

ParentPay – our new online payment service for school meals

We're pleased to announce that we will shortly be accepting payments online for our school meals service. Using a secure website called ParentPay you will be able to pay online using your credit or debit card. ParentPay will be our preferred method of making payments for school meals.

Parents who wish to continue making payments by cash may do so using the PayPoint network at local convenience stores.

Cheques can still be handed in via Student Services made payable to 'COMPASS SERVICES UK LTD'.

Students will still be able to use cash at the revalue machines located at the college.

We are hoping that everyone will benefit from our new payment facility. ParentPay is easy-to-use and will offer you the freedom to make online payments whenever and wherever you like, 24/7 - safe in the knowledge that the technology used is of the highest internet security available and that funds will reach school safely.

Parents will have a secure online account, activated using a unique username and password; making a payment using your credit or debit card is straightforward and ParentPay holds an electronic record of all payments for you to view at a later date. When you make a payment, an e-mail confirmation is sent to you, giving you reassurance that the transaction has been successful.

In addition, ParentPay offers the ability to set automated email/SMS reminders ensuring you never miss a payment and helping you keep your child's school meal account in credit at all times.

The more parents that use ParentPay, the greater the benefit is to the college as in the future we can set up ParentPay to make payments for other payments such as trips, etc. ParentPay also ensures that all financial transactions are safe and secure.

Getting started with ParentPay

We will shortly be sending out account activation letters detailing your username and password, once you receive these:

- Visit www.parentpay.com
- Enter your Activation username and password in the Account Login section of the homepage. NB. These are for one-time use only, you will choose your own username and password for future access during the activation process
- Provide all the necessary information and choose your new username and password for your account - registering your email address will enable us to send you receipts and reminders
- Once activation is complete you can go straight to My Payment Items, select which item(s) you wish to pay for and follow the simple on-screen instructions to complete your payment

Please be assured that ParentPay offers the highest security available and no card details are stored on the system or are accessible by the college or ParentPay. If you have any questions, please contact the Finance Office at the college.

We look forward to your support in using ParentPay as it will help us further support teaching and learning by reducing the burden of income collection in the college.

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 Uplands Community College are One Stop Stores Ltd, Wadhurst – MCCOLLS, Durgates and Tunbridge Wells – Burwash Stores, Burwash and Park Garage Pantiles, Tunbridge Wells.

Please notify the Finance Office at the college 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. The first card is free of charge; however, any lost or damaged cards will be charged at £1.50 each. Payment cards take about 2 weeks to arrive but we issue a bar-coded letter as an interim measure.

ParentPay FAQs

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

Once you have received your activation letter from Uplands with your activation login details you'll be able to activate your account and start making payments.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

- **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 college 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 college. 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 one of the computers at the college.

For further information on ParentPay please visit www.parentpay.com.