

Using ParentPay – Setting up a Payment Alert

Payment alerts on ParentPay are extremely useful; they inform you when a payment item has been added to your account for example, trips and clubs.

Setting up a payment alert is quick and simple just follow the instructions below:

Step 1 Log in to Parent Pay

Step 2 Click the communications tab (Speech Bubbles)

Step 3 Click Change alert settings

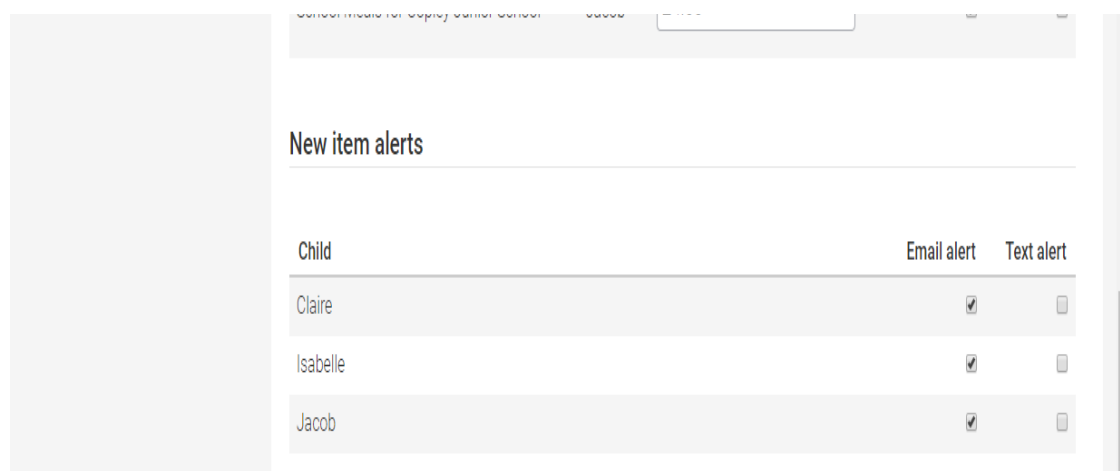
The screenshot shows the 'Communication' section of the ParentPay interface. On the left is a navigation menu with options: 'Communication history', 'Contact schools', 'Text message balance', and 'Alert settings'. The main content area is titled 'Communication history' and contains the text: 'View all alerts and communications from the last 90 days in the table below.' Below this is a blue button labeled 'Change alert settings'. A notification icon is followed by the text '1 - 10 of 41 Alerts & communications'. To the right are navigation buttons: '< Previous page', 'Next page >', and a 'Show all' button. At the bottom, a table header is visible with columns 'Date', 'Type', and 'Subject'. The first row shows the date '13 Apr' and the subject 'Email - Claire - Dinner money reminder'.

Step 4 Select Alert settings

The screenshot shows the 'Alert settings' page. On the left is a navigation menu with options: 'Communication history', 'Contact schools', 'Text message balance', and 'Alert settings'. The main content area is titled 'Alert settings' and contains the text: 'Receive automated alerts from your account by email and SMS text message. Balance alerts are not available in all schools.' Below this is a green banner with the text: 'Balance alerts are available in all of your schools'. The text continues: 'Top up your ParentPay Text Balance via Pay for items to receive automated text alerts. You can still save your alert settings, but no automated text alerts will be sent until your account is credited.' Below this is another line of text: 'The school may still send you texts using the ParentPay Communication Centre™.' A bulleted list follows: '• Register your [emails](#) and [mobile phones](#)'. The page lists several alert types: 'Balance alerts' (Max. every 2 days, when account balance reaches the level set by you.), 'New item alerts' (Max. once a day, when school creates a new payment item for your children.), 'Payment alerts' (When school receives a cheque, cash or PayPoint payment for your child.), and 'Message alerts' (Sent as a text, to inform you when your school sends you an email through the ParentPay Communication Centre™).

Step 5 Scroll down to new item alerts

Step 6 You should see your child/children's names, using your mouse click the email alert box, this should now display a tick.



Step 7 Click SAVE

This email alert service is free and available to every user, therefore we suggest you use this service. However if you wish to receive these payment alert notifications via text you can do this at a cost, as users are charged for this service. Therefore this can only be used if you have text message credits against your account. You can add text message credits to your account via your ParentPay basket.

If you have any issues please contact the school office or email the ParentPay helpline.