Parent Pay User Guide- for school dinner bookings and payments only



✅ What You'll Need

- A device with internet access (computer, tablet, phone)
- Your **Parent Pay login details** (username & password) — provided by the school on a physical paper copy (provided 2/3 school days after your child starts at the school)
- A valid **email address**
- A **debit/credit card** (or other payment method accepted) - please note, children in years 3-6 usually pay for school dinners (there are exceptions to this). Children in years R, 1 and 2 will still need to complete the below steps in order to select their child's meal for each day.

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1. Access the Parent Pay Website

Open your browser (e.g. Google) and go to **www.parentpay.com**



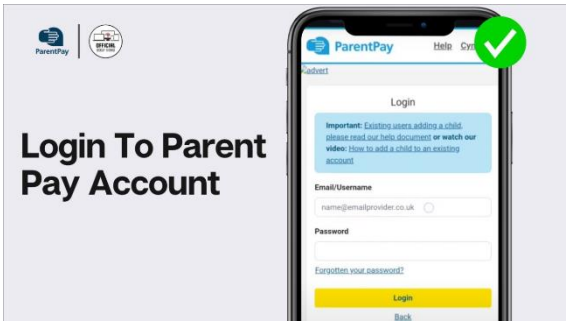
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2. Log In to Your Account

- Click the **"Login"** button (often in the top right corner)
- Enter your **username** and **password**



3. Next, Click **“Log in”**



First-time login steps:

- Change your password
- Add your email address
- Accept the terms and conditions

If you already have a child in the school on Parent Pay

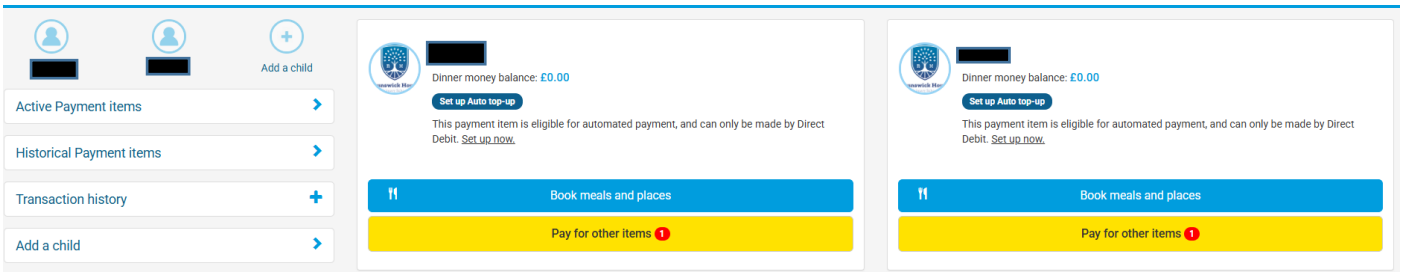
- Log in as normal
- In your account, select **add child**
- Enter your new child’s **username** and **password and make a note of this new password** as this will now be used for every future login.

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4. Select Your Child’s Profile

Once logged in, you should see your child(ren) listed.

- Click on your child’s name to access their account
- If you have more than one child, repeat for each

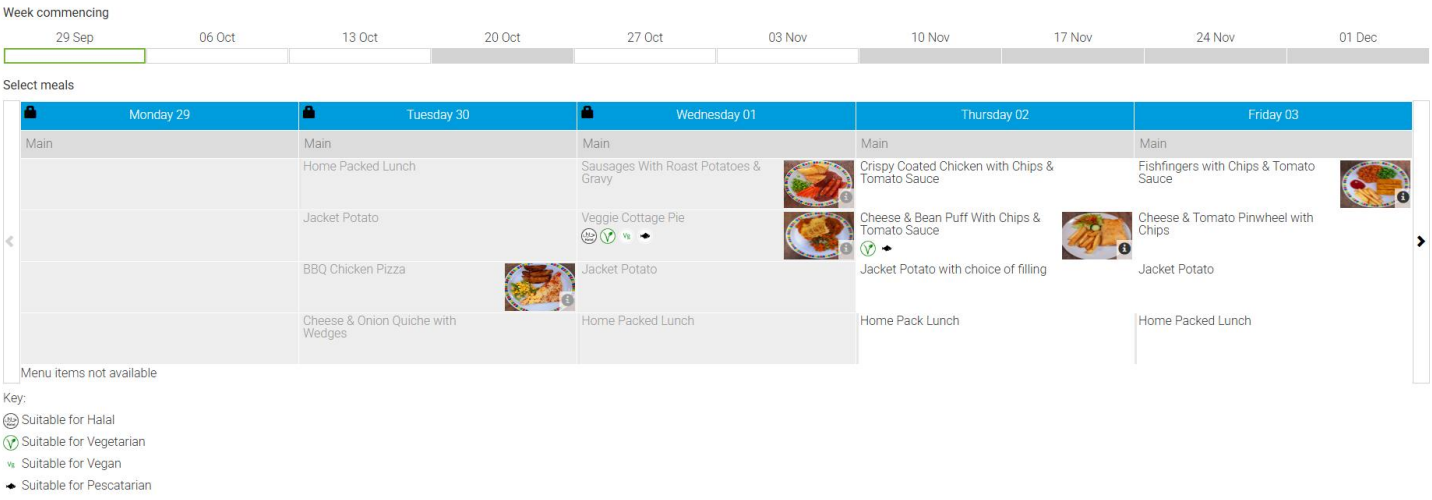


Choose Meals or Add Funds

Click on the relevant option – either **"Pay for Meals / Add Funds"** and enter the amount you wish to add to your child's meal balance. Click **"Add to Basket"** or **"Continue"**. Please note, you are only required to pay for your child's school dinners from Year 3 upwards, unless your child is entitled to free school meals.

Or

Make Meal Selection/s by clicking on **Book meals and places** and then click on your required meal for your child(ren) for the days you require.



Please note you will need to make a meal selection for every day you wish your child to have a school dinner and this can be completed for up to 6 weeks in advance.

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5. Payment / Checkout

1. Proceed to the **Basket / Checkout**
2. Enter your **card or payment method details**
3. Confirm payment ("Pay Now" or "Confirm")
4. You should receive a receipt by email

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6. Tips & Troubleshooting

- **Save your card** for faster payments next time.
- **Log out** after each session.
- **Forgot your password?** Use the "Forgotten password" link on the login page.
- **Need help?** Contact your school office or see the Parent Pay support section.