How do I activate my ParentPay account?

If you don’t have a ParentPay account already you will need to create one. If you have a child at a school that uses ParentPay you may already have an account.

To start using ParentPay you will first need to activate your account. You would have received a letter with a username and password necessary to do this. (If you have multiple children at Darrick Wood School you only have to activate one account and then add further children to it afterwards) To do this please follow the steps below.

**Step 1 – Open ParentPay website**

https://www.parentpay.com

**Step 2 – Login**

Click “Login” in the top right corner of the website.

In the “Email/Username” box type in the username found on the letter that you received. In the “Password” box type in the password that is also found on the letter.

Once done click the “Login” button.
Step 3 – Enter your details

In the following page you will need to fill in the following information.

- Title
- First name
- Last name
- Email address
- Password

Make sure that you tick the box “I confirm that I have read, understood and agree with the ParentPay terms and conditions and privacy policy”

Click “Activate now”

Step 4 – Verify Email address

ParentPay will send an Email to the address that you provided. Check your inbox for the message, it will be from “platform@parentpay.com”

There will be a link in the email that reads “Verify your email address”

A new internet browser window will open with a message that reads “Success! Your account has been activated”

Clicking the “Go to ParentPay” Button will take you back to the ParentPay website homepage where you can click the “Login” button again. From this time onwards you will login with your own ParentPay credentials. (Your Email address and password that you provided will be your credentials)

Step 5 – Adding a second child

If you have two or more children at Darrick Wood School or have a child at another school using ParentPay, you can add them to the same account.

Login to your ParentPay account.

Click the “Add Child” button
Step 5 – Adding a second child

This will take you to a page asking for username and password for the second child.

Fill in the “Activation code 1/Username” with the “Username” found on the letter that you received and “Activation code 2/Password” with the “Password” also on the same letter.

Click “Search”

Check that the student found by ParentPay is correct and click “Confirm”

You will see the following informational message.

Click the “Merge accounts” button.

A banner will appear at the top of the page that should read “Success! Accounts have been merged”

By clicking the “Home” link at the top of the page you will be taken back to the ParentPay dashboard where you will now see multiple children. If you need to add further children repeat “Step 5” of this guide.
How to pay for items

To pay for school items you would need to –

1. Navigate to www.parentpay.com and log into your account
2. Select either Pay for meals or Pay for other items for the child you want to pay for

3. Enter the amount you wish to pay (between the minimum and maximum amount set by school) and select **Add to Basket**.

   Note: if you have sufficient credit in your Parent Account, you can select to **Pay by Parent Account**
4. You can select to View basket and pay or if you wish to pay for more items select Continue Shopping

![Image of a successful item addition]

5. Select either Pay for ......meals or Pay for other items for the child you want to pay for (the basket will show that there is an item awaiting payment)

![Image of Pay options]

6. By selecting Pay for other items, you will see a list of all the items available to make payment for. Note: you can use the filter at the top of the page to see items for all of your children

7. Select View details and pay

![Image of a list of payment items with details and pay options]
8. Enter the amount you wish to pay and select Add to Basket

9. Select View basket and pay or Continue Shopping

10. Review your payment and then select Pay now or Continue Shopping

11. If you have a stored card(s) on your account you may select and pay with this card, entering only the Security code/CVV and selecting Review Payment.

   If you have no stored cards, or you wish to use a card not currently saved on your account, select Edit card/Use different card. You can now enter your card details into the secure payment page.

12. Select Review Payment and then Make Payment to complete the process.