

EDUCATION & YOUTH EMPLOYMENT

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Our Ref:

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North Ayrshire Council

Comhairle Siorrachd Àir a Tuath

Dear Parent/Carer

Coming soon: Online payments/credits to school with ParentPay!

Starting 15th May, we will be introducing a more convenient way to pay for school meals, and in the future much more online, using a secure service called ParentPay.

ParentPay will be live at school from this date we will be working towards no longer accepting cash and cheque payments, making the school catering operation a cash-free environment. Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores.

Making secure payments online using your debit or credit card

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

A secure online account has been created for you this will require to be activated using a unique username and password; which will be issued to you by letter to your home address. Once you have activated your account 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; no card details are stored in any part of the system. Once you have activated your account you can make online payments straight away.

Pupils in receipt of free school meals ie. All P1-P3 pupils and P4-P7 free school meal entitlements.

Your child's account will be credited the value of school meals every day at 11.30.

Should you be unable to use the online system you can use PayPoint at local stores where you see the PayPoint sign.

Please see the activation letter you will receive soon for further information on this.

We hope you will support us in achieving our goal to become a cashless catering school. Your support in using ParentPay will help the catering team enormously, thank you.

You will receive your unique ParentPay activation letter with your log in details very soon

For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com.

Yours faithfully

F M MacKenzie
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 will 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, Visa and American Express 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 02476 994 820.

- **I do not 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.

For more information please visit www.parentpay.com