



April, 2020

Dear Parent/Carer

Coming soon: Online payments to school with ParentPay!

During May 2020 we will be introducing a more convenient way to pay for school meals, trips and much more online, using a secure service called ParentPay. **This system will replace the current School Comms/School Gateway system the school purchases.**

We are hoping that ParentPay will be live at school on Monday 18th May, 2020; from this date we work towards the school being a cash-free environment, with all payments be made via ParentPay, where possible. Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores which will avoid the need for you or your child to bring cash into school.

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:

Crossways Stores, 32 Langwith road
Co-op, Town End, Bolsover
Bolsover Service Station

Please notify Ms Liszka at the school (sliszka@bolsover.derbyshire.sch.uk) if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. However, there is a £1.50 charge per card. Payment cards then take about two weeks to arrive but we can issue a barcode letter as an interim measure.



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

We hope you will support us in achieving our goal to become a cashless school. Your support in using ParentPay will help the school enormously and will hopefully be a far more efficient system for you too – thank you.

You will receive your unique ParentPay Account activation details in due course.

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

Yours faithfully,

Mrs L Hayes
School Business Manager



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'll 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 and Visa 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 0845 257 5540.

- **I don't 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

