



## Saint Paul's Catholic High School

# Parent Pay

Saint Paul's Catholic High School operates a **ParentPay** system which allows parents/carers to pay securely & safely online for lunches, trips, music lessons etc.

### When can I log in to my account?

As soon as you have received your activation letter from school with your login details you'll be able to activate your account and start making payments.

#### • Which cards can I use?

ParentPay accepts MasterCard & Visa credit cards and Maestro, Switch, Delta, Electron, Solo & Visa debit cards.

#### • 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. ParentPay is the market leader in security for online payments for schools and Colleges. For more information, please go to:

<https://www.parentpay.com/Schools/ParentPay-security-data-protection/>

#### • 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? We are hoping to release an app shortly which will be available for smart phones and tablet PC's.

#### • 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 details of the nearest PayPoint stores to school are below. Please notify the Finance Office 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 £3.00 each. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure.

Trip and activity information letters will carry a unique barcode which will allow you to make cash payments at your local PayPoint store. If your child wishes to go on a trip and you wish to use PayPoint, please contact the Finance Office and we will create the barcoded letter for you.

#### • Where is my Local PayPoint Store?

To find your local PayPoint stores, visit the PayPoint website and use their Store Locator.

For more information please visit: [www.parentpay.com](http://www.parentpay.com)



ParentPay®



Journeying together with Jesus Christ, we learn to love and love to learn.

