

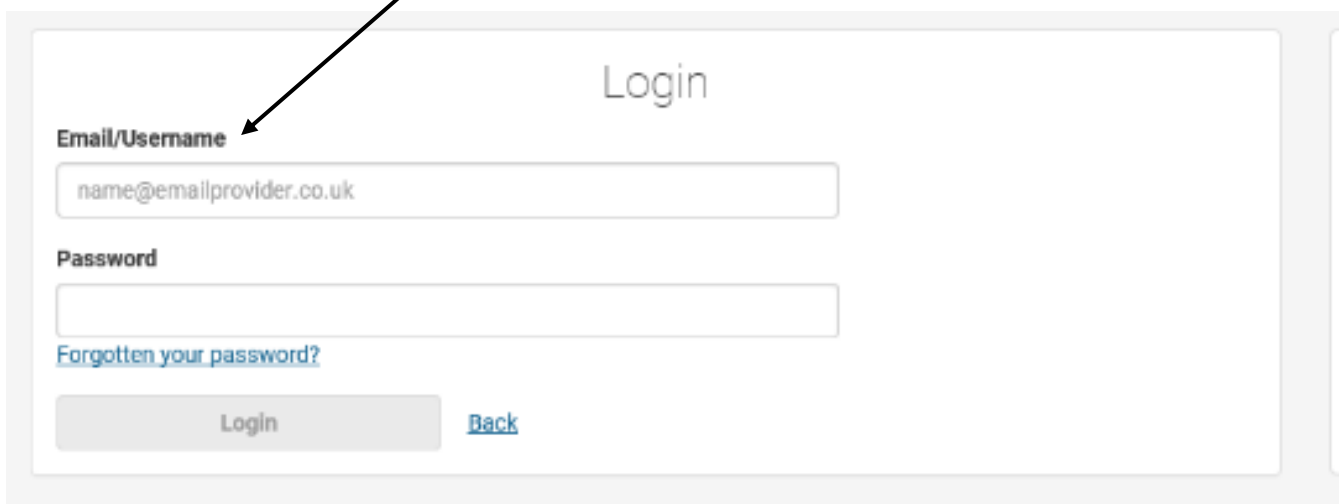
How to activate a new account on parent pay

The first thing you must do is contact the school for your log on details.

Step 1. Click on the **LOGIN** Button in the top right hand corner



Step 2. Put in the username and password that your school has provided you with into the boxes where it asks and then click on **Login**

A screenshot of the ParentPay login form. The form is titled 'Login' and contains two input fields: 'Email/Username' and 'Password'. The 'Email/Username' field contains the placeholder text 'name@emailprovider.co.uk'. Below the 'Password' field is a link for 'Forgotten your password?'. At the bottom of the form are two buttons: a grey 'Login' button and a blue 'Back' link. A black arrow points from the 'Login' button in the navigation bar of the previous screenshot to the 'Email/Username' input field.

Step 3. Type in personal details, and then

Click on **Activate now**

Activate your account today

IMPORTANT: Existing users adding a child - DC

Title
Please choose a title

Name
First name Last name

Email address (this will be your username)

You will use your email address as your ParentPay username. We'll also send an email to you after you've activated so we can verify it's you.

Confirm email address

Create a password

Passwords must contain between 6 and 20 characters, at least one letter and one number and are case sensitive

Confirm password

I confirm that I have read, understood and agree with the ParentPay [terms and conditions](#) and [privacy policy](#)

Activate now »

Step 4. Add your mobile number and recovery email (optional)

And then **Continue**

Your online security – please act now

Mobile phone number (optional)

Your mobile number helps keep your account secure and means you can receive important balance alerts directly to your phone.

Recovery email address (optional)

Provide an alternative email address to help with the recovery of your account.

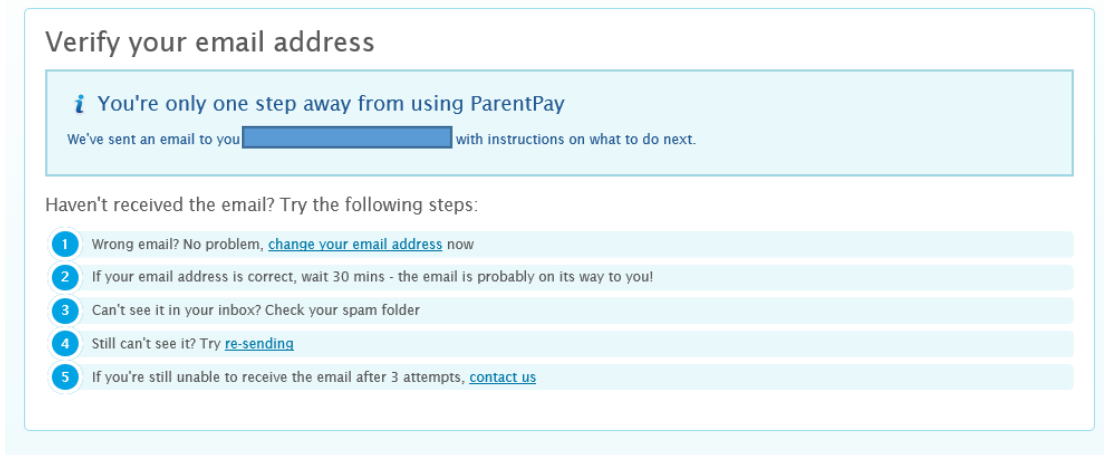
Confirm recovery email address

Continue »

Step 5. You will then receive this message,

'We've sent an email to you@gmail.com with instructions on what to do next'

You will just need to verify that it is you. Your Parent Pay account will then be Activated!



Verify your email address

i You're only one step away from using ParentPay

We've sent an email to you [redacted] with instructions on what to do next.

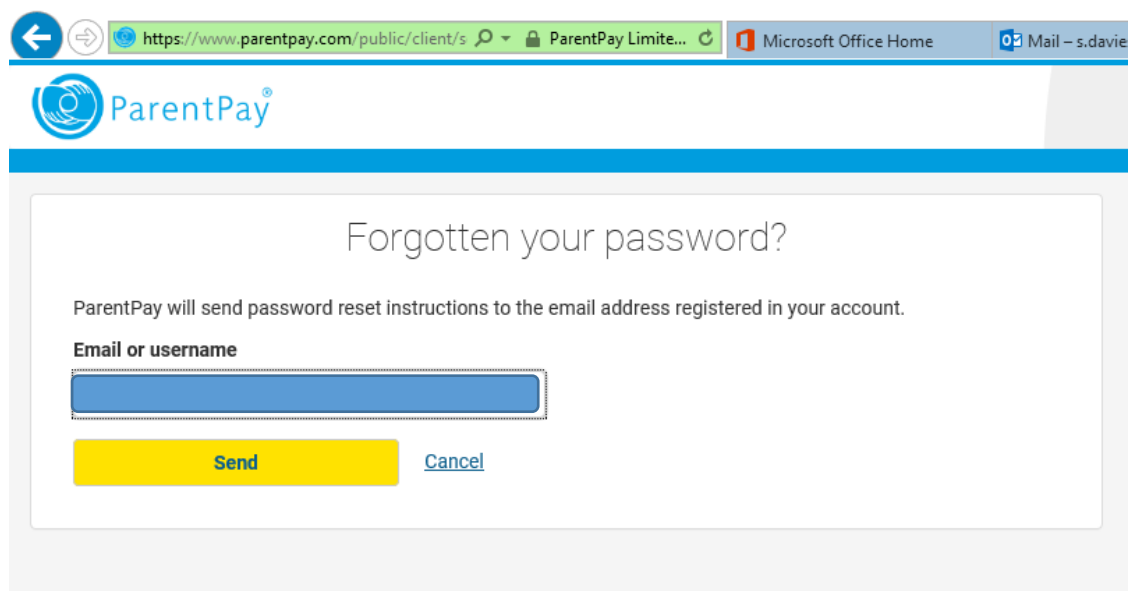
Haven't received the email? Try the following steps:

- 1 Wrong email? No problem, [change your email address](#) now
- 2 If your email address is correct, wait 30 mins - the email is probably on its way to you!
- 3 Can't see it in your inbox? Check your spam folder
- 4 Still can't see it? Try [re-sending](#)
- 5 If you're still unable to receive the email after 3 attempts, [contact us](#)

Step 6.

It will then take you back to the home page of Parent pay. Where you will need to click on **LOGIN** Type in your email and click on 'forgotten password'

Type in your Email.



ParentPay

Forgotten your password?

ParentPay will send password reset instructions to the email address registered in your account.

Email or username

Send [Cancel](#)

Step 7. You should then receive an email from Parent pay stating how to change your password

Click on the [Blue Link](#) – and then change your password, you can then log in.

Reset your ParentPay password Inbox x

platform@parentpay.com 11:53 (4 minutes ago)

Forgot your password

ParentPay received a request to reset the password for your ParentPay account with username

If you want to reset your password, click on the link below (or copy and paste the URL into your browser):

<https://www.parentpay.com/public/client/security/#/reset-password/token/?Key=QrlcW1ZuiLeLqKjuL9Ub8clS8GT7VeJwxOtu>

If you don't want to reset your password, please ignore this message. Your password will not be reset. If you have any concerns, please contact us at [ParentPay support](#).

The ParentPay Team

Please do not reply to this message; it was sent from an unmonitored email address. This message is a service email related to your use of ParentPay. For general enquiries or to request support with your ParentPay account, please contact your school or visit us at [ParentPay support](#).

This email is sent from ParentPay Limited. Registered in England, company no. 4513692

Registered office: Flat 11 Kingsley Lodge, 13 New Cavendish Street, London W1G 9UG

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Email sent to you by ParentPay Ltd. <http://www.parentpay.com>
Email sent on 12.10.2017 - 11:53:05 ((GMT+00:00) Dublin, Edinburgh, Lisbon, London)

Welcome to Parent Pay!

ParentPay Home | Parent Account | Communication | Profile | Help

Welcome, Anthea Powis (antheapowis@googlemail.com)

Anthea Add child

Dinner money balance: £0.00

Payment items

Transaction history

View school and caterer

ParentPay support

Pay for Anthea's meals

Pay for other items

View all items

Set up Parent Account

