



CHARTERS  
— SCHOOL —

## PARENTPAY ACCOUNTS

Your username and password can be found in the verification email/letter sent to you by your school.

Some email providers may move ParentPay password verification emails to a spam or junk folder. If you have requested or are expecting a password verification and the email has not arrived please check those folders.

For Gmail account holders, please also check the 'All' and 'Promotions' inboxes.

If you still have not received the verification email please contact the school on [parentpay@chartersschool.org.uk](mailto:parentpay@chartersschool.org.uk)

### **Already have a ParentPay account?**

If you already have a ParentPay account, either with our school or another ParentPay school, you can simply login to that account and add your other children via the **add a child** button on your home page. You will need the activation username and password. Your ParentPay account will now have Child (Primary/Junior School) and Child (Charters) so you can still pay for items at either school during the transition period

### **New to ParentPay?**

Go to [parentpay.com](https://parentpay.com), click login and enter the username and password. You will be prompted to change these when you set up your account. You will require an email address to activate your account. You can add multiple children to the same ParentPay account using the **add a child** button on your home page.

Once you have successfully set up your child's ParentPay account, you will find the payment items referenced in the new student information booklet.

### **Setting up Alerts**

It can be difficult to keep track of balances and payments. ParentPay gives Payers the opportunity to set up email or text alerts.

To set up alerts, navigate to Communication > Alert settings. From the list of alerts that can be set up, select which alerts you would like to receive, and whether you want to receive them by email or text message.

Balance alerts: you can receive an alert once the balance falls below the selected threshold. The thresholds can be set for each balance associated item (for example: Dinner Money and Durning room) and linked with each child attached to your ParentPay account.

New item alerts: select to receive alerts when your child is added to a new trip or item for payment. Alerts can be set individually for each child attached to your ParentPay account. Maximum of one alert per child received per day.

Email alert: there is no charge for email alerts. Email alerts will only be sent to the email address used as your username.

Text alert: texts are charged at 6p each. Text message alerts can only be received if you have credit in your text message balance. Text alerts will only be sent to verified mobile numbers.

For any general questions regarding access or payments, please do not hesitate to contact [parentpay@chartersschool.org.uk](mailto:parentpay@chartersschool.org.uk)