

Guide to



Welcome to ParentPay

ParentPay is an online shop. You can choose what to purchase, add it to your basket and then check out. It is a simple and secure way to pay for items using your credit or debit card.

Bure Valley School is a cashless school and we ask all parents to use ParentPay to pay for school trips, lunches, breakfast and tea club, music lessons and clubs.

ParentPay has cross-school login functionality so you can use the same account to pay for children at Bure Valley School and other ParentPay schools such as Aylsham High School.

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How to Activate your ParentPay Account (if you are new to ParentPay)

Use these instructions to activate your account if you have never used ParentPay before.

1. Navigate to www.parentpay.com and select **Login** at the top right corner of the screen.



2. Enter the **username** and **password** (activation codes) provided in your account activation letter and select **Login**.

The image shows the ParentPay login page. At the top left is the ParentPay logo. Below it is a purple banner with the text "Important: Existing users adding a child - [Please read](#)". The main content area is titled "Login" and contains two input fields: "Email/Username" with the placeholder text "ABCDEFGH" and "Password" with a masked password "••••••••". Below the password field is a link for "Forgotten your password?". At the bottom of the form are two buttons: a yellow "Login" button and a blue "Back" link.

3. Complete the activation as detailed on the screen and select **Activate now**.



Activate your account today

IMPORTANT: Existing users adding a child - DO NOT CONTINUE [Please read](#)

Title
Please choose a title

Name
First name Last name

Email address (this will be your username)

You will use your email address as your ParentPay username. We'll also send an email to you after you've activated so we can verify it's you.

Confirm email address

Create a password

Passwords must contain between 6 and 20 characters, at least one letter and one number and are case sensitive

Confirm password

I confirm that I have read, understood and agree with the ParentPay [terms and conditions](#) and [privacy policy](#)

Activate now »

Pay online for peace of mind

Use ParentPay to ensure money reaches school safely. Pay for school meals, trips, after school clubs and much more online or at one of 26,700 PayPoint stores.*



Get important alerts sent to your phone

Receive SMS text and emails alerts for low balances, new payment items and important messages from your school.



Helping keep children healthy

View your school's menu, book a meal or see your child's meal choices.*



*Some schools have chosen not to provide all listed services through ParentPay

You will receive a verification email from ParentPay to verify you email address (check that it is not in your junk or spam folder). Click the link on this email to verify you email address. You will receive payment receipts and communication from ParentPay to this email address.

You can now log into your account.

You will initially receive details for one payer account per student but if you require an additional payer account for a parent that lives at a separate address please contact the School Office who can arrange an additional payer account for a pupil.

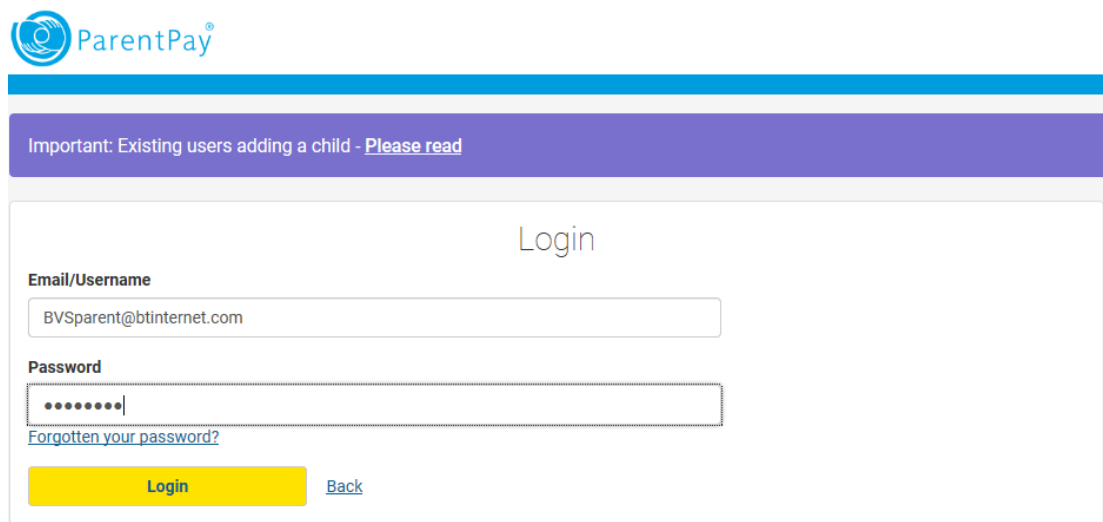
How to Add a Child to your ParentPay Account (if you already use ParentPay)

Use these instructions if you already have a ParentPay account at Bure Valley School or another school.

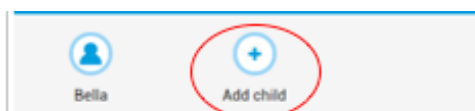
1. Navigate to www.parentpay.com and select **Login** at the top right corner of the screen.



2. Log in to your existing ParentPay account.



3. Select the **Add a Child** icon on the left hand side of your home page (or go to **Profile > Add a Child**).



4. Enter the activation codes provided in your activation letter from Bure Valley School and Select **Search**.

Add a child

Add a child to your account

You can add another child to this account by merging your login details below.

▲ IMPORTANT:

1. If currently logged into more than 1 account, please log out of **all accounts**

Next, log back in to **the account you wish to continue using**; this username and password will remain active

Return to the **Add a child to your account** page

2. You will either have Username and Password or Account activation codes for the account you are adding

Enter these below, and click **Search**

3. Click **Add to my account** to confirm

Activation code 1 / Username:

Activation code 2 / Password:

Search

5. Ensure the details displayed are correct for the child you wish to add to your account and select **Confirm**.

Once complete, the selected child will be visible on your home page to make payments for.

You will initially receive details for one payer account per student but if you require an additional payer account for a parent that lives at a separate address please contact the School Office who can arrange an additional payer account for a pupil.

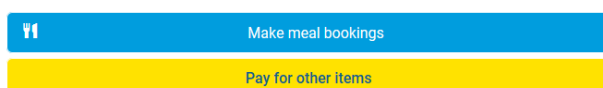
How to Make a Meal Booking

Bure Valley School uses the ParentPay booking service that allows you to pre book your child's meals and breakfast and tea club places. This enables the school to budget more effectively, minimise food wastage and reduce the administrative burden on the school office. By pre-booking your child's meals it also removes any margin for error that you child may be recorded as having taken a meal and your account being charged.

If, however, you are unable to access ParentPay at any time your child will still be able to have a school meal. The School Office can manually record that a meal was taken and the booking will automatically be added to Step 4 of the following booking process below when you next book a lunch.

Meals must be booked by 9.30 am on the day lunch is required.

1. Navigate to www.parentpay.com and log into your account.
2. Select **Make meal bookings** for the child you wish to make a booking for.



3. Use the drop-down menu to select the appropriate booking type
i.e. Lunchtime for Lunches
Morning for Lunchtime Drinks

(Lunchtime drinks cost 50p and are not included in the cost of a lunch. Water is always available).

Choose the period you wish to make or edit a booking for using the 'Week Commencing' drop-down menu.

Select **Make or view bookings**.

Make or view bookings

To book, please select from the options below and then select 'Make or view bookings.'

Make bookings for:

Week commencing:

- Click **Book a Meal** for days that a meal is required and then click **Confirm Bookings**.

(If your child has had a meal that has not been paid for, the charge for this meal will automatically be included in you bookings to pay for at this point).

You can move forwards and backwards on this screen by selecting **Next Week** and **Previous Week**.

Lunch time selection

PLEASE NOTE: When confirming your bookings, any **Payment due** must be paid within 2 hours. Failure to do so will result in unpaid bookings being cancelled.
If your **Payment due** is zero (£0.00), simply confirm bookings and no further action is required.

Previous week
Week commencing 12th Jun 2017
Next week

Mon 12 Jun	Tue 13 Jun	Wed 14 Jun	Thu 15 Jun	Fri 16 Jun
Book a meal	Book a meal ✓	Book a meal	Book a meal	Book a meal ✓
Clear day		Clear day		

Booking summary

[Show symbols](#) | [Help](#) | [Hide info](#)

Henry Wakeford's Lunch time	
Bookings added	2
Bookings cancelled	0
Cost of new bookings	£4.40
Payment due	£4.40

Cancel
Confirm bookings

- The basket will show that value of meals booked. To make payment for your bookings select **Pay Now**.

Basket

	Total cost	Edit	Remove
Bookable School Meals for Bure Valley Junior	£4.40	✎	🗑

Jp for charity 5p



[iRoundUp?](#) Add donation

Order summary

Items:	£4.40
Total:	£4.40
Pay by Parent Account credit:	-£0.00
Pay by card:	£4.40

Pay now
Continue shopping

- At the Secure Checkout enter your payment information and select **Review Payment**.



Secure checkout

Your payment information

Enter your payment details below.

Enter payment details

Card type
Visa

Card number

The long number on the front of your card.

Cardholder name

The name displayed on the front of your card.

Expiry date
-- / --
The date your card expires. Find this on the front of your card.

Security code (or "CVC" or "CVV")

The last 3-4 digits displayed on the back of your card, or on an Amex card the 4 digits above the long number on the front.
[Get help with this?](#)




Remember card details (optional)

Remember my card details for future use

Card nickname

Give your card a nickname so you can easily identify it for future use.

We accept the following cards:



Your payment data is protected on this site by Transport Layer Security (TLS) technology using a trusted certification authority.

Click 'Review payment' to review your payment details.

- Review the amount then select **Make Payment** to complete the process.

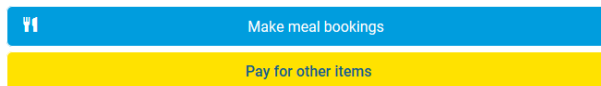
If you have saved your card details you will only need to enter your card security code or you can select to use (and save) a different card at this point.

Please Note: Any bookings must be paid for within two hours of selecting them or they will be automatically cancelled by ParentPay.

How to Make a Breakfast and Tea Club Booking

Breakfast Club must be booked the day before the session required and Tea Club must be booked by 12 pm on the day the session is required. Please ensure that you book a session prior to your child attending so that the school knows to expect your child to ensure your child's safety at all times. If you need to book your child into Breakfast or Tea Club in an emergency please telephone the School Office who will book your child in manually.

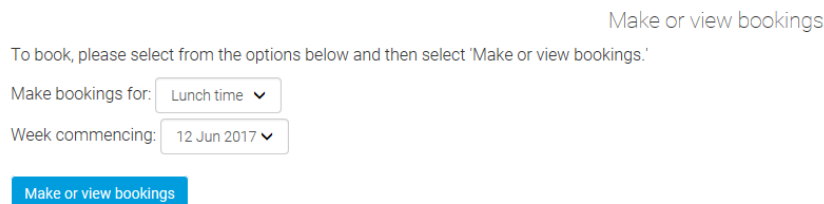
1. Navigate to www.parentpay.com and log into your account.
2. Select **Make meal bookings**



3. Use the drop-down menu to select the appropriate booking type.
i.e. Breakfast for Breakfast Club
Afternoon for Tea Club 1
After School for Tea Club 2

Choose the period you wish to make or edit a booking for using the 'Week Commencing' drop-down menu.

Select **Make or view bookings**.



4. Click **Book a Session** for days that an Extended School session is required and then click **Confirm Bookings**.

(If your child has attended a session that has not been paid for, the charge for this session will automatically be included in you bookings to pay for at this point).

Bure Valley Junior

Breakfast selection

Week commencing 12th Jun 2017

Mon 12 Jun	Tue 13 Jun	Wed 14 Jun	Thu 15 Jun	Fri 16 Jun
Book a session	Book a session	Book a session	Book a session ✓	Book a session ✓
			Clear day	Clear day

Booking summary

Show symbols | Help | Hide info

Henry Wakeford's Breakfast	
Bookings added	2
Bookings cancelled	0
Cost of new bookings	£6.50
Payment due	£6.50

Cancel Confirm bookings

- The basket will show that value of sessions booked. To make payment for your bookings select **Pay Now**.

Basket		Total cost	Edit	Remove
Breakfast Club		£6.50		

Order summary	
Items:	£6.50
Total:	£6.50
Pay by Parent Account credit:	-£0.00
Pay by card:	£6.50

[RoundUp?](#) [Add donation](#) [Pay now](#) [Continue shopping](#)

- At the Secure Checkout enter your payment information and select **Review Payment**.

ParentPay Secure checkout

Your payment information
Enter your payment details below.

Enter payment details

Card type:

Card number:

The long number on the front of your card.

Cardholder name:

The name displayed on the front of your card.

Expiry date: /

The date your card expires. Find this on the front of your card.

Security code (or "CVC" or "CVV"):

The last 3-4 digits displayed on the back of your card, or on an Amex card the 4 digits above the long number on the front. [Get help with this?](#)

Remember card details (optional)

Remember my card details for future use

Card nickname:

Give your card a nickname so you can easily identify it for future use.

Click 'Review payment' to review your payment details.

[Back](#) [Review payment](#) [Cancel](#)

- Review the amount then select Make Payment to complete the process.

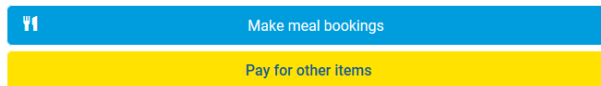
If you have saved your card details you will only need to enter your card security code or you can select to use (and save) a different card at this point.

Please Note: Any bookings must be paid for within two hours of selecting them or they will be automatically cancelled by ParentPay.


How to Pay for Trips and Other Items

Use these instructions to pay for non-booked items such as break time Snacks account, trips, music lessons and school clubs.

1. Navigate to www.parentpay.com and log into your account.
2. Select **Pay for other items**.



3. Select **View** for the item that you want to pay for.

Payment items		
		
Bookable School Meals for Bure Valley Junior £0.00 Minimum amount payable is £2.20	-	View
Breakfast Club £0.00 Breakfast Club 7.30 am - 8.30 am	-	View
Lunchtime Drink £0.00 Price of Drink at Lunchtime £0.50	-	View
Snack £0.00 Snack £0.50	-	View
Tea Club 1 £0.00 Tea Club 3.15pm - 4.30pm	-	View
Tea Club 2 £0.00 Tea Club 4.30pm - 6.00pm	-	View
Clarinet Lessons Lessons - Summer Term 1	63.96	View
Cheerleading Cheer Athletics Summer showcase 16th June £4	4.00	View
Year 6 Residential 2018 Wildchild Year 6 Residential 2018 Wildchild £305	60.00	View

- Enter the amount you wish to pay (between the minimum and the maximum amount set by the school) and select **Add to Basket**.

Year 6 Trip 2018 Wildchild £305

[more...](#)

How much would you like to pay?

£ 60.00

Min - £10.00 / Max - £305.00 (set by school)

Pay by Parent Account

[What is this?](#)

Add to basket

[Cancel](#)

- You can select to **View basket and pay**.

Item successfully added to basket!



View basket and pay

[Continue shopping](#)

- Review your payment and then select Pay Now

Basket				Order summary	
	Total cost	Edit	Remove		
Year 6 Residential 2018 Wildchild	£60.00			Items:	£60.00
<p>Ip for charity 50p</p> <p>RoundUp? Add donation</p>				Total:	£60.00
				Pay by Parent Account credit:	-£0.00
				Pay by card:	£60.00
				Pay now	Continue shopping
<input type="text" value="Add Parent Account credit"/>					

7. At the Secure Checkout enter your payment information and select Review Payment.



Secure checkout

Your payment information
Enter your payment details below.

Enter payment details

Card type
[Visa] [v]

Card number
[]
The long number on the front of your card.

Cardholder name
[]
The name displayed on the front of your card.

Expiry date
[--] / [--]
The date your card expires. Find this on the front of your card.

Security code (or "CVC" or "CVV")
[]
The last 3-4 digits displayed on the back of your card, or on an Amex card the 4 digits above the long number on the front.
[Get help with this?](#)

Remember card details (optional)

Remember my card details for future use

Card nickname
[]
Give your card a nickname so you can easily identify it for future use.

Click 'Review payment' to review your payment details.

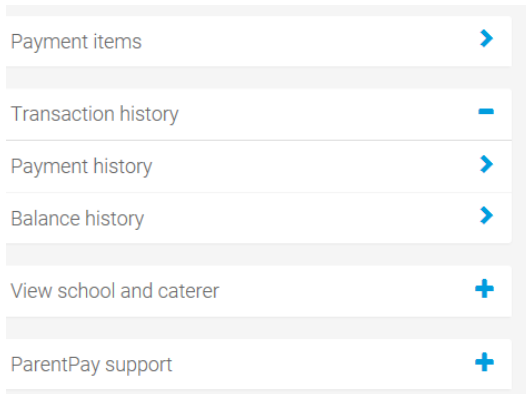
8. Review the amount then select **Make Payment** to complete the process.

If you have saved your card details you will only need to enter your card security code or you can select to use (and save) a different card at this point.

Please Note: Any bookings must be paid for within two hours of selecting them or they will be automatically cancelled by ParentPay.

How to View Payment History

1. Navigate to www.parentpay.com and log into your account.
2. From your Home screen select **Transaction history > Payment history** on the left hand side of your screen.



3. Select the name of the child, the payment item and the date range you wish to view.

Transaction history

Payment history

Please select the child, item(s) paid for and dates you would like to search.

Name:

Payment item:

Start date:

End date:

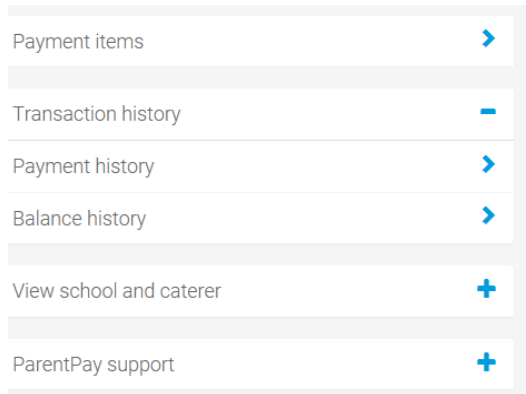
4. Select **Search**.

You will see a full list of all transactions carried out during the selected period.

Payment item	Payment method	Amount	Date paid	Paid to	Notes
Brass Lessons	ParentPay online	£42.64	24 May 17	Bure Valley Junior	
Bookable School Meals for Bure Valley Junior	Meal	£-2.20	23 May 17	Bure Valley Junior	Lunch time:Pupil Meal Recorded at School from 23 May 2017 charged
Bookable School Meals for Bure Valley Junior	Meal	£2.20	23 May 17	Bure Valley Junior	Attendance cancellation
Year 5 trip to Shrine of Our Lady, Walsingham	ParentPay online	£9.00	27 Apr 17	Bure Valley Junior	

How to View Balance History

1. Navigate to www.parentpay.com and log into your account.
2. From your Home screen select **Transaction history > Balance history** on the left hand side of your screen.



3. Select the name of the child, the account and month you wish to view.

Select **Search**.

You will see a full list of all transactions carried out during the month and the balance on the account.

		Report		
Service provider: Bure Valley Junior		Total paid in during period: £2.20 Total paid out during period: £2.20		
Date	Description	Paid out	Paid in	Balance
01 May 2017	Opening balance			£0.00
23 May 2017	Update: Lunch time:Pupil Meal Recorded at School from 23 May 2017 charged	£2.20		£-2.20
23 May 2017	Update: Attendance cancellation		£2.20	£0.00
31 May 2017	Closing balance			£0.00