

Riverbrae School
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Acting Head Teacher: Michelle Welsh

Children's Services
Director: Steven Quinn

Date: September 2020

Dear Parent/Carer

Coming soon: Online payments to school with ParentPay

Starting in November 2020, we will be introducing a more convenient way to pay for school meals, trips, school events and activities and much more online, using a secure service called ParentPay.

ParentPay will be live at our school and nursery on **19 November 2020** and from this date we will no longer be accepting cash and cheque payments, making the school 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 credit or debit card

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

You will have a secure online account, activated using a unique username and password. 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.

School Meal Balances

In preparation for this, we ask you to no longer credit your child's meal account online or at school. Meals should be paid in cash on a daily basis until the go-live date. This will not affect children who are entitled to free school meals. If you have a credit balance on this account, please use this before the end of term. After this date, if you have any remaining credit balance, please contact the school office to arrange a refund.

Logging in for the first time



Create
mygovscot
MyAccount



Activate your
Parent Pay
Account



Login to
ParentPay
using the
mygovscot
sign in section



You are now ready
to make payments using
ParentPay

Making Payments

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.

Using PayPoint

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. More information about the nearest PayPoint stores to school can be found at <https://consumer.paypoint.com/>

Payment information letters will carry a unique barcode which will allow you to make cash payments at your local PayPoint store.

If you cannot access your account online and wish to use the PayPoint facility, please notify the school office.

Photo Consent

Please complete and return the attached photo consent form ASAP.

You will receive your unique ParentPay Account activation details in October 2020.

We hope you will support us in achieving our goal to become a cashless school. This will reduce the need for your children to carry cash and free up staff time to concentrate on the education, health and wellbeing of all our pupils.

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

Yours faithfully

Michelle Welsh
Acting Head Teacher

ParentPay FAQs

- **What happens next?**
 - If you do not have a Mygovscot account, go to <https://www.mygov.scot/myaccount> and create an account. Keep your username and password safe as you will need these to activate your ParentPay account.
 - **When can I log in to my account?**
 - Once you have received your activation letter containing 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 post.
 - **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 Limited, and its group companies, operate in full compliance with Data Protection Law; Including the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679.
 - The ParentPay Terms and Conditions include a Data Processing Agreement (DPA), compliant with the GDPR, which details both parties' obligations relating to Data Protection.
<https://www.parentpay.com/schools/school-terms-and-conditions/>
 - The ParentPay Privacy Notice, which is available to end users, provides further information on the processing activities undertaken by ParentPay.
<https://www.parentpay.com/privacy-policy/>
 - 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 access to the internet so how can I use ParentPay?**
 - The web site is designed to be compatible with smart phones, tablets, laptops and PC's. 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**