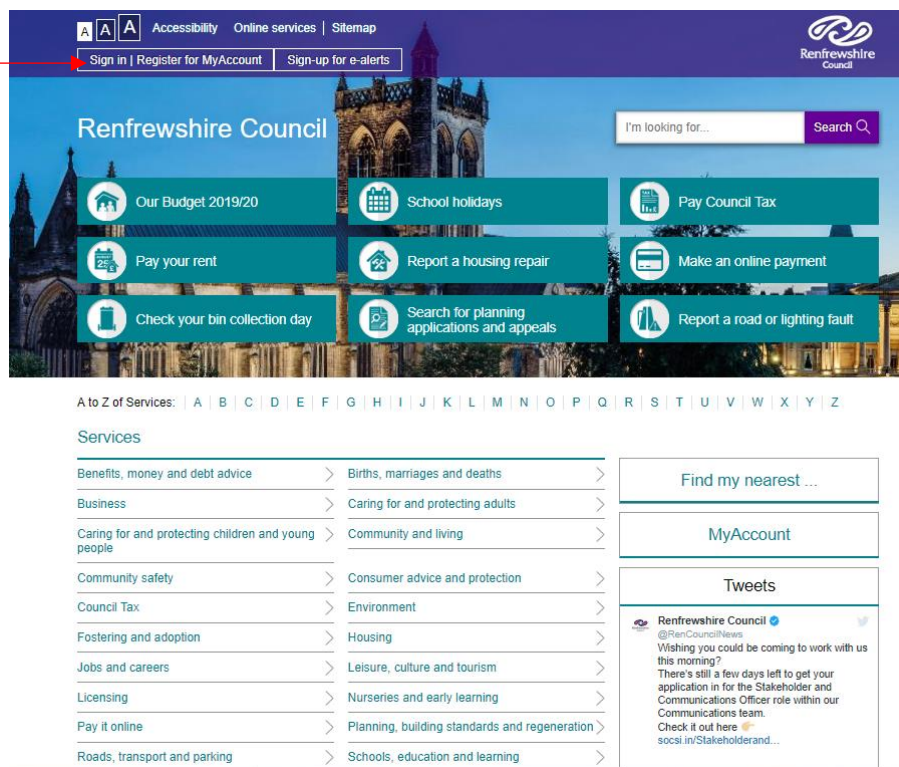


Activation Guide

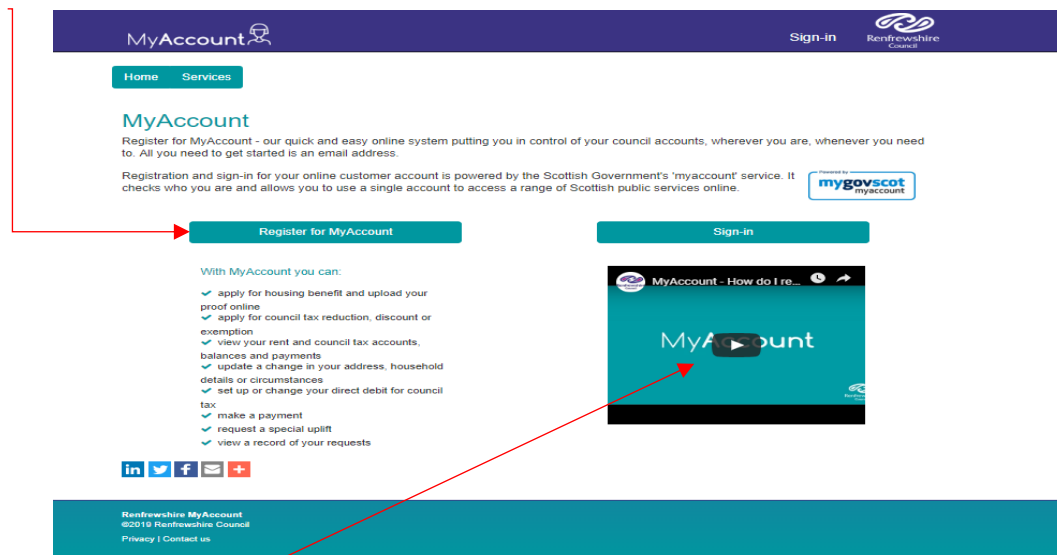
In order to access ParentPay, you must have a mygovscot MyAccount login and password. If you don't have a MyAccount follow steps 1-7 to create one and if you do, go straight to step 8.

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

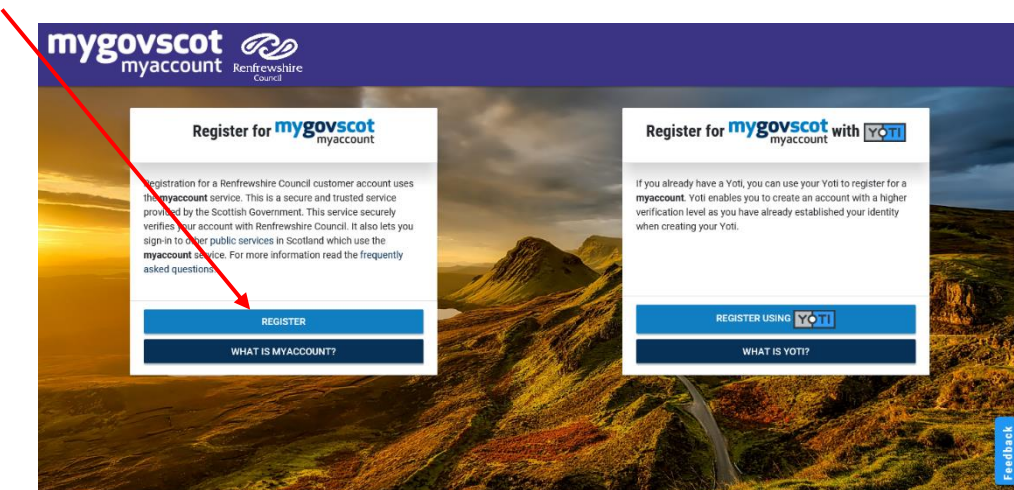


4. Click on 'Register for MyAccount: -

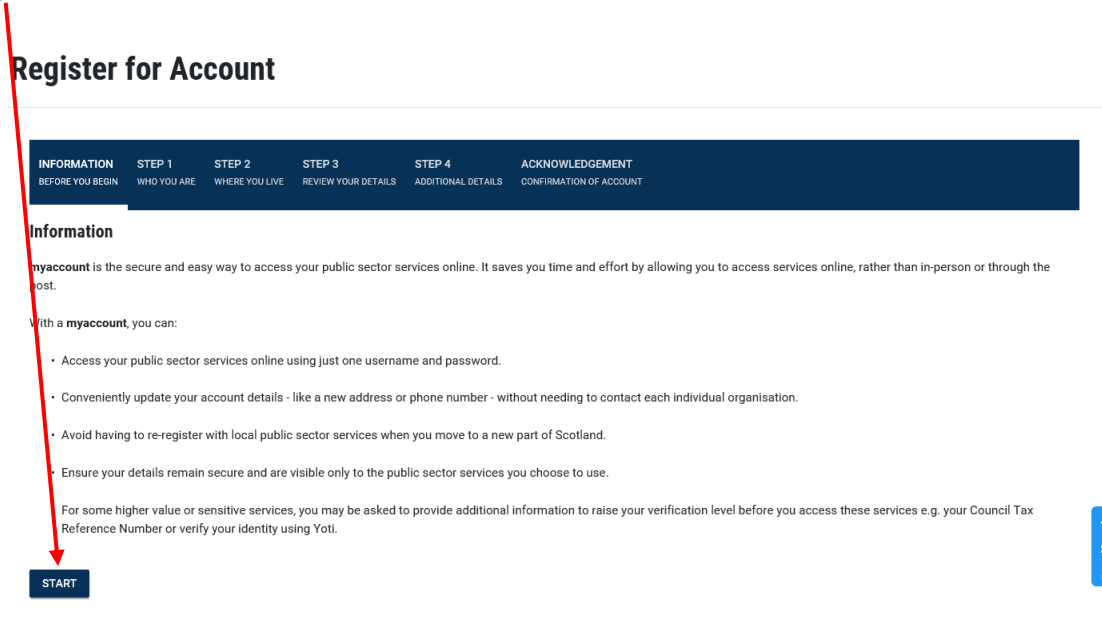


There is a helpful video which will guide you through the process

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 purple header with the logo and 'Renfrewshire Council'. Below the header is a progress bar with steps: INFORMATION, STEP 1: ABOUT YOU, STEP 2: WHERE YOU LIVE, STEP 3: REVIEW YOUR DETAILS, STEP 4: ADDITIONAL DETAILS, and ACKNOWLEDGEMENT. The current step is 'Step 1: About You'. Under 'Guidance Notes', it says: 'This information helps us verify your details and create an account that's unique to you. All fields marked with * are mandatory.' The form fields include: First Name *, Surname *, Email Address *, Confirm Email Address *, Gender * (Select Gender), Date of Birth * (Day, Month, Year), and Username. The Username section has a note: 'Choose a unique username for your account. Make it something memorable, or simply use your email address.' and a checkbox 'Use my email address as my username'. At the bottom 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
10. Click on **Sign in with mygovscot/myaccount** on the bottom of the page.

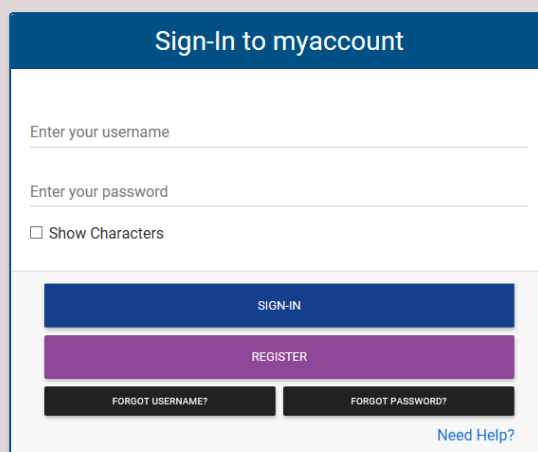
The screenshot shows the ParentPay login page. The header has the ParentPay logo and 'Help English'. The main content area has a 'Login' section with a note: 'Important: Existing users adding a child - Please read'. Below this are fields for 'Email/Username' (with example 'name@emailprovider.co.uk') and 'Password'. There is a 'Forgotten your password?' link and 'Login' and 'Back' buttons. Below the login section is a large button that says 'Sign in with mygovscot myaccount'. A red arrow points from this button to the 'Sign in with mygovscot/myaccount' text in step 10 of the instructions. To the right of the login section is an advertisement for 'Digital pocket money, for 8 - 18 years.' featuring a smartphone and a card, with the text 'Sign up for 1 month free' and the 'nimbl' logo. The footer has social media icons for Twitter, Facebook, and LinkedIn.

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

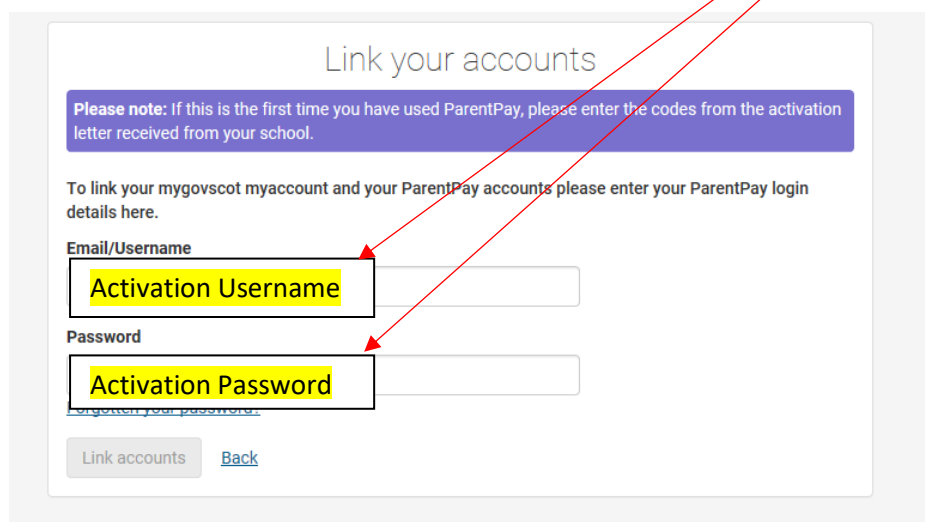
REGISTER

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

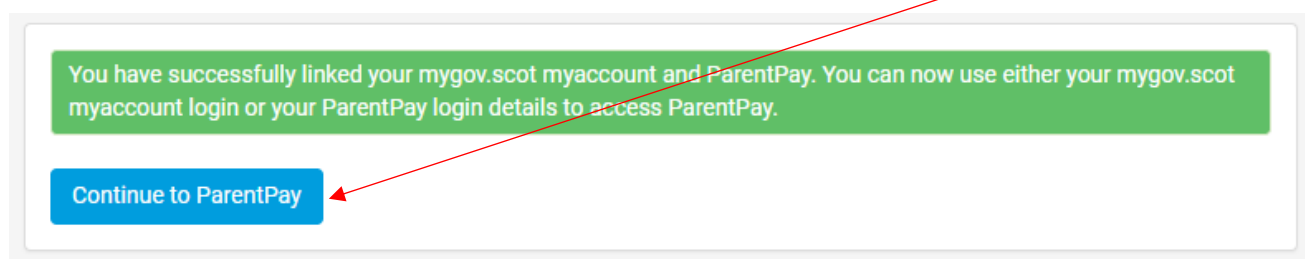
Activation Username

Password

Activation Password

[Link accounts](#) [Back](#)

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

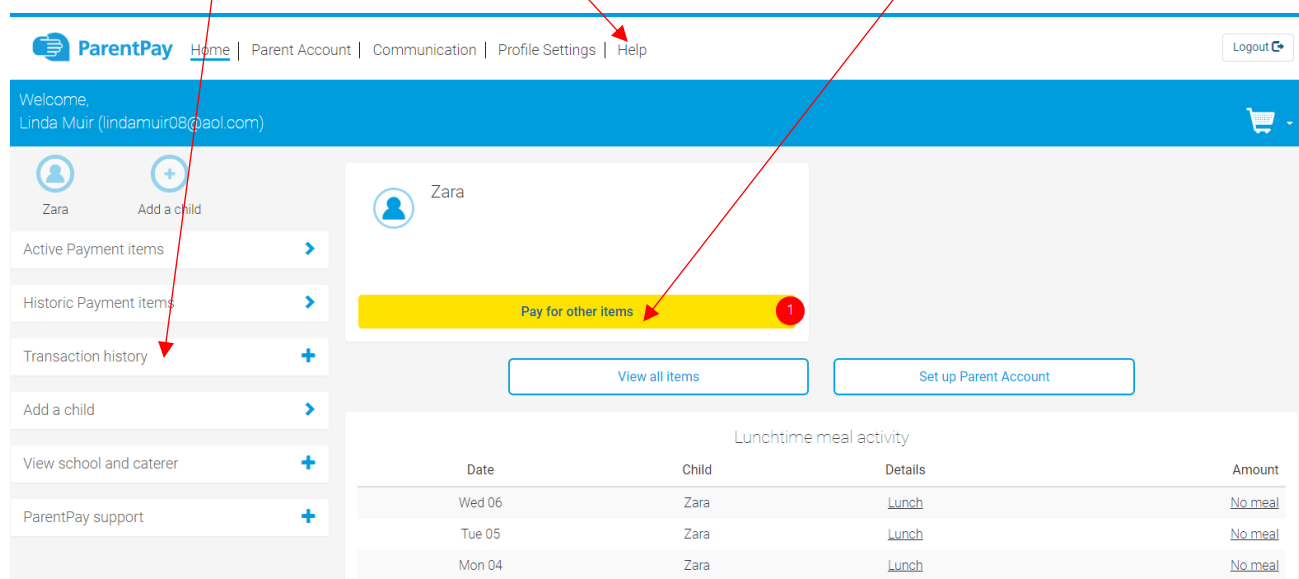


You have successfully linked your mygov.scot myaccount and ParentPay. You can now use either your mygov.scot myaccount login or your ParentPay login details to access ParentPay.

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



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.