# **ParentPay Quick Guide for Parents**

# www.parentpay.com



#### **Online security Getting started** Login with Username and Password Know who you're dealing with online. ParentPay will NEVER email or call you for supplied passwords or other personal details Click on Information to read our Terms & before you begin using your account. Use strong passwords and change them regularly Keep anti-virus software, firewalls, and anti-spyware software up to date You will be prompted to change your username and password and to complete information for Only enter personal and payment data into a secure website (look for https:// and your profile. You will need to enter your email the closed padlock sign in your browser) 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 Collingwood College password once changed but you can request a Welcome: Samantha Brown password from the ParentPay Manager if you are Date: 23 Jan 2008 ParentPay unable to login. My profile Logout tome My payment items My accounts School menu Merge my logins Send message Succeed Click here to check for and make payments. Making a payment Collingwood College are pleased to offer parents the facility to pay for uniform, trips and other items with their credit and debit cards. Parents using this facility will not only enjoy the convenience of 24/7/365 access but also help the school to reduce the bureaurceav and reduce the risk of children carrying money. Step 1 The security methods used by ParentPay ensures payment is many times safer than handing your card for payment in shops and restaurants. All money is credited directly into Collingwood College's bank account. Click on My Payment Items We value comments and suggestions which may be sent to us at parentpay@collingwood.surrey.sch.uk Select items that you wish to pay by ticking the box to the left of the item. Mr J Oddie Principal Click Continue. Welcome: Samantha Brow Date: 23 Jan 2008 ParentPay Home My payment it © 2008 ParentPay Ltd. all rights reserved. | Terms and Conditions | Print Service provider Child Quantity Consent Amount Notes Due date Black Shadow Stripe Shorts 24"/26" Collingwood Charlotte College Nugent **Home Page Guide** Black Shadow Stripe Shorts 20"/30" Collingwood Charlotte 1 black Shadow Stripe Shorts 20"/30" College Nugent 1 Black Shadow Stripe Shorts 32" Collingwood Charlotte Collogo Nugent 1 Send Message Home Collingwood Cherlotte 1 Black Shadow Stripe Shorts 34" Black Shadow Stripe Shorts 34" \$7.00 Black Shadow Stripe Shorts 36" Diack Shadow Stripe Shorts 26" Collingwood Charlotte 1 This area is used to send messages to £7.00 Black Shadow Stripe Shorts 30" Black Chadow Stripe Shorts 30" College Nugent 1 Contains information about the the ParentPay Manager at Collingwood Black Shadow Stripe Shorts 40" black Shadow Stripe Shorts 40" Collingwood Charlotte 1 ParentPay payment portal and, on the College regarding your account, your Collingwood Charlotte 1 Black Sweatshirt 32" Chest Black Sweatshirt 22" Chest right side of the screen, highlights new payment items or any queries you have. payments that you need to make. Please remember that ParentPay does not have direct access to your account and cannot help you directly. Please call Step 2 **My Account** Collingwood College, ParentPay Manager for any queries about your account. Check that you have selected the correct Click on My Account to view previous items payments. Select the dates that you Click Continue to proceed with the payment wish to view, you can find amounts paid Profile or Back to return to the My Payment Items and authorisation codes. page Click on Profile to change your password My Payment I tems Step 3 and username to something you can easily remember. The best passwords Click on My Payment Items to see Enter your card details contain characters and numbers and mix requests for payments. lower and upper case. Never use your Click Make Payment- please be patient while name or something simple to guess. For some items you will need to enter your transaction is being processed the amount to pay and additional Collingwood will not be able to read your information in the notes box. Do not press any buttons until you receive password once changed. You can also transaction confirmation or otherwise. change your password here if required. A receipt will be sent to you by email **Trouble shooting**

## Forgot Username/Password

Click **Forgot Password** on home page of <u>www.parentpay.com</u>, 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), I and 1 ((letter I and number one).

You think you have paid but there's no record in your ParentPay account Contact the ParentPay Manager at Collingwood immediately.