



The easy way to make payments to Aylsham High School

Top up lunch money, pay for trips & activities, revision guides and more.

ParentPay is an online shop. You can choose what to purchase, add it to your basket and then check out. It is a simple and secure way to pay for items using your credit or debit card.

Using ParentPay to keep lunch accounts topped up means students do not need to carry money to school or queue to use the cash loaders. Using the reminder alert service will give you peace of mind that your student will always have enough money for their lunch.

If your student needs to pay for a particular trip, activity or uniform purchase, an extra item will be visible for you to add to your basket. No more cheques to go missing in the bottom of a rucksack or tucked into a forgotten pocket.

Parents of students coming to us from a school already using ParentPay, please follow the instructions below to activate your account for the first time:

- STEP 1 Log on to your current ParentPay account as normal.
- STEP 2 Click on 'Add child'.
- STEP 3 Enter your username and password from the activation letter.
- STEP 4 You will see two accounts for your child. One for your current school and one for AHS.
The old account will disappear during the summer holidays.

Parents who already have a ParentPay account at AHS for another child, please follow the instructions below to activate your account for the first time:

- STEP 1 Log on to your existing ParentPay account as normal.
- STEP 2 Click on 'Add child' on the home page.
- STEP 3 Enter your username and password from the activation letter.
- STEP 4 You will then be able to pay for items for both children from the same log on.

Parents without a current ParentPay account please follow the instructions below to activate your account for the first time:

- STEP 1 Have your activation letter handy.
- STEP 2 Visit www.ParentPay.com.
- STEP 3 Select 'Parent Login' from the 'For Parents' drop down in the top right hand corner of the screen.
- STEP 4 Enter your username and password from the activation letter and select 'Login'.
- STEP 5 Complete the activation following the instructions given on the screen.

You are now ready to start adding items to your basket. Please see overleaf for frequently asked questions.

Frequently asked questions

How do I make a payment?

- STEP 1 Click on '**Pay for X's meals**' or '**Pay for other items**'. You will see a list of items available.
- STEP 2 For meals enter the amount you wish to top-up and click '**Add to Basket**'.
- STEP 3 For other items click on '**View**' then enter the amount you wish to pay and click on '**Add to Basket**'.
- STEP 4 Click on the basket logo in the top right corner of the screen.
- STEP 5 Select your preferred payment method and follow instructions on screen to add your card details and check out.
- STEP 6 A receipt will be sent to your registered email address.

Can I set a daily spend limit for the canteen?

Yes it is possible to set a spend limit so that no matter what the balance is on your child's account you can limit the amount they spend each day. Please contact the Aylsham High School finance department to request this.

Can I get a reminder if the balance is low or there is a new item to pay for?

To set up alerts via email or text message follow these steps:

- STEP 1 Click the '**Communication**' tab.
- STEP 2 Click '**Alert settings**' - from here you can choose to receive email alerts (free) or SMS text alerts (chargeable) for low balances or new payment items.
- STEP 3 Enter the threshold for balance alerts and tick the email alert/text alert box if required. For example, if you enter £2.00 as the amount for low balance reminders you receive an email/SMS alert when your child's balance drops below £2.00.
- STEP 4 Tick new item email alert/text alert box if required.
- STEP 5 Click '**Save**'.

Can I set my child's canteen account to automatically top up if the balance is getting low?

The ParentPay bank transfer facility allows an 'auto top up' to be set up. It works by allowing you to set a minimum balance which, when reached, automatically credits your child's meal balance by a fixed amount set by you. You will need to have sufficient funds in your bank account for the auto-top up to work. Please note this is a direct debit and can take up to 7 days to clear your account. If more than one payment is made in this time the total will be shown on your bank statement as one sum. See ParentPay help pages to get set up.

Can another payer, such as a partner or ex-partner, make payments for my child?

Additional payers can be set up with their own login in order to make payments. Please contact your child's school and they will be able to arrange the second payer setup.

If you need help using the ParentPay system please contact Aylsham High School finance department on finance@aylshamhigh.norfolk.sch.uk