or charges' against the payments you have made such as for a school meal account.

Go to **View transaction history** and select the **Account statements** option from the '**I want to...**' area on the left of your screen.

Name: Choose the child you want to view transactions for or leave as 'All' to report on all payments for all your children

Account: Narrow your report down to the item you paid for or leave as 'All' services for a complete history of all transactions

Statement month: Select the month and year using the drop down menus

Click **Search**

Total paid in during period: £29.25
 Total paid out during period: £4.00
 Service provider: Sunny Meadow Primary

| Date | Description | Paid out | Paid in | £ Balance |
|-------------|---|----------|---------|-----------|
| 01 Feb 2012 | Opening balance | | | -4.00 |
| 20 Feb 2012 | ParentPay | 0.00 | 9.75 | 5.75 |
| 20 Feb 2012 | ParentPay | 0.00 | 9.75 | 15.50 |
| 21 Feb 2012 | Lunch time:Pupil lunch from 21 Feb 2012 charged | 2.00 | 0.00 | 13.50 |
| 21 Feb 2012 | ParentPay | 0.00 | 9.75 | 23.25 |
| 22 Feb 2012 | Lunch time:Pupil lunch from 22 Feb 2012 charged | 2.00 | 0.00 | 21.25 |
| 29 Feb 2012 | Closing balance | | | 21.25 |

Alerts and Communications

Another great new feature enabling you to view a history of all automated alerts, messages sent to you by your children/s' school/s and any messages you have sent to school via ParentPay. You can even access copies of letters, emails and texts!

Parents can receive alerts for a range of instances, for example when a new item is added by the school to ParentPay, or when the balance drops below the set threshold. You can receive these alerts by email and / or SMS text to your mobile.

Quick view your most recent Alerts & Communications

The '**Alerts & communications**' area, available bottom right of your home page, enables you to view the most recent history, across all your children.

The breakdown shows automated alerts, messages sent to you by your child/children's school/s and any messages you may have sent to school using our 'Contact schools' feature in your account.

Click the **View all alerts & communications** button to see further history.

Alerts & communications

| Date | Subject |
|-------------|-----------------------------------|
| 29 Feb 2012 | Letter - Rachael trip zoo |
| 27 Feb 2012 | Letter - April |
| 27 Feb 2012 | Letter - Rachael |
| 27 Feb 2012 | Email - Payment reminder for trip |
| 27 Feb 2012 | Email - Payment reminder for trip |
| 27 Feb 2012 | Email - Payment reminder for trip |

[View all alerts & communications](#)

Communication history

Go to **View communications > Communication history** in the '**I want to...**' area on the left of your screen.

I want to...

- Go to homepage
- Pay for items
- Make bookings
- View transaction history
- View menus & choices
- View communications**
- Communication history
- Contact schools

Communication history

View all alerts and communications from the last 90 days in the table below. Your alert settings can be altered on [your profile](#).

[Change alert settings](#)

1 - 10 of 172 alerts & communications << >> Show all [Go](#)

| Date | Type | Subject |
|-------------|--------------|--------------|
| 14 Dec 2011 | Letter | Letter |
| 14 Dec 2011 | Letter | Letter |
| 14 Dec 2011 | Letter | Letter |
| 14 Dec 2011 | Letter | Letter |
| 14 Dec 2011 | Sent message | Sent message |
| 08 Dec 2011 | Letter | Letter |

You can choose to **Show all, Messages from schools** or **Messages to schools**.

If you wish to change your alert settings you can do so by going to 'View/edit profile' and selecting 'Alerts' or by clicking on the **Change alert settings button** in the **Communication history** screen.

Sending a message to your child's school

If your school has 'opted out' of our 'User messaging' feature you will be unable to contact your school directly within ParentPay using our 'Contact schools' feature. A message will be displayed on screen with a list of children this feature is not available for and you are advised to contact the school in another way.

Please note: The send message feature is intended as a general communication tool; in the event that you need to contact school urgently or tell them important information pertaining to your child you must contact them directly by phone.

Go to **View communications>Contact schools** in the '**I want to...**' area on the left of your screen.

The image shows a screenshot of the ParentPay user interface. On the left is a vertical menu titled 'I want to...' with several options: 'Go to homepage', 'Pay for items', 'Make bookings', 'View transaction history', 'View menus & choices', 'View communications', 'Communication history', and 'Contact schools'. The 'View communications' option is selected, and a sub-menu is visible below it. The main content area is titled 'Contact schools' and displays a list of children: 'Rachael' and 'April'. Below the list, a message states: 'Your school has opted out of this ParentPay feature. Please contact your school in the usual way e.g. by telephone or email.' An important notice follows: 'IMPORTANT: Please note that this message is sent directly to your child's school not to ParentPay. Do not send a message here if it contains important information that could affect your child's well being. Please contact the school directly.' At the bottom, there is a form with fields for 'Name:' (with a dropdown menu showing 'Dan'), 'Message category:' (with a dropdown menu showing 'Please select category...'), and 'Enter message:'.

Name: Select the child the message is in relation to

Message category: Use the drop down menu to select

Enter message: Type your message in the box

Click **Send message**

Setting up Alerts

Go to the '**I want to...**' area of your home page **View/edit profile>Alert settings**

I want to...

- Go to homepage
- Pay for items
- Make bookings
- View transaction history
- View menus & choices
- View communications
- View / edit profile**
- Your details
- Phones & emails
- Child details
- Child contacts
- Add a child to your account
- Alert settings

Alert settings

Receive automated alerts from your account by email and SMS text message. Balance alerts are not available in all schools.

Balance alerts are available in all of your schools

Alerts unsubscribed

- [Reorder your emails and mobile phones](#)
- [SMS Terms and Conditions](#)
- [Parents guide - Text alerts and school communication](#)

Balance alerts
Max. every 2 days, when account balance reaches the level set by you.

New item alerts
Max. once a day, when school creates a new payment item for your children.

Payment alerts
When school receives a cheque, cash or PayPoint payment for your child.

Message alerts
Sent as a text, to inform you when your school sends you an email through the ParentPay Communication Centre™.

Balance alerts

| Service | Child | Threshold | Email alert | Text alert |
|---|------------|-----------|--------------------------|--------------------------|
| Normal School meals | Dan Bolton | £9.00 | <input type="checkbox"/> | <input type="checkbox"/> |
| Sunny Meadow Primary School meals: Pre- | Dan Bolton | £9.00 | <input type="checkbox"/> | <input type="checkbox"/> |

The 'Alert settings' screen will confirm if you are able to set 'balance' alerts for all of your children – this feature is not available to all schools and is dependent on the type of subscription they have with ParentPay.

Balance alerts: choose the type of alert you wish to receive (Email or SMS text) and set the 'Threshold' for each child. You will receive a notification once your balance drops below the stated threshold.

New item alerts: you can choose to receive an alert when the school sets up a new payment item for your child.

Payment alerts – cheques and cash: you can set up alerts to tell you when a cash/cheque payment has been recorded against your child's account.

Payment alerts – PayPoint: you are able to set alerts to notify you you're your PayPoint payment shows in your child's account.

Message alerts: a great way to know that your school has sent you a message in ParentPay.

Make bookings

If the school is using our 'bookings/selections' module, you may be able to pre-book meals or sessions for certain types of payment items such as school meals and before/after school clubs. Go to **Make bookings** in the '**I want to...**' area to the left of their screen.

I want to...

- Go to homepage
- Pay for items
- Make bookings**

Menu selections

Booking Type:
Lunch time

Name:
Dan Bolton

Week commencing:
30 Jan 2012

Search Make selections Cancel

Current bookings

| Description | Account balance | Unpaid bookings | Payment due by | Payment due | Actions |
|-------------------------|-----------------|-----------------|----------------|-------------|---------|
| Dan Bolton - Lunch time | £0.00 | 4 | 18/01/2012 | £8.00* | Edit |

Total cost £8.00

IMPORTANT: To complete booking make payment before logging out

Booking type: select when the event is Lunch time, Breakfast etc.

Name: select the child you want to make a booking for

Week commencing: use the drop down menu to select the week you wish to make bookings for

Click **Search**

You can then view 'current bookings' for that 'booking type' on screen (as per the Current bookings area shown in the above screenshot).

Click **Make selections** to proceed to make your bookings

Booking a meal/session – no menu selection

This feature is not available to all parents only those that have children at schools that have subscribed to our bookings module.

Book a meal/session: simply click on the day that they want to book the meal for and that day will turn green with a tick

Cancel a previously booked meal/session: click on Clear day in the column of the day the meal is booked for

Past event: past bookings/sessions will show with a 'Padlock' sign as they are not editable after the event

Bookings breakdown: the right of their screen will show a breakdown of meals/sessions booked or cancelled during this login session, credit to be added before they logout, current balance of that account (school meal account or similar) and total cost of all bookings they have made during this session

Dan Bolton - Lunch time

<< Previous Next >>

| Mon 30 Jan | Tue 31 Jan | Wed 1 Feb | Thu 2 Feb | Fri 3 Feb |
|---------------|---------------|--------------|---------------|--------------|
| School meal | School meal | School meal | School meal ✓ | School meal |
| Clear day | | | | |

Week: 30th Jan 2012

Show symbols | Help | Hide info

Dan Bolton - Lunch time

| | |
|----------------------|-------|
| Bookings added | 1 |
| Bookings cancelled | 2 |
| Credit added today | £2.00 |
| Balance today | £0.00 |
| Cost of all bookings | £6.00 |
| Payment due | £6.00 |

Checkout

Save and select more

Cancel

<<Previous or Next>>: use these buttons to go to the previous or following week to make more bookings at this time

Save and select more: click to save the bookings on this screen and make bookings for another child before paying

Checkout: click to go to the basket and confirm that they wish to **Pay securely now**

Booking a meal – menu selection

This feature is not available to all parents only those that have children at schools that have subscribed to our 'bookings selections' module.

Book a meal: simply click on the menu item you want to book for your child and that item will turn green with a tick

Cancel a previously booked meal/session: click on 'Clear day' at the bottom of the column of the day the meal is booked for

Past event: past bookings/sessions will show with a 'Padlock' sign as they are not editable after the event

Bookings breakdown: the right of your screen will show a breakdown of meals/sessions booked or cancelled during this login session, credit to be added before you logout, current balance of that account (school meal account or similar) and total cost of all bookings you have made during this session.

The screenshot displays the 'Julia Bowen - Lunch time' booking interface. At the top, there are navigation buttons for '<< Previous' and 'Next >>'. The main area is a grid with columns for each day: Mon 27 Feb, Tue 28 Feb, Wed 29 Feb, Thu 1 Mar, and Fri 2 Mar. Each day's column has a green checkmark at the top. The menu items are listed in rows, with some items in the 'Thu 1 Mar' column highlighted in green and having a checkmark, indicating they are booked. On the right side, there is a summary panel for 'Week: 27th Feb 2012' with links for 'Show symbols', 'Help', and 'Hide info'. Below this, a table shows booking statistics: Bookings added (5), Bookings cancelled (0), Cost added today (£10.00), Balance today (£0.00), Cost of all bookings (£20.00), and Payment due (£20.00). At the bottom of the summary panel is an orange 'Checkout' button.

| Mon 27 Feb | Tue 28 Feb | Wed 29 Feb | Thu 1 Mar | Fri 2 Mar |
|---|--|---|---|---|
| Spaghetti Carbonara with Garlic Bread | Pork Sausages with Mashed Potato & Onion Gravy | Roast Beef with Yorkshire Pudding with Roast Potatoes & Gravy | Honey Glazed Chicken with Savoury Rice | Crispy Battered Fish with Chips |
| Margherita Pizza with Potato Wedges (v) | Vegetable Hotpot (v) | Quorn Toad in the Hole (v) with Roast Potatoes & Gravy | Tomato & Bean Pasta (v) | Mushroom & Cheese Omelette with Chips (v) |
| Jacket potato with tuna | Jacket potato with tuna | Jacket potato with tuna | Jacket potato with tuna | Jacket potato with tuna |
| Jacket potato with tuna & mayo | | Jacket potato with tuna & mayo | Jacket potato with tuna & mayo | Jacket potato with tuna & mayo |
| Jacket potato with cheese | Jacket potato with cheese | Jacket potato with cheese | Jacket potato with cheese | Jacket potato with cheese |
| Jacket potato with baked beans | Jacket potato with baked beans | Jacket potato with baked beans | Jacket potato with baked beans | Jacket potato with baked beans |
| Jacket potato with cheese and baked beans | Jacket potato with cheese and baked beans | Jacket potato with cheese and baked beans | Jacket potato with cheese and baked beans | Jacket potato with cheese and baked beans |
| Jacket potato with coronation chicken | Jacket potato with coronation chicken | Jacket potato with coronation chicken | Jacket potato with coronation chicken | Jacket potato with coronation chicken |
| Ploughmans with ham | Ploughmans with ham | Ploughmans with ham | Ploughmans with ham | Ploughmans with ham |
| Ploughmans with turkey | Ploughmans with turkey | Ploughmans with turkey | Ploughmans with turkey | Ploughmans with turkey |
| Ploughmans with cheese | Ploughmans with cheese | Ploughmans with cheese | Ploughmans with cheese | Ploughmans with cheese |

<<Previous or Next>>: use these buttons to go to the previous or following week to make more bookings at this time

Save and select more: click to save the bookings on this screen and make bookings for another child before paying

Checkout: click to go to your basket and confirm you wish to **Pay securely now**

Viewing menus & choices

Please note this feature is only available to parents whose children attend schools which have opted to send meal information from the school canteen to ParentPay

Go to **View menus & choices** in the **'I want to...'** area to the left of your screen.

The screenshot shows the 'I want to...' navigation menu on the left with 'View menus & choices' selected. The main area displays the 'Menus & choices' page for a child named Julia. It includes a 'Make bookings' button, a 'View menus' section with an event time dropdown set to 'Lunch time' and a 'Week commencing' date of '20/02/2012', and a 'Show menu' button. Below this is a table for 'Julia's menu for week beginning 20 Feb 2012' with navigation links for previous and next weeks.

| Mon 20 Feb | Tue 21 Feb | Wed 22 Feb | Thu 23 Feb | Fri 24 Feb |
|--|---|--|---------------------------------------|-------------------------------------|
| Penne Pasta with Beef Bolognese | Hawaiian Pizza with Potato Wedges | Roast Chicken with Sage & Onion Stuffing | Minced Beef Cobbler with New Potatoes | Salmon Fish Fingers with Chips |
| Vegetable Quiche with New Potatoes (v) | Potato & Chickpea Curry with Steamed Rice (v) | Lentil roast and Roast Potatoes & Gravy | Macaroni Cheese (v) | Quorn Vegetable Wrap with Chips (v) |

View menus

Event time: defaults to lunch time

Week commencing: choose the week to view the child's school menu

Click **Show menu**

Click on the **Make bookings** button to make bookings at this time

Viewing existing/past/future bookings for a child

The **'Dan's menu for the week beginning 20 Feb 2012'** area in the screen shot opposite shows Dan's booked meals that week.

Click **'View previous week'** or **'View next week'** to go to the date you wish to view

The screenshot shows the 'Dan's menu for week beginning 20 Feb 2012' page. It includes a 'Make bookings' button and a table for 'Dan's menu for week beginning 20 Feb 2012' with navigation links for previous and next weeks. The table shows booked meals for Dan, Nathaniel, Rachael, April, and Christine.

| Mon 20 Feb | Tue 21 Feb | Wed 22 Feb | Thu 23 Feb | Fri 24 Feb |
|-------------|-------------|-------------|-------------|-------------|
| School meal | School meal | School meal | School meal | School meal |