THE PALMER CATHOLIC ACADEMY

ParentPay

We use a secure website called ParentPay and parents and carers are able to pay online using a credit or debit card or use a payment card at any PayPoint facility. All card payments are secure and adhere to the highest level of compliance under the Payment Card Industry Data Security Standard.

ParentPay accepts payments online for items such as dinner money, trips and resources.

ParentPay is our preferred method of making payments to school.

You will need an activation username and password in order to sign up to and start using ParentPay. Please contact the Finance office at finance@tpc.academy if you require these to be sent to you.

Here's how to get started with ParentPay?

1. Visit www.parentpay.com
2. Enter your 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
3. Provide all the necessary information and choose your new username and password for your account - registering your email address will enable us to send you receipts and reminders
4. Once activation is complete you can 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 Finance Office - finance@tpc.academy

Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores. Using PayPoint PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school - https://consumer.paypoint.com.

Please notify the Finance Office at finance@tpc.academy if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge; however, any lost or damaged cards will be charged at £2 each. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure. All payment made using a PayPoint card will be to the named child's meal balance.

ParentPay FAQs

1. 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.

2. 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.

3. 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. •

4. 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

5. 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/

    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.

6. I do not 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