



## Frequently Asked Questions

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*: the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998 and have reviewed our processes in line with the General Data Protection Regulation that comes into effect on 25 May 2018.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 02476 994 820.

- **I do not have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

- **I would prefer to use PayPoint, what do I do?**

The activation letter you will receive from the school will contain a barcode that you can take to a local PayPoint store. Alternatively, the school can arrange for a payment card to be provided. The nearest PayPoint stores to the school are:

Duncombe Road Stores – 6 Duncombe Road, BS15 1EL

Speedwell Convenience Store – 155 Speedwell Road, BS5 7SP

Al Humza Stores – 268 Lodge Causeway, BS16 3<sup>RD</sup>

Causeway Cards – 257 Lodge causeway, BS16 3RA



# ParentPay

**For more information please visit [www.parentpay.com](http://www.parentpay.com)**