

## PARENT PAY

Kesteven and Sleaford High School uses a cashless payment system called **ParentPay®**. You will be able to pay for school lunches, music lessons and trips using this system. We have installed a type of fingertip cashless system for our catering called Civica for Schools. You will need to make sure, that if your child has a school lunch each day, you add funds to their account **prior to the account being used**.

Please indicate on the return slip which method you prefer to use to make the payments.

### 1. Online using your credit or debit card

ParentPay offers you the freedom to make payments whenever and wherever you like 24-7, safe in the knowledge that the technology used is the highest internet security available. Your family has a secure online account, which can be accessed with a unique user ID and password. You can change these to something you will easily remember. ParentPay enables you to view all items available to each of your children along with relevant costs and details.

Making a payment is easy, simply select the item to pay and follow the instructions to complete your payment. You can pay for multiple items during a single online session. ParentPay holds an electronic record of your payments to view at a later date should you wish. No card details are stored in any part of the system.

### 2. Use a PayPoint™ card and pay cash at local stores

For those of you who prefer to use cash you can pay in local PayPoint stores.

Those parents/carers choosing to use PayPoint as their preferred method will receive a payment card (on request from Finance Office) through the post and may start using it immediately. PayPoint payments are also recorded by ParentPay and can be seen by logging onto your ParentPay account and viewing your payment history. The nearest PayPoint stores can be found at <https://consumer.paypoint.com> or alternatively contact the Finance Office [finance@robertcarretrust.uk](mailto:finance@robertcarretrust.uk).

**Please be aware that depending on how often a shop sends their data, paypoint transactions can take up to 5 days to show on ParentPay.**

## FREQUENTLY ASKED QUESTIONS

### **How do I use ParentPay?**

Your child's school will issue you with a unique username and password. Just go to [www.parentpay.com](http://www.parentpay.com) and login with these details. You will be prompted to change your password and username to something memorable. That's it, now you can start making hassle free, secure payments to your child's school whenever you like.

### **What 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. In fact, it's as safe to pay online with ParentPay as it is to use your credit card in a shop or over the phone! ParentPay uses leading technology to process your credit/debit card transactions securely. All communication with the bank is encrypted (jumbled up so no one else can read it). Neither ParentPay nor the school have access to your card details and your card details are never kept by ParentPay or the school.

### **How can I check that it's secure?**

Standard website addresses begin with 'http' whereas the address for a secure site will always begin with 'https'. You will also see a 'padlock' at the bottom right of the screen. Never enter your card details or personal data on any web page whose address does not start with 'https'.

### **What about our personal information?**

ParentPay uses a very limited amount of information about you and your child solely for the purpose of administering your account; we do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998, which ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose that you intended.

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 08700 420550.

### **I don't have a home PC so I can't use ParentPay**

Actually, you can. Try visiting your local library, internet café, see if you can get access to a computer at work or ask if you can use your schools computers. Many schools have computers available for parents/carers and will even be happy to show you how to use them. You can also try 'over the counter' payments as described above.

### **What if my child is entitled to Free School Meals?**

Your child will need to have her fingertip scanned just the same as the other pupils. Their daily allowance will be uploaded automatically. You can, should you wish, top-up the funds using ParentPay or PayPoint card.

### **What if for any reason my child has insufficient funds on their account?**

Your child will be allowed to have a lunch on the understanding that their account is topped up as soon as possible. We will deduct the amount owed from their account (this will show as a 'Civica adjustment'). We would not expect that your child should use the canteen facilities without funds on their account on more than one occasion as this is not a credit facility.

For more information visit [www.parentpay.com](http://www.parentpay.com)