

Tynewater Primary School

a thinking, caring, learning community

Information for Parents

Thursday 4 June 2020



Dear Parent/Carer

ParentPay - Our Online School Payment Service

ParentPay is an online payment system for schools. It allows parents to pay quickly and securely for school meals, milk, trips and much more.

The system is easy-to-use and offers you the freedom to make online payments by credit or debit card, whenever and wherever you like, 24/7. You can access ParentPay using any pc, laptop, tablet or smartphone.

If you don't already have an account for your child, you will be sent an individual letter detailing the activation procedure once they start school in August.

What you can do now

- If you haven't already, please **create an account** at our Midlothian Council website and find out more about Parent Pay at www.midlothian.gov.uk/parentpay

I have included some FAQs about the service overleaf.

Kind Regards

Louise Munro

Louise Munro
Admin Assistant

Frequently asked questions – ParentPay

Activating your account

I don't have a computer, how can I use ParentPay?

You can access the ParentPay website from your smartphone or tablet, or why not visit your local library and book a computer?

Alternatively, you may be able to get access to a computer at your work, but you should check the policy in your workplace before doing this.

Why do I need to log in via the mygovscot / myaccount?

'myaccount' is a simple, secure way to access a range of services provided by Midlothian Council online.

I am having problems activating or signing in to mygovscot / my account, what should I do?

Note that if you are using Internet Explorer, you may have to update to Internet Explorer 11 to access ParentPay.

If you are having issues with mygovscot myaccount, the support service can be found on <https://www.mygov.scot/myaccount/>

I am having problems accessing ParentPay

Your first line of any enquiry should be your school office. They will contact ParentPay on your behalf if they are unable to help.

Can more than one family member pay for items for a child?

Please ask at the school office and they will be able to set up another ParentPay login for your child's account. You won't be able to see each other's personal details, but will see payments and account balance for the child.

I've lost my activation codes/forgotten my username/password

The school office will be able to reissue your activation codes and username.

If you have forgotten your mygovscot / my account username/password, you should go to the mygovscot sign in page via <https://www.parentpay.com/public/client/security/#/login> and click the forgot password or forgot username box.

I already have a ParentPay account for another one of my children, can I merge their accounts?

Yes. Log into the account you want to use as your master ParentPay account; go to 'Add a Child' and enter your new activation codes. Follow the on screen instructions to add your children at any ParentPay school from one account (up to 6 children).

My children attend different schools using ParentPay, can I add them all to my account?

Yes. The rollout of ParentPay is on a phased basis so you may not be able to do this straight away, but once you receive an activation letter for each child from their school, you can add your child(ren) to your account.

Using ParentPay

How can I make a payment?

ParentPay accept Maestro, Switch, Delta, Electron, Solo and Visa debit cards. You can also use MasterCard and Visa credit cards.

If it's easier for you to continue to paying in cash, ParentPay supports PayPoint. PayPoint payments can be made at any store that has a terminal (there are thousands of terminals in newsagents, convenience stores, supermarkets, garages and off-licences around the country). Details on how to pay using PayPoint can be provided by your school office.

Are online ParentPay payments safe and secure?

Yes. All card transactions are processed securely and are encrypted. ParentPay and the school do not have access to your card details.

Standard website addresses begin with the letters http. However, the address for a secure site will always begin with https.

You will also see a small 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.

How does my school know I have paid?

The administration staff within your school are notified that you have made a payment. They know which pupil the payment is for, how much has been paid and the item(s) you have paid for.

What about personal information?

We operate under strict guidelines set out by the Data Protection Act and hold a very limited amount of information about you and your child to administer your account.

We do not share or give information to any other organisations.

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 contacted by someone claiming to be from ParentPay, call ParentPay immediately on 02476 994 820.

Are there any charges for using ParentPay?

ParentPay is a free service for our parents.

How do free school meals work?

Pupils entitled to free school meals will have their ParentPay account credited each day.

Because all account types are accessed in the same way, whether paid for or free, the new system allows those pupils receiving free school meals to remain completely anonymous.

Free school meal credit balances will not be carried over to the next day.

Who should I contact if I have further questions?

Your first line of any enquiry should be your school office.

Guide to Setting Up Your ParentPay Account

If you already have a Midlothian Council Website account you can go straight to **step 2** below.

1. Go to <https://www.midlothian.gov.uk/account> and click on the 'Register' link and follow the instructions



After creating your **myaccount** you will receive two separate emails with username and password

2. Go to www.midlothian.gov.uk/parentpay-login, click on "Sign in with mygovscot" and log in with your account details



3. When you sign in for the first time you will be asked to link your Midlothian account with ParentPay.
 - a) Enter the **username** in the accompanying activation letter into the **Email/Username** box

Enter the password from your activation letter into the **Password** box

Link your accounts

Please note: If this is the first time you have used ParentPay, please enter the codes from the activation letter received from your school.

To link your mygovscot myaccount and your ParentPay accounts please enter your ParentPay login details here.

Email/Username

Password

[Forgotten your password?](#)

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