

## ParentPay - our new online payment service from September 2021

We are pleased to announce that you will be able to pay online for items such as dinner money, school trips and uniform, using a secure website called ParentPay. **ParentPay is replacing School Money**. ParentPay will be our only method of making payments to school.

### What are the benefits to parents & pupils?

- ParentPay is easy-to-use.
- You can make online payments whenever and wherever you like, 24/7
- The technology is of the highest internet security available. Your money will reach school safely, offering you peace of mind
- Payments can be made by credit/debit card or through PayPoint
- You can access full payment histories, balance alerts and statements online at any time.

### What are the benefits to our school?

- School staff will not need to count cash, chase debt, or use cash collection services
- School staff will have more time to support parents with other queries
- Financial transactions are safe and secure and cash will not be managed on the school premises
- The more parents that use ParentPay, the greater the benefit is to our school.

### How to get started with ParentPay:

**We will send you your account activation details via email. Once you have received it, follow these steps:**

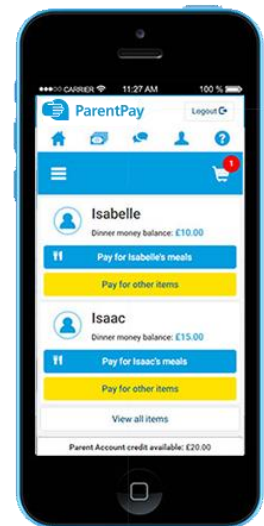
- Visit [www.parentpay.com](http://www.parentpay.com)
- Enter the Activation username and password in the Account Login section of the homepage **NB. These are for one-time use only, please choose your own username and password for future access during the activation process.**
- Input the necessary information and choose a new username and password for your account - registering your email address will enable us to send you receipts and reminders
- Once activation is complete, go straight to Items for payment
- Select which item(s) you want to add to your basket and proceed to complete your payment.

If you have any questions, please contact the school office, on 0121 464 6474 or [enquiry@heathfld.bham.sch.uk](mailto:enquiry@heathfld.bham.sch.uk)

For more information:

Visit [www.parentpay.com/parents/](http://www.parentpay.com/parents/)

Visit [www.heathfld.bham.sch.uk](http://www.heathfld.bham.sch.uk) (in the For You/Parents section) where you will find further information, parent guides and videos showing you how to activate your account.



## ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa and American Express 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. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it is secure?**

Standard website addresses begin with *http*: the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay Limited, and its group companies, operate in full compliance with Data Protection Law; Including the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679.

The ParentPay Terms and Conditions include a Data Processing Agreement (DPA), compliant with the GDPR, which details both parties' obligations relating to Data Protection.

<https://www.parentpay.com/schools/school-terms-and-conditions/>

The ParentPay Privacy Notice, which is available to end users, provides further information on the processing activities undertaken by ParentPay. <https://www.parentpay.com/privacy-policy/>

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 02476 994 820.

- **I do not have a home PC so how can I use ParentPay?**

The school office has a dedicated iPad for parents to use, alongside a member of the admin team, and they will be happy to show you how to access your ParentPay account.

For more information please visit [www.parentpay.com](http://www.parentpay.com) and the school website also has helpful information and videos in various languages showing you how to activate your account.