



1st December 2014

Dear Parent/Carer,

Coming soon: Online payments to school with ParentPay!

Starting in January 2015 we will be introducing a more convenient way to pay for swimming, trips, after school clubs and much more online, using a secure service called ParentPay.

ParentPay will be live at school on Tuesday 6th January 2015; from this date we will be working towards no longer accepting cash and cheque payments, making the school a cash-free environment. Parents who need to continue making payments by cash or cheque may do so for now, please see below for information.

Making secure payments online using your credit or debit card

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school or children at the Junior school, you can create one single account login for all your children regardless of which school they attend.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you've activated your account you can make online payments straight away.

Making payment by cash or cheque

We will continue to accept cash and cheque payments in school for a period of time; however would encourage you to adopt the ParentPay cashless system as soon as possible, this is how we will offer "ticketed events" such as after school clubs which have limited availability. In the case of a ticketed event, places will be sold on a first come first served basis, so the advantage will be to those who have activated their ParentPay account.

We hope you will support us in achieving our goal to become a cashless school, reduce administration and increase the security of your payments.

School to Parent Communications

A further advantage of the ParentPay system is that we will be able to communicate with you via e-mail, reducing the risk of letters getting lost and saving the school paper and print costs. You will be able to view all letters and information sent via e-mail from your ParentPay home page, so will always have access to your communication history.

You will receive your unique ParentPay Account activation details before the end of term. For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com.

Thank you for your on-going support.

Yours sincerely

M. Bulsara
Head Teacher





ParentPay FAQs

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

Once you have received your activation letter from school with your activation login details you'll 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 and Visa 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.

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 0845 257 5540.

- **I don't 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.

For more information please visit www.parentpay.com/Parents

