

HEADTEACHER  
Mr. W Allen



Nether Green Junior School

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Dear Parent/Carer of a New Pupil,

### **Online Payments to School with ParentPay**

At Nether Green Junior School we operate an on-line payment system called ParentPay. This is a more convenient way to pay for school meals, trips, music lessons and school events online. For the time being we do still accept cash payments which are then paid in, by the office staff, through the ParentPay system. Sorry we cannot accept cheques.

### **Making Secure Payments Online using your Credit or Debit card**

ParentPay offers you the freedom to make payments 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 or children at other ParentPay schools, you can create a single account login for all your children. Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date. Once you've activated your account you can make online payments straight away.

We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. Your support in using ParentPay will help the school enormously, thank you.

You will receive your unique ParentPay Account activation details once your child has started at this school. For further information on ParentPay please see the FAQs overleaf or visit [www.parentPay.com](http://www.parentPay.com).

Yours sincerely

Mr W Allen  
Head Teacher



## 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 alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

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