



**18<sup>th</sup> October 2017**

Dear Parent/Carer

### **Coming soon: Online payments to school with ParentPay!**

Starting Tuesday 31<sup>st</sup> October we will be introducing a more convenient way to pay for school meals, and eventually trips, after school clubs and much more online, using a secure service called ParentPay. Initially we will only be using ParentPay for school meals however we will be gradually introducing payments for after school clubs and trips.

ParentPay will be live at school on 31<sup>st</sup> October and from this date we will be working towards no longer 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, 7 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.

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. The nearest PayPoint stores to school are:

- Hill Food and Wine, 269 Stamford Hill, N16 6TZ
- Asda Stamford Hill, 158 Clapton Common, E5 9AG
- Ports Off Licence, 141 Stamford Hill, N16 5LG

Please notify the School Office if you wish to use the PayPoint facility. A barcode letter will be issued which you can take to the PayPoint store.

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

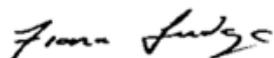
## **Free school meals**

If your child is in Reception, Year 1 or Year 2 or your child receives free school meals we would encourage you to still set up your account now. Throughout the year, more items for payment will appear on your account such as trips and clubs, and the school will eventually become completely cashless. No money will be taken from your account for school meals.

We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. Your support in using ParentPay will help the school enormously, thank you.

For further information on ParentPay please see the FAQs overleaf or visit [www.parentpay.com](http://www.parentpay.com).

Yours faithfully

A handwritten signature in black ink that reads "Fiona Judge". The signature is written in a cursive style with a large, stylized 'F' and 'J'.

**Fiona Judge**

**Head Teacher**



## ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with 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 your school.

- **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 holds a very limited amount of information about you and your child solely for the purpose of administering your account however; ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

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 a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

**For more information please visit [www.parentpay.com](http://www.parentpay.com)**