

ParentPay Quick Guide for Parents

www.parentpay.com



Getting started

- Login with Username and Password supplied
- Click on Information to read our Terms & before you begin using your account.

You will be prompted to change your username and password and to complete information for your profile. You will need to enter your email address to receive payment receipts and alerts. The best passwords contain characters and numbers and mix lower and upper case. Collingwood College will not be able to read your password once changed but you can request a password from the ParentPay Manager if you are unable to login.

Online security

Know who you're dealing with online. ParentPay will **NEVER** email or call you for passwords or other personal details

Use strong passwords and change them regularly

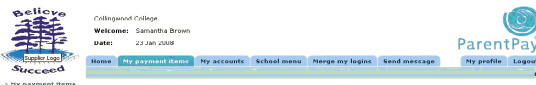
Keep anti-virus software, firewalls, and anti-spyware software up to date

Only enter personal and payment data into a secure website (look for https:// and the closed padlock sign in your browser)

Making a payment

Step 1

- Click on My Payment Items
- Select items that you wish to pay by ticking the box to the left of the item.
- Click Continue.



Payment items	Service provider	Child	Quantity	Amount	Notes	Due date
<input type="checkbox"/> Black shadow Stripe Shorts 24"/28" Black Shadow Stripe Shorts 24"/28"	Collingwood College	Charlotte Nugent	1	[£7.00]		
<input type="checkbox"/> Black shadow Stripe Shorts 28"/30" Black Shadow Stripe Shorts 28"/30"	Collingwood College	Charlotte Nugent	1	[£7.00]		
<input type="checkbox"/> Black shadow Stripe Shorts 32" Black Shadow Stripe Shorts 32"	Collingwood College	Charlotte Nugent	1	[£7.00]		
<input type="checkbox"/> Black shadow Stripe Shorts 34" Black Shadow Stripe Shorts 34"	Collingwood College	Charlotte Nugent	1	[£7.00]		
<input type="checkbox"/> Black shadow Stripe Shorts 36" Black Shadow Stripe Shorts 36"	Collingwood College	Charlotte Nugent	1	[£7.00]		
<input type="checkbox"/> Black shadow Stripe Shorts 40" Black Shadow Stripe Shorts 40"	Collingwood College	Charlotte Nugent	1	[£7.00]		
<input type="checkbox"/> Black Sweatshirt 32" Chest Black Sweatshirt 32" Chest	Collingwood College	Charlotte Nugent	1	[£17.00]		

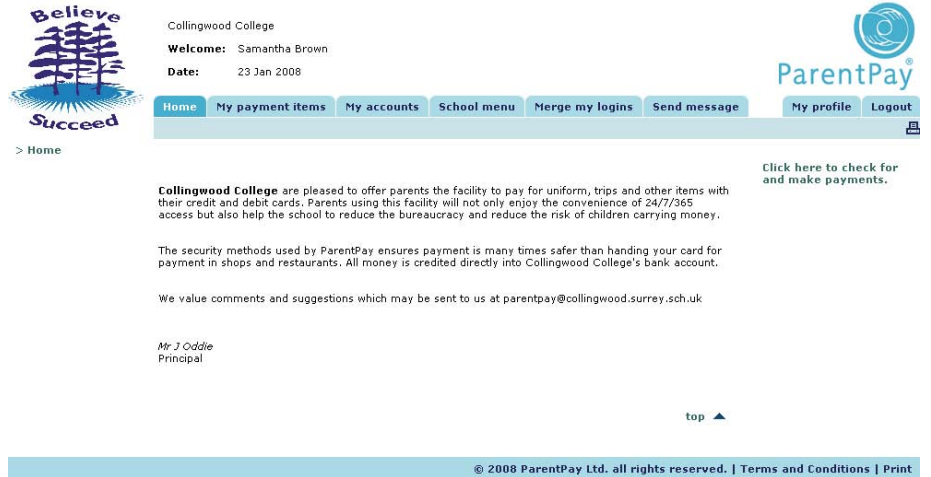
Step 2

- Check that you have selected the correct items
- Click Continue to proceed with the payment or Back to return to the My Payment Items page

Step 3

- Enter your card details
- Click Make Payment- please be patient while your transaction is being processed

Do not press any buttons until you receive transaction confirmation or otherwise. A receipt will be sent to you by email



Home Page Guide

Home

Contains information about the ParentPay payment portal and, on the right side of the screen, highlights new payments that you need to make.

My Account

Click on My Account to view previous payments. Select the dates that you wish to view, you can find amounts paid and authorisation codes.

My Payment Items

Click on My Payment Items to see requests for payments.

For some items you will need to enter the amount to pay and additional information in the notes box.

Send Message

This area is used to send messages to the ParentPay Manager at Collingwood College regarding your account, your payment items or any queries you have. Please remember that ParentPay does not have direct access to your account and cannot help you directly. Please call Collingwood College, ParentPay Manager for any queries about your account.

Profile

Click on Profile to change your password and username to something you can easily remember. The best passwords contain characters and numbers and mix lower and upper case. Never use your name or something simple to guess.

Collingwood will not be able to read your password once changed. You can also change your password here if required.

Trouble shooting

Forgot Username/Password

Click **Forgot Password** on home page of www.parentpay.com, or email parentpay@collingwood.surrey.sch.uk. ParentPay support will not be able to help you. If necessary, the ParentPay Manager at Collingwood College can reset your username and password.

Username/Password doesn't work

These are case sensitive. Be careful with o and 0 (letter o and number zero), l and 1 ((letter l and number one).

You think you have paid but there's no record in your ParentPay account

Contact the ParentPay Manager at Collingwood immediately.