

Our Ref: STM/CRW/16010

11th November 2016

Dear Parent/Carer

Coming Soon: Online Payments to School with ParentPay!

St Mary's CE (C) First School will be introducing a more convenient way to pay for school meals online, using a secure service called ParentPay. Eventually, we hope to extend this service for the payment of all items, including trips, nursery provision, before and after school clubs and much more.

Making secure payments online using your credit or debit card

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school or children at other ParentPay schools, you can create a single account login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you've activated your account you can make online payments straight away.

School Text Service to Parents

ParentPay will also be hosting our school text service. We would be very grateful if you could complete the attached slip, providing your current mobile contact number, so we can check that we are holding up to date contact information for your child.

Your support in using ParentPay will help the school enormously, thank you.

For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com.

Yours sincerely

Mr J Thorne
Deputy Headteacher

St Mary's CE First School
Wheaton Aston

Contact Name.....Mobile Tel No:.....

SignedPerson with parental responsibility Date.....

Name of Child(ren)Year

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'll be able to activate your account and start making payments. This letter will be sent to you by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa 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's 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 holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

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 0845 257 5540.

- **I don't have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

For more information please visit www.parentpay.com