



**Meltham CE Primary School**  
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Acting Headteacher Mr P Gibbins

Dear Parent/Carer,

### **Online payments to school with ParentPay**

At Meltham CE School we use an online payment system where parents/carers are able to pay for school meals, trips, after school clubs, school milk and much more online. This secure service is called ParentPay.

Once your child joins us in September we will create an online ParentPay account for you and you will be sent an activation letter.

### **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, you can merge their accounts to create one login for all your children. You can also merge the account with any older siblings at high schools who also use ParentPay.

Recognising that families can change, ParentPay gives schools the ability to create a second payer account for a child. Both parents/guardians are then able to make payments for the child.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; card details can be stored but this is optional. Once you've activated your account you can make online payments straight away.

### **Using PayPoint**

If you do not have access to a computer you can still make payments via PayPoint. PayPoint is a facility located in various shops where you can make payments to your ParentPay account using a credit/debit card or cash.

School trip and activity information letters provided by the school carry a unique barcode which will be scanned by the shop's checkout operator. You may request a barcode letter from the school office.

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school are The Co-Op, Holmfirth Road, Meltham and Helme Convenience Stores, Helme Lane, Helme but you may use any shop displaying the PayPoint logo.

For further information on ParentPay please see the FAQs overleaf or visit [www.parentpay.com](http://www.parentpay.com).

Yours faithfully

Phil Gibbins  
Acting Headteacher

## 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 within a few weeks of your child starting school.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

- **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 the 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, take one of our barcoded letters to any shop displaying the PayPoint logo where you can pay using a credit/debit card or cash.

- **I don't have a debit or credit card so how can I use ParentPay?**

When a payment is required for a school activity, club etc. a letter will be provided by the school which contains a barcode. Take the letter to any shop displaying the PayPoint logo where the barcode will be scanned and you can pay using cash.

**For more information please visit [www.parentpay.com](http://www.parentpay.com)**