

FAQs:

How can I make payments and purchases if I do not have internet access?

Cash is not accepted within St Mary's College, but payments for school services can be made with cash at PayPoint outlets using a PayPoint Barcoded letter, which can be requested from the Year Office. The PayPoint outlet will scan the card/barcode we provide you with and take payment by cash from you.

Alternatively, visit your local library or internet café to pay online or see whether you can get access to a computer at work.

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.

Healthy Lifestyles

The facility exists for parents, through our hi-tech online system, to view purchases made in the canteen and we would actively encourage you to do so.



An introduction to - ParentPay - online payment service

www.parentpay.com



What does ParentPay do?

- enables you to pay online for school lunches and other items such as; school visits, resources, music tuition
- allows the merging of accounts if you have more than one child at school
- shows you all items available for payment relevant to each of your children
- gives you a history of all the payments you have made
- emails a receipt of your payment to the email address you register
- offers you the ability to set automated email/text payment reminders
- provides functionality to create a second payer account for a child, both parents/guardians are then able to make payments for the child
- offers a highly secure payment site

How does ParentPay help you?

- gives you the freedom to make payments to school whenever and wherever you like
- stops you having to write cheques or send large amounts of cash into school
- gives you peace of mind that your payment has been made safely and securely
- helps with budgeting; payments are immediate, credit cards can be used
- payments for many of the larger trips can be made by instalments up to the due date
- you never need miss a payment or have insufficient credit with automated email/text alerts
- ParentPay is quick and easy to use

How does ParentPay help our school?

- reduces the administrative time spent on banking procedures
- keeps accurate records of payments made to every service for every student
- payments do not bounce
- reduces paper waste
- allows for easy and quick refunds to be made back to the payment account.
- improves communication between the school and parents concerning payments
- offers a more efficient payment collection process, reducing the amount of money held on school premises
- helps us improve school-home communication

Bank Charges

As our school is charged each time a transaction is made it would be very much appreciated if, wherever possible, multiple transactions could be made. This would greatly reduce the excessive charges we incur.

Your co-operation in this matter would be very much appreciated.

How do I get started?

Log on to www.parentpay.com using your username and password which you will find in the enclosed letter. During the activation process you will be guided through changing your username and password to something more memorable. If you misplace your log in details, please contact our ParentPay Coordinator on 01482 851136.

More information

More information can be found on the ParentPay website detailing the functionality available; from making payments, viewing lunch purchases, viewing payment history and functionality such as; merging your accounts if you have more than one child at St Mary's College, alternatively contact our ParentPay Coordinator Tel: 01482 851136.