



Meltham CE Primary School
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Headteacher Mr A Beaumont

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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 and much more online, this secure service is called ParentPay.

Once your child joins us in September you will be issued with an online parentpay account . You will then be able to pay for school milk, school trips etc.

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.

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

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 and Helme Convenience Stores, Helme Lane.

Please notify the School Office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge; however, if your card is lost or damaged a replacement card is chargeable. Payment cards take about 2 weeks to arrive but we can issue a barcoded letter as an interim measure.

Trip and activity information letters will carry a unique barcode which will allow you to make cash payments at your local PayPoint store.

You will receive your unique ParentPay Account activation details within five days of your child starting school.

For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com.

Yours sincerely

Alex Beaumont
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 soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **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.

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.

For more information please visit www.parentpay.com