

## Frequently Asked Questions

**Q. I've changed email address, what do I do?**

A. Please log into your ParentPay account and go to 'View/Edit Profile'. You can amend your contact details there.

**Q. What happens if parents don't pay by the deadline?**

A. If you have an outstanding balance at the end of the term this will be carried over to the next term. If the balance is over £30.00 you will receive an invoice.

**Q: I don't have a computer or internet access at home. What do I do?**

A: You can use public computers in the library or at the Council offices at North Ness, Lerwick or contact your school office.

### Further Information

- If for any reason a school has to invoice a parent there could be a recovery cost.
- Children with special dietary needs, including vegetarians, will continue to be catered for.

If you have any further queries, please contact your School Office.



Shetland Islands Council



ParentPay<sup>®</sup>

The online payment system for school meals and milk

## Further Information and Frequently Asked

Shetland Islands Council

## What is ParentPay?

ParentPay is an online payment service which allows parents/carers to make safe and secure payments online for school meals and milk.

## How do I pay for school meals on ParentPay?

You will receive a ParentPay activation letter which will include your unique username and password to activate your account.

A payment item will appear on your account at the beginning of each term. You can pay the whole amount in full or in instalments. The minimum payment is the equivalent of 1 week of meals e.g. £11.00.

When you make a payment, you will receive an e-mail confirmation, giving you reassurance that the transaction has been successful.

Your account must be fully paid by the end of the second last week in each term.

## How do I opt in or out for school meals?

Parents will be asked to opt in or opt out for school meals on a termly basis. You should notify the school at the beginning of each term if you wish to opt out.

## What are the benefits of ParentPay to parents?

- ParentPay is easy-to-use and will offer you the freedom to make online payments whenever and wherever you like, 24/7;
- The technology used is of the highest internet security available ensuring that your money will reach the school safely—offering you peace of mind;
- Payments can be made by credit/debit card;
- Full payment histories and statements are available to you securely online;
- Your children won't have to worry about losing money at school.

## What are the benefits of ParentPay to the school?

- ParentPay can help reduce workloads for school based staff;
- ParentPay ensures all financial transactions are safe and secure;
- Opting in or out for the term can help to reduce food waste.

## Frequently Asked Questions

### Q. Will I have to pay to use ParentPay?

A. No, ParentPay is a free service for parents.

### Q. My child is in P1-P3, do I still need to activate my account?

A. Yes. By activating your account you will allow the school to record your child under the P1-P3 Free School Meals scheme. If your child takes school milk you will have an active payment item on your account for this.

### Q. My child has been absent, will I be reimbursed for meals?

A. If your child is absent, e.g. due to sickness, school staff will credit your account at the end of each term.

### Q. I already have a ParentPay account for another one of my children, can I merge their accounts?

A. Yes! Log into the account you want to use as your master ParentPay account; go to 'Add a Child' and enter your new activation codes. Follow the on screen instructions to add your children at any ParentPay school from one account (up to 6 children).