



March 2013

Dear Parent

Online payments using ParentPay.com

Further to requests by parents to make payments to school electronically, we are delighted to offer you an additional means of paying money to St. Aidan's. ParentPay.com is an online 24/7 payment system (designed specifically for schools) allowing you to make payments to your child's St. Aidan's catering account. You will also be able to view their catering balance and details of transactions.

Making a payment is secure and straightforward using ParentPay and you can view an on-going record of your payments; please note that card details are not currently stored in any part of the system. We would be grateful if you could activate your child's ParentPay account by visiting www.parentpay.com, entering the following activation codes and clicking login:

Student's Name

Activation code 1/Username:

Activation code 2/Password:

You will be prompted to change the above codes to create your own secure username and password for future logins. Your new username will be based on a personal email address of your choice. Please ensure that you verify your email address and use the 'My profile' option to confirm your contact email and mobile telephone number where applicable.

What if I already have a ParentPay account?

As ParentPay is the preferred method of payment in many schools you may already have a ParentPay account. If so, the activation codes above can be used to add to your existing ParentPay account; you do not need to set up a new ParentPay account. Simply log-in to your account as normal and use the 'add a child' option.

What next?...

We encourage you to visit www.parentpay.com, activate the codes above and start managing your St. Aidan's catering accounts online. Once you have activated your account you can make online payments straight away. Please note that the minimum payment amount is £10 and payment can be made by credit or debit card. There is no additional charge for using a credit card.

Do you have more than one child at St. Aidan's?

If you have more than one child at our school you can create one single account login for all your children.

Headteacher: Mr J Wood

St. Aidan's Church of England High School, Oatlands Drive, Harrogate, North Yorkshire HG2 8JR

Tel: 01423 885814 • Fax: 01423 884327 • Email: admin@staidans.co.uk • www.staidans.co.uk

What about trips?

From September 2013 payment for residential trips will also be accepted using ParentPay. You will also have the facility to give on-line consent for these trips.

FAQs

If you have any questions please refer to the enclosed sheet and the Parents FAQ section of the ParentPay website in the first instance.

No internet?

Please contact the school Bursar if you wish to use ParentPay but do not have access to the internet.

If you require any additional help, or wish to discuss any aspect of this letter, including assistance to set up your account, please email finance@staidans.co.uk.

We would be grateful if you could activate your account, even if you do not intend to use ParentPay for payments. ParentPay will allow you to view your child's catering expenditure and balance online as well as receiving reminders when their catering account requires topping up.

Yours sincerely

Mr C Burt

Deputy Headteacher



FAQs

- **When can I log in to my account?** You can log-in once you activated your account using the username and password activations codes provided.
- **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/Parents