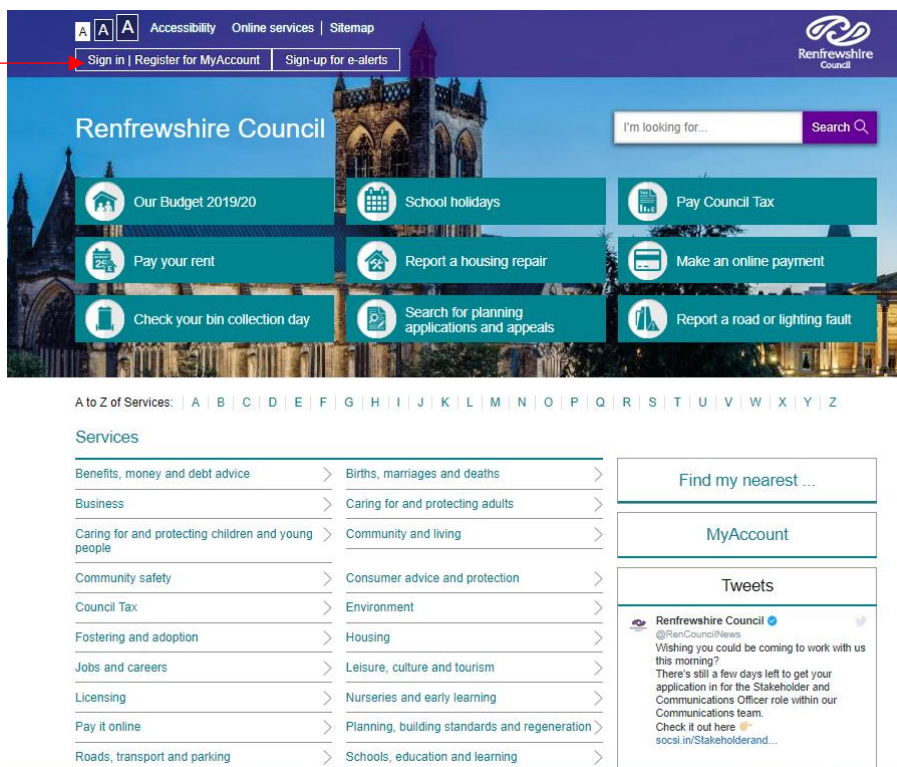


Activation Guide

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

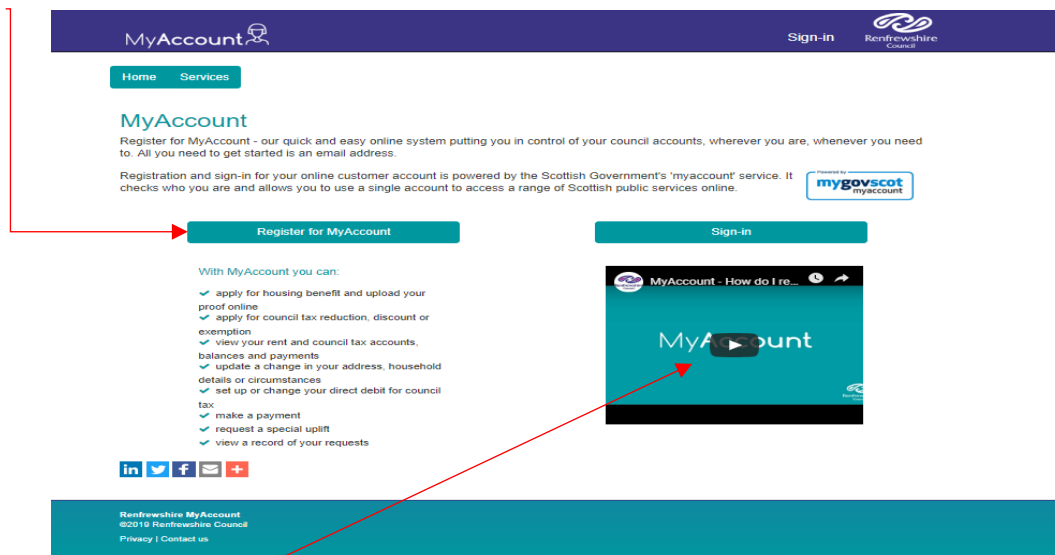
1. You will need a device that can connect to the Internet (smart phone, tablet, PC) to create an account and to use ParentPay.
2. Open any Internet browser (e.g. Internet Explorer, Google Chrome) type in: www.renfrewshire.gov.uk
3. This will display the screen below. Click on 'Sign in / Register for 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 'Renfrewshire Council' logo and a search bar. The central area contains a grid of service tiles, including '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 'A to Z of Services' index. The 'Services' section is a table with two columns of links, each with a right-pointing chevron. To the right of the services table are three widgets: 'Find my nearest ...', 'MyAccount', and 'Tweets'. The 'Tweets' widget shows a tweet from Renfrewshire Council (@RenCouncilNews) about a job opening.

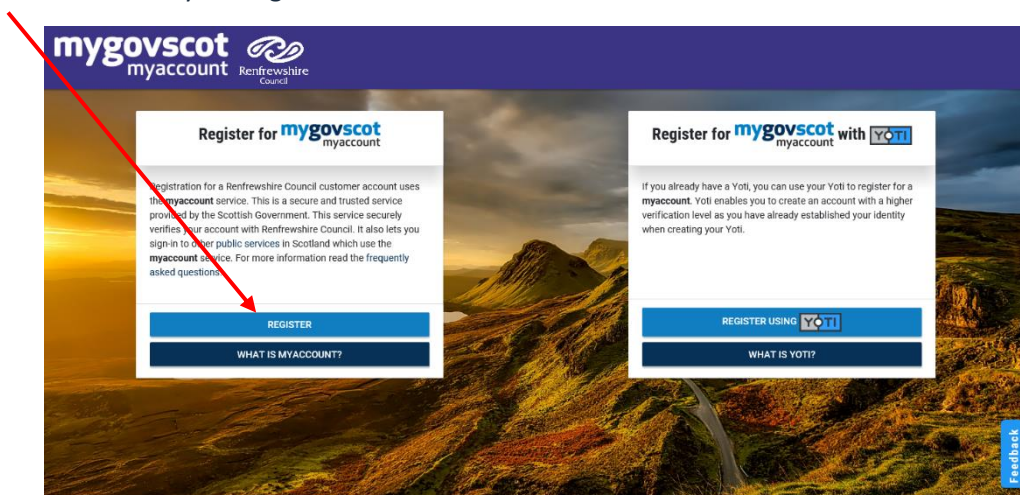
A to Z of Services: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z	
Services	
Benefits, money and debt advice >	Births, marriages and deaths >
Business >	Caring for and protecting adults >
Caring for and protecting children and young people >	Community and living >
Community safety >	Consumer advice and protection >
Council Tax >	Environment >
Fostering and adoption >	Housing >
Jobs and careers >	Leisure, culture and tourism >
Licensing >	Nurseries and early learning >
Pay it online >	Planning, building standards and regeneration >
Roads, transport and parking >	Schools, education and learning >

4. Click on 'Register for MyAccount: -

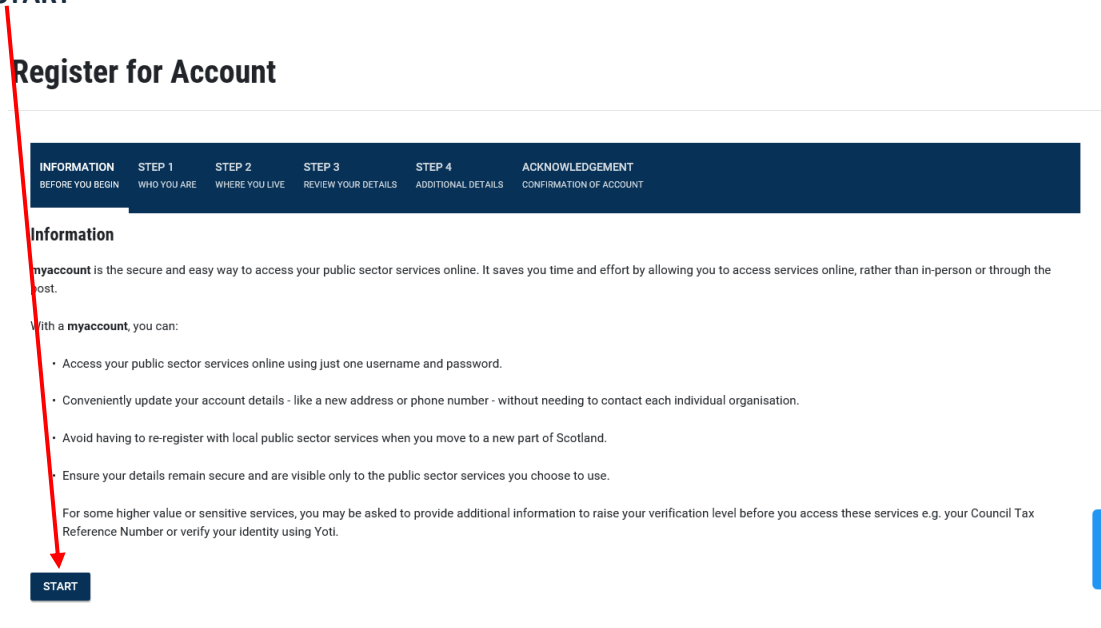


There is a helpful video which will guide you through the process

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

mygovscot myaccount Renfrewshire Council

Register for Account

INFORMATION (BEFORE YOU BEGIN) | **STEP 1 (WHO YOU ARE)** | STEP 2 (WHERE YOU LIVE) | STEP 3 (REVIEW YOUR DETAILS) | STEP 4 (ADDITIONAL DETAILS) | ACKNOWLEDGEMENT (CONFIRMATION OF ACCOUNT)

Step 1: About You

Guidance Notes

- This information helps us verify your details and create an account that's unique to you.
- All fields marked with * are mandatory.

First Name * | Surname *

Email Address * | Confirm Email Address *

Gender * | Date of Birth * | Day | Month | Year

Username

Choose a unique username for your account. Make it something memorable, or simply use your email address.

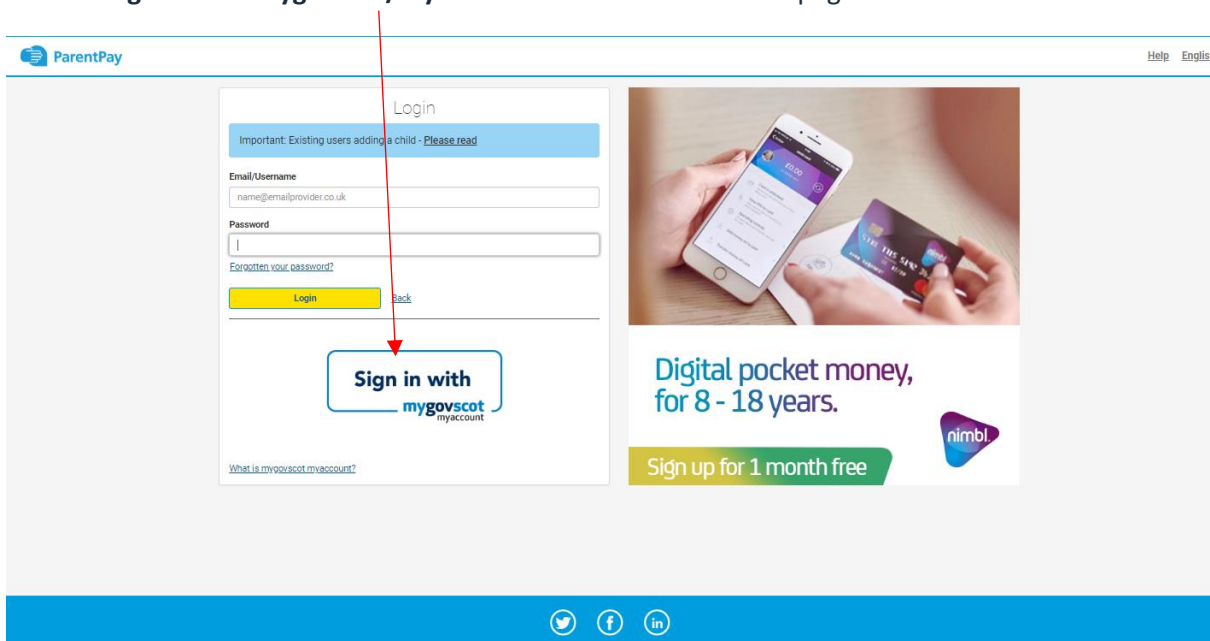
Use my email address as my username

[Feedback](#)

[BACK](#) | [NEXT STEP](#)

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
10. Click on **Sign in with mygovscot/myaccount** on the bottom of the page.

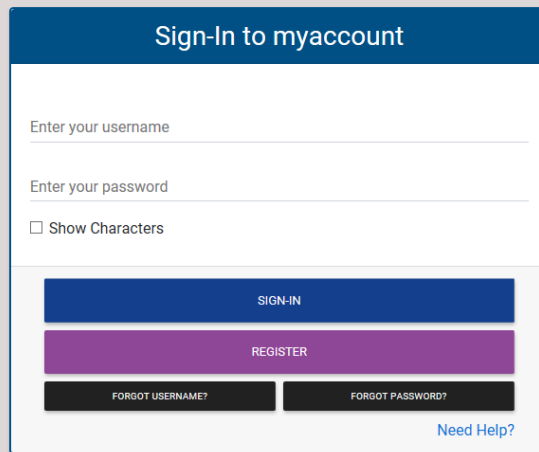


11. Sign-in to myaccount using your mygovscot MyAccount username and password

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

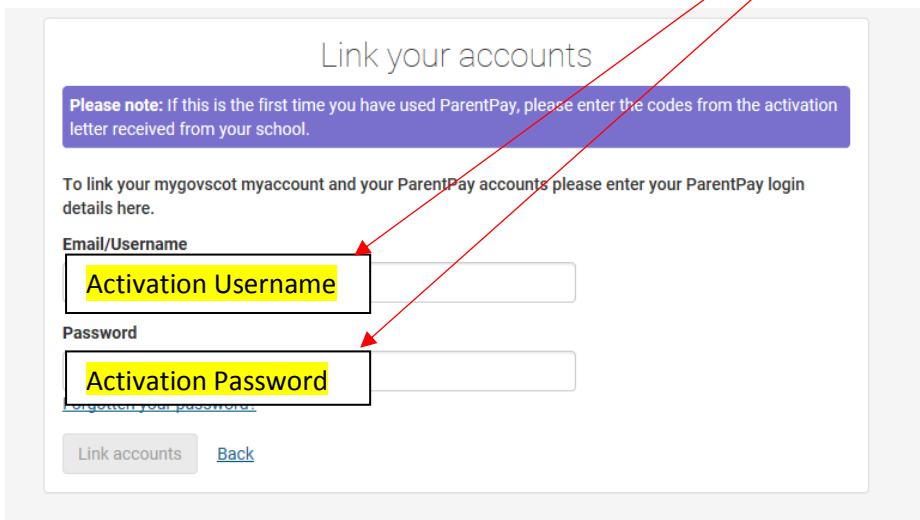
FORGOT USERNAME? FORGOT PASSWORD?

[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

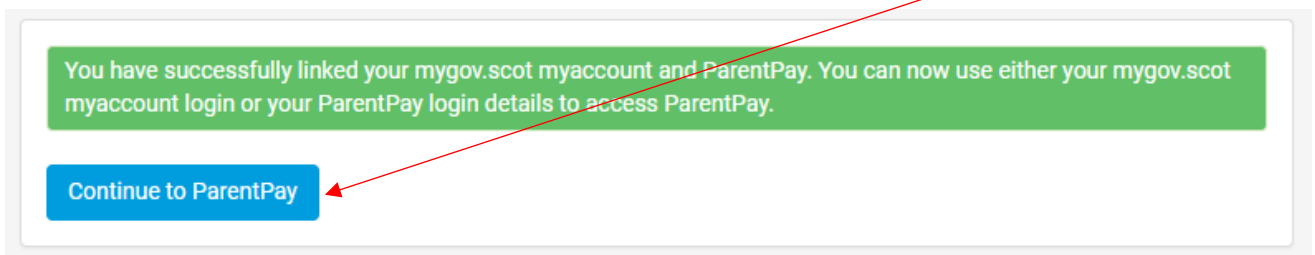
Activation Username

Password

Activation Password

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 displays the ParentPay user interface. At the top, there is a navigation bar with the ParentPay logo and links for Home, Parent Account, Communication, Profile Settings, and Help. A 'Logout' button is in the top right. Below this, a blue banner says 'Welcome, Linda Muir (lindamuir08@aol.com)'. A sidebar on the left contains icons for 'Zara' and 'Add a child', along with menu items: 'Active Payment items', 'Historic Payment items', 'Transaction history', 'Add a child', 'View school and caterer', and 'ParentPay support'. The main content area shows a profile for 'Zara' with a prominent yellow button labeled 'Pay for other items' and a '1' notification badge. Below this are buttons for 'View all items' and 'Set up Parent Account'. A table titled 'Lunchtime meal activity' lists transactions for Zara on Wed 06, Tue 05, and Mon 04, all for 'Lunch' with an amount of 'No meal'.

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.