

Frequently asked questions – ParentPay

Activating your account

I don't have a computer, how can I use ParentPay?

- You can access the ParentPay website from your smartphone or tablet, or why not visit your local library and book a computer?
- Alternatively, you may be able to get access to a computer at your work, but you should check the policy in your workplace before doing this.

Why do I need to log in via the mygovscot / myaccount?

- 'myaccount' is a simple, secure way to access a range of Scottish public services online, including services provided by the Council.
- It is funded by the Scottish Government and ensures that public services can be accessed and used in a simple and convenient way.
- No payment or ParentPay information is held in your myaccount, it is solely a method of authentication.

I am having problems activating or signing in to mygovscot / my account, what should I do?

- Note that if you are using Internet Explorer, you may have to update to Internet Explorer 11 to access ParentPay.
- If you are having issues with mygovscot myaccount, the support service can be found on <https://www.mygov.scot/myaccount/>

I already have an account with ParentPay in another local authority

- Once you have registered with mygovscot, and are taken to the ParentPay page, enter the username and password from your old account. Once into the system, go to 'add a child' and enter the username and password issued to you for your child/children by our school.

I am having problems accessing ParentPay

- Your first line of any enquiry should be your school. They will contact ParentPay on your behalf if they are unable to help.

Can more than one family member pay for items for a child?

- Please ask at the school office and they will be able to set up another ParentPay login for your child's account.
- You won't be able to see each other's personal details, but will see payments and account balance for the child.

I've lost my activation codes/forgotten my username/password

- The school office will be able to reissue your activation codes and username.
- If you have forgotten your mygovscot / my account username or password, you should go to the mygovscot sign in page and click the forgot password / username box.
- The link to the mygovscot page is <https://www.parentpay.com/public/client/security/#/login>

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

- 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).

My children attend different schools using ParentPay, can I add them all to my account?

- Yes. The rollout of ParentPay is on a phased basis so you may not be able to do this straight away, but once you receive an activation letter for each child from their school, you can add your child(ren) to your account.

Using ParentPay

How can I make a payment?

- ParentPay accept Maestro, Switch, Delta, Electron, Solo and Visa debit cards.
- You can also use MasterCard and Visa credit cards.
- You can also pay by cash by paying at PayPoint stores.
- You can request a PayPoint card for school meals (one per child) and you will receive PayPoint barcoded letters for other payment items.

Are online ParentPay payments safe and secure?

- Yes. All card transactions are processed securely and are encrypted. ParentPay and the school do not have access to your card details.
- Standard website addresses begin with the letters http. However, the address for a secure site will always begin with https.
- You will also see a small 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.

How does my school know I have paid?

- The administration staff within your school are notified that you have made a payment. They know which pupil the payment is for, how much has been paid and the item(s) you have paid for.

What about personal information?

- We operate under strict guidelines set out by the Data Protection Act and hold a very limited amount of information about you and your child to administer your account. Please refer to the attached Privacy Notice.
- We do not share or give information to any other organisations.
- 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 contacted by someone claiming to be from ParentPay, please call the school straight away and they will follow this up for you.

How do free school meals work?

- Pupils entitled to free school meals will have their ParentPay account credited daily.
- Because all account types are accessed in the same way, whether paid for or free, the new system allows those pupils receiving free school meals to remain completely anonymous.
- Free school meal credit balances will not be carried over to the next day.

Who should I contact if I have further questions?

- Your first line of any enquiry should be your school office. They will contact South Lanarkshire Council's Support Services or ParentPay on your behalf if they are unable to help.