ParentMail
Parent Payments
User Manual

CONTENTS

1. Introduction

+Pay is a payment management service that is fully integrated into ParentMail. From one single service you can receive communications from schools by email and/or text and also make online payments.

This user manual describes how to make online payments and how to check your payments history. There is a Payments section of menu options on the left hand side of the page.
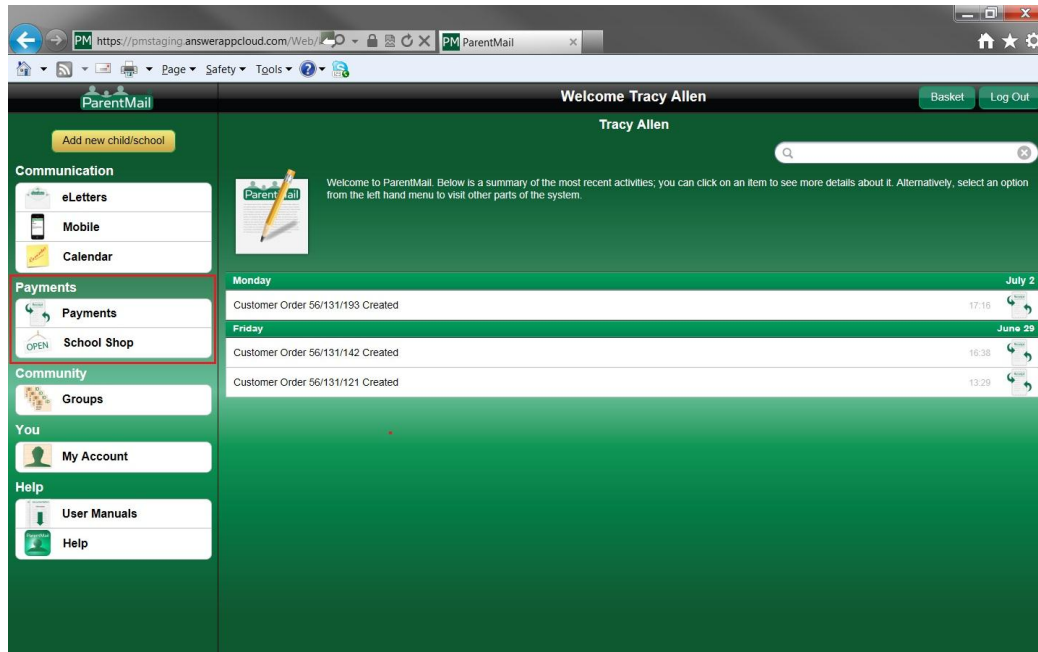

2. Make a Payment

There are 2 options available to choose from when making online payments:

- Payments: Here you will be able to pay for school trips, top up your child's Dinner Money account or top up your SMS credit balance.

- School Shop: Here you will be able to purchase tickets to school events or school shop items such as clothing, books and other items

From the left hand menu select Payments. You can then select an item to pay for.

School trips could be set up with Instalments and may require consent. Click on the yellow question mark icon to select an instalment to pay for, the next instalment is selected by default and is marked with a green tick.

You can give your consent for your child to attend a trip by clicking on the consent button at the top left of the page and then selecting either to Accept or Reject.
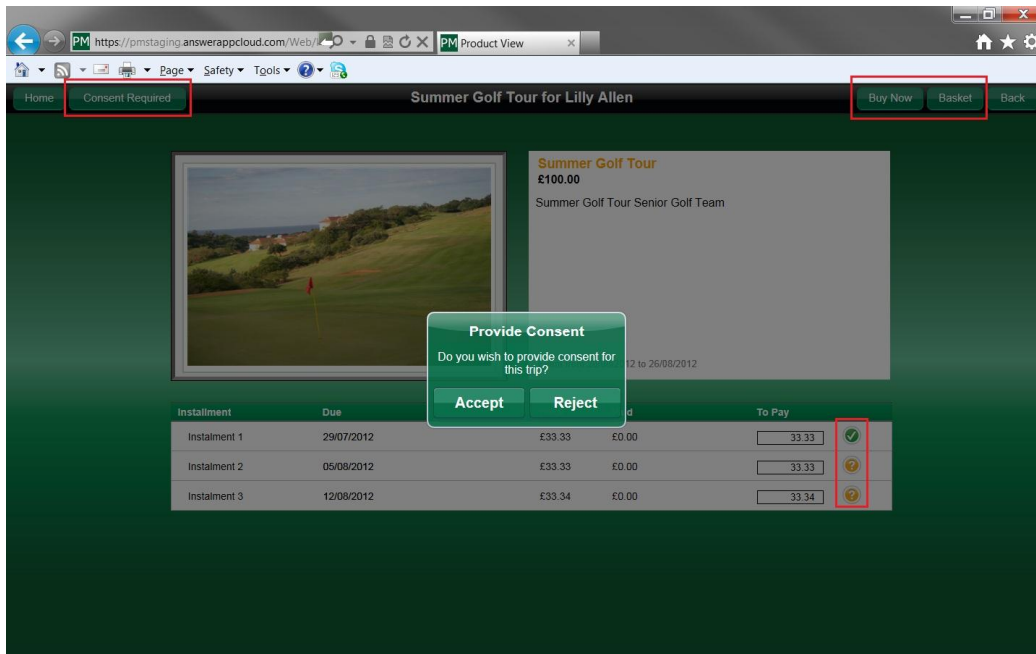
Click the Buy Now button to add the item to your basket. You can add multiple items to your basket by clicking the Continue Shopping button

Select a child for whom you wish to make a Dinner Money top-up. You will be able to input an amount that you wish to pay and you will be able to see a comprehensive list of dinners that your child has consumed, along with any account adjustments that the school may have made to your account and any top-ups that have been mad, all available in the Transaction History.
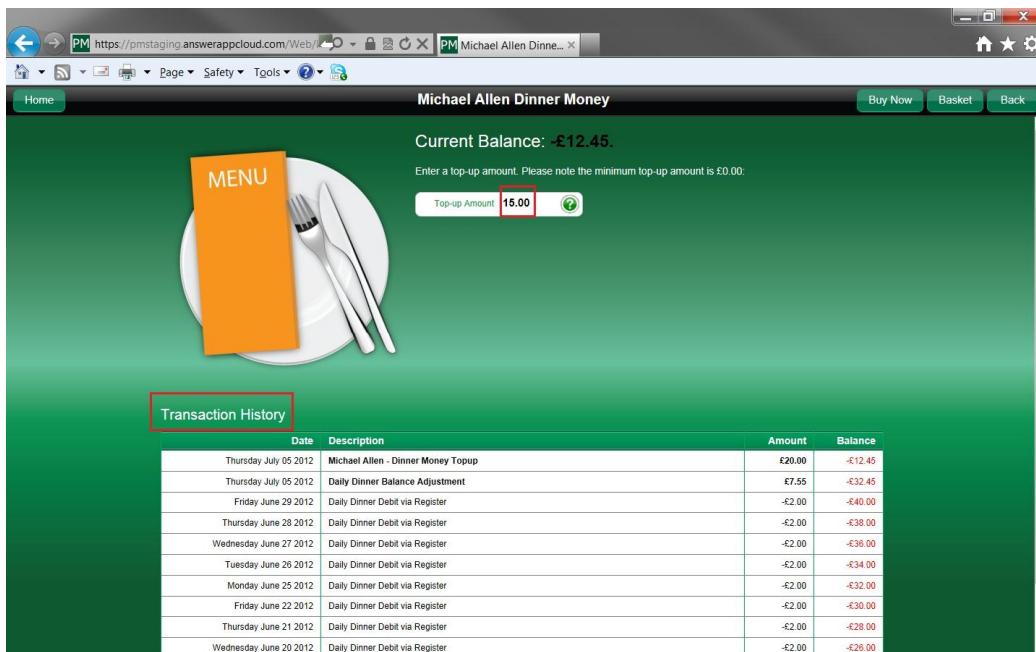

Click Buy Now to add the top up to your basket.
Click continue shopping to add additional items to your basket

Be Better Connected

From the left hand menu select School Shop. You can then select an item to pay for.

Click on the child for whom you are purchasing the item and enter a value in the quantity field to set the number of items you wish to purchase.
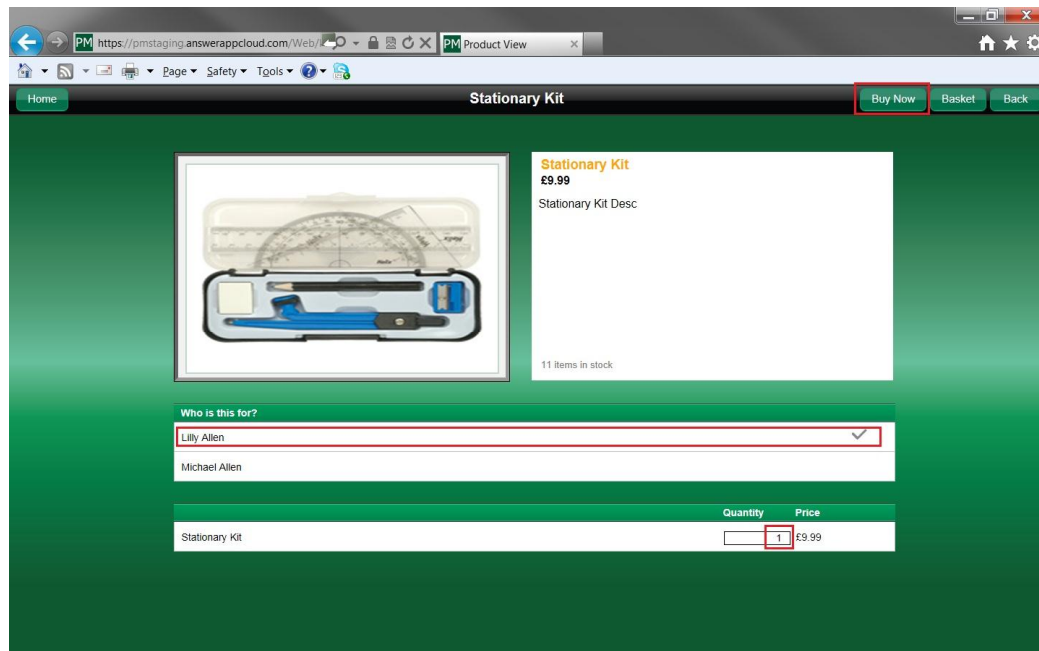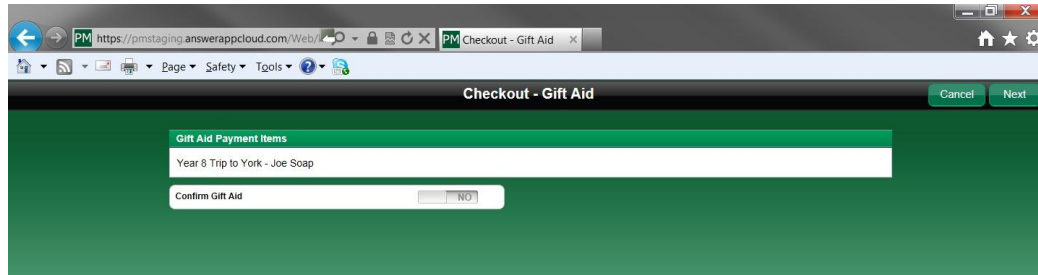

Click Buy Now to add the item to your basket.
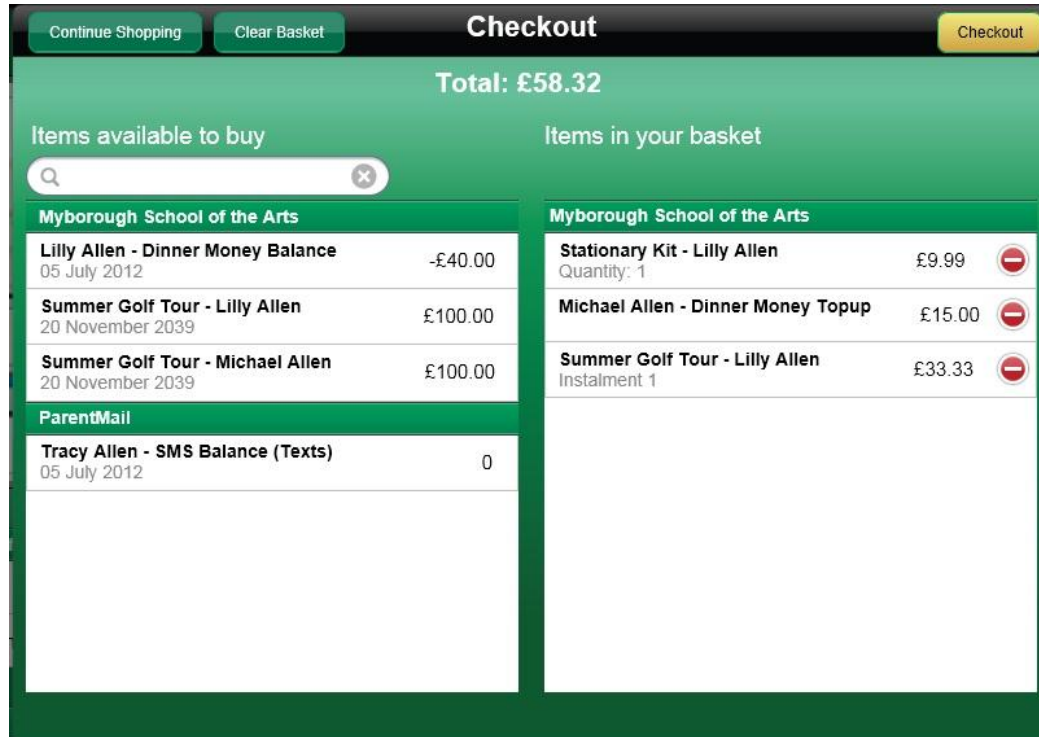
The basket shows a running total for all the items in the basket.

Each item has a total which represents the total quantity of items included.

The **Continue Shopping** button will return the user to the list of items available to purchase

The **Clear Basket** Button will remove any items already placed in the basket
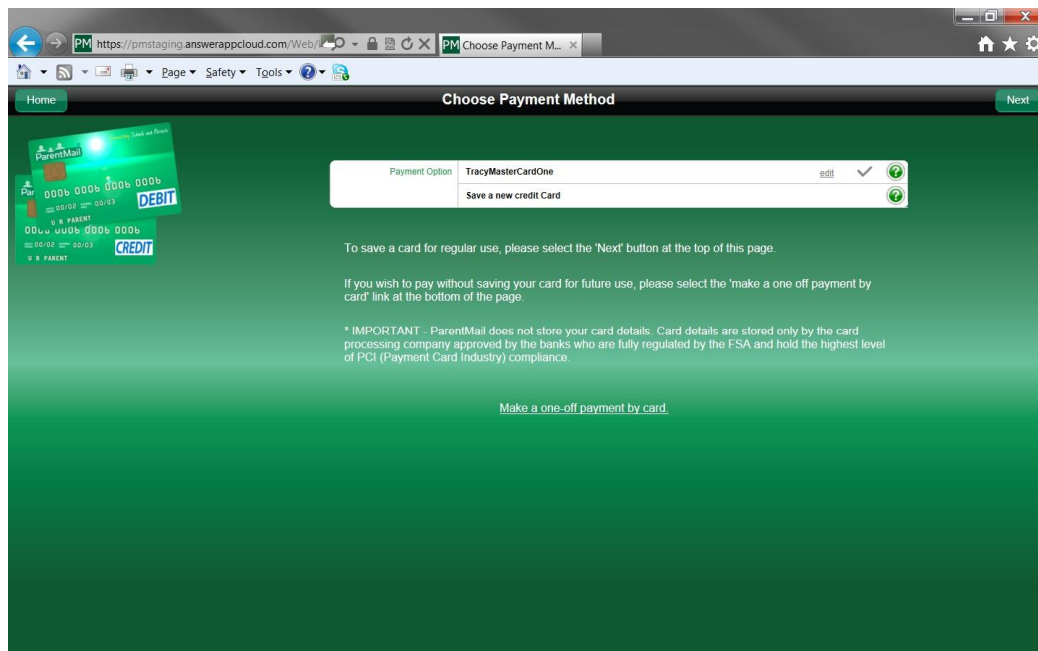
Click the Checkout button to proceed with your payment. You will have the option to select Gift Aid if applicable, then click Next to proceed.

You will then need to choose a payment method and will be presented with the following options:

- Select a registered payment card

- Register a new payment card (You can also manage your payment cards by clicking on My Account | Manage Cards)

- Edit an existing payment card

- Make a one-off payment by card

Choose your action and then click the Next button

The system will present the Banking Gateway page where you will be able to enter the:

- Card Type: VIAS, MASTERCARD or MAESTRO

- Card Number: The long number on the front of the card

- Start Date and Expiry date: The dates that the card is valid

- Issue Number: The cards issue number if applicable

- Card Holders name: As it is displayed on the card

- Amount: which is prepopulated by the software

- CV2 code: The 3 digit security code on the back of the card

Click the **Submit** button to process the payment.

Once the payment has been processed a success message is presented along with a summary of your order
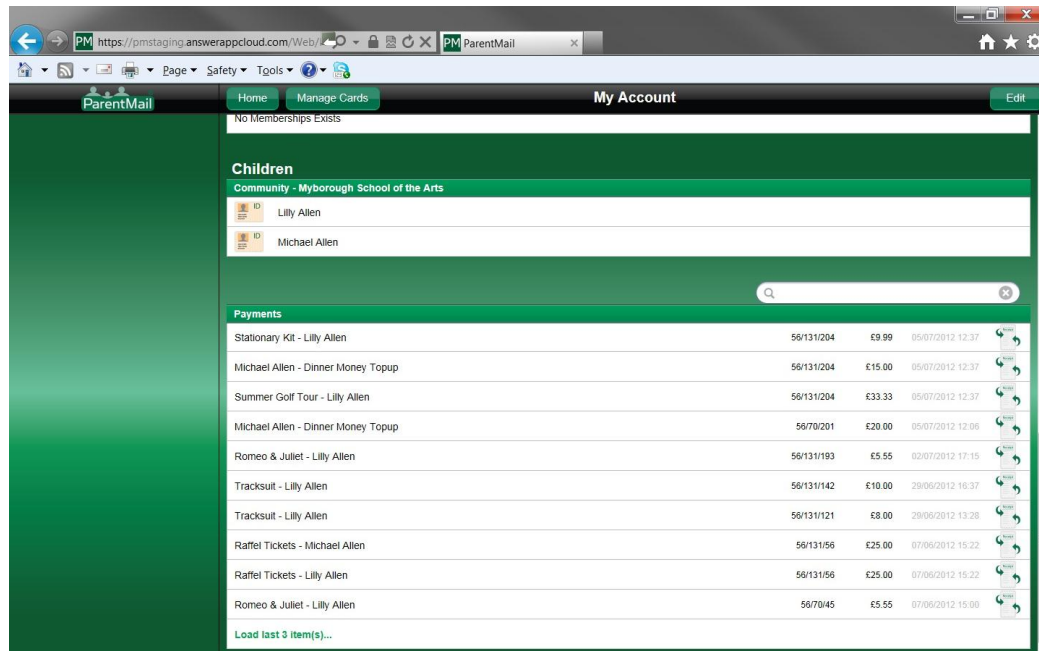
3. Payment History

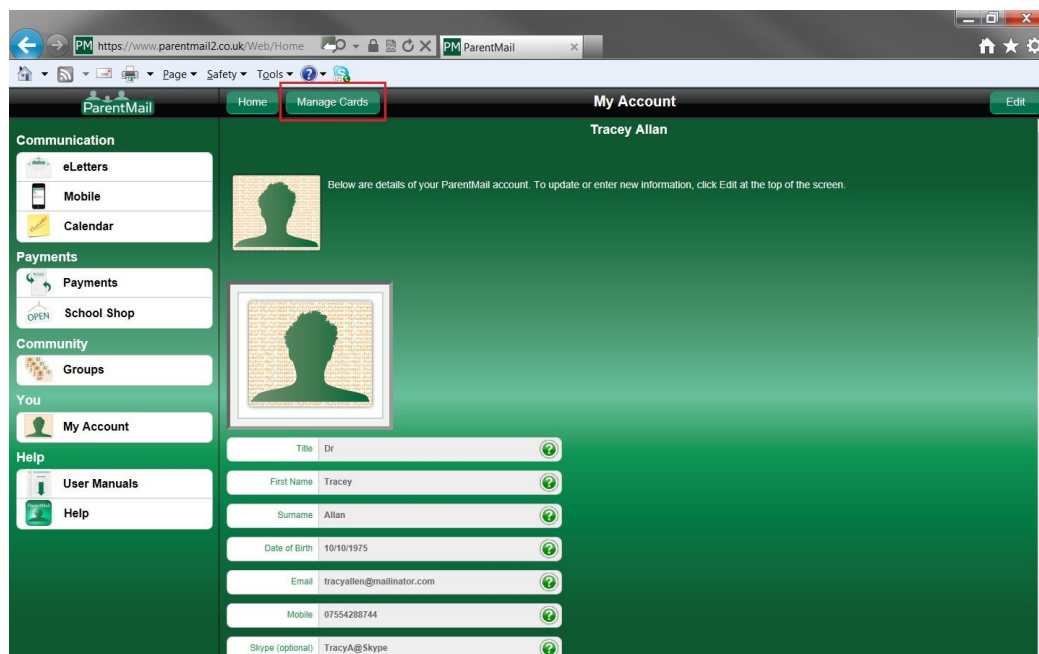To view a history of your transactions, click on My Account and scroll down to the Payments section.

4. Card management

You can manage your payment cards from the My Account page by clicking on the Manage Cards button

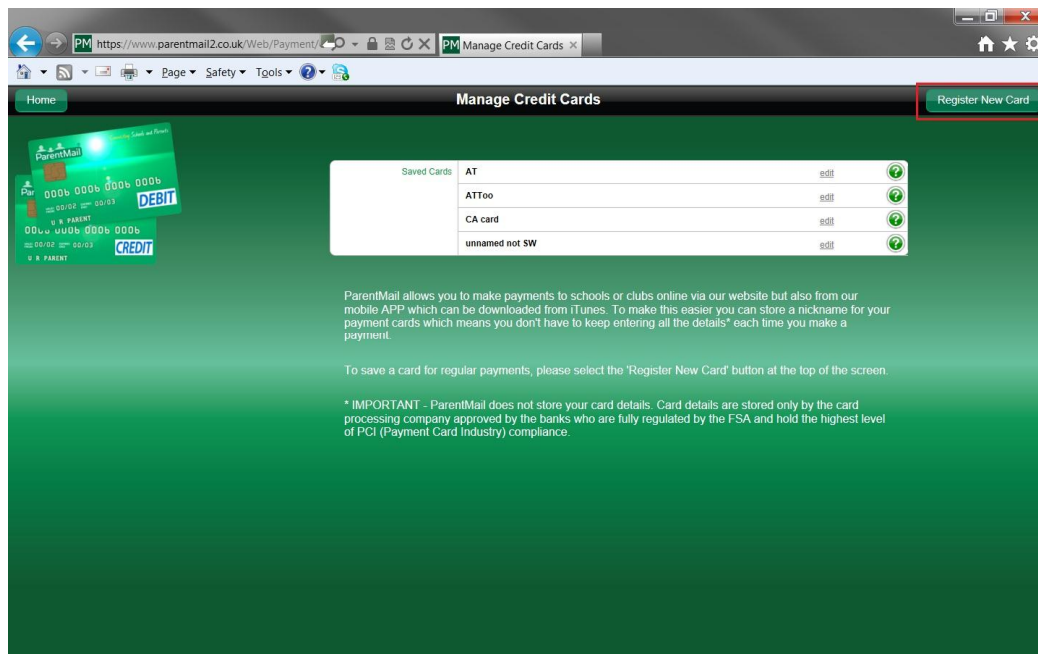To register a new card, click the Register New card button.

Give the card a Name like "CA Card" and click the Create button

Complete your card details and set yourself a security code.

This code is a password that you will need to enter whenever you wish to make a payment using the registered card.

NB: ParentMail does not store this password (or any other card details), it is stored by the Internet banking provider. So if you forget it we are unable to retrieve this for you. You will have to delete the card and re-register it with a new name and password.

If you wish to delete the card or edit the name of the card then click on the Edit link

To Delete the card click the Delete Button