

August 2020  
spw/parentpayactiveltr

Dear

### **Login details for ParentPay, the online payment facility for St John's**

St John's operates a cashless catering system and ParentPay is the method used for adding funds to a child's lunch money account. ParentPay is also the method for making payments for trips, clubs and other items such as art materials, lockers and yearbooks etc.

ParentPay is a secure online facility, which offers you the ability to make payments by debit, or credit card whenever and wherever you like, the technology used has the highest internet security available. Please find below your ParentPay login details. Both username and password are case sensitive, the username is all uppercase letters and the password is all numbers after the letter a. Activate your account at [www.parentpay.com](http://www.parentpay.com).

**Student:**                      **Username:**                      **Password:**

Making payment is easy, funds are either loaded to the student's Parent Account within their ParentPay account and from there you transfer monies to the relevant items as necessary, or items can be added to the basket and paid for as for any other online purchase. You will be able to see what your child is buying in the canteen at lunch and break times as well as a history of the payments you have made. In most cases you will have to give permission for your child to go on the trip as part of the payment process, so you will not need to send a separate permission slip to St John's. For many of the larger trips you will be able to make payments as you wish to meet the instalment deadlines.

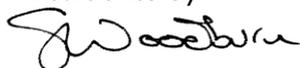
If you do not have a bank account, or access to the internet, it will still be possible to load money for the payment of lunches by using a PayPoint card. The PayPoint card will allow you to pay cash at any PayPoint outlet which will then be uploaded to your child's ParentPay lunch money account. Currently PayPoint is only available for the payment of lunch money and not for trips or other items. Payment via PayPoint can take several days to appear within the lunch account, please allow plenty of time for the funds to load to the account.

Payments for items other than lunch money can still be made by cheque. Unlike online payments however, there can be a delay in cheques being banked, it is therefore advisable to always keep a check on your bank account to ensure you know when the payment has cleared.

If you have more than one child at St John's, have used ParentPay for your child at their previous school and/or have other children with ParentPay accounts elsewhere, you will need to link your accounts. Instructions for using ParentPay can be found on the St John's website Links page on the right-hand side under the heading 'For Parents'.

If you have any problems with, or queries about ParentPay, or wish to have a PayPoint card, please contact me by phoning 01672 519567 or by emailing ([swoodburn@stjohns.excalibur.org.uk](mailto:swoodburn@stjohns.excalibur.org.uk)).

Yours sincerely



**Mrs S Woodburn**  
**Finance Administrator**