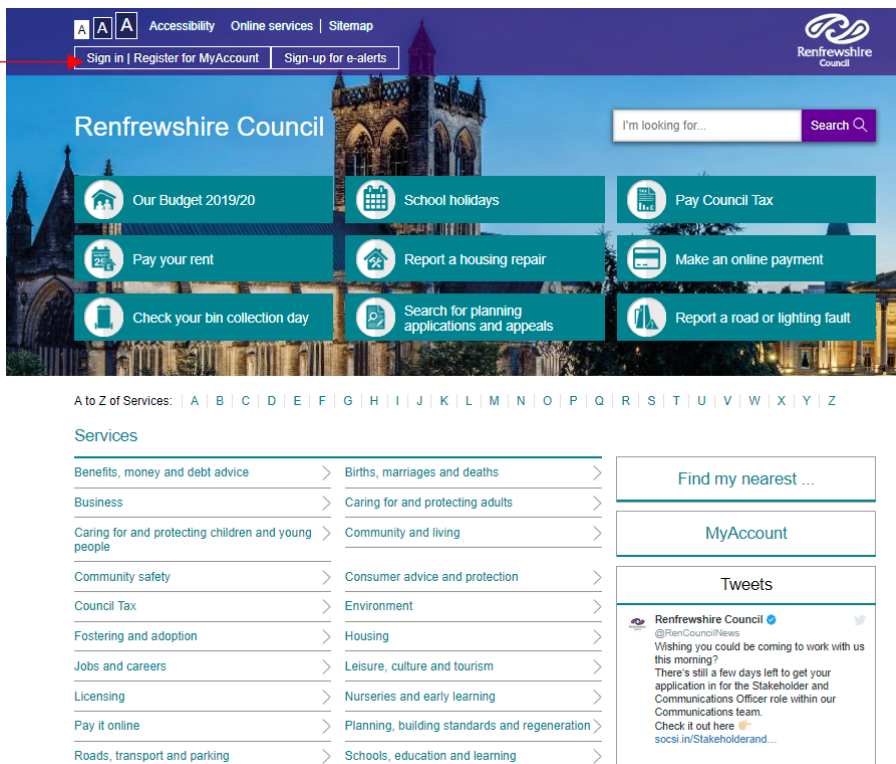


## Activation Guide

In order to access ParentPay, you must have a mygovscot MyAccount login and password. If you don't have a MyAccount follow steps 1-7 to create one and if you do, go straight to step 8.

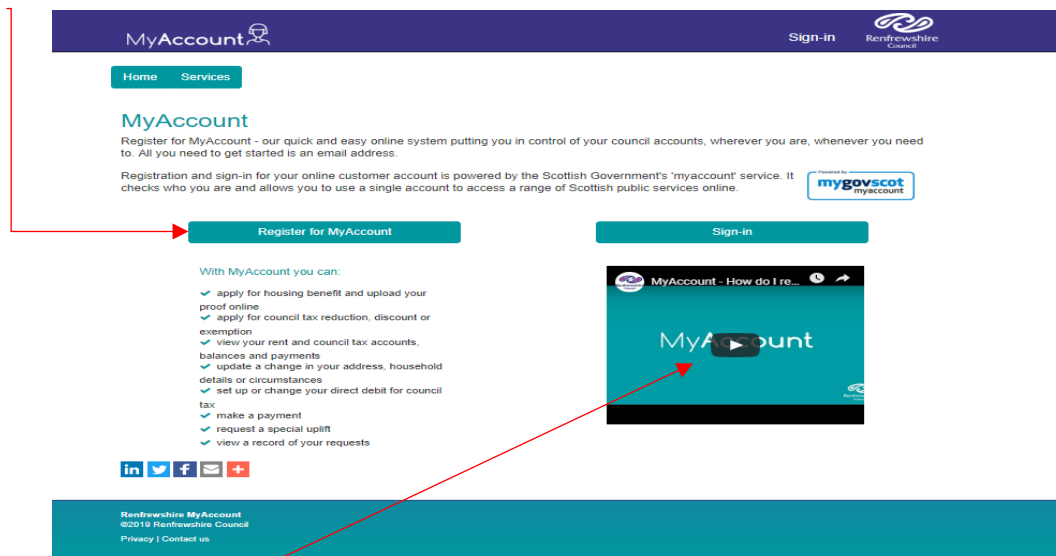
### If you do not have a mygovscot/MyAccount

1. You will need a device that can connect to the Internet (smart phone, tablet, PC) to create an account and to use ParentPay.
2. Open any Internet browser (e.g. Internet Explorer, Google Chrome) type in: [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)
3. This will display the screen below. Click on 'Sign in / Register for MyAccount' at the top left-hand side of the page



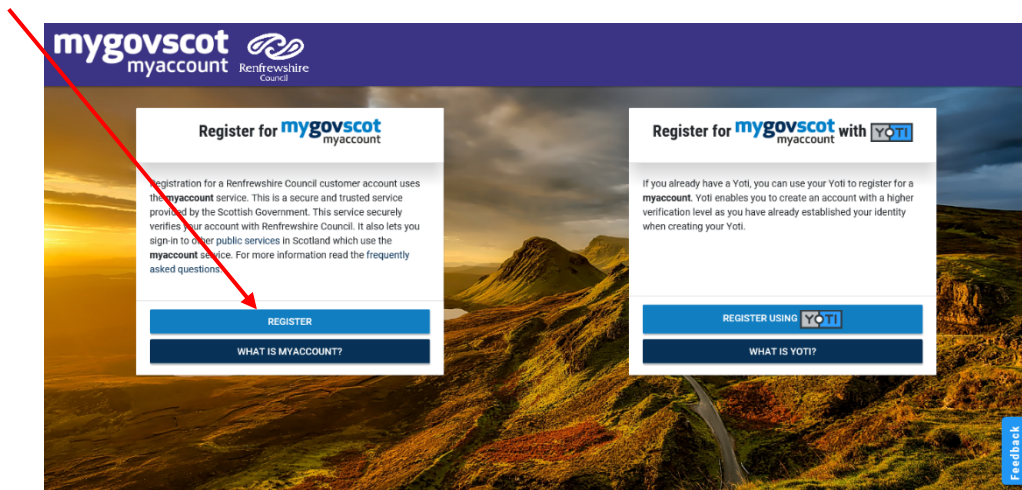
The screenshot shows the Renfrewshire Council website homepage. At the top, there is a navigation bar with links for 'Accessibility', 'Online services', and 'Sitemap'. Below this, there are links for 'Sign in | Register for MyAccount' and 'Sign-up for e-alerts'. The main header features the council's name and a search bar. A central grid of service tiles includes: 'Our Budget 2019/20', 'School holidays', 'Pay Council Tax', 'Pay your rent', 'Report a housing repair', 'Make an online payment', 'Check your bin collection day', 'Search for planning applications and appeals', and 'Report a road or lighting fault'. Below the grid is an alphabetical index of services (A to Z). A 'Services' section lists various categories with right-pointing chevrons. To the right of this list are buttons for 'Find my nearest ...', 'MyAccount', and a 'Tweets' section featuring a tweet from Renfrewshire Council.

4. Click on 'Register for MyAccount: -

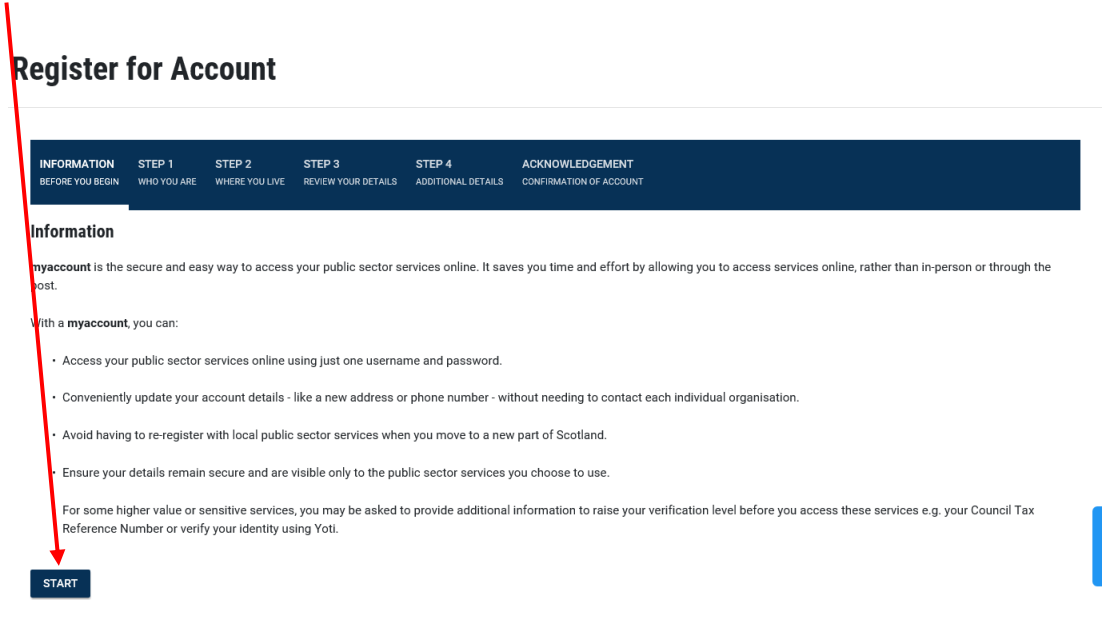


There is a helpful video which will guide you through the process

5. Click here to start your registration



6. The next screen looks like this and tells you a bit more about MyAccount. When you are ready, click on **START**

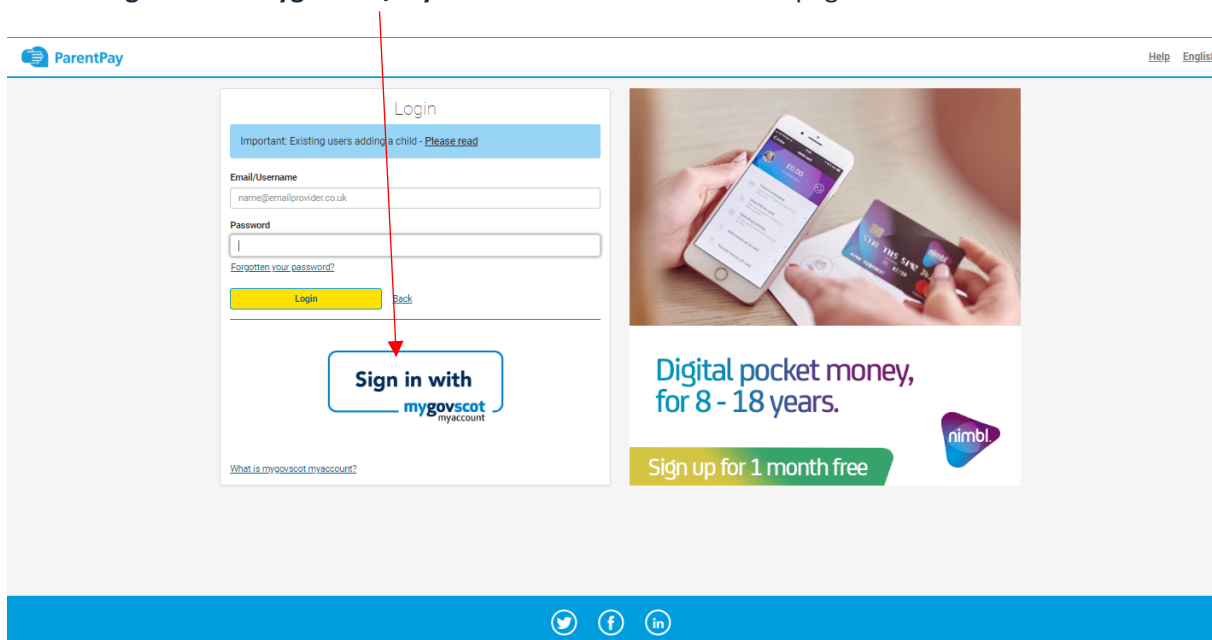


7. Follow the onscreen instructions to complete the form and keep a note of your username and password. If you have any problems creating the account, click on the **help** option at the bottom of the screen

The screenshot shows the 'Register for Account' page for mygovscot myaccount. The page has a dark blue header with the logo and 'Renfrewshire Council'. Below the header is a progress bar with steps: INFORMATION (BEFORE YOU BEGIN), STEP 1 (WHO YOU ARE), STEP 2 (WHERE YOU LIVE), STEP 3 (REVIEW YOUR DETAILS), STEP 4 (ADDITIONAL DETAILS), and ACKNOWLEDGEMENT (CONFIRMATION OF ACCOUNT). The current step is 'Step 1: About You'. Underneath, there are 'Guidance Notes' and a form with fields for First Name, Surname, Email Address, Confirm Email Address, Gender, Date of Birth (Day, Month, Year), and Username. A checkbox option is available for 'Use my email address as my username'. At the bottom, there are 'BACK' and 'NEXT STEP' buttons. A 'Feedback' button is on the right side.

### **If you have a mygovscot/MyAccount**

8. You will need a device that can connect to the Internet (smart phone, tablet, PC) to create an account and to use ParentPay.
9. Open any Internet browser (e.g. Internet Explorer, Google Chrome) type in: [www.parentpay.com](http://www.parentpay.com)
10. Click on **Sign in with mygovscot/myaccount** on the bottom of the page.



11. Sign-in to myaccount using your mygovscot MyAccount username and password

## mygovscot myaccount

The secure and easy way to access Scottish public services provided by eligible Scottish public bodies.

myaccount is provided by the Improvement Service and funded by the Scottish Government. It is a secure and trusted way to access online public services, offering choice and convenience to customers.

Sign-In to myaccount

Enter your username

Enter your password

Show Characters

SIGN-IN

REGISTER

FORGOT USERNAME?

FORGOT PASSWORD?

[Need Help?](#)

12. You will see your data from mygovscot and will be asked if you would like to share your core data with Parent Pay. Click on the green coloured bar: - **Yes, take me there**

13. Below is the next screen you will see. This is where you enter your **ParentPay login details** from your **activation letter** and click on **link accounts**.

**Please note: If the Username has been pre-filled with your email address, please **delete** this and only use your Activation Username**

Link your accounts

**Please note:** If this is the first time you have used ParentPay, please enter the codes from the activation letter received from your school.

To link your mygovscot myaccount and your ParentPay accounts please enter your ParentPay login details here.

Email/Username

Activation Username

Password

Activation Password

[Forgotten your password?](#)

Link accounts [Back](#)

14. Once successfully linked you will see the message below, click on **Continue to ParentPay**

You have successfully linked your mygov.scot myaccount and ParentPay. You can now use either your mygov.scot myaccount login or your ParentPay login details to access ParentPay.

Continue to ParentPay

**Your ParentPay account is now activated and ready to use!**

15. This will take you to your ParentPay home page where you can now **pay for items** and see your account **transaction history**. There is a **help** page if you have any questions about using ParentPay

The screenshot shows the ParentPay home page for user Linda Muir. The page features a navigation bar with links for Home, Parent Account, Communication, Profile Settings, and Help. A welcome message is displayed, and a sidebar on the left contains options such as 'Add a child', 'Transaction history', and 'View school and caterer'. A yellow button labeled 'Pay for other items' is highlighted with a red arrow. Below this button is a table titled 'Lunchtime meal activity' with columns for Date, Child, Details, and Amount.

Date	Child	Details	Amount
Wed 06	Zara	<a href="#">Lunch</a>	<a href="#">No meal</a>
Tue 05	Zara	<a href="#">Lunch</a>	<a href="#">No meal</a>
Mon 04	Zara	<a href="#">Lunch</a>	<a href="#">No meal</a>

**Please note:** The next time you log in to ParentPay, you will no longer need your activation code to access your ParentPay account, as you will login using your **mygovscot/MyAccount username and password** as shown in steps 8 - 11 above

### Add a child

You should **only create one ParentPay account** if you have multiple children to manage on ParentPay. You can add up to 6 children to your ParentPay account even if the children *attend different schools*.

If you receive 2 or more activation letters at the same time it doesn't matter which one you use to set up your ParentPay account for the first time.

Follow the instructions below to add other children.

1. Log in to your existing ParentPay account
2. Select 'Add a child' on the home page
3. Enter the username and password (activation codes) from the letter
4. Your child's name will be listed, select Add to my account
5. All done! You should now see your child's name on your homepage.