



How do I activate my account?


To create a new account, you will need to have the account activation letter provided by your school to hand. You will also need to be able to access your email as your email address will become your new username and is used for the verification process.

If you have lost your activation letter or not yet received it, please contact your school.

1. Navigate to www.parentpay.com
2. Select **Login** at the top right corner of the screen
3. Enter the **username** and **password** (activation codes) provided in your account activation letter. (Code 1 = Username, Code 2 = password) and select **Login**
4. Complete the activation as detailed on the screen.

You can now log in to your account.

New - How do I book meals for my child?

1. Navigate to www.parentpay.com and log in
2. Select the **Make bookings for...** button with the  symbol to book meals for your child (bookings must be enabled for this child)
3. Select **Make or View Bookings**
4. Use **Make bookings for...** to select the meal time e.g. Lunch time and the appropriate period and then select the **Make or view bookings** button
5. Make your choices from the menu
6. When you are finished your booking summary will be displayed. Select **Confirm bookings***
7. Review the order summary details and when ready select **Pay now**
8. Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.
9. You will receive an onscreen notification when you have completed your payment.

If **Payment due section displays £0.00 no further action is required you will receive an onscreen notification to confirm these bookings.*

If **Payment due value is greater than £0.00, you will be directed to the order summary page to complete your payment. If payment is not made within 2 hours your bookings will be cancelled.*